



Florida Client Summit

SAVE THE DATE!

Seattle, WA

March 13-16, 2018



CONCUR
FUSION 2018



Agenda

- 9:30 - 11:15 am: Welcome and policy best practices
- 11:15 – 11:45 am: Automating your AP process
- 11:45 – 12:15 pm: Lunch, App Center & Oversight
- 12:15 - 1:15 pm: Reducing Fraud and Increasing Compliance roundtables
- 1:15 – 1:30 pm: Break
- 1:30 – 2:55 pm: Reporting best practices
- 2:55 – 3:00 pm: Wrap up
- 3:00 – 4:00 pm: Happy hour



LYNDON Group
EXPERIENCE VALUE RESULTS



CUSTOMER
SUCCESS
PARTNER



SOLUTION
PROVIDER



YOUR POLICY & CONCUR

Travel, Expense and Corporate Card Practices

AGENDA

POLICY BENCHMARKING

- A. Questions to Ask
- B. The Basics
- C. Travel
- D. Its Personal
- E. Regulatory Considerations
- F. Corporate Credit Cards
- G. Expense Reports
- H. Policy Takeaways

Questions To Ask

Any international areas we should consider?

Does our Policy consider the 'total cost of travel?

What is missing from our Travel Policy?

Does our Concur platform drive compliance to the Policy?

Is our Policy too long?

How can we better enforce credit card policies?

Are we consistent with expense types between Policy and Concur?

What about travel alternatives like Uber and Airbnb?

How often should we review our Travel Policy?

How do our receipt rules compare to others?

The Basics

B

Annual Review and Updating

- ◆ Review team to include users, especially “road warriors”
- ◆ Balance cost savings versus reducing traveler “friction” – make travel more pleasant, balanced
- ◆ <https://www.linkedin.com/pulse/what-road-warriors-really-want-scott-gillespie>

Ease of Use

- ◆ Easy to read, understandable and fair
- ◆ Written from traveler’s perspective
- ◆ “Right” for the culture

Reflective of Concur – “Concurized”

- ◆ Be consistent with Expense Types
- ◆ Be consistent with names (e.g., “E-receipts”, “receipt images”, “credit card imports”)

The Basics

B

Duty of Care

- ◆ The organization's responsibility to keep business travelers safe while traveling
- ◆ Security issues and safety concerns
- ◆ Natural disasters, terrorist actions, car accidents, medical incidents
- ◆ Messaging pushed to employees – using Concur Locate and Active Monitoring?
- ◆ Employee expectations while traveling
- ◆ Input: Travel, HR, Legal, Risk, Security, Procurement, Finance

Mandatory / Optional Travel Booking Methods

- ◆ If mandatory use of authorized methods, what exceptions exist?
- ◆ If using TripLink, is that included in the policy?

Travel



International Information

- ◆ Air, car, hotel, meal differences
- ◆ Car configurations
- ◆ VAT reclaim requirements, where applicable – App Center partner?
- ◆ Tips and gratuities
- ◆ Passports, visas, immunizations, etc. – CIBT, Trivisa, VisaHQ

Booking Hotels with Deposits Required

- ◆ Is this allowed?
- ◆ If so, how tracked and monitored?

Trip Cancellations and Unused Tickets

- ◆ When? How? Through Concur? TMC?

Travel and Booking Alternatives

- ◆ Airbnb, Uber, Lyft, Kayak, etc. (risks: regulatory, tax, legal, insurance, safety, security, service)

Clarify Reimbursement of Ancillary Travel-Related Fees

<i>AIRLINE</i>	<i>RENTAL CAR</i>	<i>HOTEL</i>
Change Fees, Baggage Fees, Seat Upgrades, Boarding Priority, In-Flight Internet, etc. – use Airline Fee expense type	GPS Devices, Pre-Paid Fuel, Insurance, Roadside Assistance	Health Club Fees, Business Center, Laundry

Travel

Reimbursement of TSA “membership” fees? (Pre-Check, Global Entry, Clear)

Oversold Airline Situations/Seat Relinquishment

Use of Preferred Vendors (Lowest Cost vs. Corporate Rates)

Airfare - Advanced Purchase Expectations



Travel



Use of Vehicles for Business

- ◆ When should I rent a car vs. drive my car?
- ◆ Mileage rates - expenses related to Company car usage
- ◆ Any consideration for electric cars?
- ◆ Mileage calculator required? Are you using any mileage apps?
- ◆ Insurance requirements
- ◆ Accidents / Thefts
- ◆ Mobile device usage during operation of vehicles

Meals

- ◆ Define and clarify: 'Personal Meal', 'Travel Meal', 'Business Meal', 'Entertainment Meal', etc.
- ◆ Allowable daily limits? Per Diem Meals?
- ◆ Meals on travel days?

Alcohol Consumption

- ◆ Business Meals
- ◆ Entertainment
- ◆ Travel
- ◆ Company-sponsored events

Travel-related medical accommodations for certain employees (requiring exception to Policy)

- ◆ Excess baggage
- ◆ Larger rental car
- ◆ Accidents / Injuries / Illnesses

Accidents / Injuries / Illnesses / Thefts while on travel status

Combining business with personal/spouse/partner travel

Child care? Pet care? Elderly care?

Religious considerations

It's
Personal



Regulatory Considerations

E

Cross-Border Tax – Within US and Global

- ◆ Corporate Tax
- ◆ Payroll Withholding

FCPA Related Concerns

- ◆ Refer to Code of Ethics or Other Policies (Gift Policy, etc.)
- ◆ Concur configuration Options: audit rules, attendee types, expense types, conditional fields, custom fields
- ◆ Concur Reporting

Industry-Specific Regulations

- ◆ Healthcare
- ◆ Pharmaceutical Manufacturers
- ◆ Banking/Financial Institutions
- ◆ Higher Education
- ◆ Government / Government-Related Entities

Pay Policy for Non-Exempt employees traveling

Corporate Credit Cards



F

Corporate Credit Cards

- ◆ Included in Travel Policy or separate policy?
- ◆ Auto-assignment of cards in Concur

What is in “Policy”?

