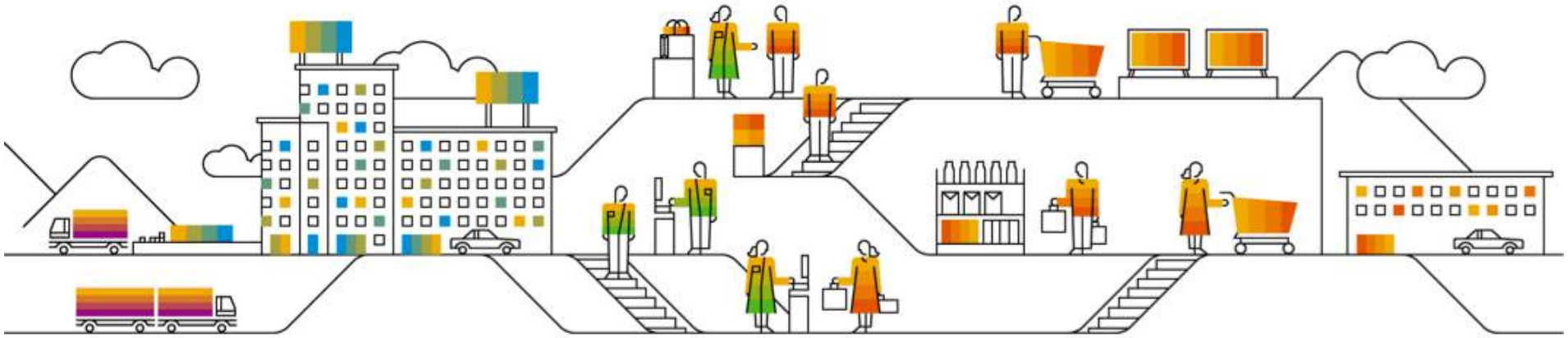

SAP Concur

Minneapolis Client Summit

February 6th & 7th, 2018
W Minneapolis, The Foshay

SAP Run Simple

Client Summit Agenda

Time	Topic
9:00am – 9:30am	Registration
9:30am – 11:00am	Build & update your policy
11:00am – 11:15am	*Break*
11:15am – 12:30pm	Driving compliance to your policy
12:30pm – 12:45pm	*Lunch (working lunch)*
12:45pm - 2:00pm	How to save money & control costs
2:00pm – 2:15	*Break*
2:15pm – 3:15pm	Optimizing your spend management
3:15pm – 4:15pm	*Happy hour*

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Build and update your policy

What does a Client Success Manager do?

A trusted partner to help move business forward

Show the value of Concur services to solve business issues

Build and update your policy – Agenda

Thinking about your policy | Big Picture

- A broad look at what your policy looks like today.

Travel Policy

- Deeper look into travel policy questions.

Expense Policy

- Deeper look into expense policy questions.

Other policy items to consider

- What haven't we thought about yet policy questions.

Onboarding and Roll Out Resources

- Resources to help guide adoption.

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Thinking about your policy | Big Picture

- How often should we update it?
- How comprehensive should it be?
- Who should be involved in the planning/updating process?
- Should we have separate policies for different levels of employees?
- Do we have unique policy needs?

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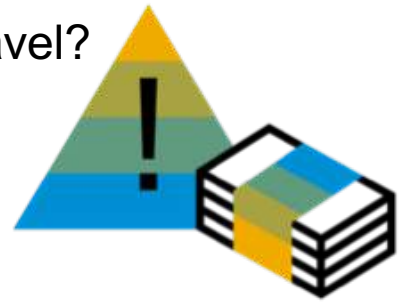
Thinking about your policy | Expense Types

- How should we determine what our expense types and limits should be?
- How do we know our limits are in align with other companies?
- Are our expense types clear and tracking what we need to have visibility into?
- Do our expense types reflect the unexpected purchases?
- Do we need to take into account the geography of where we travel?



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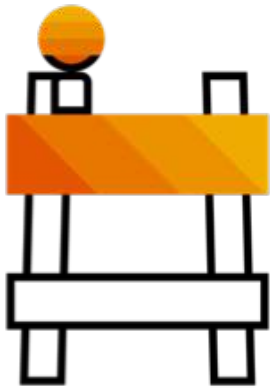
Thinking about your policy | Enforcement

- How are we going to enforce what we create?
- Who's going to enforce our policy?
- How will we reimburse employees or credit card companies?
- How frequently do we have employees submit?
- When will a credit card be required vs cash?



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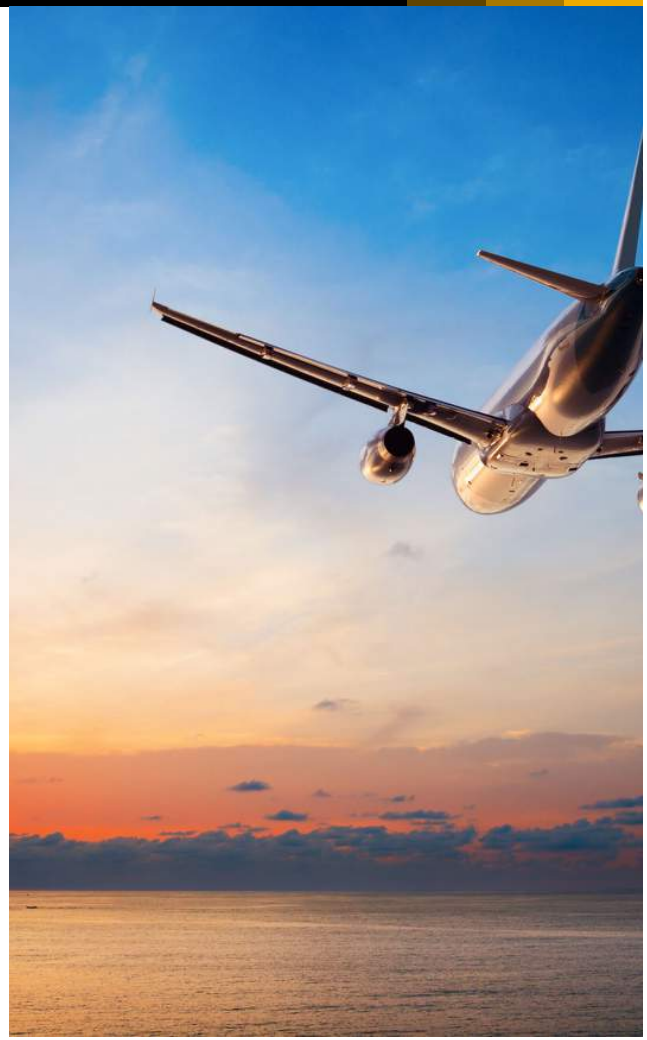
Travel Policy

- Who will we partner with for travel?
- If we have travel partner, what is the fee structure?
- When is the travel partner booking for us?
- Who do we want employees to go to for travel issues?



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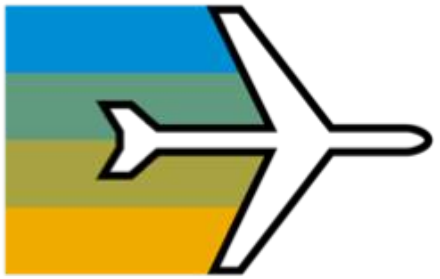
Travel Policy

- What is Duty of Care?
- How should employees handle delays and cancellations?
- Do you have a policy around when to book a flight?
- Where can employee's book?



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Travel Policy

- When should they expense the travel? Before or after the trip?
- What's the policy on vouchers and credits?
- What preferred vendors and discounts have been arranged?

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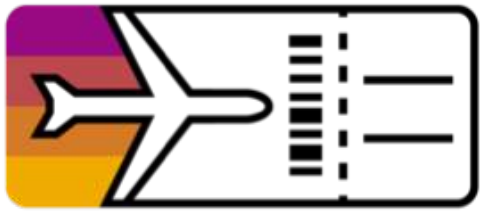
Travel Policy

- How lax/strict is your policy while traveling?
- Do you have a defined transportation policy?
- What happens if an employee is injured or experiences theft while traveling on business?



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Expense Policy

- How do we define expensing meals?
- Do you use per diem rates? If so is it an individual or daily?
- What is your cell phone and technology reimbursement policy?
- What is the policy for remote employees?

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Expense Policy

- How does your organization deal with alcohol? Do you have strict policy enforcement?

- Is every expense accounted for? Even the miscellaneous and out of ordinary expenses?

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Expense Policy | On the Go

- How is mileage being tracked?
- When should employee's expense mileage versus rent a car?
- What happens if an accident or theft occurs?
- Do you have mobile phone safety policy while driving a company car or during business hours?

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Expense Policy | Industry Specific

- Is being Sunshine Act compliant part of doing business?
- Do you work with GSA Allowance?
- Are you billing back clients? How is that being done?

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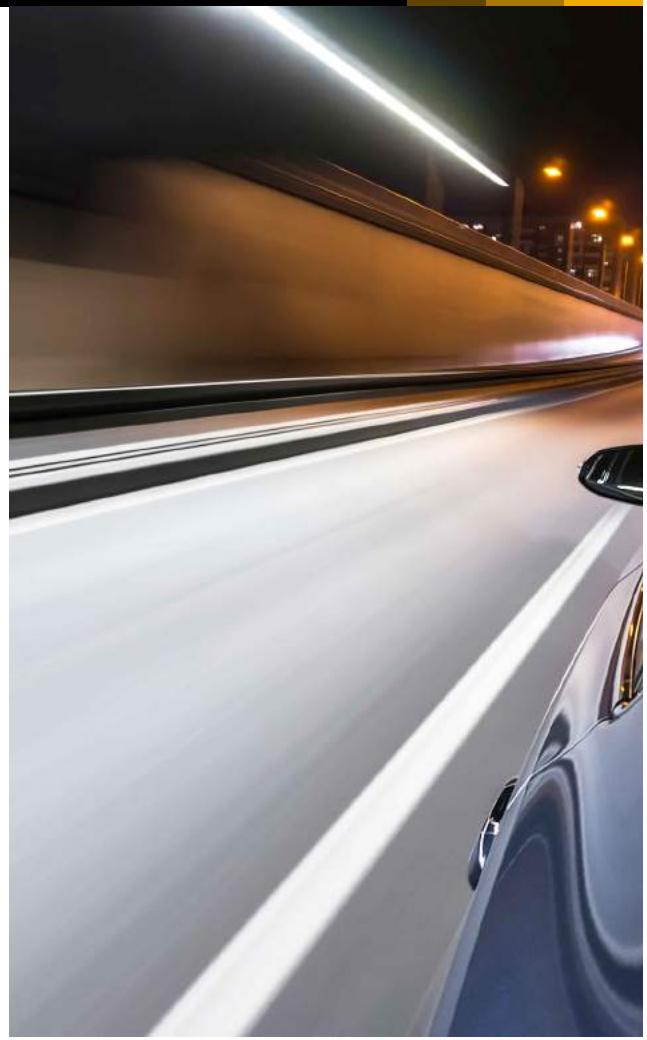
Other policy items to consider

- Does your organization cover TSA Pre-Check for employees?
- Is partner travel covered? In what instances is it covered?
- Can employees extend trips?
- Is child and pet care covered under your policy?



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Other policy items to consider

- Do you take into consideration religious needs?
- What is the policy on weekend and holiday business travel?
- Are professional memberships covered? How do you determine which is covered?
- Does your organization cover health club memberships? Do you partner with specific wellness organizations?

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Other policy items to consider

- What is considered an office expense? Who has the ability to expense it?
- Who else could you partner with to make your policies more efficient for employees?
- What is the policy for hourly employees traveling for business?

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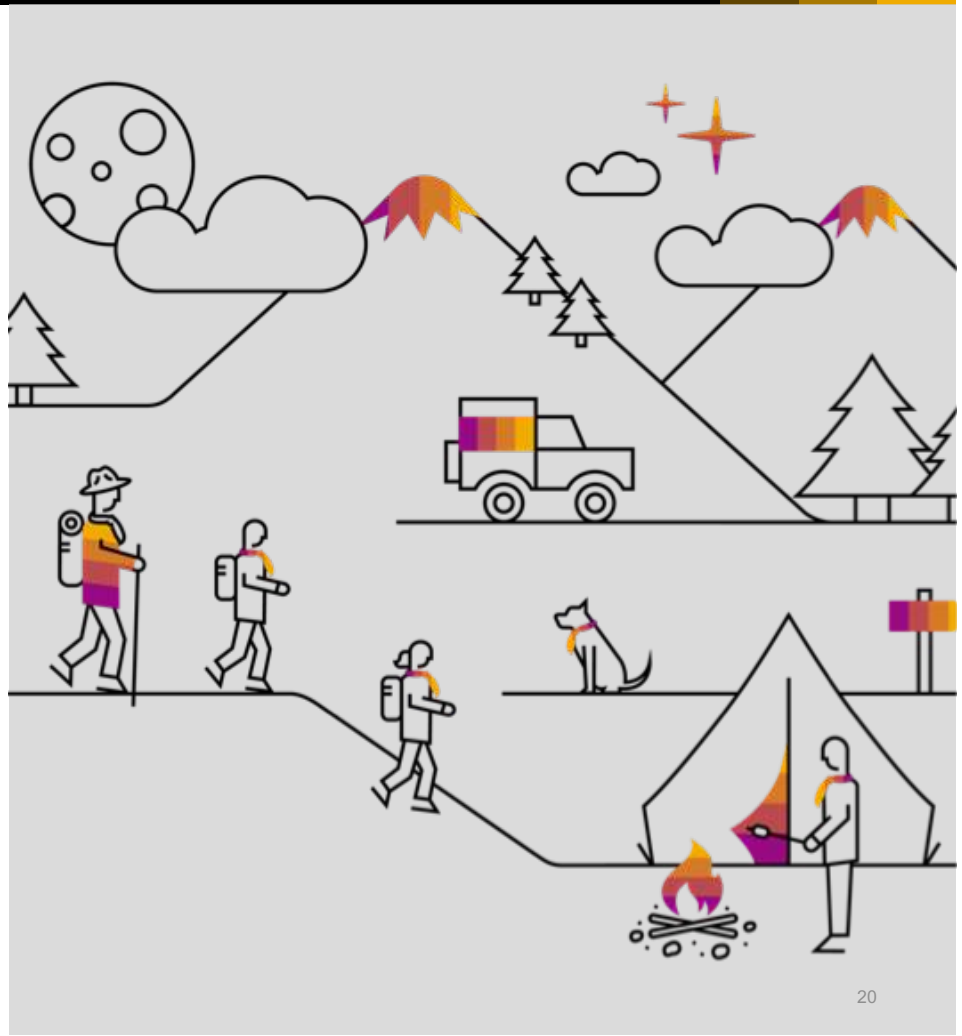
Onboarding and Roll Out Resources

Continued Employee & Administration Training:

- Continued Employee Training
- Professional Administration Training Site
- Standard Administration Training Site

Register for upcoming SAP Concur Admin Training Webinars!



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SAP Concur

Q&A

SAP Run Simple

Driving compliance to your policy

Driving compliance to your policy – Agenda

- Importance of compliance
- Configuration best practices
- Reporting best practices
- Services and tools to help drive compliance
- Table and large group discussions

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The importance of compliance

The Importance of Compliance

Why is compliance important to you?

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The Importance of Compliance

How are you educating your users on Concur?

Your T&E Platform

Your T&E Policy

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Configuration best practices

Configuration Best Practices
Topics

- Redefining Expense Types
- Setting Expense Type Limits
- Using Concur Audit Rules
- Setting Email Reminders
- Setting Receipt Rules
- Activating Missing Receipt Affidavits

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Configuration Best Practices
Redefining Expense Types

Ensure expense types are clear and concise

- Easier for users to understand and comply

Avoid categories that can contain multiple expenses

- Less visibility as a company
- Potential for cash leakage
- Ex. Miscellaneous, Incidentals

**It's recommended to review your expense types once per year!*

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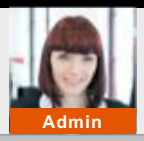


Avoid using Expense Types that are open to interpretation - Standard

CONCUR | Travel | Expense | Invoice | Approvals | Reporting | App Center | Administration | Help | Profile

Expense & Invoice Settings > Expense - Expense Types

Expense - Expense Types

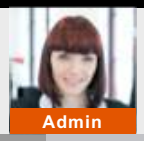
Review the lists of Active and Inactive expense types. Inactive expense types will not be shown to users. If you cannot find the expense type you need, click **New**.

