



SAP Concur 

Public Sector | eBook

4 Keys to Optimizing County Spend

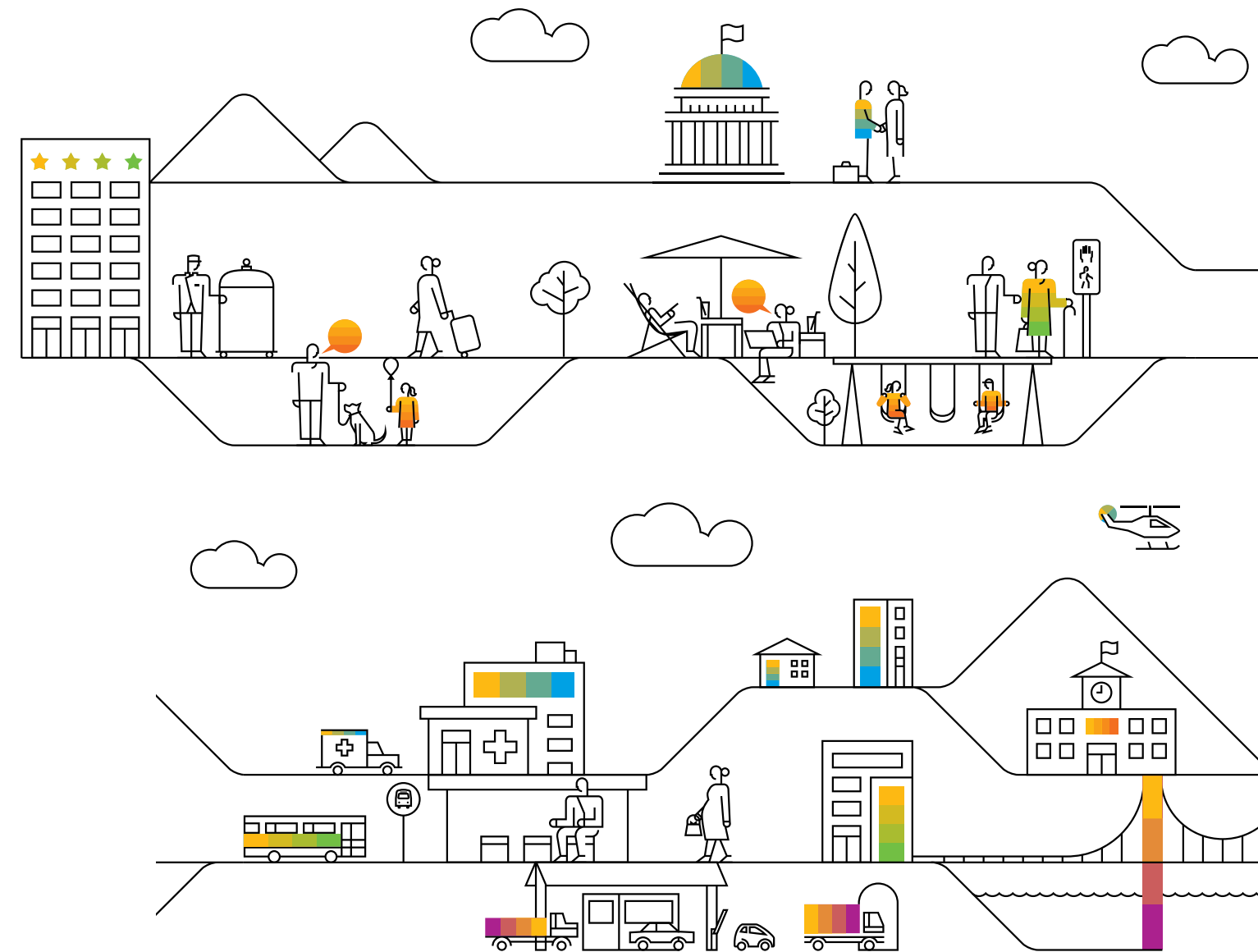
**Reduce costs, increase compliance,
and improve forecasting with automation**

THE BEST RUN



The job of local governments is to maximize budgets and optimize taxpayer dollars to provide services and values to their constituents. Throughout COVID-19, a big part of that role changed, and local governments also had to undertake the responsibility of public health. Now, as vaccination rates rise and restrictions lift, many counties are approaching budget management in new and creative ways to combat the challenges faced in a post-pandemic world—like hybrid work environments and reduced reserves.

In addition, government funding from the American Rescue Plan Act of 2021 is allowing local governments to fast-track digital transformation efforts. Counties are investing in technology that can help reduce or eliminate cumbersome legacy systems and replace them with automated technology.





CHALLENGE 1

A slow, manual expense process

What is the process like in your county for submitting expense reports? Do employees have to take time out of their already busy schedules to manually search through charges and match them up to line items on spreadsheets? Do human errors ever cause expenses to go unreported, or for charges that go against policy to be approved anyway?