- ◆ Who can request
- ◆ How do employees apply – **eliminate paper processes**
- ◆ Employees sign off that the policy has been received
- ◆ Usage of the card (include personal and how to handle)
- ◆ How to account for charges
- ◆ Receipt rules/exemptions
- ◆ How is payment made (and who pays for late fees)
- ◆ Security of the card
- ◆ When a card is lost/stolen
- ◆ Separation of employment and card surrender

Expense Reports

Receipts

- ◆ Corporate credit card vs cash/personal credit card (out-of-pocket)
- ◆ VAT receipt requirements by territory, where applicable – hardcopy vs electronic
- ◆ Detail receipt requirements – which expenses?
- ◆ Using the Missing Receipt Affidavit?

Submission and Approval Guidelines / Requirements

- ◆ Frequency of expense reports? Coincide with CC billing periods?
- ◆ Approval timelines – what is the workflow for non-approval?
- ◆ Reimbursement expectations



Policy Takeaways

Make sure your Policy fits your culture and is “right” for your organization

Implement sound and reasonable controls but do not increase ‘traveler friction’ and consider the ‘total cost of travel’

Ensure your Policy addresses the organization’s Duty of Care and reflects current travel trends and overall environment

Review and update your Policy (and Concur site) at least annually

Lyndon Group
Full Life Cycle Support



- ◆ Concur Travel, Expense and Invoice
 - ◆ Implementations, Assessments and Audits
 - ◆ Systems Integrations
- ◆ User Experience Surveys and Focus Groups
 - ◆ Customized Training
 - ◆ Corporate Credit Card Programs
- ◆ Travel and Expense Policy Creation / Revision
- ◆ Travel Vendor Negotiations and Cost Savings
 - ◆ Corporate Travel Manager Outsourcing

For more information

Info@Lyndon-Group.com



SOLUTION
PROVIDER



CUSTOMER
SUCCESS
PARTNER



LYNDON Group

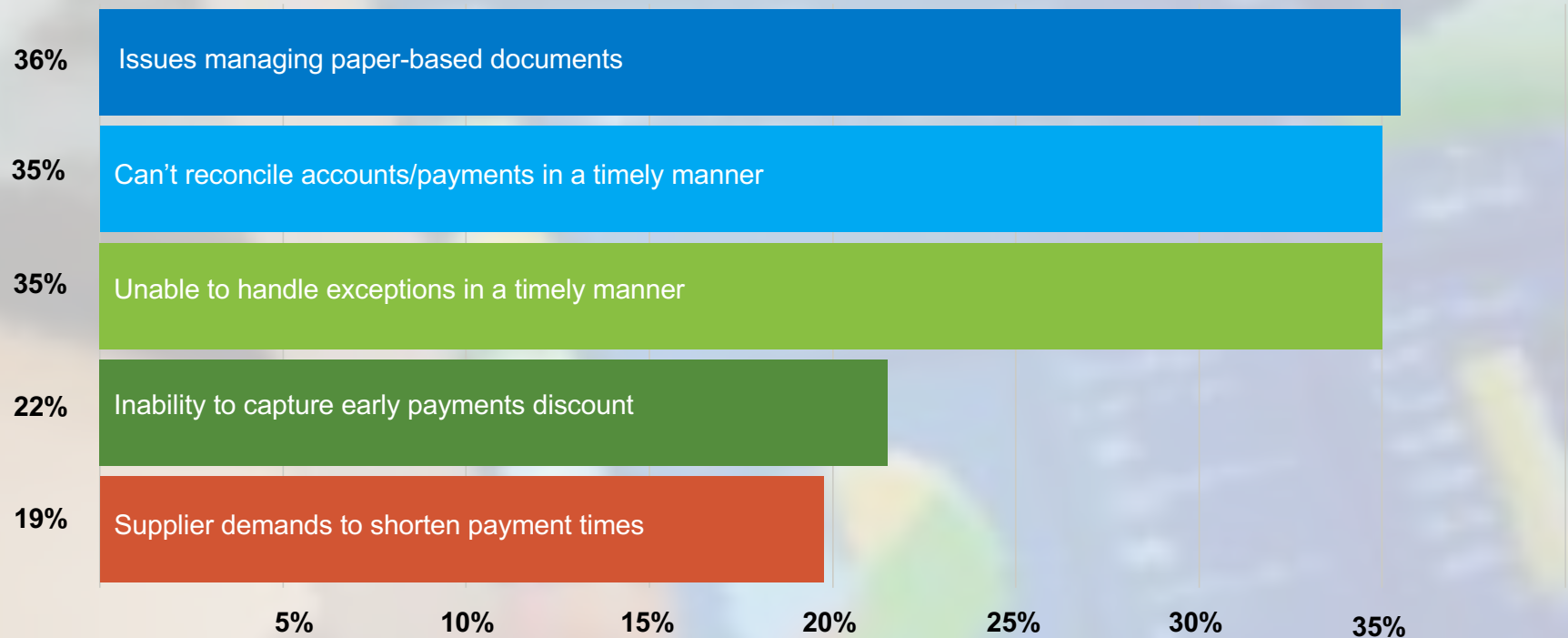
A person is holding a smartphone and scanning a receipt in a cafe. The receipt is from Starbucks and has the word 'fast' written on a chalkboard in the background. The phone screen shows a 'Capture Receipt' app interface with a blue header and a 'Done' button. The background is a blurred cafe interior with people and a chalkboard.

AP Automation: Solving SMB Business Challenges



Welcome back from vacation!

Traditional AP Business Challenges:



Source: Aberdeen Group, September 2015. Percentage of respondents, n=1104.

Common AP Issues

65%

**of organizations still
receive paper invoices**

14.3

**Average days to
process a payment to
a Vendor**

17%

**of the typical
company's invoices
cause exceptions**

Common AP Issues

22%

of all businesses can only forecast their mid-term cash flow within 8 percent accuracy.

