

FAQ for Expense Reimbursements

In general, TRAVELERS are asked to consider options that utilize Burroughs Wellcome Fund (BWF) resources responsibly and efficiently. Expenses should be appropriate for a nonprofit organization to avoid any appearance of impropriety or personal benefit and must be documented with receipts to satisfy audit and tax law requirements. Remember, being good stewards of BWF resources helps us continue to make grants.

General Expense Questions

- I can't get logged in. Help!
 - SAP Concur requires a 2-factor authentication to access your account. You will find instructions for setting up your 2-factor authentication in the Concur 2FA Set Up Guide.
- I've completed my expense report, but it won't let me submit. What should I do?
 - BWF uses Concur ExpensePay to process reimbursements for travelers based in the U.S. This requires the traveler to enter their banking information for direct deposit reimbursement before the report can be submitted. Not completing this step is the most common reason individuals cannot submit a report.
 - Instructions for entering your banking information can be found in the BWF Expense Guide For Non-Staff.
- I've entered my expenses into Concur, but I have a yellow warning icon. Will this keep my report from being submitted?
 - Yellow warning icons indicate that an expense in the report might have an issue. The most common cause is when an expense date is older than the policy allows. Late submissions may or may not be approved depending on the circumstances.
 - Another common cause is if two or more entries appear to be possible duplicates. Double-check that you have not accidentally entered an item twice.
 - These yellow warnings will not prevent you from submitting your report; they alert our staff to pay extra attention to the accuracy of what is being submitted.

Meal Related Questions

- I skipped the group meal to work in my room. Can I order room service?
- I was so busy networking that I forgot to eat. Can I purchase food after the organized meal?
 - When an organized meal is available, expenses for alternative dining should not be included in the reimbursement request.

Travel Related Questions

- My partner travelled with me to the event. Can I be reimbursed for their meals?
 - If families or friends are accompanying you, their expenses are generally not eligible for reimbursement.
- I'm arriving early for additional professional opportunities in the area. Are my expenses during that time covered?
 - Expenses during transit are covered for the BWF-related traveler, regardless of the day. Occasionally we can extend lodging discounted rates outside of the scheduled event, but this must be discussed with the meeting planner in advance. All other

expenses are considered personal and not reimbursable outside of the event schedule.

- I forgot my favorite scented body wash. Will the purchase of this be reimbursed?
 - Purchases of personal items, either forgotten or misplaced, are not covered by BWF.
- Will BWF cover the cost of transportation to an off-site meeting or other activity during downtime?
 - If you are meeting with friends, acquaintances, or colleagues who are local to the area, or visiting sights not related to the BWF event, costs incurred are personal and should not be included in the reimbursement request.