Need help? How it works

1 Expense Types | 2 Account Codes | 3 Expense Forms | 4 Attendee Forms | 5 Trip Mappings

UNITED STATES | Default United States Group | New | Activate | Folio Type Mapping

Expense Type	Flag Expenses Over	Don't Allow Expenses Over	Category
Incidentals	50.00		Other
Incidentals Allowance			Other
Individual Meals			Meal
Individual Meals - Within Municipality			Meal
Lunch Meetings			Entertainment
Marketing/Promotional Costs	75.00		Trade/Convention
Meals & Entertainment			Other
Meals (Employee Traveling)			Meal
Medical Fees			Fees/Dues
Non Reimbursable/Personal Expense			Other
Non-Business Calls	25.00		Telecom/Internet
Non-Physician Lunch			Entertainment
Passport/Visa Fees	500.00		Fees/Dues
Physician Lunch			Entertainment
Postage	50.00		Shipping
Printing/Photocopying/Stationery	100.00		Office Supplies



Avoid using Expense Types that are open to interpretation - Professional

CONCUR | Requests | Expense | Invoice | Approvals | Reporting | App Center | Profile

Company | Request | Expense | Invoice

Expense Admin

Expense Types

Expense Types | Expense Type Limits | Itemization Wizard

Find Expense Types where:

Expense Type | Search

New | Modify | Remove

Expense Type	Spend Category	Parent
Business Calls	Telecom/Internet	06. Communications
Business Meals (Attendees)	Meal	03. Meals
Car Rental	Car Rental	02. Transportation
Cash Advance Return	Cash Advance - Not Partially Approvable	10. Cash Advance
Company Car Expense	Company Car - Fixed Expense	02. Transportation
Company Car Maintenance/Repairs	Other	02. Transportation
Company Car Mileage	Company Car - Mileage Reimbursement	02. Transportation
Courier/Shipping/Freight	Shipping	05. Office Expenses
Currency Exchange Fees	Fees/Dues	07. Fees
Currency Gain/Loss	Cash Advance - Not Partially Approvable	10. Cash Advance
Daily Allowance	Meal - Count in Daily Meal Allowance	01. Travel Expenses
Daily Allowance (gross)	Meal - Count in Daily Meal Allowance	03. Meals
Daily Allowance (Incidentals)	Other	08. Other
Daily Allowance (Lodging)	Lodging - Track Room Rate Spending	01. Travel Expenses
Dinner	Meal - Count in Daily Meal Allowance	03. Meals
Entertainment - Breakfast/Simple Meals	Entertainment	04. Entertainment
Entertainment - Clients	Entertainment	04. Entertainment
Entertainment - Events/Shows	Entertainment	04. Entertainment
Entertainment - External (Domestic)	Entertainment	04. Entertainment
Entertainment - External (Foreign)	Entertainment	04. Entertainment

Expense Admin

- Accounting Administration
- Attendee Import Templates
- Attendees
- Audit Rules
- Car Configuration
- Change Log
- Company Info
- Configuration Report
- Currency Admin
- Delegate Configurations
- Email Reminders
- Exceptions
- Expense Types
- List Management
- Localization
- Locations
- Map Expense Concept Fields
- Policies
- Printed Reports
- Receipt Handling
- Reporting Configuration
- Site Settings
- Test User Admin
- Training Administration
- Travel Allowance
- Travel Segments Payment Types
- Workflows

Configuration Best Practices
Expense Type Limits

Soft Stop Limit: When exceeded, the system will warn the user that they are over the limit/out of policy

Hard Stop Limit: When exceeded, the system will warn the user and prevent submission of the report until the expense type amount is corrected

Potential Expense Type Limits: Meals/tips, cellphone, etc. Can be set on any expense type

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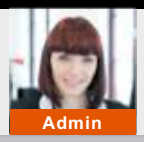


Expense Type Limits – Standard Platform

CONCUR | Travel | Expense | Invoice | Approvals | Reporting | App Center | Administration | Help | Profile

Expense & Invoice Settings > Expense - Expense Types

Expense - Expense Types

Review the lists of Active and Inactive expense types. Inactive expense types will not be shown to user
cannot find the expense type you need, click **New.**

1 Expense Types | 2 Account Codes | 3 Expense Forms | 4 Attendee Forms | 5 Trip Mappings

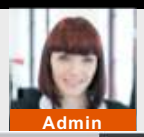
UNITED STATES | Default United States Group | Deactivate | Folio Type Mapping

Default United States Group
Central Sales
Executives
Mid Atlantic Sales
Southwest Sales
West Sales

Soft Stops: Flag Expenses as out of policy

Hard Stops: Prevents employee from submitting expense report

Expense Type	Flag Expenses Over	Don't Allow Expenses Over
Active Expense Types		
Agency Booking Fees	20.00	100.00
Airfare	1000.00	3000.00
Breakfast	40.00	120.00
Business Meals (Attendees)	100.00	300.00
Car Rental	500.00	1500.00
Car Rental - Insurance	0	
Courier/Shipping/Freight	100.00	300.00
Dinner	75.00	225.00
Entertainment - Client	100.00	300.00
Entertainment - Staff	100.00	300.00
Fuel	75.00	225.00
Gifts - Clients	100.00	
Gifts - Staff	100.00	
Hotel		
In-Room Entertainment	0	



Expense Type Limits – Professional Platform

CONCUR | Requests | Expense | Invoice | Approvals | Reporting | App Center | Profile

Company | Request | Expense | Invoice

Expense Admin

Expense Types

Expense Types | Expense Type Limits | Itemization Wizard

New | Save | Remove

Expense Type	Applies To	Currency Code	Warn Over This Amount	Block Over This Amount
Airfare	Canada	Canada, Dollar	500	3000
Breakfast	*Global	US, Dollar	20	50
Mobile/Cellular Phone	United States	US, Dollar	50	150

Soft Stops: Flag Expenses as out of policy

Hard Stops: Prevents employee from submitting expense report

Expense Admin

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- Reporting Configuration
- Site Settings
- Test User Admin
- Training Administration
- Travel Allowance

Configuration Best Practices
Using Concur Audit Rules!

Why are audit rules important?

Ensure employees are following policy rules when submitting expense reports, designing the system to indicate what is allowed, what is not allowed, and what should be avoided

Standard Edition

- Audit rules will be utilized under the Compliance Control Section
- Custom Audit Rules are optional and can be activated for a fee

Professional Edition

- Custom Audit Rules are provided that can be activated or modified to align with your policy. You can also create your own

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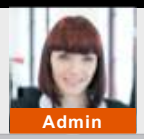
Let’s see an example…

Audit duplicate transactions

Prevents duplicate expense submissions from being processed more then once

Example *– Two expenses from the same day, vendor and dollar amount*



Compliance Rules – Standard Platform

CONCUR Travel Expense Invoice Approvals Reporting App Center Administration | Help Profile

Expense & Invoice Settings > Compliance Controls - Compliance Rules

Compliance Controls - Compliance Rules

This is where you define controls that ensure expense reports comply with your spending policies.

Need help? How it works

1 Compliance Rules 2 Receipt Handling Options 3 Expense Limits 4 Custom Audit Rules

Save | GLOBAL CONFIGURATION

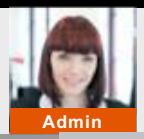
Expense Settings

- Allow users to opt into Expense Assistant.
- Allow users to split expense reports.
- Allow users to add mileage expenses via Mileage grid.
- Allow users from these countries to add personal credit cards for importing expense transactions: CANADA, UNITED KINGDOM, UNITI
- Rename the cash payment type to: Cash

General Compliance

- Flag the following expense types:
- which do not use the following payment type: Company Paid Credit Card — Warning Message
- Require users to itemize all hotel expenses.
- Prevent users from creating expenses in the future. — Warning Message
- Flag potential duplicate expenses.
- Flag expenses with per attendee amount exceeding: 75 USD — Warning Message
- Flag expenses with transaction dates older than this number of days: 60 — Warning Message

Flag potential duplicate expenses.



Compliance Rules – Professional Platform

CONCUR | Requests | Expense | Invoice | Approvals | Reporting | App Center | Administration | Help | Profile

Company | Request | Expense | Invoice

Expense Admin

Audit Rules

Custom | Random | Validation

Find audit rules where

New | Modify | Copy | Activate | Deactivate | Remove

Name	Event	Exception Code	Editable By	Applies To	Active
*Car Mileage - Commute Deduction	Entry Save	PERSMILE	*Global	*Global	Yes
*Duplicate Transaction Check	Entry Submit	DUPCHECK	*Global	*Global	Yes
ATM Check	Entry Save	ATMCHECK	*Global	*Global	Yes
Expense Pay Bank Account Currency Check	Report Submit	NOTBACRN	*Global	*Global	Yes
Fully Allocated	Entry Save	FULLALL	*Global	*Global	Yes
Future Dated Expenses	Entry Save	FUTURE	*Global	*Global	Yes
No Receipt Comments Required	Entry Save	NORECPT	*Global	*Global	Yes
Non Reimbursable Personal	Entry Save	NONREIMB	*Global	*Global	Yes
Personal Expenses	Entry Save	PERSONAL	*Global	*Global	Yes
SAP Connector-Invalid Account Code	Entry Submit	ACCTCODE	*Global	*Global	Yes
Two or More Attendees Required	Entry Save	ENTATT	*Global	*Global	Yes
VAT Currency Consistency Check	Entry Save	VATCRN	*Global	*Global	Yes
VAT Receipt Required Check	Entry Save	VATRCPT	*Global	*Global	Yes
Actual vs. Booked, Room Rate Per Day	Entry Submit	AVSBPERD	*Global	*Global	No
Airfare Preferred Vendor	Entry Save	PREFVEN	*Global	*Global	No
Amount Daily Meals Limit-Multiple Expenses	Entry Submit	DAILYLIM	*Global	*Global	No

*Duplicate Transaction Check	Entry Submit	DUPCHECK	*Global	*Global	Yes

Expense Admin

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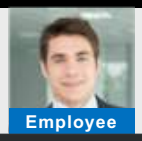

Expense Filer

This expense entry may be a duplicate of the following expense.
Report: 10.12.17 Report, Expense: 01/17/2017, Dinner, $55.00
exceed daily limit

Exceptions

Expense Type	Date	Amount	Exception
Dinner	01/17/2017	$55.00	exceed daily limit
Dinner	01/17/2017	$55.00	This expense entry may be a duplicate of the following expense. Report: 10.12.17 Report, Expense: 01/17/2017, Dinner, $55.00

Expenses

Date	Expense Type	Amount	Requested
04/28/2017	Hotel, Renaissance Intl, Los Angeles, Calif	$923.09	$923.09
04/26/2017	Car Rental, Enterprise, Los Angeles, California	$440.97	$440.97
04/12/2017	Airfare, Alaska Airlines, Seattle, Washington	$216.40	$216.40
01/17/2017	Dinner, CHEESECAKE FACTORY THE, Seat	$55.00	$55.00
01/17/2017	Dinner, CHEESECAKE FACTORY THE Seat	$55.00	$55.00
03/24/2016	Business Meals (Attendees), BELLEVUE SQUARE GUEST SERVI	$115.00	$115.00
01/14/2016	Parking, Parking Garage, Bellevue, Washingt	$16.00	$16.00

TOTAL AMOUNT $1,821.46 TOTAL REQUESTED $1,821.46

Configuration Best Practices
Email Reminders

Why are email reminders important?

- They help prompt users and approvers to perform an action
- Triggered when a user breaks a rule you've set
- Example: Approval email reminders

Standard Platform – Automatically configured to go out after 3 days

Professional Platform – Turn on and set the frequency

How are email reminders different on the professional platform?

- Can create custom email reminders
- Example: Overdue card charges (they have transactions that need to submitted)
- Can customize so reminder comes "from" the CFO

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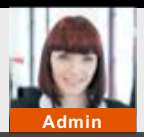
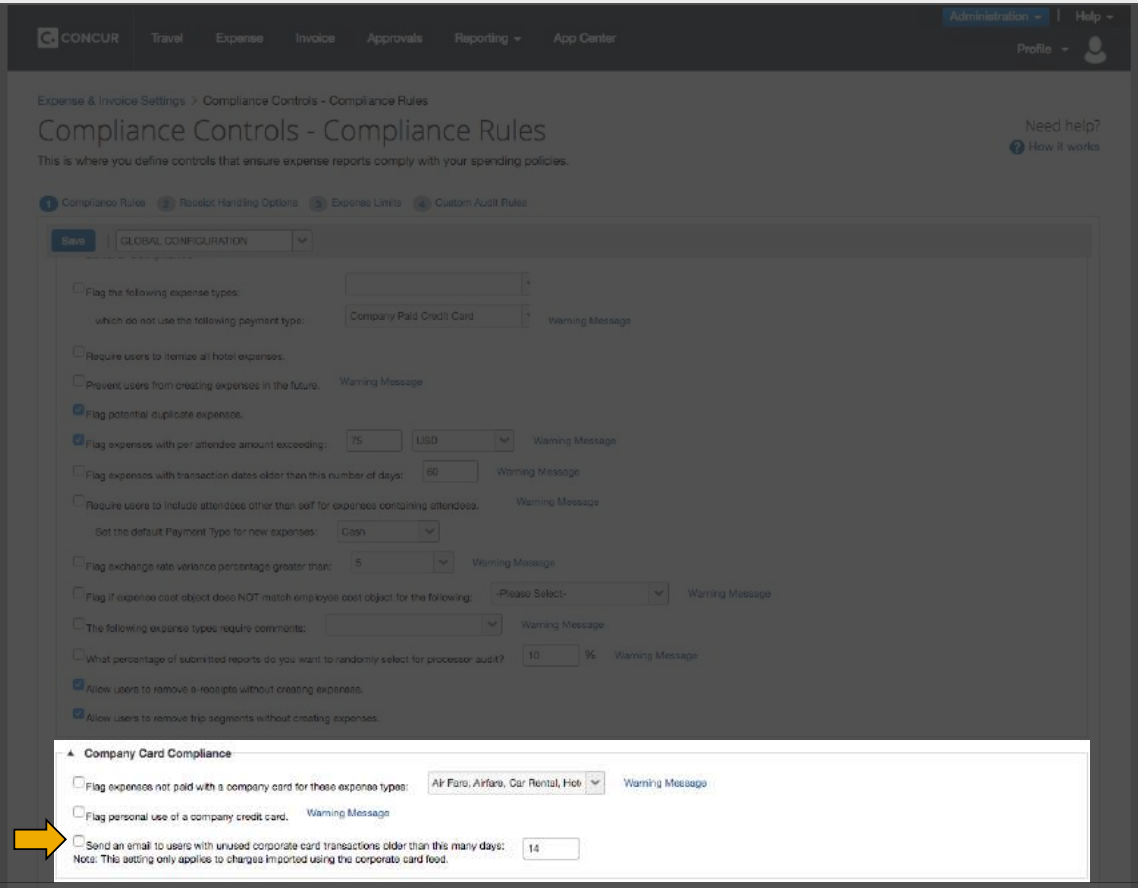
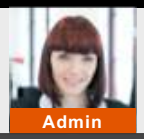


Email Reminders – Standard Platform





Customized Email Reminders – Professional Platform

CONCUR Requests Travel Expense Invoice Approvals Reporting App Center Locate Links

Administration | Help

Profile

Company Request Travel Expense Invoice

Expense Admin

Expense Admin

Accounting Administration
Attendee Import Templates
Attendees
Audit Rules
Audit Workbench
Car Configuration
Change Log
Company Info
Configuration Report
Currency Admin
Delegate Configurations
Email Reminders
Exceptions
Expense Type Import
Expense Types
Feature Hierarchies
Forms and Fields
Group Configurations
Imaging Settings
List Management
Localization
Locations
Map Expense Concept Fields
Payment Types
Policies
Printed Reports
Receipt Handling

Email Reminders

Email Reminders | Rules

New Modify Copy Remove

Name	Type	Editable By	Applies To	Active
01. Overdue Expense Report Approvals	Approval Request- Expense Re...	Global	Global	Yes
02. Unused Company Card Transactions	Company Card	Global	Global	Yes
Outstanding Receipts (Hard Copy)	Expense Report	Global	Global	No
Overdue Hold For Receipt Image	Expense Report	Global	Global	Yes
Overdue Receipt Images	Expense Report	Global	Global	Yes
Unsubmitted Report	Expense Report	Global	Global	Yes
Unused Cash Advance Balance	Cash Advance	Global	Global	No

Configuration Best Practices
Receipt Handling Rules

Why is it important?