78%

of all businesses processing manual payments experience higher costs than electronic payment methods

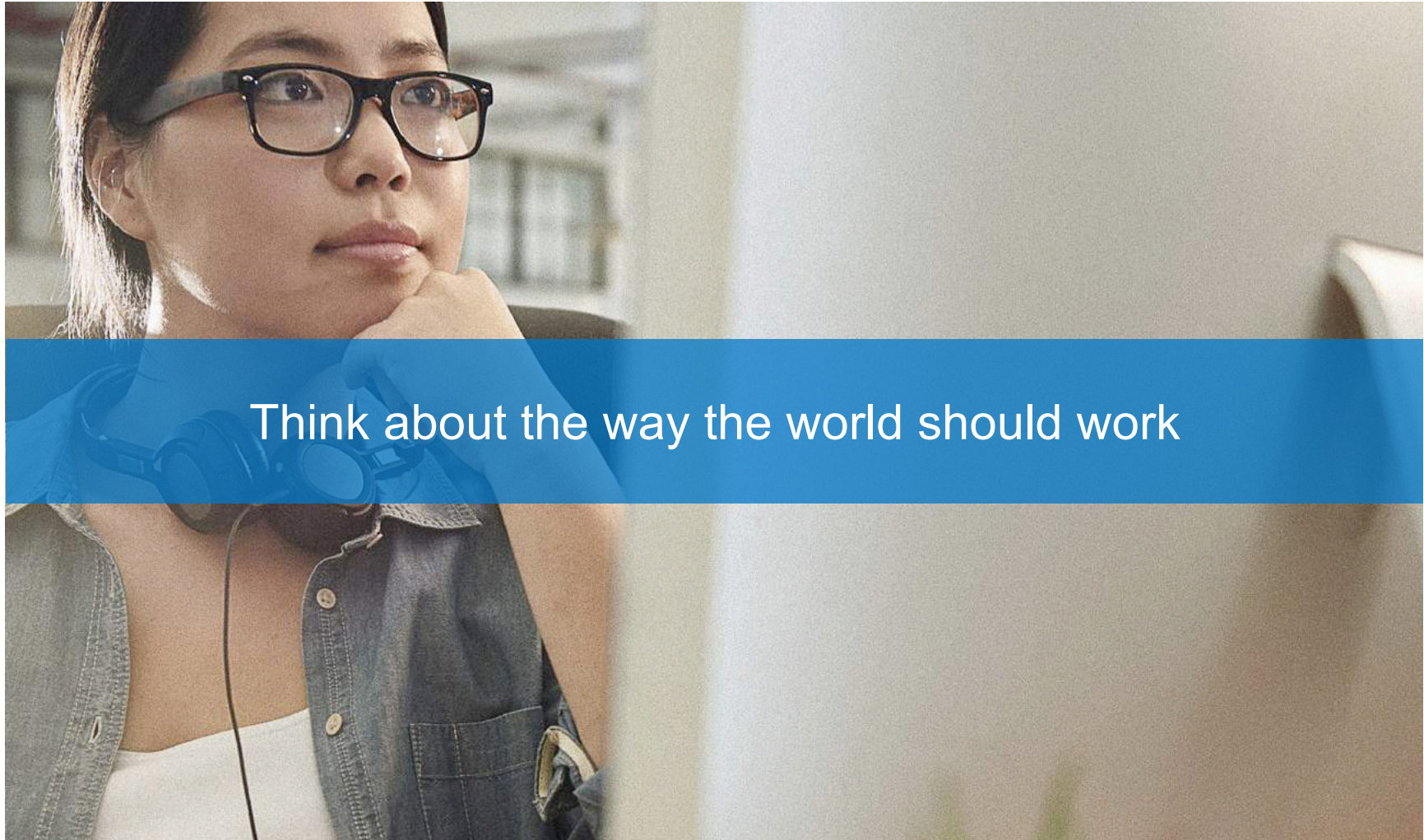
Source: Ardent Partners

65%



Of business pay invoices with a paper check

Source: Ardent partners

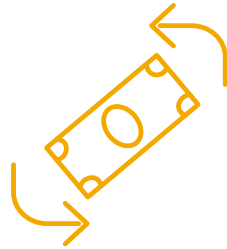


Think about the way the world should work

What is important to your CFO and your Company/ Organization?



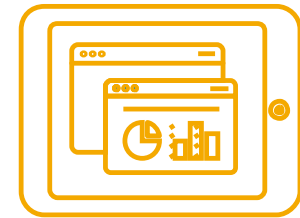
Ability to Forecast
Cash Flow



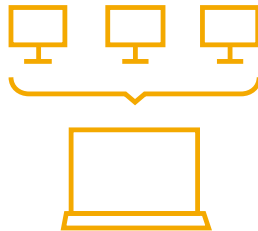
Improve Working Capital



Visibility into all Liabilities



Easy and Intuitive Systems



Integrate Data to Existing
Systems



Data analytics



Improved Efficiencies – Save
Time

Best in Class Company's on Concur Invoice

“Identify Exceptions Efficiently”

“Eliminate Paper and Manual Tasks”

“4.7 day avg Invoice Processing Cycles”

“Combine AP and Payment Automation”

“Reduce the Costs of Writing Paper Checks”

A person is holding a smartphone in a cafe, using an app to capture a receipt. The phone screen shows a receipt capture interface with options like 'Auto', 'Capture Receipt', and 'Done'. The background is a blurred cafe interior with a chalkboard that says 'fast' and a coffee cup.

App Center Overview

A person is holding a smartphone and scanning a receipt in a cafe. The receipt is from Starbucks and has the word 'fast' written on a chalkboard in the background. The scene is brightly lit, suggesting a daytime setting.

Reducing Fraud & Increasing Compliance Roundtables

Session Format

Agenda Item	Time	Takeaway
Audit Purpose	15 minutes	Define your “best practice” audit service
Topic 1: Table Discussion	10 minutes	Share and take away at least one item from your table
Topic 1: Group Sharing	5 minutes	Share and learn with other tables
Topic 2: Table Discussion	10 minutes	Share and take away at least one item from your table
Topic 2: Group Sharing	5 minutes	Share and learn with other tables
Topic 3: Table Discussion	10 minutes	Share and take away at least one item from your table
Topic 3: Group Sharing	5 minutes	Share and learn with other tables

Why is Audit important to you?

Compliance

Regulations

Cost Savings

Unbiased Auditing

Behavior Changes

Fraud

Training

Duplicates

Global Compliance

Real Time Data

Time Savings

Where are the Fraud Reports?

The screenshot shows a web application interface with a breadcrumb trail: **Public Folders > Intelligence - Standard Reports > Fraud**. A red box highlights this path, and a red arrow points to it from the right. Below the breadcrumb is a table of report categories, each with a checkbox and an HTML icon:

<input type="checkbox"/>	Name
<input type="checkbox"/>	Duplicate Company Meals
<input type="checkbox"/>	Duplicate Expense Items
<input type="checkbox"/>	Duplicate Hotel Stays
<input type="checkbox"/>	Duplicate Meal Attendees
<input type="checkbox"/>	Expenses Near Receipt Limit
<input type="checkbox"/>	Submitted Ticket Charges with Unsubmitted Refunds

To the right of the table is a blue button with the text **Intelligence ONLY**.



