Biochemistry & Biophysics Departmental FAQ

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# GRANT SUBMISSION

**Business Office contacts -** **Lisa Ward** **(215-573-7972) &** **Colleen Stephens** **(215-746-3428)**

[Office of Research Services](http://www.upenn.edu/researchservices/)

# PAY & BENEFITS INFROMATION

**Business Office contact -** **Lisa Ward** **(215-573-7972)**

[How to Enroll](https://www.hr.upenn.edu/PennHR/benefits-pay/health-life-and-fsa/health/enrolling-making-changes-and-paying-for-benefits) [Tuition Benefits](https://www.hr.upenn.edu/PennHR/benefits-pay/tuition) [Benefit Forms](https://www.hr.upenn.edu/policies-and-procedures/forms)

[Workday@Penn –Resources & Training](https://www.workday.upenn.edu/home/training) [Workday@Penn](https://weblogin.pennkey.upenn.edu/idp/profile/SAML2/POST/SSO?execution=e1s1)

[Penn Employee Solutions Center](https://www.hr.upenn.edu/hcm/penn-employee-solution-center)

[Administrative Support for Postdocs and their Mentors](https://www.med.upenn.edu/postdoc/)

IMPORTANT NOTE FOR POSTDOC PAYROLL:

All Postdocs should be mindful of their annual appointment dates as stated on their appointment letters as Workday ends Postdoc compensation on the appointment end date reflected in your letter(s). In other words, if you don't receive a reappointment letter, you also will not receive a paycheck.

Since Postdoc appointment dates end at various times throughout the year, there is no easy way for to track these dates. If you are approaching your appointment end date, contact Joy Paulding IMMEDIATELY so that she can prepare a reappointment letter and extend your compensation for the next 12 month appointment cycle. If a postdoc has not received a reappointment letter by 1 week before they are due for reappointment contact Lisa Ward IMMEDIATELY.

# VISA/GREEN CARD PROCESS

**Business Office contact –** **Joy Paulding** **(215-573-7972)**

* Contact Joy Paulding (trainees must go through their PI) to start the process on all immigration matters. General information can be found at:

[International Student & Scholar Services](https://global.upenn.edu/isss/immigration) - 215-898-4661

* Pease note that monitoring of immigration status is the responsibility of the visa/green card holder and not the Business Office.

# PHONE/DATA PORTS, EMAIL ADDRESSES & IP ADDRESSES

**Business Office contact –** **Nicole Matchette** **(215-573-7972)**

* Contact Kim Sharp to set up a meeting about you and your lab’s needs.
* After meeting with Kim Sharp arrange a meeting with Nicole Matchette so that your order for ports and IP addresses can be drawn up.
* To get set up with a Penn Medicine email address and PMACS login, contact Nicole Matchette.

# FACULTY AFFAIRS

**Business Office contact –** **Sanjukta Banerjee** **(215-573-0324)**

* + Primary contact for faculty appointments and promotions in addition to the following:
		- Liaison to [Office of Faculty Affairs & Professional Development](http://www.med.upenn.edu/fapd/) [(FAPD)](http://www.med.upenn.edu/fapd/)
		- Advance Faculty Professional Development program
		- Teaching Requirement for Assistant Professors
		- Faculty Careers: Surveying the Road from Appointment to Promotion (on-line tutorial)
		- CV Guidelines
		- Teaching activities charts (save sections 3 & 4 to keep track of all of your teaching activities)
		- Extension of probationary period Policy & Forms
		- Reduction in Duties Policy & Form

# REIMBURSEMENTS & EXPENSE REPORTING

**Business Office contact –** **Mary Spencer** **(215-898-5992)**

Reimbursement requests and expense reporting for travel and non-travel expenses **must be submitted through the Concur system within ten (10) days of the end date of the business- related expense. Expenses submitted more than six months (182 days) after being incurred will not be reimbursed without supplemental approval and should not be submitted without an explanation of extenuating circumstances**. Extenuating circumstances that prevent submission within the 6-month period are expected to be rare. Circumstances that may justify an exception include: extended personal illness, death in the family**,** unanticipated extended leave of absence and travel outside the country for an extended period of time if documentation cannot be readily sent to the University. Please be sure to include what account(s) to be charged with your report.