- Provides additional layer of visibility to protect from false claims
- Ensures compliance with your policy and IRS standard

<u>Consider setting different receipt policy for card vs out of pocket</u>

Example:

- $25 for Out of Pocket
- $75 for Corporate Card

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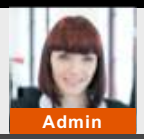


Receipt Rules – Standard Platform

CONCUR Travel Expense Invoice Approvals Reporting App Center

Administration | Help

Profile

Expense & Invoice Settings > Compliance Controls - Receipt Handling Options

Compliance Controls - Receipt Handling Options

This is where you define your receipt policy.

Need help?

How it works

1 Compliance Rules 2 Receipt Handling Options 3 Expense Limits 4 Custom Audit Rules

Save | UNITED STATES

Receipt Handling Options

These expense types never require a receipt: Company Car Mileage, Personal Car

These expense types always require a receipt: Business Meals (Attendees), Hotel, I

For all other expense types, specify the receipt level below (if left empty, receipts will not be required).

A receipt is required for cash expenses over this amount: 35.00 USD

A receipt is required for card expenses over this amount: 35.00 USD

Reports that require receipts don't progress to manager approval until the receipts are attached.

Require receipts to be attached at the expense line item level.

Missing Receipt Affidavit

Affidavit Explanation

you certify that you have done everything possible to get receipt

Affidavit Statement/Acceptance

yes I did

Receipt Rules – Professional Platform

CONCUR Requests Travel Expense Invoice Approvals Reporting App Center Locate Links Administration Help Profile

Company Request Travel Expense Invoice

Expense Admin

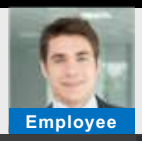
Expense Admin
Accounting Administration
Attendee Import Templates
Attendees
Audit Rules
Audit Workbench
Budget Configuration
Car Configuration
Change Log
Company Info
Configuration Report
Currency Admin
Delegate Configurations
Email Reminders
Exceptions
Expense Type Import
Expense Types
Feature Hierarchies
Forms and Fields
Group Configurations
Imaging Settings
List Management
Localization
Locations
Map Expense Concept Fields
Payment Types
Policies
Printed Reports
Receipt Handling
Reporting Configuration
Site Settings
Tax Administration
Test User Admin
Travel Allowance
Travel Segments Payment Types
Workflows

Receipt Handling

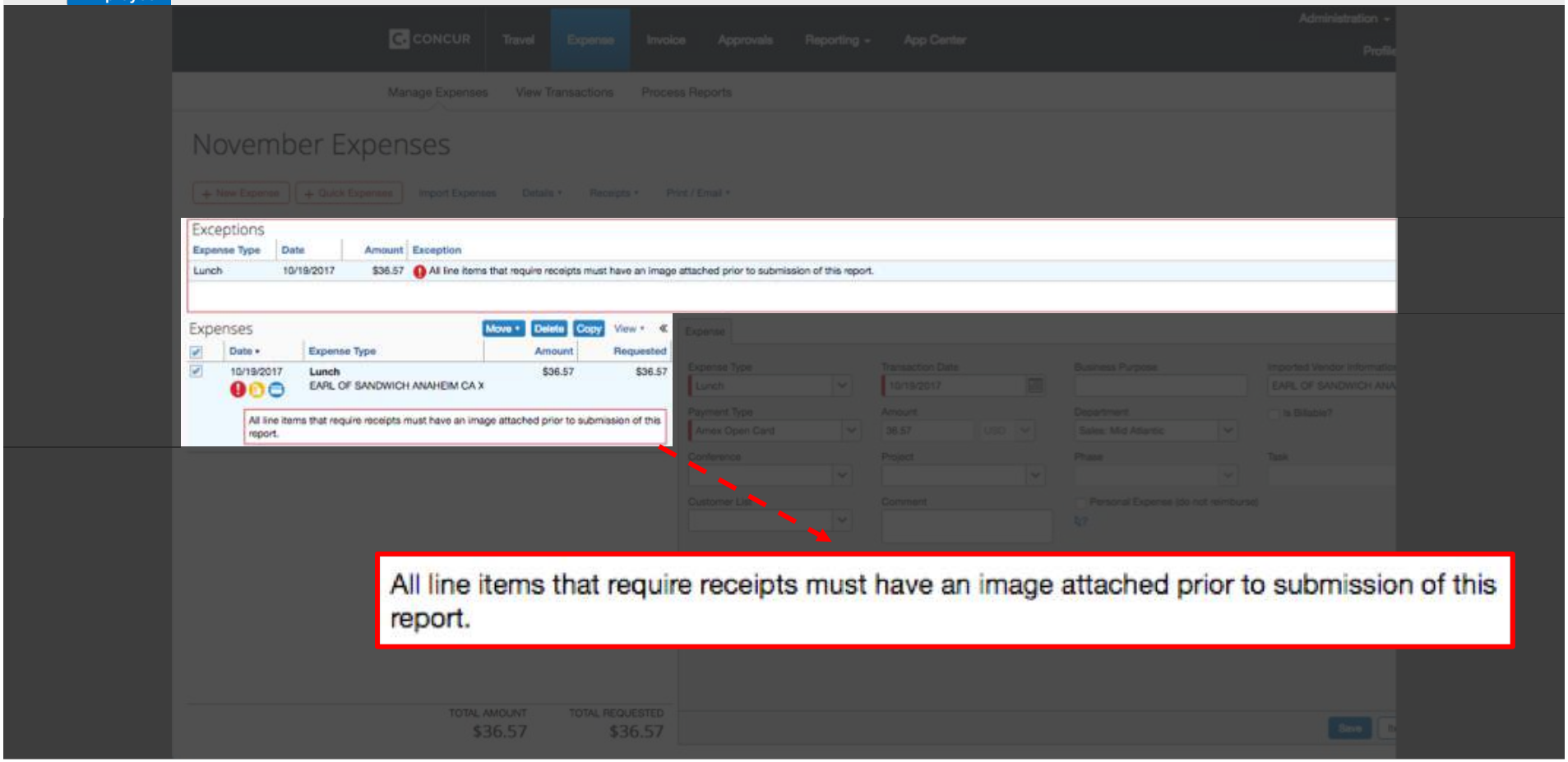
Receipt Limits | Payment Hold Configurations | Scan Configurations | Receipt Imaging | Approved Senders

New | Modify | Copy | Activate | Deactivate | Remove

Name ▲	Editable By	Applies To	Receipt Type	Active
AUD Receipt Limit	Global	Global	Image	Yes
CAD Receipt Limit	Global	Global	Image	Yes
EUR Receipt Limit	Global	Global	Image	Yes
GBP Receipt Limit	Global	Global	Image	Yes
JPY Receipt Limit	Global	Global	Image	Yes
MXN Receipt Limit	Global	Global	Image	Yes
NZD Receipt Limit	Global	Global	Image	Yes
SGD Receipt Limit	Global	Global	Image	Yes
US - Receipt Limit - Cash (Including E-Receipt & Mobil...	Global	Global	Image	Yes
US - Receipt Limit - Corp Card (Inc E-Receipt & Mobil...	Global	Global	Image	Yes
US - Receipt Limit - PCard (Inc E-Receipt & Mobile Re...	Global	Purchasing Card	Image	Yes
VAT Receipts Always Required	Global	Global	Original Paper	No
[SD] Receipt Limit - Cash (Including E-Receipt & Mobil...	Global	HR	Image	Yes



Expense Filer



Configuration Best Practices
Activating Missing Receipt Affidavits

Something to consider when thinking about receipt handling…

How are you handling missing receipts from your users today?

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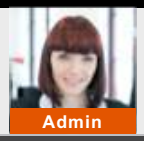


Missing Receipt Affidavit – Standard Platform

CONCUR Travel Expense Invoice Approvals Reporting App Center

Administration | Help

Profile

Expense & Invoice Settings > Compliance Controls - Receipt Handling Options

Compliance Controls - Receipt Handling Options

This is where you define your receipt policy.

Need help?

How it works

1 Compliance Rules 2 Receipt Handling Options 3 Expense Limits 4 Custom Audit Rules

Save | UNITED STATES

Receipt Handling Options

These expense types never require a receipt: Company Car Mileage, Personal Car

These expense types always require a receipt: Business Meals (Attendees), Hotel, T

For all other expense types, specify the receipt level below (if left empty, receipts will not be required).

A receipt is required for cash expenses over this amount: 35.00 USD

A receipt is required for card expenses over this amount: 35.00 USD

Reports that require receipts don't progress to manager approval until the receipts are attached.

Require receipts to be attached at the expense line item level.

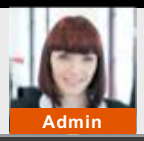
Missing Receipt Affidavit

Affidavit Explanation

you certify that you have done everything possible to get receipt

Affidavit Statement/Acceptance

yes i did



Missing Receipt Affidavit – Professional Platform

CONCUR | Requests | Expense | Invoice | Approvals | Reporting | App Center | Administration | Help | Profile

Company | Request | Expense | Invoice

Expense Admin

View Policy: *Global Expense Policy

1 General

Attach Report to Email:

Attach Receipts to Email:

Flight Fee Currency: None

Flight Fee Threshold Amount:

Flight Fee Expense Type: None

Copy Down Unmatched Request Allocations:

Receipt Text:

Missing Receipt Affidavit:

Affidavit Explanation: A receipt is required for this expense. If you are missing your receipt please use this missing receipt affidavit.

Affidavit Statement/Acceptance: Acceptance: I certify that I lost my receipt and this is a valid business expense.

Expense Admin

- Accounting Administration
- Attendee Import Templates
- Attendees
- Audit Rules
- Car Configuration
- Change Log
- Company Info
- Configuration Report
- Currency Admin
- Delegate Configurations
- Email Reminders
- Exceptions
- Expense Types
- List Management
- Localization
- Locations
- Map Expense Concept Fields
- Policies
- Printed Reports
- Receipt Handling
- Reporting Configuration
- Site Settings
- Test User Admin
- Training Administration

Employee

Expense Filer

CONCUR | Travel | Expense | Invoice | Approvals | Reporting | App Center | Administration

Manage Expenses | View Transactions | Process Reports

November Expenses

+ New Expense | + Quick Expense | Import Expenses | Details | Receipts | Print / Email

Exceptions

Expense Type	Date	Amount	Exception
Lunch	10/19/2017	$36.57	All line items that require receipts must have an image

Expenses

Move | Delete | Copy | View

Date	Expense Type	Amount	Requested
10/19/2017	Lunch EARL OF SANDWICH ANAHEIM CA X	$36.57	$36.57

All line items that require receipts must have an image attached prior to submission of this report.

TOTAL AMOUNT $36.57 TOTAL REQUESTED $36.57

Missing Receipt Affidavit

you certify that you have done everything possible to get receipt

To create an affidavit, choose from the Expense(s) below that require a Receipt

Expense Type	Date	Amount
Lunch EARL OF SANDWICH ANAHEIM CA XXXXXXXXXX XX	10/19/2017	$36.57

yes i did

Cancel

Imported Vendor Information: EARL OF SANDWICH ANA

Is Billable?

Task

(do not reimburse)

Save

Reporting best practices

Reporting Best Practices: Analysis Reporting

Report Entry Exceptions Details

This report provides a detailed list of all Report Entry exceptions for employees over a user-defined timeframe. Users also have the option of selecting a single employee when running this report.

Reports Approved but Receipts Not Viewed

This report provides a list of approvers who are not looking at the receipts, both report and entry level, as part of the approval process.

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Reporting Best Practices

Report Entry Exceptions Details

Use this report to identify:

- • # of exceptions by employee by Expense Type
- • Employees with high number of exceptions

Report Entry Exceptions Details Report

Exception Level: and no missing values AND Employee: AND Last Submitted Date: Between Jan 1, 2010 and Mar 31, 2010

Employee	Employee ID	Report Date	Purpose	Exception Code	Exception Event	Exception Text	Report Name	Expense Type	Expense Amount (rpt)
[redacted]	0000100	Jan 2, 2010		TAXI	Entry Submit	Taxi Cab/Shuttle/Train/Subway is >$100. Manager approval is required	[redacted]	Taxi-Shuttle-Train	185.35
	0000100	Jan 2, 2010		TAXI	Entry Submit	Taxi Cab/Shuttle/Train/Subway is >$100. Manager approval is required	[redacted]	Taxi-Shuttle-Train	185.35
[redacted]									**370.70**
[redacted]	100398	Mar 23, 2010		DINNER	Entry Save	Dinner is >$35, which violates Concur T&E policy. Manager approval is required.	[redacted]	Individual Dinner	35.72
	100398	Mar 24, 2010		LUN	Entry Save	Lunch is >$25, which violates Concur T&E policy. Manager approval is required.	[redacted]	Individual Lunch	42.61
	100398	Mar 23, 2010		AIRCASH	Entry Submit	This airfare entry is a cash payment type, please review for possible duplication.	[redacted]	Airfare	352.40
[redacted]									**430.73**

**Found in Compliance Folder for Analysis/Intelligence clients*

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Reporting Best Practices

Reports Approved but Receipts Not Viewed

Use this report to identify:

- Managers who are not reviewing all required receipts during approval process
- Insight into your current audit process

Reports Approved But Receipts Not Viewed

Sent for Payment Date: Between Feb 1, 2009 and Feb 6, 2017
Reporting Currency:USD

Approver	Approver ID	Report Name	Report ID	Sent for Payment Date	Employee	Employee ID	Total Report Amount (rpt)	Report Receipt Viewed	All Entry Receipts Viewed
Smith, Jack Antonio	IT0000003	Monthly Expense Report Sept	32A63A907838460787CD	Sep 23, 2015	Smith, Amy	CBS000008	1,576.35	Y	N
		Onsite Visit with Cordell Company	2E1FFE09E3A5419E91B6	Nov 19, 2015	Soares, Theresa Tee	LM1	1,684.15	Y	N
		Salt Lake City Trip	362B08F32FC14FCEAC6B	Jul 29, 2015	Soares, Theresa Tee	LM1	2,827.97	N	N
		Trip to Amsterdam	B3F7DC868E0E4F7FAC77	Feb 5, 2015	Bear, Claire The	Claire3871	0.00	N	N
Strong, Lisa	PRO000003	Dinner with Attendees	9813941A7C394D1FBC8C	Jul 25, 2012	White, Arian Elizabeth	PRO000001	478.00	N	N
		Trip from San Francisco Intl Arpt, San F	EB01341B0AAE4D53AC16	Jul 20, 2012	White, Arian Elizabeth	PRO000001	963.17	N	N
		Trip from San Francisco to London	AB83B14DFCC44044BE2A	Dec 19, 2012	White, Arian Elizabeth	PRO000001	2,407.65	N	N
		Trip from San Francisco to Portland	6C775BE0081A4CE2981B	Jul 25, 2012	White, Arian Elizabeth	PRO000001	1,206.92	Y	N

**Found in Expense Processing Folder for Analysis/Intelligence clients*

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Reporting Best Practices: Intelligence Reporting

Workflow Cycle Times – Details

This report provides details of workflow cycle times; shows the time it took for a report to move through the major workflow steps.

Duplicate Expense Items

This report identifies expenses that might have been submitted for the same employee more than once, across multiple reports.