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
E9C84321788440388872	Trip from Washington to Providence	Mar 6, 2017	Incidentals		Corporate Card IBCP (Offsets)	SpringHill Suites	Providence	2.00 USD

Expenses Near Receipt Limit

Expenses Near Receipt Limit

Sent for Payment Date: Between Jan 31, 2014 and Aug 31, 2017

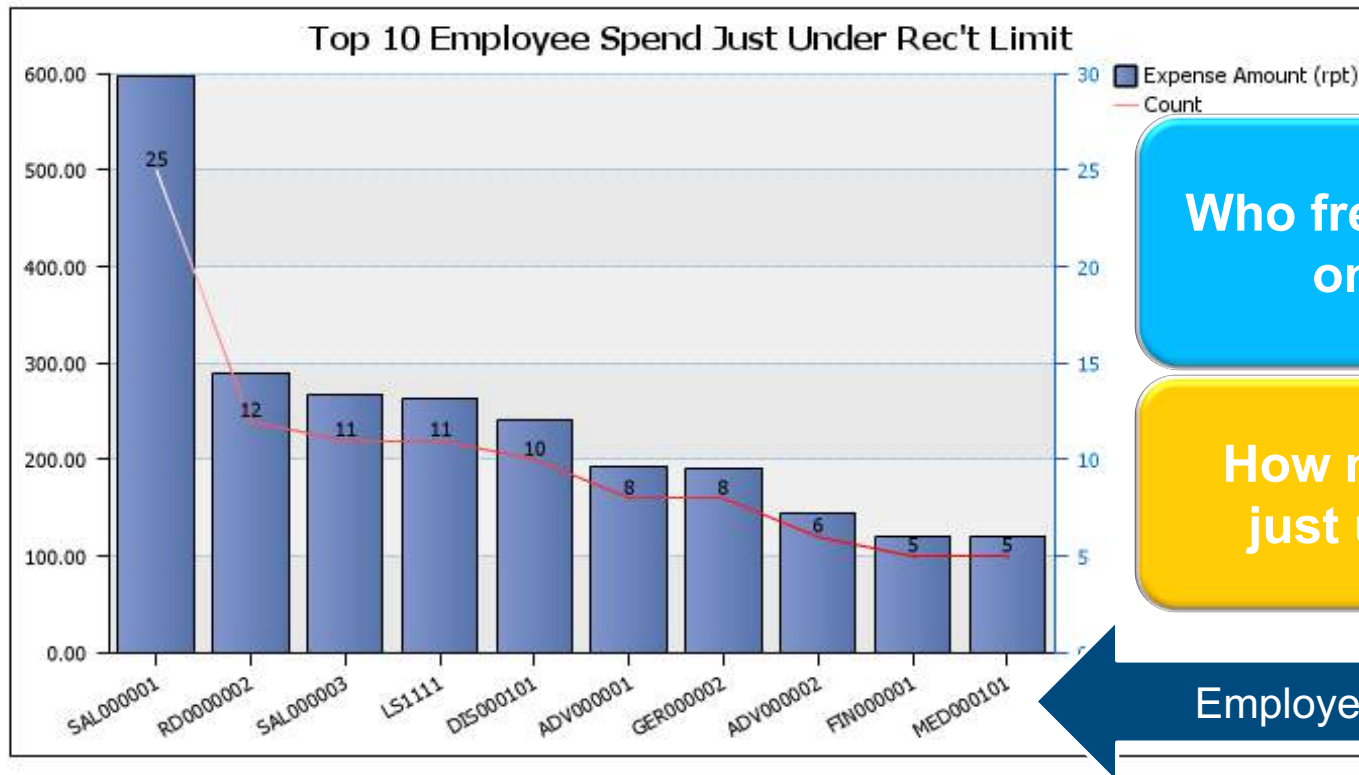
Receipt Limit: 25

Tolerance: 2%

Reporting Currency:USD

Employee	Employee ID	Report ID	Report Name	Transaction Date	Expense Type	Payment Type	Vendor	Expense Amount
Strong, Lisa Jane	VZN760029	3E6885726B774D6CBB12	Trip from New York to San Francisco	Feb 20, 2017	Parking /Tolls	Cash		24.95
Gerleman, Sarah M	MAN000101	7DBFB3FADF804241B337	QBR	Jul 20, 2017	Dinner	Corporate Card IBCP (Offsets)	Wyndham Hotels and Resorts	24.52
Swanson, Ron Ulysses	PRO000014	B24583085B83460E8614	Denver Visit	Mar 11, 2016	Hotel Tax	Corporate Card IBCP (Offsets)	Marriott Hotels	24.63
Gerleman, Sarah M	MAN000101	68FEC947F8BE4BE48339	Training Trip	Mar 16, 2015	Dinner	Corporate Card IBCP (Offsets)	Courtyards	24.53
O'Neill, Paul Andrew	SAL000003	236BB070025447AE965C	Trip from Atlanta to Raleigh	Sep 5, 2017	Hotel Tax	Corporate Card IBCP (Offsets)	Aloft Hotels	24.63
O'Neill, Paul Andrew	SAL000003	236BB070025447AE965C	Trip from Atlanta to Raleigh	Sep 4, 2017	Hotel Tax	Corporate Card IBCP (Offsets)	Aloft Hotels	24.63
O'Neill, Paul Andrew	SAL000003	236BB070025447AE965C	Trip from Atlanta to Raleigh	Sep 7, 2017	Hotel Tax	Corporate Card IBCP (Offsets)	Aloft Hotels	24.63
O'Neill, Paul Andrew	SAL000003	236BB070025447AE965C	Trip from Atlanta to Raleigh	Sep 6, 2017	Hotel Tax	Corporate Card IBCP (Offsets)	Aloft Hotels	24.63
Timpanaro, John Victor	SAL000002	05041F7D79A2447E81CF	Expense Report	Feb 7, 2014	Dinner	Corporate Card IBCP (Offsets)	Anitpolo	24.93
Klippenstein-Varamini, Marchelle Marie	ADV000001	81B498B2D8664CFE9F4E	LA/SEA Travel Feb 2014	Feb 25, 2014	Lunch	Cash		24.71
Approver1, Sarah Marie	MAN000103	6200D3D04A494B9B85A6	2.2.16 Report	Jan 11, 2016	Lunch	Cash	La Carreta	24.74

Roll it up for more insight!

