

#### IV. Validate and approve cardholder's reimbursement request

##### 1. How to request a Penn Travel Card Credit Balance Refund?

- Cardholder or applicable Business Administrator can submit a credit balance refund request at the following link: <https://fs22.formsite.com/upennpurch/form4/index.html>
- The applicable Business Administrator should perform a credit card transaction analysis to validate a cardholder's reimbursement request
- Review and approve cardholder's claims for further processing

##### 2. How do I validate that payments are made by cardholder to Bank of America for any non-reimbursable expenses

- Run "Assigned Credit Card Charges" report from Data Warehouse report (Business Object) to identify any non-reimbursable credit card transactions that have been classified through expense reports in Concur
  - See Figure 5 below for the Data Warehouse report location
  - Run the report by employee's Penn ID number
- Run "Payment Trans Report – Adm" report in BoA WORKS® to view all card transactional activities including payments made directly by cardholders (see Figure 2: Payment Transaction Report output for identification of Payer with Payment Descriptions)
- Compare the total non-reimbursable amount from the Data Warehouse report to the total payment amount posted in the BoA account made by cardholder
- If the total non-reimbursable amount is greater than the total payment amount to BoA made by the cardholder, the cardholder is responsible for the difference to BoA
- The cardholder may be entitled to a credit refund for the an overpayment to BoA

Figure 5: "Assigned Credit Card Charges" report in Business Objects

Title	Last Run	Type	Owner	Instance
Exception reports		Folder	milleraa	
<b>Assigned Credit Card Charges</b> Displays Concur credit card and expense report details		Web Intelligence Report	milleraa	0
International Travel Displays Concur expense report detail for reports as of		Web Intelligence Report	milleraa	0
TEM Report Inquiry Displays SAE and Concur expense report detail and		Web Intelligence Report	milleraa	0
TEM Report Inquiry - Unprocessed reports only Displays Concur expense report detail for unprocessed		Web Intelligence Report	milleraa	0
TEM Report Processing Flow Review Displays Concur expense detail report header, comments		Web Intelligence Report	milleraa	0
TEM Reports by Approver View all reports approved by a specific approver (or		Web Intelligence Report	milleraa	0
TEM workflow review		Web Intelligence Report	milleraa	0