**The following resources can all be accessed through** [**Ben Helps**](https://benhelps.upenn.edu/support/home)**:**

[Concur profile Set-up](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Travel & Expense Management > Creating and Submitting Expense Reports > Set Up SAP Concur Expense Reimbursement Profile

[Travel Profile Set-up](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Travel & Expense Management > Travel/Booking > Set up SAP Concur Travel Profile

[Concur Mobile App Set-up](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Travel & Expense Management > Expense FAQs > CONCUR MOBILE APP

[Set-up Business Profile for Uber/Lyft](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Travel & Expense Management > Travel/Booking > Penn Preffered Supplier: Lyft Business Ride Share Program @ Penn

[Creating an Expense Report](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Travel & Expense Management > Creating & Submitting Expense Reports

[PDF and Video How-To Guides for Concu](https://benhelps.upenn.edu/support/home)r

BEN Helps Support Portal > Solution home > User Guides and Quick Reference Guides (QRG) > Concur User Guides

[Expense Reporting FAQ](http://cms.business-services.upenn.edu/penntravel/about/faqs-and-helpful-information/expense-faqs.html)

[Travel FAQ](http://cms.business-services.upenn.edu/penntravel/about/faqs-and-helpful-information/29-travel-faqs.html#BT-1)

Concur-TEM Help Desk/**215-746-4357**

**Receipts are required for all reimbursements**. Each person requesting reimbursement is responsible for ensuring that the costs are for activities that have been **properly authorized** and are **supported with clear business justification**, **required receipts**, **and/or other applicable documentation**. If an expense is being paid by more than one university or entity, copies of receipts are acceptable documentation, provided a brief explanation is attached.

1. An acceptable receipt is a document that contains:
	* Transaction date
	* Name of merchant
	* Itemized transaction details (what was purchased)
	* Form of payment used (Type of card used & last four digits of card#)
	* Amount of purchase
	* Indication that the amount was paid
	* Your name (if it is not printed on receipt, please sign it)
2. **An acceptable receipt for an airline or Amtrak ticket** is defined by the type of ticket purchased:
	* An acceptable receipt for a printed ticket is the original passenger receipt coupon. Such receipts are provided to the traveler when a printed paper ticket has been purchased.
	* An acceptable receipt for an electronic ticket purchased through an agency or on the Web, is the printed itinerary/invoice. The itinerary/invoice should show the airline, flight numbers, times and destinations, class of service, amount and that a payment has occurred. If the itinerary/invoice is not available, travelers should use as supporting documentation boarding passes and copies of credit card statements showing the cost of a ticket and any service or booking fees.
	* An acceptable receipt for a change or cancellation penalty is a document showing the additional charge accompanied by an explanation as to the business purpose for the change or cancellation.
	* Service fees charged by travel agencies do not always have a receipt; however, they are considered as reimbursable expenses.
3. **For mileage reimbursement in a personal vehicle** evidence of the mileage of the trip must be provided. Concur-TEM [provides a tool for this purpose.](http://cms.business-services.upenn.edu/penntravel/images/stories/NUI-TEM_Training/cncrtr%20-%20claim%20personal%20car%20mileage-nui.pdf)
4. **An acceptable receipt from the rental car company**: itemized receipt showing the breakdown of costs, i.e., size of vehicle, daily rate, tax, concession fees, city surcharge, etc. A credit card transaction record does not contain detailed information and it is not itself considered adequate documentation.
5. **An acceptable receipt for business meals: an itemized meal receipt**, along with the credit card payment receipt if a credit card was used for payment. Without an itemized meal receipt, it is difficult to ensure that unallowable costs such as alcohol are separated from indirect cost allocations, as required by the IRS. **Alcohol cannot be charged to Federal grants.**
6. **An acceptable receipt for hotel charges:** itemized hotel receipt provided at time of checkout showing the room rate, tax and other items.
7. **A receipt in foreign currency** must be accompanied with the U.S. Dollar equivalent amount. The equivalent dollar amount can be obtained from:
	* Credit card statements. The best and most accurate currency conversion is the conversion that credit card companies provide on statements.
	* Oanda currency conversion. For non-credit card receipts in a foreign currency, use the Oanda currency conversion site. See the Oanda site at <http://www.oanda.com/converter/classic>