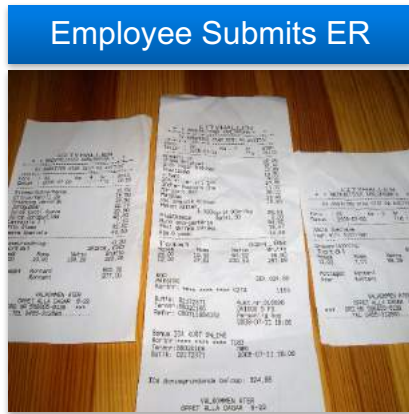


Who frequently appears on this report

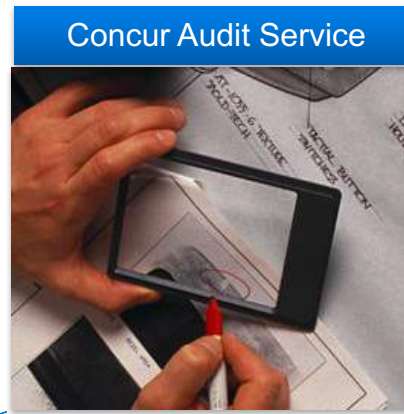
How much \$ is spent just under the limit

Employee ID

Concur Audit Process



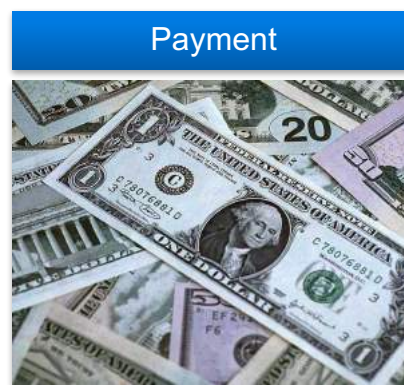
Required receipts are attached at the line level



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



Managers and any other workflow final approvals.



A blue-tinted photograph of a smartphone and a laptop on a wooden desk. The smartphone is in the foreground, slightly out of focus, resting on the desk. The laptop is behind it, also slightly out of focus. The wooden desk has a prominent grain pattern. A semi-transparent blue horizontal bar is overlaid across the middle of the image, containing the text 'Table Discussions' in white.

Table Discussions

Topic 1: What Are You Doing Today?

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)



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?



Topic 2: Time and Effort

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

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?

Topic 3: Awareness and Change

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

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



A person is holding a smartphone in a cafe, using an app to capture a receipt. The phone screen shows a 'Capture Receipt' interface with a camera viewfinder over a receipt. The receipt has some text, including 'DUNKIN' Donuts #1225'. In the background, there's a chalkboard with the word 'fast' written on it, a coffee cup, and some colorful triangles. The scene is brightly lit, likely from a window.

Reporting Best Practices

Agenda

- **Understanding the available reporting tools**
- **Finding Custom fields**
- **Roundtable**
- **Reporting Demo**
- **Other Recommended Reports**
- **Q&A**

What are the available reporting options?

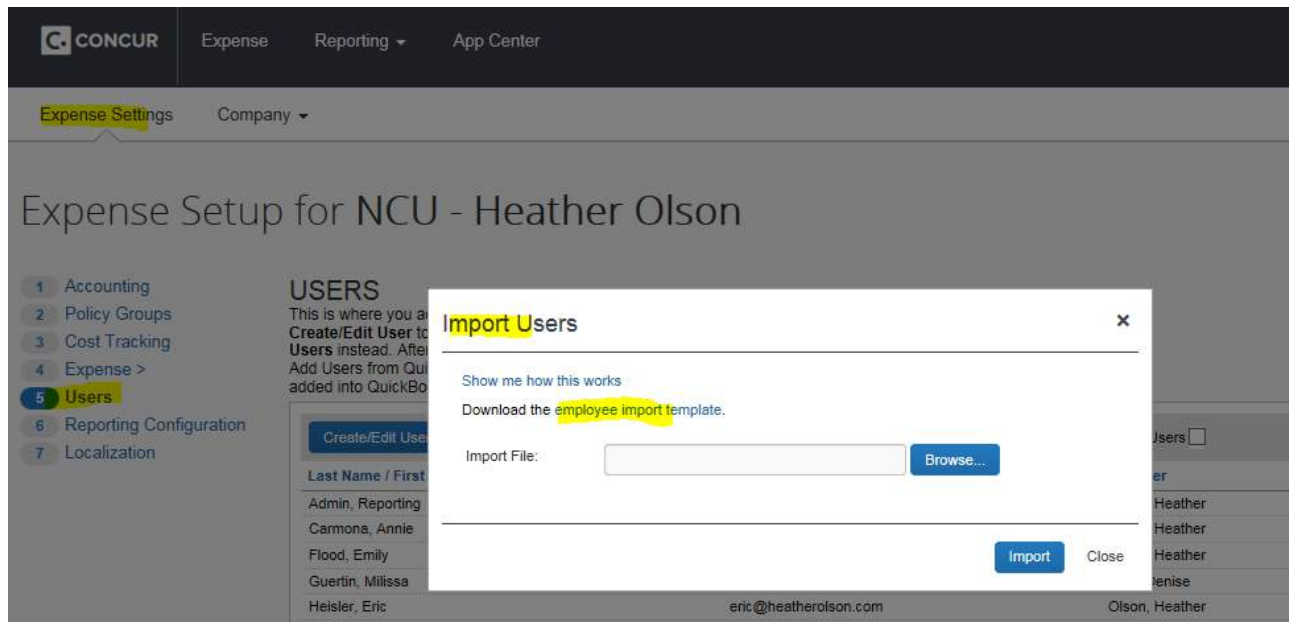
ANALYSIS (INCLUDED)	INTELLIGENCE (OPTIONAL)
FREE PRODUCT (included)	Buy-up option
130 standard reports	180+ reports & dashboards
Web based report viewing	Report Studio
Query Studio	Advanced report writing
Simple drag & drop report writing	Scheduling & Bursting

What are the different reporting roles?