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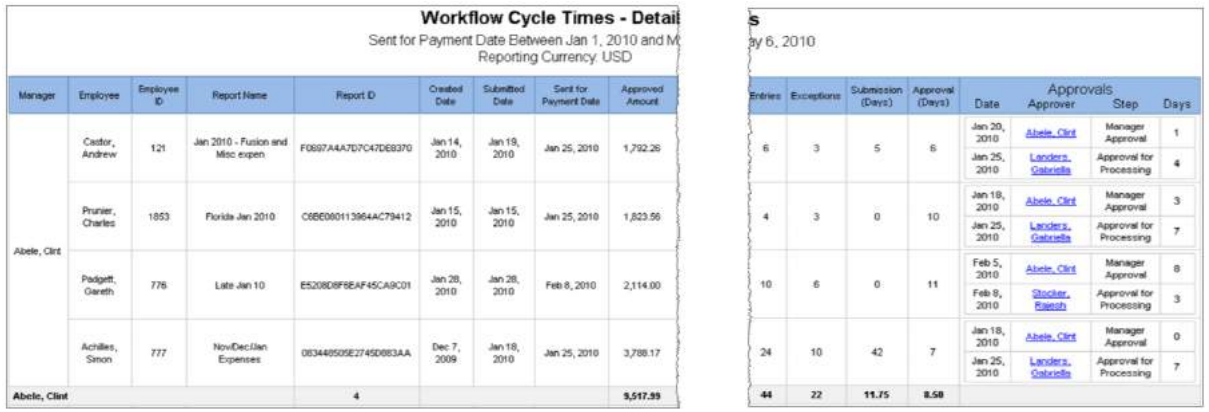
Reporting Best Practices

Workflow Cycle Times – Details

Use this report to identify:

- Managers with long approval times
- High number of exceptions



Workflow Cycle Times - Detail

Sent for Payment Date Between Jan 1, 2010 and M
Reporting Currency: USD

Manager	Employee	Employee ID	Report Name	Report ID	Created Date	Submitted Date	Sent for Payment Date	Approved Amount
Abele, Clint	Castor, Andrew	121	Jan 2010 - Fusion and Misc expen	F0897A4A7D7C47DE8370	Jan 14, 2010	Jan 19, 2010	Jan 25, 2010	1,792.26
	Prunier, Charles	1853	Florida Jan 2010	C6BE080113964AC79412	Jan 15, 2010	Jan 15, 2010	Jan 25, 2010	1,823.56
	Padgett, Gareth	776	Late Jan 10	E5208D8F8EAF45CA9C01	Jan 28, 2010	Jan 28, 2010	Feb 8, 2010	2,114.00
	Achilles, Simon	777	Nov/Dec/Jan Expenses	083448505E2745D883AA	Dec 7, 2009	Jan 18, 2010	Jan 25, 2010	3,788.17
Abele, Clint				4				**9,517.99**

s
ay 6, 2010

Entries	Exceptions	Submission (Days)	Approval (Days)	Approvals			
				Date	Approver	Step	Days
6	3	5	6	Jan 20, 2010	Abele, Clint	Manager Approval	1
				Jan 25, 2010	Landers, Gabriella	Approval for Processing	4
4	3	0	10	Jan 18, 2010	Abele, Clint	Manager Approval	3
				Jan 25, 2010	Landers, Gabriella	Approval for Processing	7
10	6	0	11	Feb 5, 2010	Abele, Clint	Manager Approval	8
				Feb 8, 2010	Stocker, Rajesh	Approval for Processing	3
24	10	42	7	Jan 18, 2010	Abele, Clint	Manager Approval	0
				Jan 25, 2010	Landers, Gabriella	Approval for Processing	7
44	**22**	**11.75**	**8.58**				

**Found in Expense Processing Folder for Intelligence clients*

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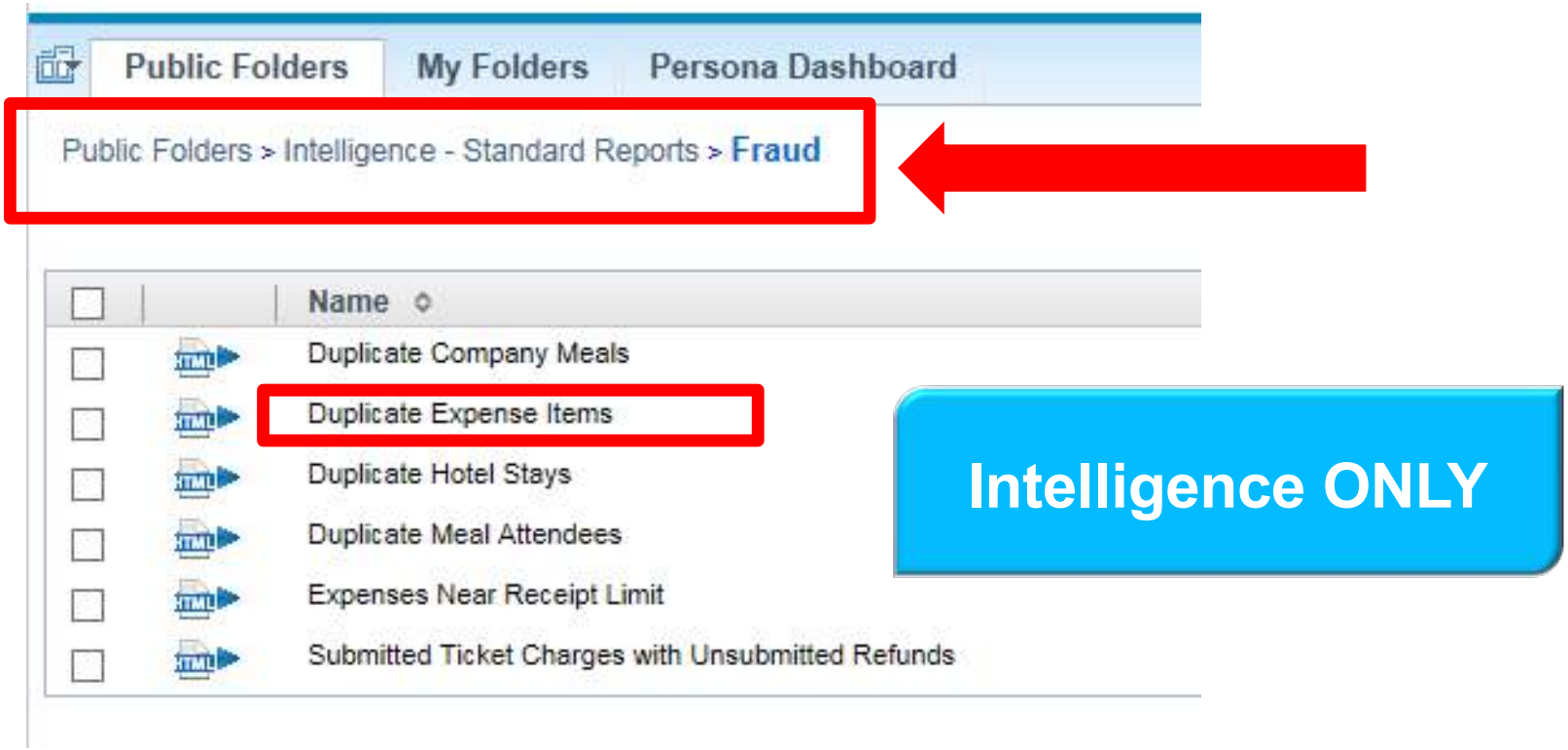
Reporting Best Practices

Fraud Reports



Reporting Best Practices

Duplicate Expense Items

Report ID	Report Name	Transaction Date	Expense Type	Purpose	Payment Type	Vendor	City/Location	Expense Amount
749C2581AEBB49B99993	Client Visit - Little Rock	Mar 6, 2017	Incidentals		Corporate Card IBCP (Offsets)	Holiday Inn	Little Rock	2.00 USD

Report ID	Report Name	Transaction Date	Expense Type	Purpose	Payment Type	Vendor	City/Location	Expense Amount
E9C84321788440388B72	Trip from Washingto to Providence	Mar 6, 2017	Incidentals		Corporate Card IBCP (Offsets)	SpringHill Suites	Providence	2.00 USD

Services to help drive compliance

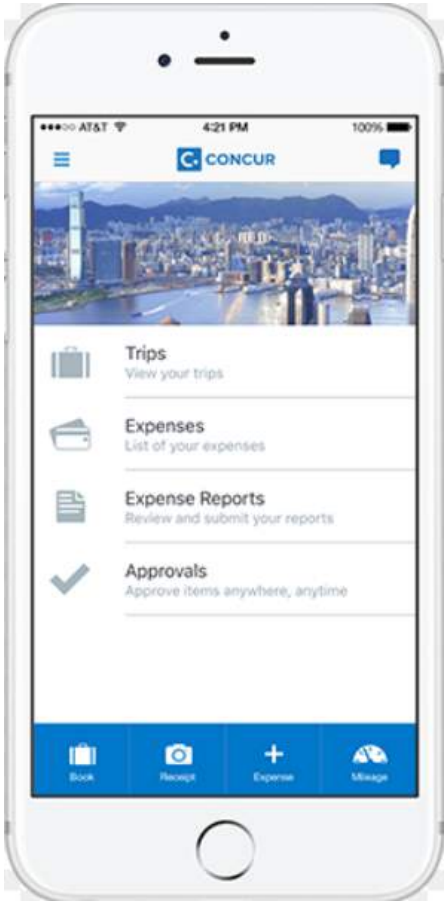
Services to Help Drive Compliance
Mobile Tools

Encourage users to utilize their mobile devices for expense reports

- Build expense report as you travel
- Take pictures of and store receipts

Driving mobile adoption will help drive compliance to policy

- Avoids the “I lost the receipt” excuse
- Submission of reports should be faster
- Increase employee productivity and satisfaction



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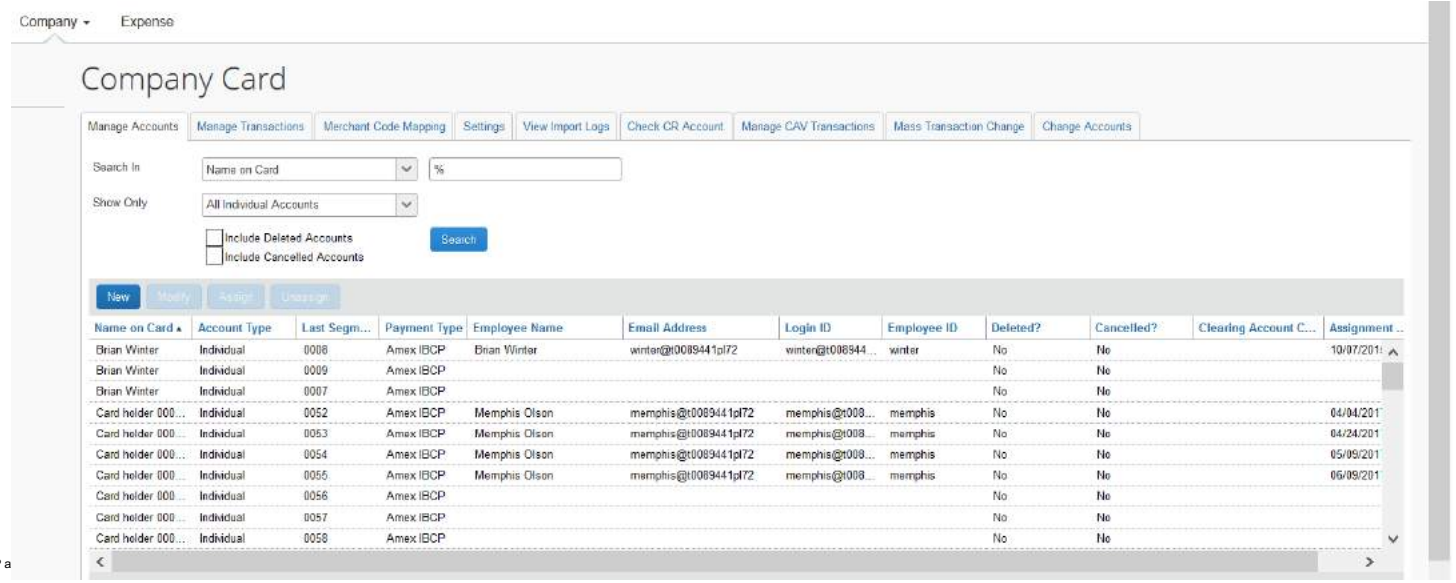
Services to Help Drive Compliance

Corporate Credit Cards

- Full visibility to card charges within Concur
- Track expenses for all users with Reporting and the Company Card tool

Company Card Tool
Administration > Company > Tools > **Company Card**



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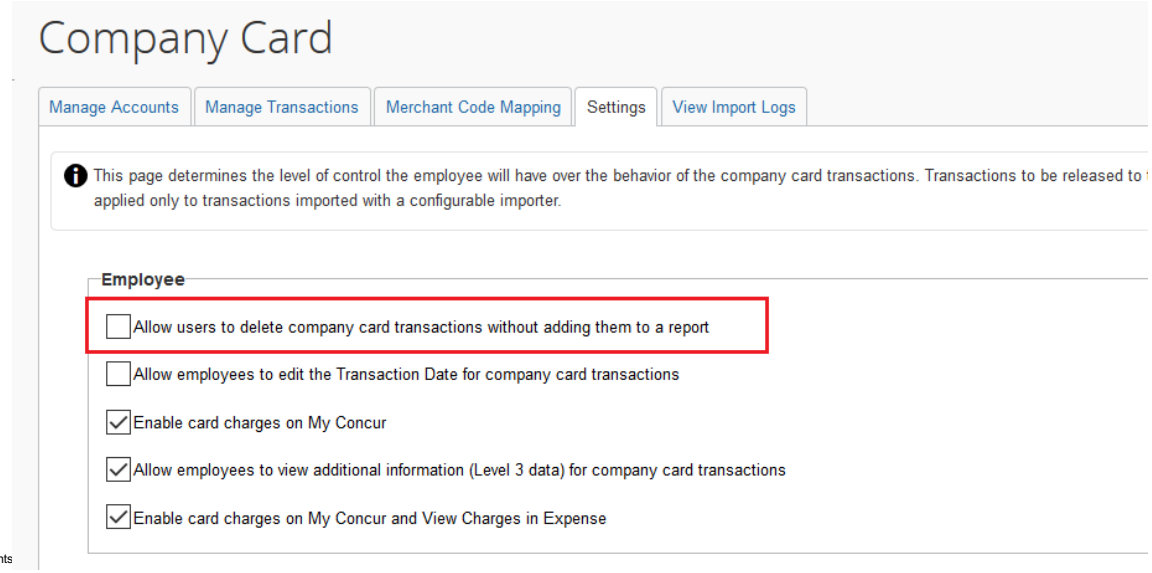
Services to Help Drive Compliance
Corporate Credit Cards

Company Card > **Settings**

Best Practice: Ensure your Settings do not allow users to remove card transactions without adding them to a report.



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Services to Help Drive Compliance

Concur Audit

Employee Submits ER

Required receipts are attached at the line level

Concur Audit Service

Validates the attached receipts and supporting documentation. Return any exceptions and allow employee to correct and resubmit. Internal Quality checks also being applied

Additional Approvers

Managers and any other workflow final approvals

Payment

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Table discussions

Topic 1: What Are You Doing Today?
Table Discussions

- What principles drive your policies?
- What % of reports does your company audit today?
- If not 100%, how do you choose what gets audited? (Technology or Human selection)
- If global, how do you deal with VAT reclaim? (VAT = Value Added Tax)

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Topic 1: What Are You Doing Today?
Large Group Discussion

- How many Audit 100%? 75%? 50%? 30%? 20%? 10%? Don't Audit?
- What are common "selection" ways?
- How many process VAT?
- Any "fun" or "very specific" policies of interest to share?

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Topic 2: Time and Effort
Table Discussion

How much time do you spend working on your Audit process today?

- Receipt substantiation and/or policy compliance
- End User support – managing corrections and answering questions
- Partner support – specifically VAT partners
- Building dashboards and maintaining management reports for Executives

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Topic 2: Time and Effort
Large Group Discussion

- How much time are you spending today?
- End User support or do you have USD?
- What type of Audit analytics are you providing management?
- Any “fun” stories to share?

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Topic 3: Awareness and Change

Table Discussion

If you could change anything in your policy or how you process your audit – what would it be?