# MAIL & EXPRESS SHIPPING

**Business Office contact –** **Nicole Matchette** **(215-898-5669)**

The departmental mail room is located on the second floor of the Anatomy-Chemistry building, across from the Business Office, room 242. Faculty, student and staff mailboxes are located in the department mail room and packages addressed to the department can be found there as well. The department’s university mail code is 6059 and the department mailing address is:

University of Pennsylvania Perelman School of Medicine

Dept. of Biochemistry & Biophysics 3620 Hamilton Walk

242 Anat-Chem Bldg

Philadelphia, PA 19104

**If you are placing an order through Amazon, please use the following instructions:**

**Name: John Smith / ACH 335** (Staff name and building/room in NAME line)

**Address 1:** **Biomedical Research Building II/III 133** (loading dock address so it makes it to us)

**Address 2:** **421 Curie Blvd**

**City/State/ZIP:** **Philadelphia, PA 19104**

It is also recommended that the above address be saved, and that you “update delivery instructions” to reflect the following:

**Property type**

* Business

**When is this address open for deliveries?**

* Monday – Friday 8:00am – 5:00pm
* Saturday – Sunday Closed for deliveries

**Can this address receive deliveries on federal holidays?**

* No

**Where should we leave your packages at this address?**

* With mailroom or other staff at the dock

**Do we need additional instructions to find this address?**

* Please deliver packages to Distribution Services loading dock, or ask the security officer stationed in the lobby to direct you to the Distribution Services office.

Please do not hesitate to reach out to Distribution Services with any questions or comments at 215-898-6189.

If you receive a package you will receive notification via email and are expected to retrieve your package in a timely manner. If you would prefer to have your package delivered directly to your office please make sure to use your building address and include your floor and room number. A list of School of Medicine building addresses can be found [here.](https://www.med.upenn.edu/spo/buildings-and-administrators.html)

If you cannot find a package that says it has been delivered, contact the BRB mailing room (215-898-6189) with your tracking number and they can help you locate it. Please note that if your package is being shipped through USPS, it may be marked as delivered 2-3 days before it arrives to its final destination. This is because USPS marks packages as delivered when they arrive on campus and before they are brought from campus mail services to their delivery location.

**Using express mail services (UPS, FEDEX, DHL)**

ALL express shipping at the University of Pennsylvania must be processed using the university’s [eShip@Penn platform.](http://cms.business-services.upenn.edu/mail/) To become a designated Shipper and gain access to eShip please send a request to our department’s Business Administrator Lisa Ward. For shipments of hazardous materials from collaborators to you for which Penn is paying please refer the instructions at the end of this section. If you have trouble creating or tracking a shipment please contact the department Administrative Assistant Nicole Matchette.

[eShip Tutorials](http://cms.business-services.upenn.edu/mail/eship/online-tutorials.html)

[EHRS Training for shipment of hazardous materials](http://cms.business-services.upenn.edu/mail/eship/hazardous-materials.html)

Per EHRS regarding inbound hazardous materials shipments: In order to provide you a temporary inbound hazardous account #, prior to **EVERY SHIPMENT**:

Forward the information below to eShip@exchange.upenn.edu and copy Michele Bryant bryantmi@upenn.edu.