User Roles	Analysis	Intelligence
Professional Author Access to Report Studio for Advanced report creation	N/A	10
Business Author Access to Query Studio	5	20
Consumer Runs reports	10	40
Manager Access to employee (direct & indirect) data	Unlimited	Unlimited

Custom Fields

Standard Edition



Expense Settings → Users → Import Users → Employee Import Template

Custom6Code	Custom1Code	Custom21Code	OrgUnit1Code
Office Location	Department	Employee Administration Cou	Expense Policy Group

Custom Fields

Professional Edition

Expense Admin

Accounting Administration

Account Structure and Account Codes Management

Attendees

Manage Attendee Types and Settings

Audit Workbench

Shows Audit Workbench Profiles

Car Configuration

Personal and Company Car Configuration

Company Info

Here is where you add, modify and schedule Company News items.

Configuration Report

Selecting this option opens a new window with a complete report of the current configuration.

Expense Configuration

Sections with more than 500 records will not be printed

Feature Hierarchies

Custom Lists / Connected Lists

Employee Forms

Employee Groups, Ledgers and Delegate Configurations

Reimbursement Currencies

Workflows

Audit Rules

Validation Rules

Expense Groups, Policies and Payment Types













Expense Types and Account Codes

Claim Header Forms

Expense Entry Forms

Allocation Forms

Attendee Forms

- +  Commonly Used Fields
-  Expense Reports
 - +  Report Header Information
 - +  Report Dates and Statuses
 - +  Common Report Header Filters
 - +  Entry Information
 - +  Common Report Entry Filters
 - +  Open Booking Details
 - +  Expense Report Workflow Trail
 - +  Report Exceptions
 - +  Report Comments
 - +  Expense Allocation

Expense Admin → Configuration Report

Allocation Forms

CBS TV Allocation Form															
Field Column Label	Field Name	Form Field Label	Data Type	List Source	Form Required	Form Tool Tip	Form Control Type	Form Maximum Length	Form Validation	Form Default Value	Employee	Approver	Processor	Processor Manager	Copy Down From
CUSTOM1	Custom 01 - Company Code	Custom 01 - Company Code	MLIST	Employee Accounting	N		list_edit				Hidden	Read Only	Modify	Modify	Expense Report Header.Org Unit 1
CUSTOM2	Custom 02 - Cost Objects	Country	MLIST	Employee Accounting	N		list_edit				Modify	Read Only	Modify	Modify	Expense Report Header.Org Unit 2

Field Column Label	Field Name	Form Field Label	Employee	Approver	Processor	Processor Manager	Copy Down From
CUSTOM1	Custom 01 - Company Code	Custom 01 - Company Code	Hidden	Read Only	Modify	Modify	Expense Report Header.Org Unit 1
CUSTOM2	Custom 02 - Cost Objects	Country	Modify	Read Only	Modify	Modify	Expense Report Header.Org Unit 2
CUSTOM3	Custom 03 - Description	Department	Modify	Read Only	Modify	Modify	Expense Report Header.Org Unit 3
CUSTOM4	Custom 04 -	Activity	Modify	Read Only	Modify	Modify	Expense Report Header.Org Unit 4
CUSTOM6	Custom 06 - Client	CBS Program Type	Modify	Read Only	Modify	Modify	Expense Entry.Custom 06 - Client
CUSTOM7	Custom 07 - Matter	CBS Program	Modify	Read Only	Modify	Modify	Expense Entry.Custom 07 - Matter



What is your favorite report?

What questions does it answer?

What do you WISH you could get from reporting?

Top Expense Reports

Questions	Answers
How do I know my outstanding liability?	Accrual → Accrual
How do I reconcile my credit card statement?	Finance → Credit Card Transactions
How do I see my overall credit card adoption rate?	Spending → Executive Briefing Summary <i>(Intelligence ONLY)</i>
How do I get a list of all my travelers employee profile information?	Administration → Employee Details
How do I get a list of all the employees and their assigned roles in Concur?	Administration → Employee Roles
What is the best way to know if employees are not following policy?	Compliance → Exception Analysis Detail Expense Processing → Expense Entry Analysis
I am having trouble with expenses coming through in a timely manner	Expense Processing → Workflow Details <i>(Intelligence ONLY)</i>

Expense Management Dashboard

Reports Pending Approval ⓘ □-

3,704

Spend: 3,666,111 USD

Unsubmitted Credit Card Transactions ⓘ □-

104,792

Spend: 24,010,626 USD

Cash Expense Transactions ⓘ □-

1,057,264

Spend: 40,097,815 USD

Personal Expense Transactions ⓘ □-

135,978

Spend: 12,029,804 USD

Average Life Cycle ⓘ □-

Average Total Days (Year-to-Date)

31

Current Quarter

29

⚠ 17 days more than industry average (12)