- Was it something specific I learned today?
- Will we start using the Concur MRA?
- Will I review our Travel Policy more frequent?
- I will review our Fraud reports!
- Understand our VAT value we may be missing out on!
- Add more controls

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Topic 3: Awareness and Change
Large Group Discussion

- Was it something specific I learned today?
- Will we start using the Concur MRA?
- Will I review our Travel Policy more frequent?
- I will review our Fraud reports!
- Understand our VAT value we may be missing out on!
- Add more controls
- Add more reporting

Any “fun” stories to share?

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SAP Concur

Q&A

SAP Run Simple

How to save money and control costs

How to save money and control costs – Agenda

- Why use SAP Concur reporting?
- Best practices in capturing data in SAP Concur
- Spend insights
- Top reports to save money and controls costs
- Q&A

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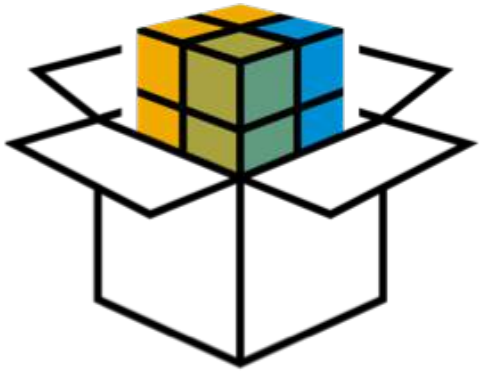
Why use SAP Concur Reporting

- Identify areas to reduce costs
- Verify compliance with policy
- Modify employee spend behavior
- Forecasting for budgets
- Faster visibility into spend



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Best Practices in Capturing Data

"You cannot manage what you cannot measure"

User Adoption

- Expense Assistant
- Super Users
- Executive Buy-In

Setup Users for Success

- Keep it simple and intuitive

Accurate Data is Good Data

- Capture what you intend

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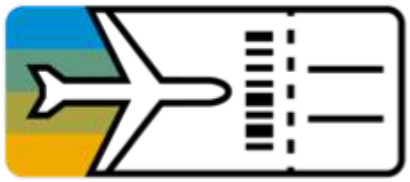
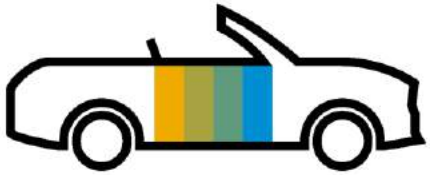
Spend Insights

- Top Spend Categories include Air, Hotel, Business Meals/Entertainment
- T&E Spend is typically 10-12% of an organization's expenses
- Travel-related spend accounts for 60-80% of expense reports in the average organization
- 92% of spend is on a corporate card for best in class organizations





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Top Reports

Top Spenders by Employee

What is it:

- Quick access to which employees are spending the most

Why clients use it:

- Evaluate if there is any unnecessary spend occurring
- Does the spend make sense for one employee vs. another employee?
- Biggest ROI affecting Top Spender
- Help in evaluating if spend or category limits are necessary per employee role

Reporting path:

- Reporting > Analysis > Standard Reports> Spending > Top Spenders by Employee

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Top Spenders by Employee Sample

Sent for Payment Date: Between Jan 1, 2017 and Dec 31, 2017

Rank	Employee	Approved Amount (rpt)
1	[redacted]	692,879.17
2	[redacted]	169,808.25
3	[redacted]	123,783.93
4	[redacted]	120,497.61
5	[redacted]	118,732.65
6	[redacted]	118,561.78
7	[redacted]	111,581.35
8	[redacted]	106,245.37
9	[redacted]	105,445.35
10	[redacted]	105,251.00

Data Insights

- Consistently top spender?
- Company role correlate with high spending?
- Department trends?

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Top Spenders by Expense Type

What is it:

- Quick access to who is spending the most on specific expense types

Why clients use it:

- Outliers for spend on certain expense types?
- Any areas that are spending higher than should?

Reporting path:

- Reporting > Analysis > Standard Reports> Spending > Top Spenders by Expense Type

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Top Spenders by Expense Type Sample

Sent for Payment Date: Between Jan 1, 2017 and Dec 31, 2017

Expense Type	Employee	Approved Amount (rpt)	Rank
Airfare	[redacted]	71,312.24	1
	[redacted]	70,227.27	2
	[redacted]	60,475.92	3
	[redacted]	56,228.74	4
	[redacted]	51,252.29	5
	[redacted]	46,535.24	6
	[redacted]	46,472.61	7
	[redacted]	44,915.91	8
	[redacted]	43,784.82	9
	[redacted]	42,785.48	10

Data Insights

- Identify who is spending the most by expense types
- Locate outliers

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Top Spend by Vendor

What is it:

- Quick access to which vendors you are spending the most with

Why clients use it:

- Help with vendor negotiations
- Are there less expensive avenues?
- Would it make sense to have managed travel?

Reporting path:

- Reporting > Analysis > Standard Reports> Spending > Top Spend by Vendor

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Top Spend by Vendor Sample

Transaction Date: Between Jan 1, 2017 and Dec 31, 2017

Rank	Vendor	Expense Amount (rpt)
1	United Airlines	1,481,082.08
2	American Airlines	513,063.88
3	UBER	407,995.34
4	Delta Air Lines	299,885.99
5	Westin Hotels and Resorts	159,659.92
6	MONTAGE BEVERLY HILLS	100,102.55
7	Marriott Hotels	93,237.90
8	Hertz	90,692.68
9	Southwest Airlines	90,536.80
10	OMNI CHICAGO HOTEL	88,393.74

Data Insights

- Narrow in on favorite employee vendors
- Utilize to change processes to coincide with employee trends
- Why are employees favoring these vendors?

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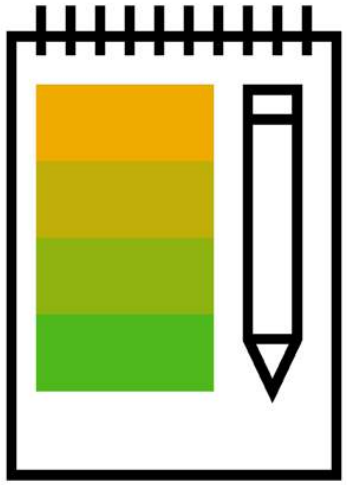
Expense Entry Analysis Grouped by Expense Type or Employee

What is it:

- Provides detailed spending information grouped by em expense type



Why clients use it:

- To evaluate where money is being spent
- Ensure expenses are being selected properly
- Reduce risk or potential leakage
- Help budget
- Identify areas where spend can be reduced or refocuse

Reporting path:

- Reporting > Analysis > Standard Reports> Expense Processing > Expense Entry Analysis Grouped by Expense Type or Employee

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Expense Entry Analysis Grouped by Expense Type Sample

Expense Type	Employee	Sent for Payment	Report Name	Transaction Date	Payment Type	Vendor	City/Location	Approved Amount
Other Misc		8/6/17		6/24/17	Out-of-Pocket		New Delhi	60.32
Other Misc		7/12/17		6/30/17	Corporate MasterCard		Menlo Park	20.3
Other Misc		7/3/17		3/31/17	Out-of-Pocket		Mumbai	185.34
Other Misc		7/4/17		3/31/17	Out-of-Pocket		Mumbai	24.71
Other Misc		7/5/17		3/31/17	Out-of-Pocket		Mumbai	578.96
Other Misc		8/1/17		7/6/17	Out-of-Pocket		Mumbai	115.79
Other Misc		4/28/17		4/16/17	Out-of-Pocket		Beijing	363.01
Other Misc		9/21/17	Cash Withdrawals	5/19/17	Corporate MasterCard		Delhi	0.
Other Misc		9/21/17	Cash Withdrawals	5/19/17	Corporate MasterCard		Cologne	0.
Other Misc		9/21/17	Cash Withdrawals	5/23/17	Corporate MasterCard		Delhi	0.

Data Insights

- Utilize to narrow in on expense types for accurate spend analysis
  - Cash Flow
  - Input Gaps – Required vs Optional
  - Accurate expense types

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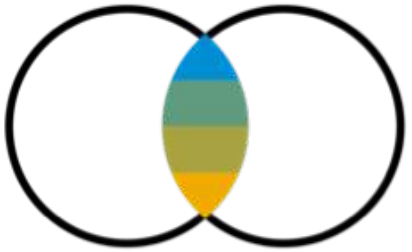
Expense Entry Analysis Grouped by Expense Type Sample *continued*

Expense Type	Employee	Report Name	Transaction Date	Payment Type	Vendor	City/Location	Approved Amount (rpt)
Office Equipment/Hardware		laptop order	Nov 1, 2017 12:00:00 AM	*Corporate Card	Lenovo	New Jersey	3,040.97
Office Equipment/Hardware		laptop order	Dec 1, 2017 12:00:00 AM	*Out-Of-Pocket	Lenovo	New Jersey	3,040.97
Office Equipment/Hardware		IT Purchases	Jul 27, 2017 12:00:00 AM	*Out-Of-Pocket	EMC	New Jersey	993.31
Office Equipment/Hardware		IT purchases	Oct 16, 2017 12:00:00 AM	*Out-Of-Pocket	EMC	New Jersey	659.93
Office Equipment/Hardware		Portable AC	May 9, 2017 12:00:00 AM	*Out-Of-Pocket	Home Depot	New Jersey	605.76

Data Insights

- Duplicate Expenses
  - Corporate Card & Out of Pocket
  - Different Transaction Date Month
  - Same Cost



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Excessive Personal Car Mileage

What is it:

- Provides detailed personal car mileage information grouped by employee

Why clients use it:

- To evaluate total cost of personal car mileage
- Review individual employee mileage amounts
- Redefine personal car policies

Reporting path:

- Reporting > Analysis > Standard Reports> Expense Processing > Excessive Personal Car Mileage

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Excessive Personal Car Mileage Sample

Transaction Date Between Jan 1, 2009 and Mar 31, 2009
Distance Units: Miles
Breakeven Distance: 100

Employee	Report ID	Expense Type	Transaction Date	Business Distance	Reimbursement Currency	Approved Amount
Last1022, First	C96F18E1F16A42A0899E	Mileage	Jan 21, 2009	142	USD	78.10
	1F3459C094CE45DBB803	Mileage	Feb 24, 2009	123	USD	67.65
	1F3459C094CE45DBB803	Mileage	Mar 6, 2009	242	USD	133.10
	0D055343C2164F8492C8	Mileage	Mar 18, 2009	273	USD	150.15
Last1036, First	DEA2A6AE9C4249FEB476	Mileage	Mar 12, 2009	146	USD	80.30
	DEA2A6AE9C4249FEB476	Mileage	Mar 17, 2009	188	USD	103.40
	DEA2A6AE9C4249FEB476	Mileage	Mar 26, 2009	184	USD	101.20
Last1123, First	29FCDC223ED54497B9EE	Mileage	Jan 23, 2009	139	USD	76.45
	68E9C6880FE7492D9BCF	Mileage	Feb 5, 2009	116	USD	63.80
	68E9C6880FE7492D9BCF	Mileage	Feb 12, 2009	132	USD	72.60
	68E9C6880FE7492D9BCF	Mileage	Feb 13, 2009	132	USD	72.60
	68E9C6880FE7492D9BCF	Mileage	Feb 19, 2009	118	USD	64.90
	68E9C6880FE7492D9BCF	Mileage	Feb 27, 2009	158	USD	86.90
	C6BDB158D3F7452F9BEE	Mileage	Mar 10, 2009	128	USD	70.40
	C6BDB158D3F7452F9BEE	Mileage	Mar 12, 2009	129	USD	70.95
	C6BDB158D3F7452F9BEE	Mileage	Mar 19, 2009	108	USD	59.40
	C6BDB158D3F7452F9BEE	Mileage	Mar 20, 2009	132	USD	72.60
	C6BDB158D3F7452F9BEE	Mileage	Mar 27, 2009	131	USD	72.05
	C6BDB158D3F7452F9BEE	Mileage	Mar 30, 2009	142	USD	78.10
Last1193, First	8A04F12B12904925A140	Mileage	Jan 29, 2009	140	USD	77.00

Data Insights

- Find anomalies or inconsistencies with company role
- Car use trends

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Fare Analysis

What is it:

- Compares quoted price to the best available GDS and internet prices

Why clients use it:

- Travel Managers can evaluate the flight cost vs. the best GDS rate available
- Monitor basic booking behavior for airfare and analyze trends

Reporting path:

- Reporting > Analysis > Standard Reports> Spending > Fare Analysis

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Fare Analysis Report Sample

Purchased Date	GDS Code	Departure Airport	Departure Airport Code	Arrival Airport	Arrival Airport Code	Departure Date	Airline Name	Booking Currency	Selected Price	Best GDS Price
Jan 8, 2018	Amadeus	Metro Oakland Intl Arpt	OAK	John Wayne Arpt	SNA	Jan 25, 2018	Southwest	USD	287.95	267.96
Jan 13, 2018	Amadeus	San Francisco Intl Arpt	SFO	John Wayne Arpt	SNA	Jan 23, 2018	United	USD	171.60	171.60
Jan 19, 2018	Amadeus	San Francisco Intl Arpt	SFO	Amsterdam	AMS	Jan 30, 2018	Lufthansa	USD	2,325.58	2,252.78
Jan 25, 2018	Amadeus	John Wayne Arpt	SNA	San Francisco Intl Arpt	SFO	Jan 25, 2018	United	USD	289.30	225.30
Jan 4, 2018	Amadeus	Valencia Arpt	VLC	Banglore	BLR	Jan 16, 2018	Air France	USD	2,214.55	2,214.55
Jan 25, 2018	Amadeus					Feb 7, 2018	Transavia	EUR	249.80	306.46
Jan 4, 2018	Amadeus	Lisbon	LIS	Banglore	BLR	Jan 15, 2018	Air France	USD	2,648.78	3,576.55
Jan 2, 2018	Amadeus	Metro Oakland Intl Arpt	OAK	Las Vegas	LAS	Jan 17, 2018	Southwest	USD	609.96	142.96

Data Insights

- Depending on departure date, potential opportunity to have traveler re-book if there's a more cost effective option available
- Hipmunk

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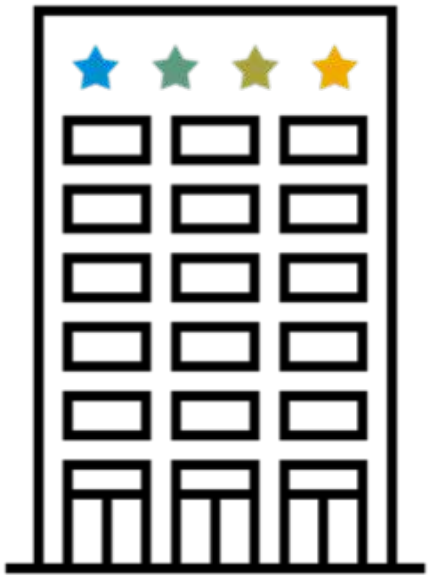
Hotel Summary

What is it:

- Shows hotel vendors for a specified timeframe including # of rooms, # of nights and average, minimum and maximum rates



Why clients use it:

- Analyze hotels that are providing the most competitive rates in each country and market trends
- Better position organization for supplier negotiations
- User along with Hotel Details

Reporting path:

- Reporting > Analysis > Standard Reports > Vendor > Hotel Summary

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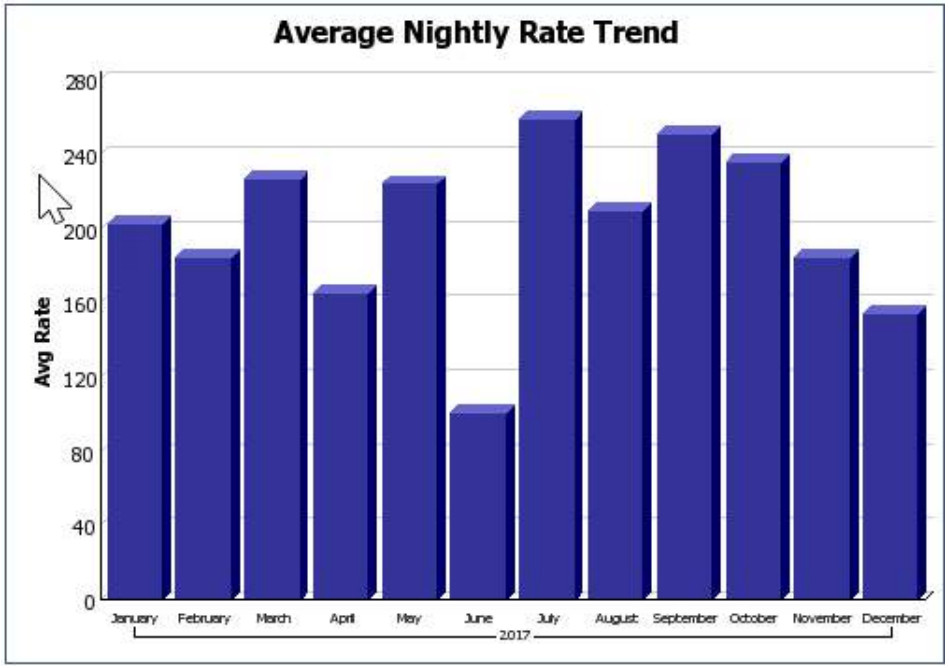
Hotel Summary Report Sample