1. Include *your* contact information (including phone number)
2. Provide Ship From & Ship To information
	1. Sender Name/Address, phone or email
	2. Receiver Name/Address, phone or email
3. Estimated date of shipment
4. Budget code where the shipment should be charged
	1. Your default department 26 digit code
	2. (OR) the Fund/Grant/Acct that is paying for the shipment
5. If the need for an account number is URGENT (immediate, next few hours) please note clearly in your email. When at all possible, request in advance!
6. You will be notified of the FedEx number within 1 business day from eShip email, or receive confirmation to ship on an existing F/E number that was provided to you previously.
7. These account numbers should ONLY be provided for *Inbound* Hazardous, or *2nd to 3rd Party* hazardous shipments, where Penn is not packaging. All other non-regulated inbound (return) and regulated outbound shipments can & should be processed via eShip@Penn ®.
8. Do not share your account number internally. Each individual shipper should follow this process for every shipment.

# BUILDING ACCESS & ORDERING KEYS

## Business office contact – Nicole Matchette (215-898-5669)

* All PSOM buildings are locked buildings and require your Penn Card to be registered with security so that you may access PSOM spaces. The form and instructions for obtaining building access can be found [here](https://www.med.upenn.edu/spo/penn-card-access.html).
* To order keys for you lab you must complete a [Departmental Key Request Form](https://www.med.upenn.edu/spo/keys-and-property-removal.html) and bring or send it to Lisa Ward for her signature. Please be aware that if you are ordering multiple keys you will need to denote on the form who each key is for; every key must be assigned to a person and that key orders can take upwards of six weeks to be completed by the university locksmith. Once Lisa Ward has approved the form it will be submitted by Nicole Matchette who will notify you when your key order is ready for pickup. Any questions or concerns about Key Orders should be addressed to Nicole Matchette.

# MOVE REQUESTS & MAINTENANCE REQUESTS

## Business office contact – Nicole Matchette (215-898-5669)

* **For non-emergency maintenance** requests please email Nicole Matchette with a detailed description of the issue, location including building, floor and room number, and account to charge. She will submit your request to Facilities.
* **For emergency maintenance** (e.g. Floods, Leaks, No Electric Power to Critical Equipment, Hot/Cold Temperatures that would have an immediate impact on animal welfare or critical equipment, Cold Rooms & Fume Hoods in Alarm) Please call 215- 898-7208 immediately to report the issue and write down the tracking number you are given. Then email that tracking number along with a detailed description of the incident to Joy Paulding so she can assist with any necessary follow up.
* A list of the Building Administrators for all PSOM buildings can be found [here.](https://www.med.upenn.edu/spo/buildings-and-administrators.html) They are an excellent resource for facilities questions about your particular building.

# HIRING UNDERGRADUATE STUDENT EMPLOYEES

**Business office contact-** **Joy Paulding** **(215-898-5669)**

* The approval process for hiring can take up to several days to complete therefore the one-week lead time is paramount so that the new employee can complete their Workday onboarding tasks BEFORE their start date so that we stay in compliance with Federal Labor Regulations.
* Time tracking (timesheet approval) is handled in Workday. Managers/Supervisors are responsible for approving employee timesheets. Instructional videos, tip sheets and more information can be found [here.](https://www.workday.upenn.edu/home/your-workday/managers)
* Students attending class in the Fall and Spring Semester may only work a total of 20hrs/week between all jobs roles. During the Winter and Spring Breaks when classes are not in session students in class can work up to 40hrs/week.
* Students may work up to 40hrs/week during the summer session even if they are in classes.
* Email Joy Paulding at least one week before your prospective hire’s start date, earlier if possible, and [let he know you wish to hire an undergrad. She](http://www.srfs.upenn.edu/seo/faculty.html) will send you the department's internal Undergraduate intake form. If you want to hire multiple students she will need one form for each student. Based on the info therein she will send you the appropriate offer letter.
* Complete and sign the offer letter and forward to the student. The student will then complete their portion and forward it to Joy. Once she has all the necessary information she can then create the student's job requisition in Workday.
* Once Joy completes and submits the job requisition it will route to the PI's Workday inbox for approval. Once the PI approves it will go through the necessary approval levels until it is completed. Once completed the student, if they are a new hire, will be invited to begin their on-boarding in Workday. **If the student is a new hire they must complete Part 2 of the I9 within 3 days of their start date or else they must stop working until it is complete in order to comply with federal labor law.**
* Once Joy obtains the completed offer letter she will create their position in Workday. Once this process is complete the student will receive an email to their Workday Inbox with instructions for completing their onboarding tasks. They must finish these tasks in order to complete the hiring process and be paid.

