ServiceNow State Definitions for Travel & Expense Reimbursement Requests

1. **Waiting for Payment**
   This status indicates that your expense report has been submitted in Concur and is currently routing for approval. Once the payment is approved, you will receive a notification via the ticket, which will then be closed.

2. **Work In Progress**
   The reimbursement request is currently being reviewed or processed by the Travel & Expense team. This includes auditing, policy checks, or preparing the reimbursement for approval.

3. **Waiting for Customer**
   The traveler or requestor needs to act—such as submitting missing documentation, clarifying expenses, or correcting errors. Processing is paused until their response is received.

4. **Waiting for Department**
   The request is on hold pending action from another department (e.g., HR for employment validation, Finance for funding confirmation, or the traveler's department.

5. **Waiting for Vendor**
   This status applies when a third-party vendor (e.g., travel agency, hotel, or car rental company) must provide supporting documentation or resolve an issue that affects the reimbursement.

6. **Pending**
   The reimbursement request is paused for a general reason—such as awaiting a scheduled event (e.g., end of travel), audit timing, or external approval—not specific to any one party.

7. **Closed Complete**
   The reimbursement has been fully processed, approved, and paid. All actions are finalized, and the request is closed.

8. **Closed Skipped**
   The reimbursement request was withdrawn, canceled, or deemed unnecessary (e.g., duplicate entry, traveler never went on trip). No further action will be taken.