Hotel Bookings

Total Rooms	Total Nights	Total Hotel Spend
124	333	65,997.05

Data Insights

- Not all negotiations are done by spend, but by amounts of bookings
- Use to negotiate with specific hotels

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Hotel Summary Report Sample *continued*

Top 10 Hotel Properties

Property	Total Rooms	Total Nights	Average Daily Rate	Minimum Daily Rate	Maximum Daily Rate	Total Hotel Spend
Hyatt House Emeryville/San Francisco Bay	3	35	199.37	189.55	219.00	6,987.65
Embassy Suites Marin County Conf Ctr	4	14	202.75	145.00	257.00	2,967.00
Courtyard San Jose Cupertino	7	8	350.43	224.00	440.00	2,854.00
Residence Inn Washington, DC/Capitol	2	9	324.00	259.00	389.00	2,851.00
InterContinental New York Times Square	3	8	327.48	248.25	399.00	2,374.45
Hilton Garden Inn Detroit Downtown	2	9	234.96	209.00	260.93	2,088.72
Courtyard by Marriott Emeryville	1	5	303.00	303.00	303.00	1,515.00
Fairfield Inn & Suites by Marriott	2	10	144.00	139.00	149.00	1,440.00
Four Points by Sheraton Kelowna Airport	5	9	153.96	127.20	189.91	1,412.42
Residence Inn Toronto Downtown	4	5	264.98	229.37	315.68	1,336.45
Summary	**33**	**112**	**250.49**	**127.20**	**440.00**	**25,826.69**

Hotel Top 10 Destinations

Location	Country	Total Nights	Total Hotel Spend	Average Daily Rate
Emeryville, CA, US	UNITED STATES	41	8,661.65	212.02
New York, NY, US	UNITED STATES	13	4,222.05	342.93
Washington, DC, DC, US	UNITED STATES	12	4,024.06	346.34
Toronto, CA	CANADA	12	3,790.25	295.57
San Rafael, CA, US	UNITED STATES	14	2,967.00	202.75
Cupertino, CALIFORNIA, US	UNITED STATES	8	2,854.00	350.43
Detroit, MI, US	UNITED STATES	9	2,088.72	234.96
Montreal, CA	CANADA	8	1,711.63	245.10
Chicago, IL, US	UNITED STATES	5	1,710.10	337.37

Data Insights

- Discover where you travel the most
- Determine what hotel is in that area to narrow in negotiations

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Hotel Details

What is it:

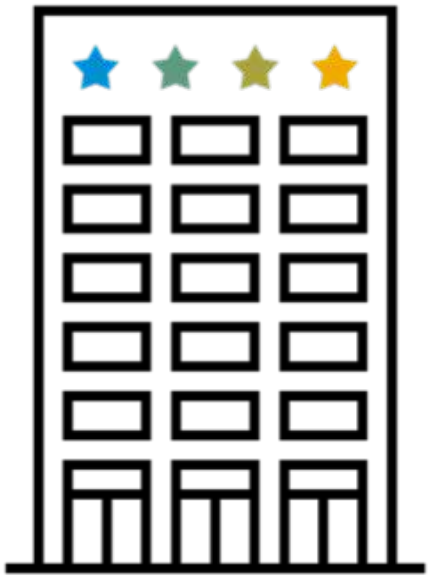
- Shows all hotel spending amounts during a specified timeframe (not just top)

Why clients use it:

- Better position your organization for supplier negotiations by analyzing which vendors and markets provide the most competitive prices
- Additional details for duty of care

Reporting path:

- Reporting > Analysis > Standard Reports > Vendor > Hotel Details



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Hotel Details Report Sample

Vendor	Property	Preferred	Location	Country	Arrive	Depart	Booking Currency	Rate per Night	Hotel Negotiated Rate	Nights	Rooms	Total Hotel Spend
Residence Inns	Residence Inn Dulles Arpt at Dulles 28	Y	Dulles, VA, US	UNITED STATES	Jan 3, 2017	Jan 5, 2017	USD	134.00	124.00	2	1	268.00
Homewood Suites	Homewood Suites by Hilton Dulles-North/Loudoun	Y	Ashburn, VA, US	UNITED STATES	Jan 3, 2017	Jan 6, 2017	USD	109.00		3	1	327.00
Residence Inns	Residence Inn Dulles Arpt at Dulles 28	Y	Dulles, VA, US	UNITED STATES	Jan 3, 2017	Jan 7, 2017	USD	124.00	124.00	4	1	496.00
Hyatt	Hyatt Place Dallas/Garland	Y	Garland, TX, US	UNITED STATES	Jan 3, 2017	Jan 13, 2017	USD	98.10	109.00	10	1	981.00
Residence Inns	Residence Inn Dulles Arpt at Dulles 28	Y	Dulles, VA, US	UNITED STATES	Jan 4, 2017	Jan 5, 2017	USD	124.00	124.00	1	1	124.00

Data Insights

- Are negotiated rates being honored?
- How many nights at *every* property?
- Are users booking at preferred hotels?

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Attendee Summary and Details

What is it:

- Shows spending by employees and attendee information for expenses that have attendees associated, typically for meal or entertainment expense types

Why clients use it:

- Monitor spend for business entertainment and meal expenses for employees or non-employee clients or prospective clients
- Recommendation to use along with Attendee Summary for trend analysis

Reporting path:

- Reporting > Analysis > Standard Reports> Attendee Details or Attendee Summary > Compliance

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Attendee Summary Sample

			2017		
			Attendee Instance Count	Approved Amount (Reporting Currency)	Approved Amount (Reporting Currency) / Attendee Instance Count
03. Meals	Business Meals (Attendees)		526	26,049.65	49.524
		Business Meals (Attendees)	**526**	**26,049.65**	**49.524**
	03. Meals		**526**	**26,049.65**	**49.524**
04. Entertainment	Entertainment - Clients		93	2,771.74	29.804
		Entertainment - Clients	**93**	**2,771.74**	**29.804**
	Entertainment - Staff		15	694.10	46.273
		Entertainment - Staff	**15**	**694.10**	**46.273**
	04. Entertainment		**108**	**3,465.84**	**32.091**
Summary			**634**	**29,515.49**	**46.554**

Data Insights

- Holistic Look
  - Expense Type
  - Count
  - Cost
  - Average

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Attendee Details Sample

Submit Date	Total Approved	Transaction Date	Expense Type	Vendor	Purpose	Payment Type	Approved Amount (rp	Attendee
Feb 23, 2017 12:00:00 AM	11,660.42	Jan 12, 2017 12:00:00 AM	Business Meals (Attendees)	Estiatirio Milos		Cash	162.83	
Feb 23, 2017 12:00:00 AM	11,660.42	Feb 4, 2017 12:00:00 AM	Business Meals (Attendees)	Yardbird		Cash	63.32	
Feb 23, 2017 12:00:00 AM	11,660.42	Feb 3, 2017 12:00:00 AM	Business Meals (Attendees)	OLA South Beach		Cash	250.03	
Feb 23, 2017 12:00:00 AM	11,660.42	Jan 12, 2017 12:00:00 AM	Business Meals (Attendees)	e Grainne		Cash	41.66	
Feb 23, 2017 12:00:00 AM	11,660.42	Jan 22, 2017 12:00:00 AM	Business Meals (Attendees)	N74		Cash	113.17	
Feb 23, 2017 12:00:00 AM	11,660.42	Jan 26, 2017 12:00:00 AM	Business Meals (Attendees)	e Grove		Cash	18.54	
Feb 23, 2017 12:00:00 AM	11,660.42	Jan 27, 2017 12:00:00 AM	Business Meals (Attendees)	fe 5		Cash	42.98	
Feb 23, 2017 12:00:00 AM	11,660.42	Feb 22, 2017 12:00:00 AM	Business Meals (Attendees)	es St. Grill		Cash	79.36	
Feb 23, 2017 12:00:00 AM	126.48	Feb 10, 2017 12:00:00 AM	Business Meals (Attendees)	Man Bakes		Cash	14.5	
Feb 23, 2017 12:00:00 AM	126.48	Feb 11, 2017 12:00:00 AM	Business Meals (Attendees)	y's		Cash	24.91	

- [x] (Select All)
- [x] Business Meals (Attendees)
- [x] Entertainment - Clients
- [x] Entertainment - Staff
- [x] (Blanks)

Good Best Practice

Data Insights

- Specific Transactions
  - Vendor
  - Purpose
  - Payment type
  - Amount
  - Name of specific attendees

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Travel Policy Exceptions

What is it:

- Shows trips booked in Concur that violated rules at the time of booking

Why clients use it:

- Analyze policy violations to learn where to adapt the travel booking process to those trends
- Good source of reference when a manager needs to revisit expenses in violation of company policies
- Understand why travelers might be declining lower fares

Reporting path:

- Reporting > Analysis > Standard Reports > Compliance > Travel Policy Exceptions

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Travel Policy Exceptions Report Sample

First Travel Date Between Jan 1, 2017 and Dec 31, 2017

Name	Booked By	Department	Record Locator	Segment Type	Selected Price	Lowest Offered Price	Lowest Offer Source	Booking Currency	Date Booked	First Travel Date	Days in Advance	Violation Code	Description
[redacted]	[redacted]		[redacted]	Air	373.21	225.34	GDS	USD	Jan 25, 2017	Feb 26, 2017	32	02	Requested Non-stop
[redacted]	[redacted]		[redacted]	Car	73.00	66.5	GDS	USD	Dec 26, 2017	Dec 26, 2017	0	YU	Declined lowest rate due to car type
[redacted]	[redacted]		[redacted]	Car	55.27	40.7	GDS	USD	Jan 19, 2017	Jan 30, 2017	11	YU	Declined lowest rate due to car type
[redacted]	[redacted]		[redacted]	Air	1,634.84	864.36	GDS	USD	Sep 29, 2017	Oct 6, 2017	7	01	Declined lowest fare due to connections or stops
[redacted]	[redacted]		[redacted]	Car	57.37	41.16	GDS	USD	Jun 7, 2017	Aug 1, 2017	55	YU	Declined lowest rate due to car type

Data Insights

- Who are your top travelers/travel managers with policy exceptions?
- What are the violation code trends?
- How many days are they typically booking in advance of the travel date?

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SAP Concur

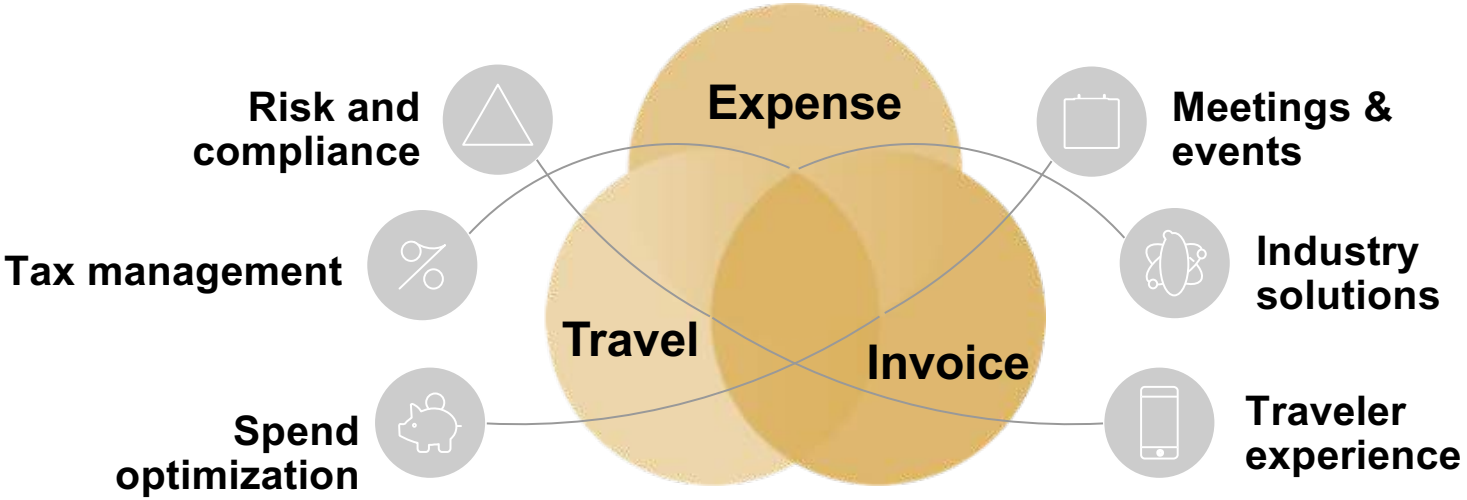
Q&A

SAP Run Simple

Optimizing your spend management

SAP Concur
App Center
Improve Traveler Experience
Solve Industry and Geographic Needs
Accomplish more with Data
Ease Deployment and Administration

App Center Ecosystem & Key Categories



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Benefits of an Open Ecosystem

Improve Traveler Experience

- User Adoption
- International Travel Services
- E-receipts:
  - Taxis & Ride Sharing
  - Catering
  - Parking

Industry and Geographic Needs

- Mexico CFDI
- Life Sciences Compliance
- Mileage & Fleet Management
- Sales & Use Tax Validation
- Client Billing

Accomplish more with Data

- VAT Reclaim
- Fraud & Misuse Monitoring
- Cross-border payroll tax
- Event Management

Ease Deployment and Administration

- ERP Integration
- Secure Single Sign-On
- User Management

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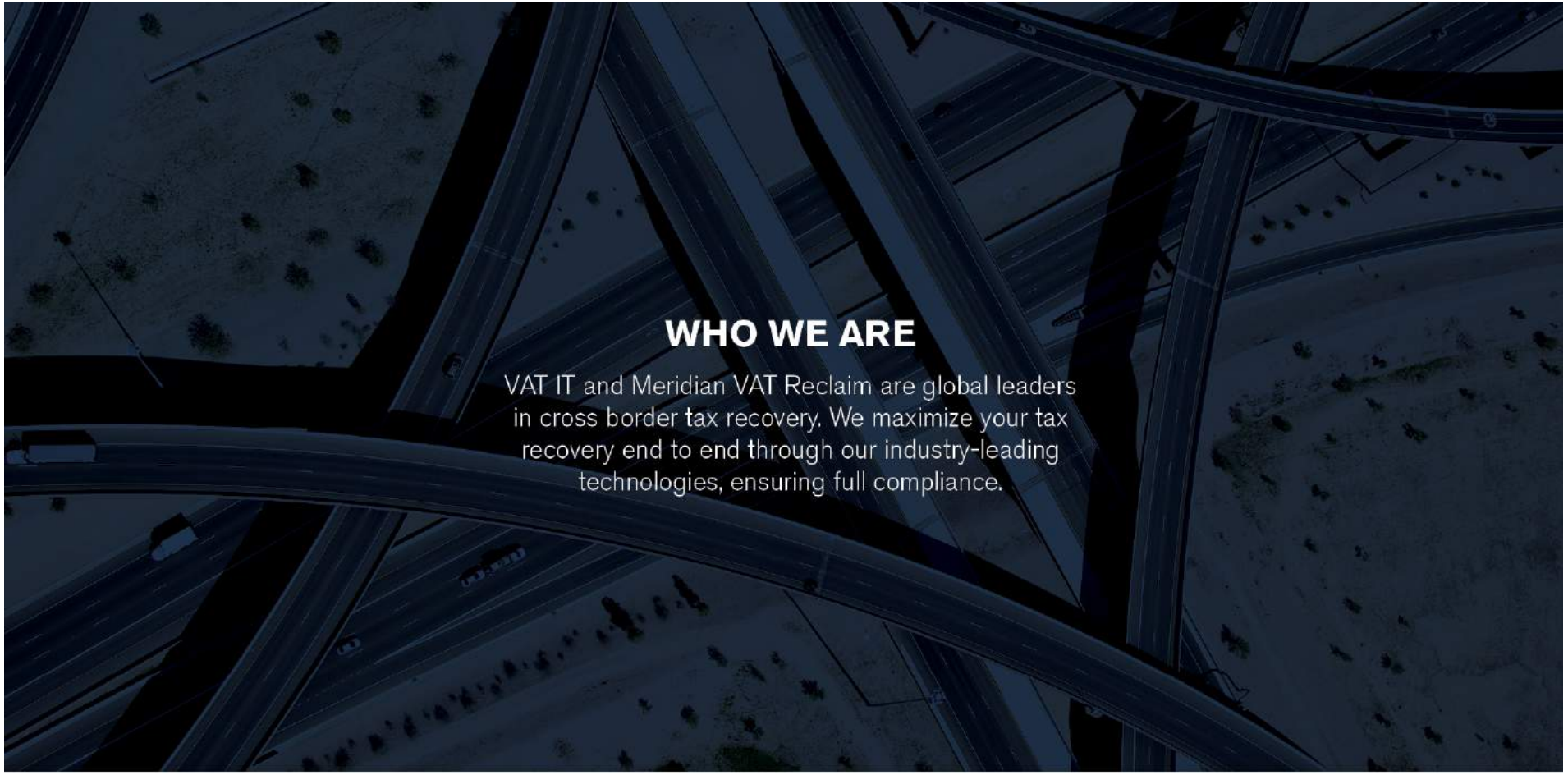
MERIDIAN
VAT RECLAIM
VAT
IT