# HIRING TEMPORARY EMPLOYEES

**Business office contact-** **Joy Paulding** **(215-898-5669)**

* The approval process for hiring can take up to several days to complete, therefore the one-week lead time is paramount so that the new employee can complete their Workday onboarding tasks BEFORE their start date so that we stay in compliance with Federal Labor Regulations.
* Time tracking (timesheet approval) is handled in Workday. Managers/Supervisors are responsible for approving employee timesheets. Instructional videos, tip sheets and more information can be found [here.](https://www.workday.upenn.edu/home/your-workday/managers)
* Temporary employees (unless they are minors) may work up to 40hrs/week but must not exceed 999 hours within a calendar year. If this happens the supervisor/PI will be responsible for paying the employee benefits.
* **Temporary Employees** [**can be employed for NO MORE than 90 days**](https://www.hr.upenn.edu/policies-and-procedures/policy-manual/recruitment-and-staffing/temporary-extra-persons) **per University policy**
* Email Joy Paulding at least one week before your prospective employee’s start date with: the person’s name, the person’s email address, what account number you want their payroll charged to and their official start date. She will then forward the appropriate offer letter template. For legal reasons you must use a University approved offer letter as it has very important onboarding instructions for the student.
* Complete and sign the offer letter and forward/give to the prospective employee. They must then complete their portion (they MUST enter both their email and social security number on the appropriate lines), sign it and then forward/bring it to Joy Paulding.
* Once Joy obtains the offer letter (completed and signed by both the PI/Supervisor and prospective employee) she will then create their position in Workday. Once this process is complete the prospective employee will an email, at whatever email address they stipulated on their offer letter, with a set-up code and instructions for activating their Penn Key. Once they have set up their Penn Key they must sign into [Workday@Penn](https://weblogin.pennkey.upenn.edu/idp/profile/SAML2/POST/SSO?execution=e1s1) to complete their onboarding tasks. Once they have completed all of their onboarding tasks the hire process is complete.

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# HIRING MINORS, INTERNS OR TRAINEES

**Business office contact-** **Joy Paulding** **(215-898-5669)**

* + Contact Joy who will send you the MIT Checklist, Unpaid Student/Volunteer Questionnaire, and instructions on what other documents may be necessary depending on the specific situation as well as next steps.
	+ Those under the age of 18 will also need [working papers](https://www.philasd.org/cte/about/working-papers/) from the Philadelphia School District and ALL lab member who will be in contact with the student must have up to date Federal and state background checks done by Penn.
	+ **If the prospective MIT is under age of 18 all lab members must have federal and state background checks/clearances BEFORE the minor can enter the lab. This process can take up to several months. Checks are good for 5 years once finalized.**
	+ Once MIT approval has been documented proceed with the steps listed under Hiring of Temporary Employees unless the MIT will be unpaid.