23.1

4.0

1.4

■ Submission

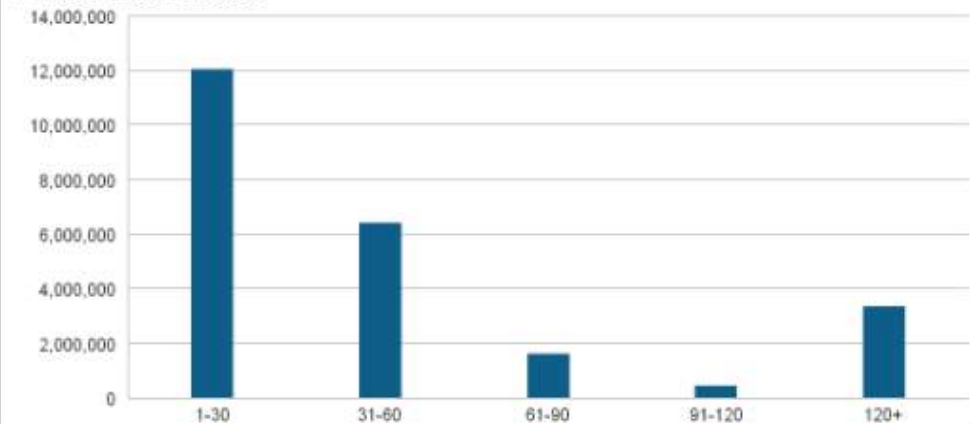
■ Approval

■ Payment



Aging of Transactions ⓘ □-

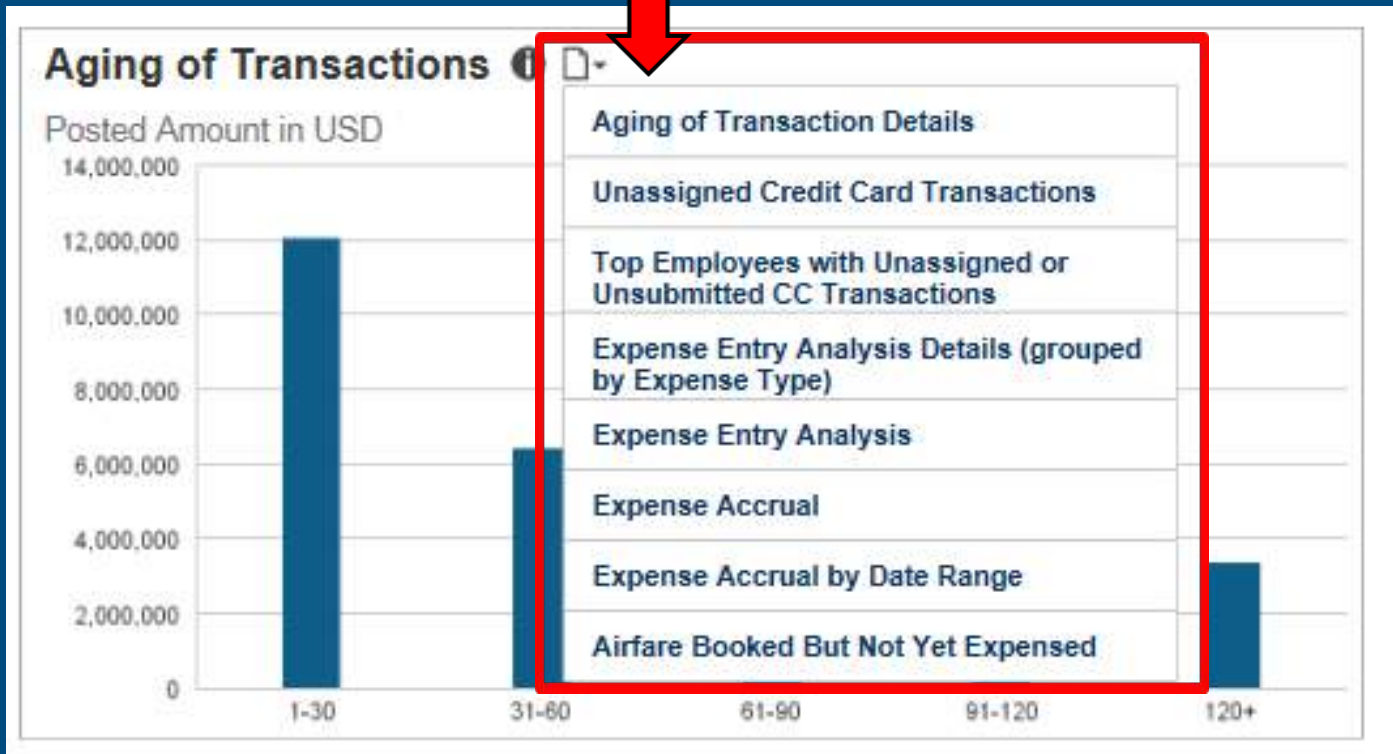
Posted Amount in USD



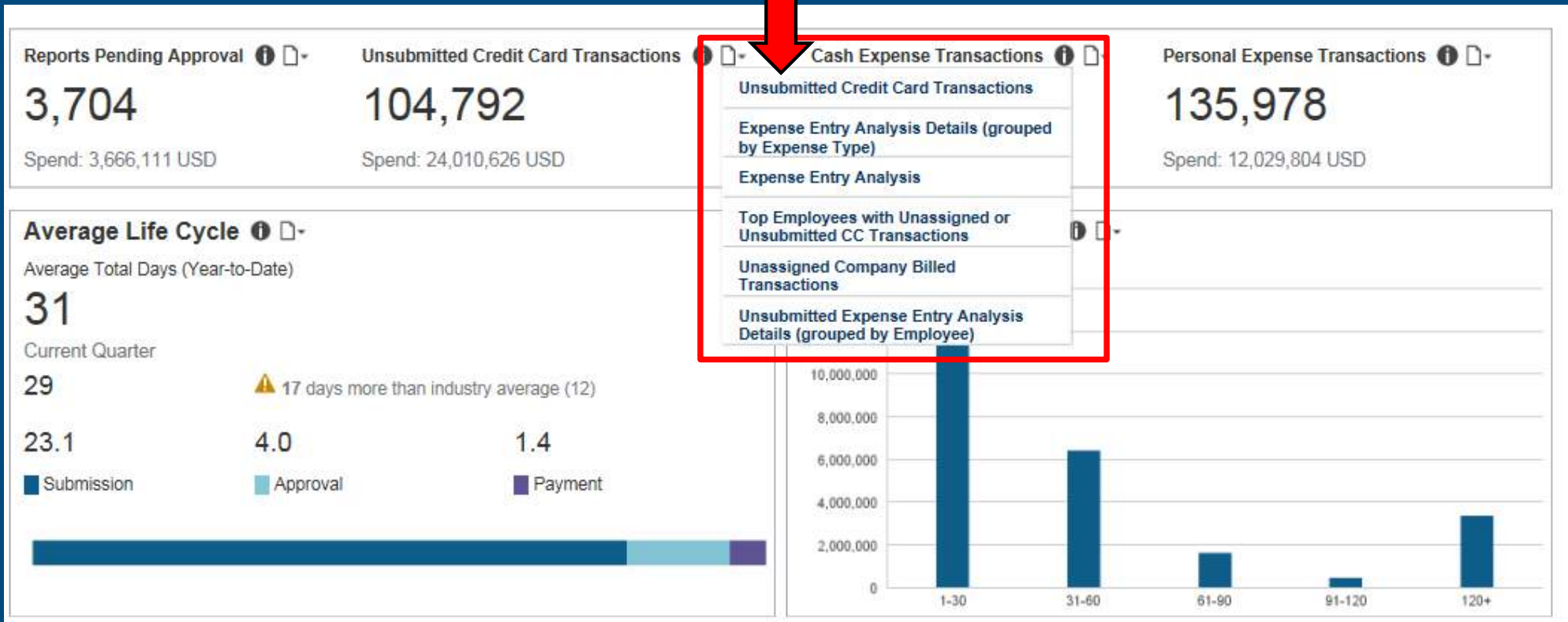
Aging of Transactions



Aging of Transactions Drill through



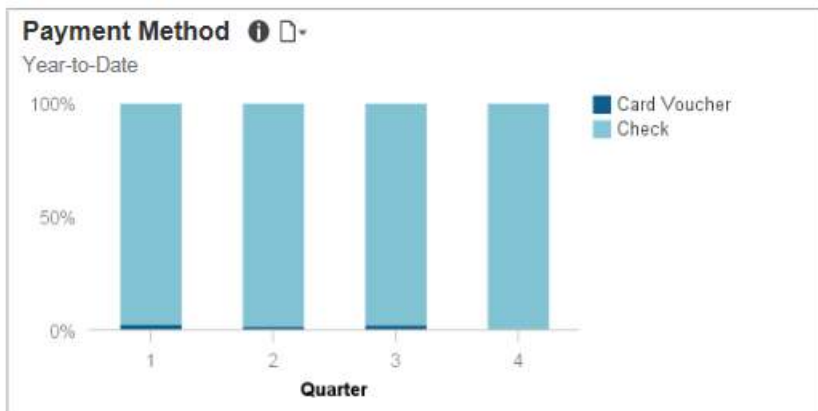
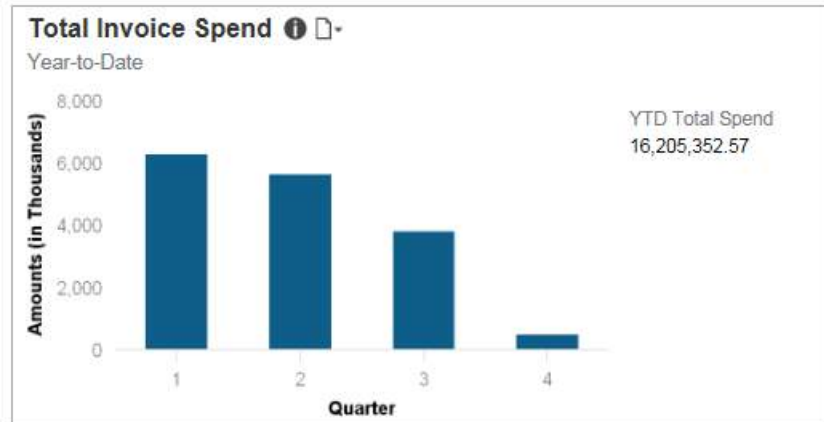
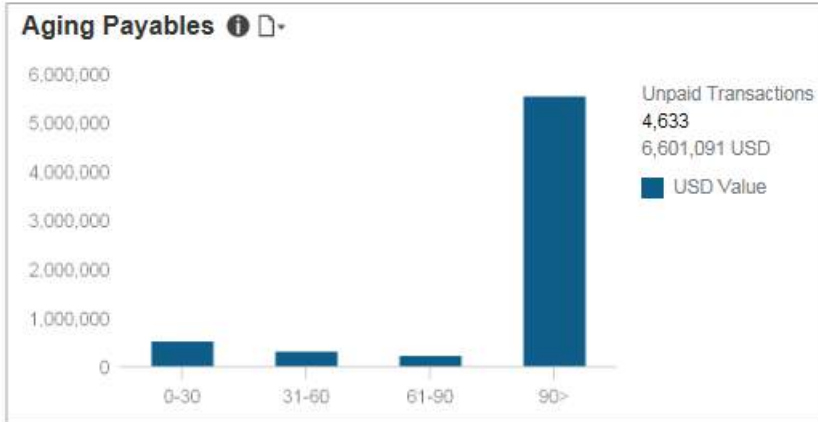
Expense Management Dashboard



Top Invoice Reports

Questions	Answers
What is my Invoice Outstanding liability?	Invoice → Invoice Request Accrual
I have delays causing late payments and need to see what is causing the delays	Invoice → Top 10 longest to approve
I'd like to match the invoice transactions to the billing invoice from Concur	Administration → Invoice Billed Transaction Recon
What reports does Concur Recommend to Invoice clients?	Persona Dashboards → Invoice Management Overview

Invoice Management Dashboard



Top 10 Vendors

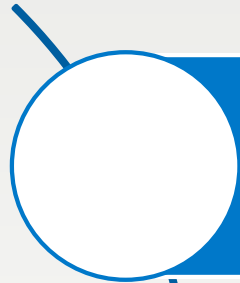
Year-to-Date

Vendor Name	Total Spend	Payment Terms	Avg Days to Pay
RJM Construction LLC	2,024,847.38	37	40
The Nerdery LLC	1,414,439.50	37	30
