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From: travelnews-bounces@lists.uoregon.edu on behalf of BAO news for travel administrators <travelnews@lists.uoregon.edu>
Sent: Thursday, April 12, 2018 5:15 PM
To: travelnews@lists.uoregon.edu
Subject: travelnews: Travel Reimbursement processing time
Attachments: ATT00001.txt

Good Afternoon UO Travel Coordinators/Delegates:

Our office received a huge deluge of travel reimbursements that came in right before spring break and then got another wave right before our Concur launch. Then Conny retired and we launched Concur!

We normally recommend that travelers should expect an average turnaround time of about 7-10 business days from receipt of documents. However with daunting amount of work we are trying to do daily, the turnaround is estimated at about 15-20 days. We work these in the date order received so we will start working Concur reports as soon as we can. We have a couple of people giving us a hand so I am hoping we can get through our backlog soon.

Please ask your travelers for patience and forgiveness as we are working as quickly as we can with lots of extra duties and with limited staff.

Thank you for understanding,



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