# PURCHASING EQUIPMENT & SUPPLIES FOR YOUR LAB

**Business Office contact –** **Mary Spencer** **(215-898-5992)**

* **You must designate at least one person in your lab to order supplies through Penn’s procurement system** known as the Penn Marketplace. In order to gain access to the system they must [register](http://www.finance.upenn.edu/ftd/registrationFAQ_Detail.shtml) and take the training course for [Ben Buys Requisitioner](http://www.finance.upenn.edu/ftd/coursedesc.shtml#req). For questions and concerns about training or access to Ben Buys/PennMarketplace please co[ntact the department Business Administra](http://www.finance.upenn.edu/ftd/documentation/QRG_Getting_Started_Penn_Marketplace.pdf)tor Lisa Ward (215-573-7972). Once access is granted orders for lab supplies and equipment can be made by the lab’s designated R[equisitioner though final approva](http://www.finance.upenn.edu/ftd/documentation/QRG_Request_New_Supplier.pdf)l of all orders rests with Mary Spencer in the department business office.

**The following resources can all be accessed through** [**BEN Helps**](https://benhelps.upenn.edu/support/home)**:**

[Penn Marketplace Quick Reference Guide](https://cms.business-services.upenn.edu/purchasing/faqs/purchasing-faqs.html)

 BEN Helps Support Portal > Solution home > Procurement > User Guides >

Getting Started with Penn Marketplace QRG

Ho[w-to Request a New Supplier](https://cms.business-services.upenn.edu/purchasing/)

BEN Helps Support Portal > Solution home > Procurement > User Guides > Request New Supplier QRG

[Penn Purchasing FAQ](https://benhelps.upenn.edu/support/home)

BEN Helps Support Portal > Solution home > Procurement > Purchasing @ Penn

[Penn Purchasing Main Website](https://cms.business-services.upenn.edu/purchasing/)

[Penn Approved Caterers](https://cms.business-services.upenn.edu/purchasing/making-purchases/find-a-supplier/caterers.html)

* **To order supplies for your initial lab setup while your designated Requisitioner(s) completes their training** send an email to Mary Spencer with the following information:
	+ Vendor the items should be ordered from. Vendors must come from the Penn Purchasing Department’s list of [approved suppliers](https://cms.business-services.upenn.edu/purchasing/making-purchases/find-a-supplier/supplier-search.html).
	+ A Bid-Waiver from the PI if the chosen approved vendor is a non-contract supplier
	+ Items to be ordered along with the corresponding item/part number and the price for each item.
	+ Location that the items should be shipped to
	+ An account to charge
* **Equipment purchases that are $5,000 or over require the following:**
	+ Quote from [approved supplier](https://cms.business-services.upenn.edu/purchasing/making-purchases/find-a-supplier/supplier-search.html)
	+ Copy of the quote, location of equipment (building, floor, and room number) must be sent to Mary Spencer so that she can enter the item into Penn’s equipment management system.
	+ A Bid-Waiver from the PI if the chosen approved vendor is a non-contract supplier
	+ An account to charge

# DRY ICE, LIQUID NITROGEN & CORE FACILITIES

## Business Office contacts – Kaye Kirkendoll (215-746-3428).

* **To order Dry Ice and/or Liquid Nitrogen** email LiquidNitrogenFac@pennmedicine.upenn.edu
* **Available Core Facilities:**

[Electron Microscopy Resource Laboratory (EMRL)](https://pathbio.med.upenn.edu/pbr/portal/morph/)

[Research Instrumentation Shop (RIS)](http://www.med.upenn.edu/ris/)

[Quantitative Proteomics Core](http://www.med.upenn.edu/cores/quantitative_proteomics_resource_core.html)

[Biophysical & Structural Biology Core](https://www.med.upenn.edu/jf/bsbcore/index.html)

[Beckman Center for Cryo-Electron Microscopy](https://www.med.upenn.edu/cores/Beckman_Center_for_Cryo_Electron_Microscopy.html)

[High-Throughput Screening Core](https://www.med.upenn.edu/cores/High_ThroughputScreeningCore.html)

* **Use of Core Facilities**
	+ Contact Lisa Ward to settle on account to charge and get set up in CAMS
	+ Billing and general questions can be forwarded to Kaye Kirkendoll.