UPS / UPS SCS Chicago	1,085,891.20	0	10
UPS	792,088.05	0	10
Edina 76 Property Group LLC	559,552.71	0	-10

Best Practices

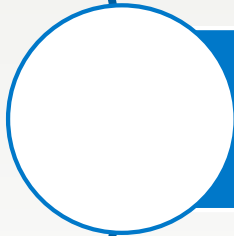
- 
- Organize your Reporting Environment
 - Use Report Views where possible
 - Get to know your Configuration report
 - Set schedules with 1 login
 - Check Concurtraining.com for videos on common report modifications
 - Use a supported browser – Firefox, IE (NOT CHROME!)

Reporting Services

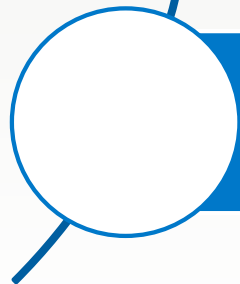


Consultative Intelligence

- Designated Concur Reporting Expert



Hands On Report Authoring Training



1 Time Custom report design

Additional self paced reporting resources

Concurtraining.com



TRAINING TOOLKIT

Learn the basics.

Quickly learn to use Concur products.

Learn to Administer.

Quickly learn the basics of administering Concur products.

Learn about Reporting.

Resources and training on Concur's reporting solutions, Analysis and Intelligence.

Attend administrator training.

Learn more about how Concur Global Learning Services can help you and your organization.



Adobe Acrobat
Document

← Click for the Most Frequently asked reporting questions!

