Frequently Asked Questions
Professional Expense Reimbursement (PER) Edition

I am new to uOttawa, can you please explain what the PER program is?
As per section 40.9 of the APUO Collective Agreement, APUO members may request a professional expense reimbursement (PER) when they incur expenses through work or acquire work-related supplies and equipment. In May of every year, the University of Ottawa deposits $1,625 into your account (you can check your account by logging into the FAST MyResearch (VPN access only). You can spend that amount as you go or accumulate it over a period of up to three years, to a maximum of $4,875 (three times $1,625).
Reimbursement claims are made through the Concur reimbursement system and can be submitted at any time of the year.

Do you have a list of admissible expenses for the PER?
As per the collective agreement, an admissible expense must be incurred in carrying out employment duties or in acquiring supplies or equipment related to the performance of such duties. The expense must also abide by Policy 21 and the related Procedures.
There are too many eligible expenses to list them, but by consulting this tool, you will be able to see the full Concur expense list available in Concur for the PER program.

I've ordered some research tools online, when can I proceed with my claim?
For an expense to be eligible, the item purchased must be in hand (or the service rendered). Therefore, for online purchases, you can claim your reimbursement as soon as you receive the item from the shipping company.
Another frequent example: for a conference to be eligible for reimbursement, you must have attended it, whether virtually or in person. This means that you can only claim your reimbursement once the event has occurred.

I have never used Concur before, how do I proceed?
To log in to Concur you can do it from the Reimbursement webpage or you can use this direct link. Many efficient guides are at your disposal on the Reimbursement website in order to help you with your first Concur claim. Here are the most important ones:
Using Concur for the first time and setting up your Concur profile.
Submitting a claim in Concur

I am not sure what to identify in the “Fund”, “Organisation” and “Program” field of the report header in Concur, how can I find that information?
FAST MyResearch will help you find that information.
You can also search by name in the “Fund” field, by clicking on the funnel icon, selecting text, then typing the asterisk sign (*) followed by the first few letters of your last name (i.e *Tremb). This will generate a dropdown menu, including your PER fund. The name of the Fund should also indicate “PER”. Once the Fund is selected, there should only be one available choice for both the Organisation and the Program fields.

I am having difficulty adding my receipts, what I am doing wrong?
The easiest way to add receipt is by having them pre saved on your computer or mobile phone. Please consult the following two guides for other ways to add receipts to your PER claim:

 Attaching receipts
 Attaching a missing receipt affidavit

Some expenses are trickier than others to enter, do you have any additional help?
Yes, we have guides related to particular expenses. Here they are:

 Creating an Itinerary for per diem allowances
 Calculating personal car mileage
 Adding attendees to an expense

I am unable to submit my report, how can I proceed?
If you can’t submit your report, make sure you do not have any red alerts. Concur will allow you to submit your report if you have yellow alerts, but red alerts must be fixed before submitting. Correct any red exceptions by following the written instructions and try to submit your report again. If you continue to have problems, contact the reimbursement team of financial resources at reimbursement@uottawa.ca.

Now that I have submitted my expense reimbursement, where can I see the status?
You can find the status of all your Concur claims in the Expense tab. You can then change your viewing option by clicking on “Active Reports” in blue (see screenshot below).

If I have any additional questions regarding the PER program of its approval process, who do I contact?
You will find more information on the PER program and Concur on the Reimbursement Webpage.
You can also contact our team directly at reimbursement@uottawa.ca.