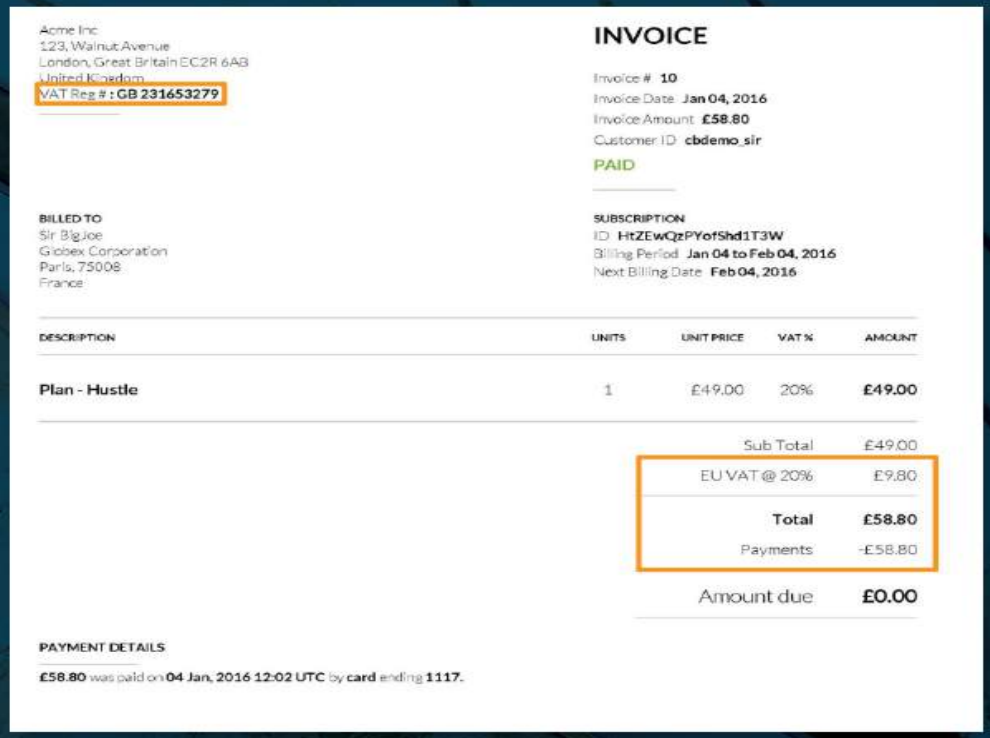


MERIDIAN VAT RECLAIM

VAT IT

WHAT IS VAT?

Value Added Tax (VAT) is a consumption tax. VAT is added to a product whenever value is added to the product during the production stage and at the final sale stage.



Acme Inc
123, Walnut Avenue
London, Great Britain EC2R 6AB
United Kingdom
VAT Reg # : GB 231653279

INVOICE

Invoice # 10
Invoice Date Jan 04, 2016
Invoice Amount £58.80
Customer ID cbdemo_sir
PAID

BILLED TO
Sir BigJoe
Globex Corporation
Paris, 75008
France

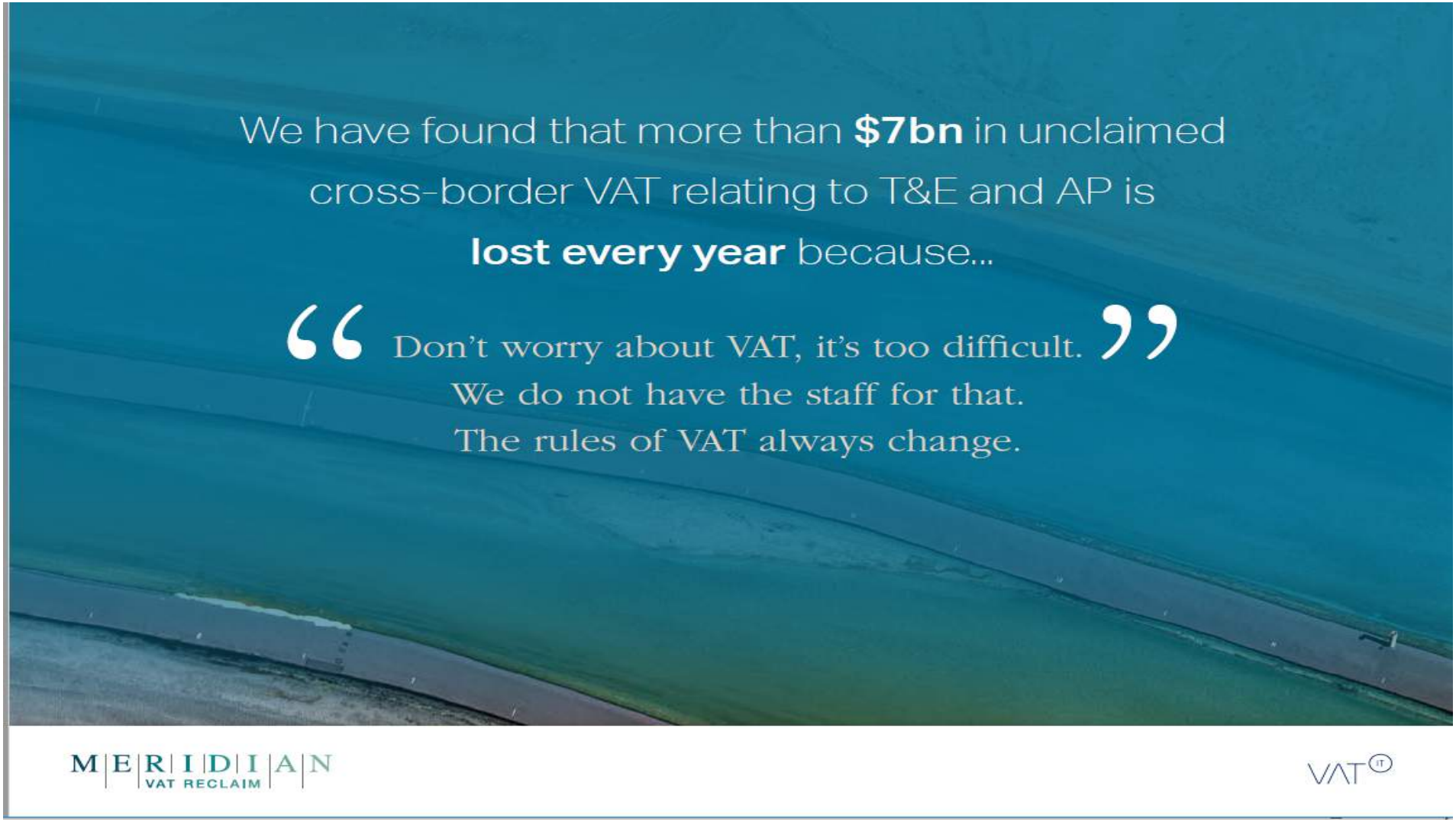
SUBSCRIPTION
ID HtZEwQzPYofShd1T3W
Billing Period Jan 04 to Feb 04, 2016
Next Billing Date Feb 04, 2016

DESCRIPTION	UNITS	UNIT PRICE	VAT %	AMOUNT
Plan - Hustle	1	£49.00	20%	£49.00

Sub Total	£49.00
EU VAT @ 20%	£9.80
Total	**£58.80**
Payments	-£58.80
Amount due	**£0.00**

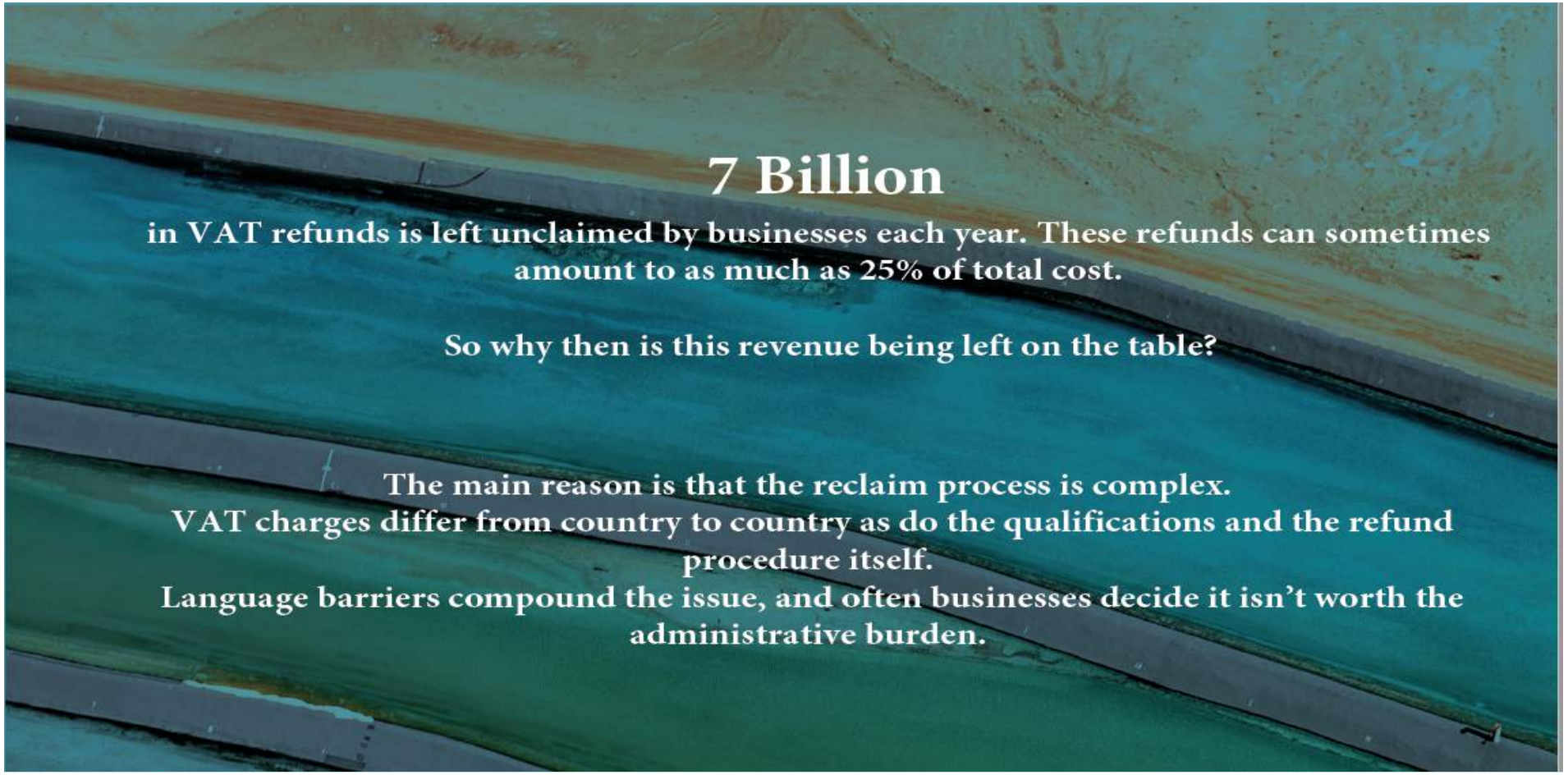
PAYMENT DETAILS

£58.80 was paid on **04 Jan, 2016 12:02 UTC** by **card** ending **1117**.



M|E|R|I|D|I|A|N
VAT RECLAIM

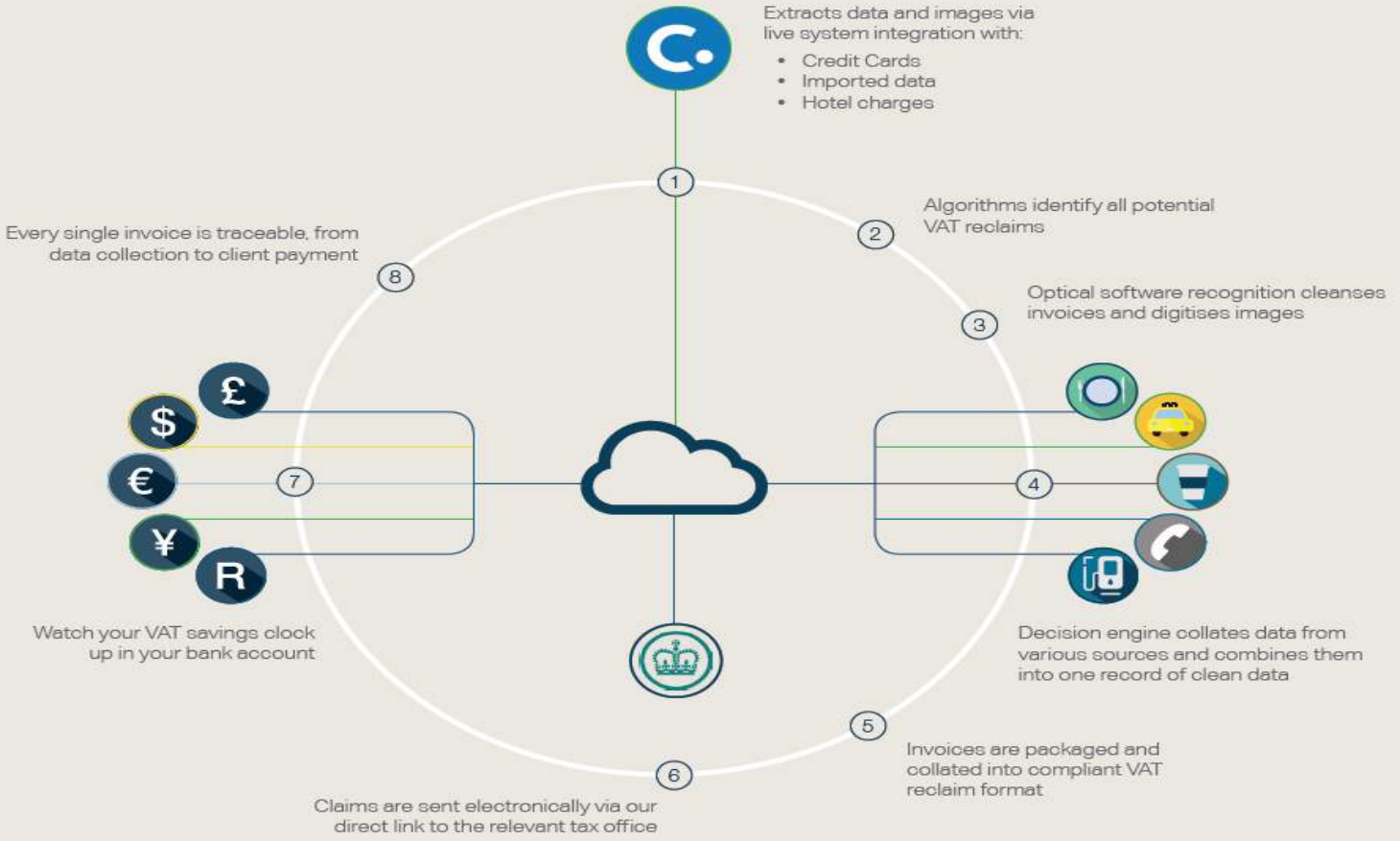
VAT IT


7 Billion
in VAT refunds is left unclaimed by businesses each year. These refunds can sometimes amount to as much as 25% of total cost.
So why then is this revenue being left on the table?
The main reason is that the reclaim process is complex.
VAT charges differ from country to country as do the qualifications and the refund procedure itself.
Language barriers compound the issue, and often businesses decide it isn't worth the administrative burden.

WHERE ARE OUR BIGGEST OPPORTUNITIES?
FOREIGN T&E SPEND
LOCAL T&E SPEND
FOREIGN AP SPEND
Recover cross-border tax spent on business travel expenses including: conferences, exhibitions etc
Recover local T&E spend
Recover cross-border tax spend on accounts payable

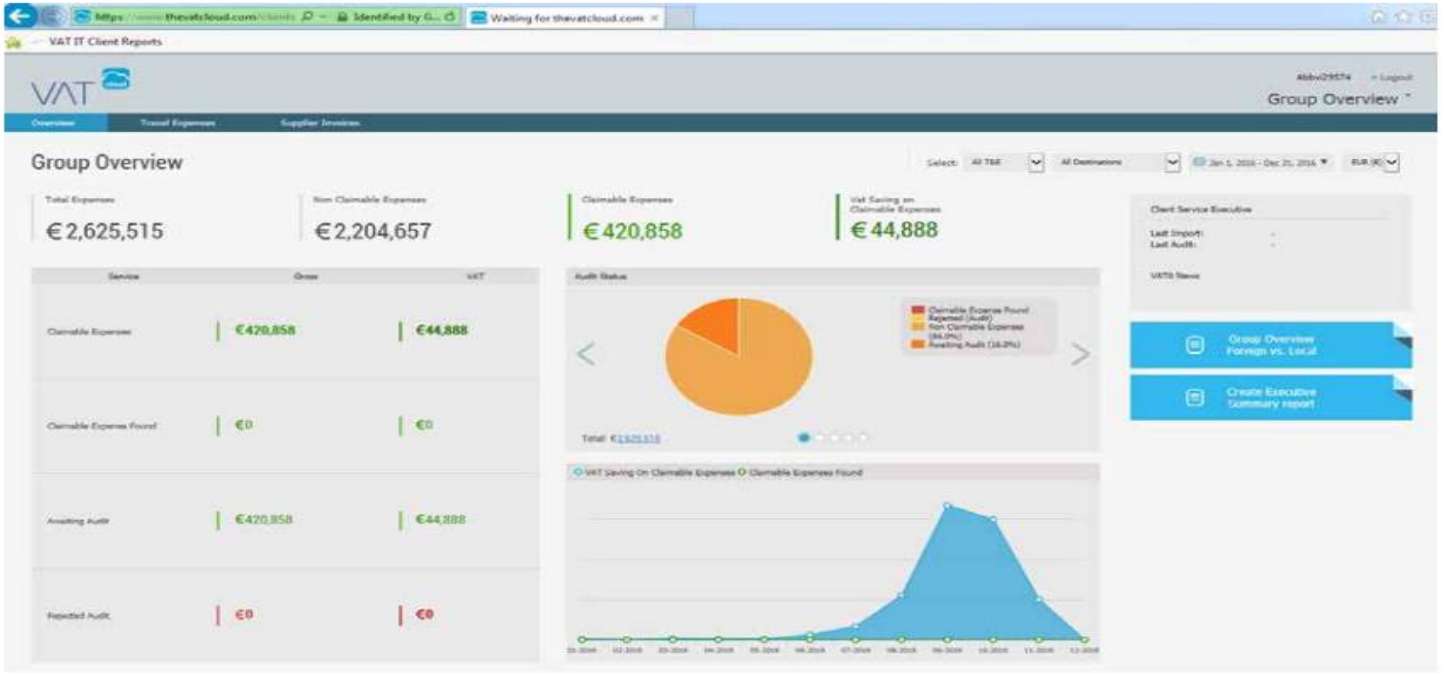
FULLY AUTOMATED,
CLOUD-BASED RETRIEVAL
Our industry-first VAT CLOUD™ automatically connects your ERP and travel expense management systems directly to the tax office. It's the world's most technologically advanced software application for VAT recovery and compliance.

VAT IT



VAT CLOUD™: How it works

VAT CLOUD


VAT IT Client Reports
Group Overview
Total Expenses
€2,625,515
Non Claimable Expenses
€2,204,657
Claimable Expenses
€420,858
VAT Saving on Claimable Expenses
€44,888
Service
Gross
VAT
Claimable Expenses
€420,858
€44,888
Claimable Expense Found
€0
€0
Awaiting Audit
€420,858
€44,888
Rejected Audit
€0
€0
Audit Status
Client Service Executive
Last Import:
Last Audit:
VAT® News
Group Overview Foreign vs. Local
Create Executive Summary report
VAT Saving On Claimable Expenses
Claimable Expenses Found

MERIDIAN
VAT RECLAIM

VAT IT

MERIDIAN
VAT RECLAIM

VAT IT

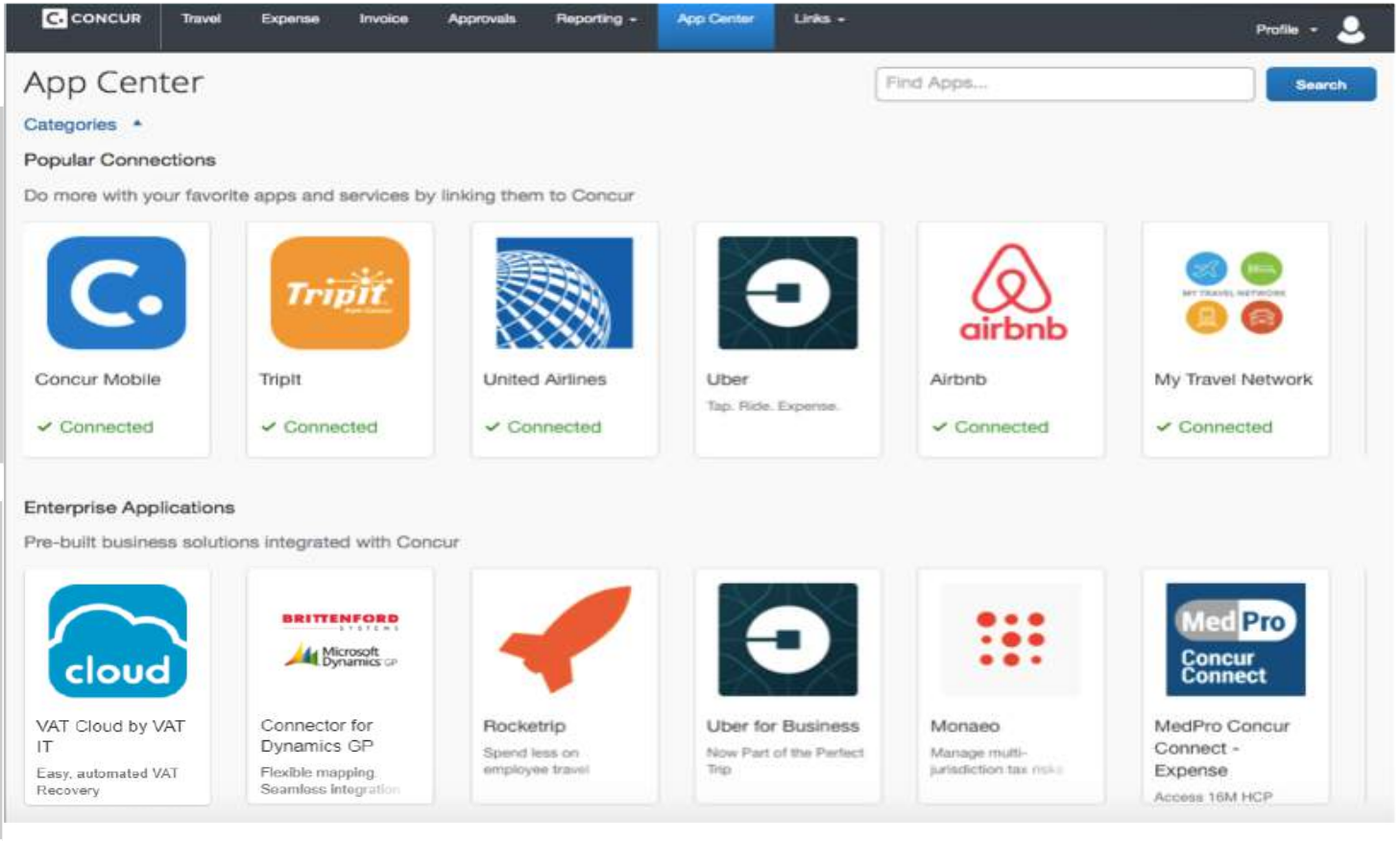
Inside the App Center

Connections

- End User Apps
- No fees
- Triplink & eReceipts

Enterprise Applications

- Admin Apps
- Fee-Based



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Concur Drive

No Receipts

Self-Reported

Estimates are inaccurate

Set Schedule

Manually Start and Stop

Automatically create expense line items

Remove personal trips

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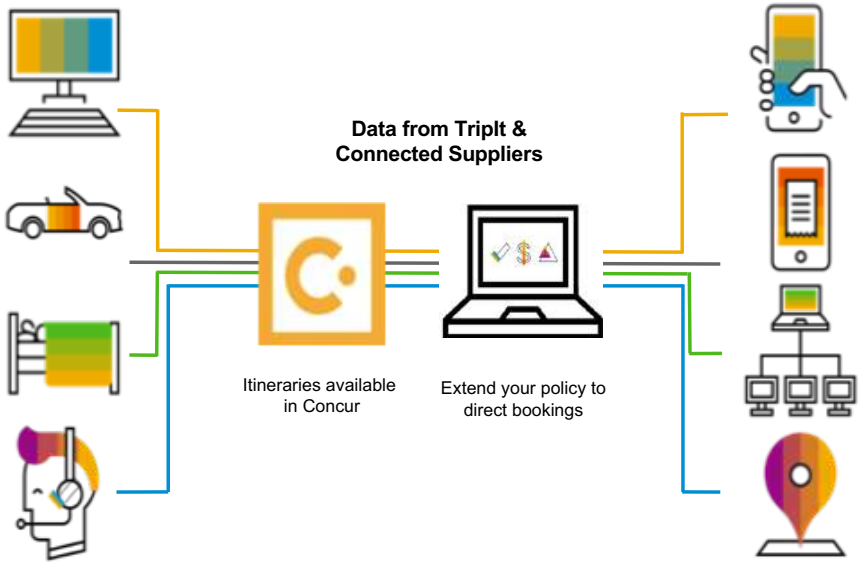
TripLink

- TripLink captures reservations
  - Supplier Websites
  - TMCs
  - Corporate Travel Booking
- Drive Savings into your T&E Budget
- Helps with your duty of care obligation
- Negotiate Vendor Rates
- Improve Traveler Satisfaction & Productivity



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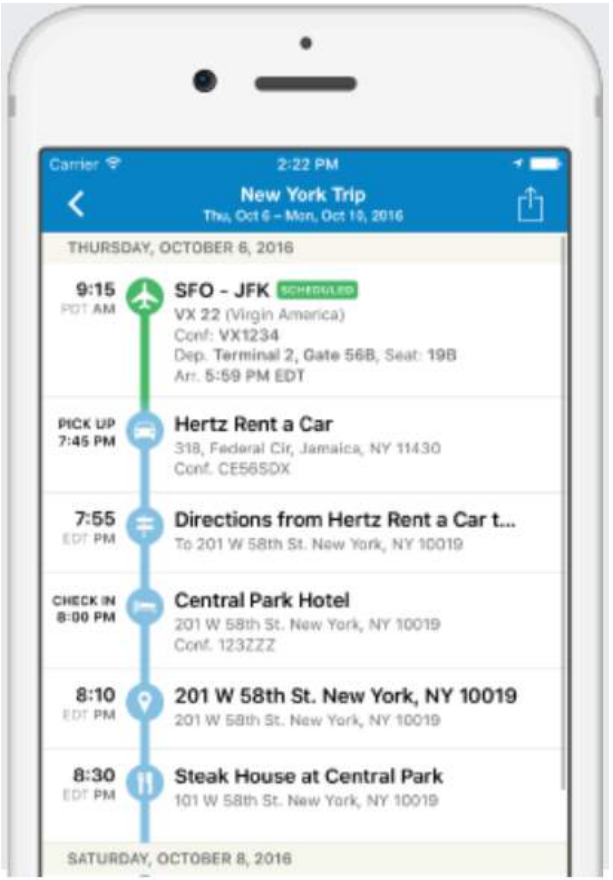
TripIt Pro

- TripIt Pro subscription is available, for free, to all end users when you purchase TripLink.
- Forward their Travel confirmation emails to plans@concur.com
- Travelers can house personal, and business travel itineraries
- Notifications for flight changes, gate changes, price change etc. through the app
- Airport Security wait times and let your travelers know how long the wait is.



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Three steps to determining the best partner solution

1 Top three action items

2 connect with your Client Success Manager

3 Ask about the App Center Insight Dashboard to find potential savings, eliminate waste, and become Rockstar for you company.

Value Added Tax (VAT) is reclaimable when employees travel internationally. Connecting a VAT reclaim provider like Meridian, or VATIt to Concur enables optimum reclaim. On hotels alone, your savings could be **$9,989,020.0**.

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SAP Concur

Q&A

SAP Run Simple

SAP Concur

Thank you.

SAP Run Simple

SAP Concur Fusion 2018 - www.fusion.concur.com

March 13 – 16, 2018 in Seattle, WA (Washington State Convention Center)

SAP Concur Fusion is our annual conference bringing together clients, partners and staff for four days of learning. Immerse yourself in countless opportunities to help run your business better and take your travel and spend management to the next level.

Highlights include:

- **Content sessions designed for small & medium-sized businesses (SMB)** – New! Exclusive sessions, forums and product training
- **SMB lounge** – Networking opportunities, product demos, prizes and Concur experts all in one place
- **Reception for SMB clients** – Join us Wednesday, March 14th for fun, food, entertainment and networking with businesses like yours
- **Meet with Client Success Manager**– Connect one-on-one with your CSM
- **Be an advocate** – Tell your SAP Concur success story

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SAP Concur Admin Training Series Webinars

Occur monthly – 2nd Wednesday of the month, 10:00am – 11:00am PT

Get the help and support you need by attending these monthly training & informational webinars!

Dates	Topics
January 8-12	Week of Webinars Start the year off with all the training you need
February 14	Optimizing your Concur Extended Services platform
March 7	Learn from the experts! SAP Concur Policy Best Practices review
April 9 - 13	Week of Webinars Brush up on your SAP Concur skills
May 9	Data analysis made simple with reporting for Concur Expense
June 9 - 13	Week of Webinars Master your SAP Concur tools
August 8	Create an effortless travel & expense experience with the Concur App Center
September 12	Become a travel data tour guide with reporting for Concur Travel
October 8 - 12	Week of Webinars Finish the year out strong
November 14	Unleash your phone's full potential with SAP Concur Mobile
December 12	SAP Concur reports you need to finish the year strong

For more information, contact your Client Success Manager.

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Post event survey

- Before heading to happy hour, please ensure you fill out the short **survey** (located in your folder)
- SAP Concur staff will be standing near the exits to collect these
- For those that fill out/return survey to SAP Concur staff, they will be entered into a drawing for a **$100 gift card** (must be present to win!)

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