It's impossible to manage what you can't see. A manual expense process is cumbersome and error-prone, preventing your team from getting the insights you need to effectively manage expenses. This process is also time-consuming when it comes to filling out spreadsheets or forms, stapling receipts, and matching expenses. With limited staff, their time is valuable and should be saved for the more important functions of their roles. And, your valuable time should be spent making strategic decisions, rather than sifting, sorting, and verifying expenses.

SOLUTION

An automated expense process

To make better decisions regarding your budget, you need clear and accurate information and effective oversight. Simplifying the expense process with automation and categorization will allow you to focus your efforts and energy on important tasks and projects. Even with employees working remotely, you can still have an accurate picture of expenses at any time.

For effective oversight, budgets should be delineated into an appropriate and accurate category. Otherwise, expenses will often fall into an “other” category, leaving room for error and fraud, and creating more work for Accounts Payable to verify these expenses.

Automation easily and accurately tracks expenses, so it's no longer necessary to hang on to all those little receipts, manually populate spreadsheets, and file reports.





CHALLENGE 2

Lack of visibility over employee spend

You don't know what you can't see—and if you're left in the dark, how can you make informed spending decisions? When it comes to managing your county's budget, there can be a lot of blind spots, like the omission of common expenses and lengthy approval measures causing delays in your available spend. These blind spots can result in gaps in your budget, slowing economic recovery and growth. Without accurate, up-to-date data, there's no way of knowing what you don't know. And, if you can't get a clear picture of your funds, it becomes difficult to make the best possible decisions for your county.

SOLUTION

Improved forecasting and spend governance

Automation will help you get a clearer picture of who is spending how much and where. This allows you to identify trends and better forecast spending. You'll see your cash flow in near real-time, so that you can use data-driven insights to make more informed decisions and feel confident that you're positioning your county for future success. These tools also give you control over spending policy and policy adjustments regarding thresholds, suppliers, preferred discounts, and more, which gives employees clear guidelines when making purchasing decisions.





CHALLENGE 3

Missing policy guidelines and fraudulent payments

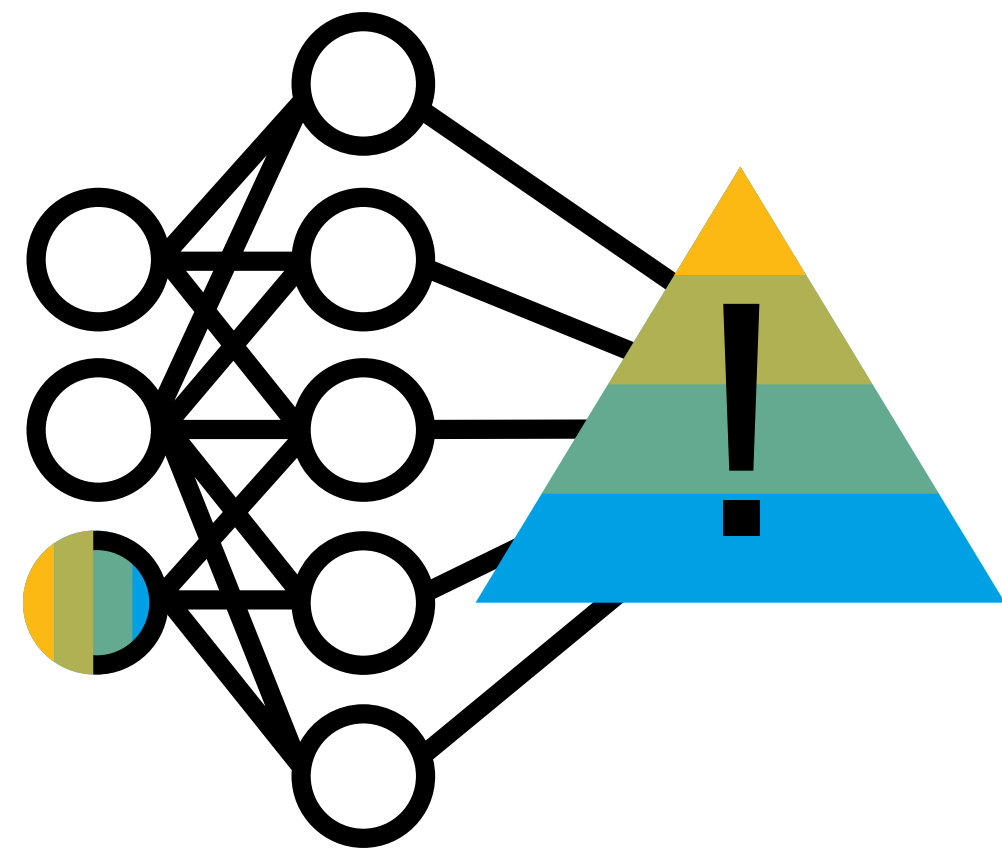
Human error will always be a factor when it comes to managing a county budget, especially when you take into consideration the tedious tasks required to manually track employee expenses. In addition, if your expense policy is outdated, complicated, or even nonexistent, it can be hard for employees to determine which expenses follow compliance and which do not.

Even more so, acts of fraud can slip under the radar, causing an unexpected loss of vital funds. For example, according to the Association of Certified Fraud Examiners, 32% of local governments are victimized by fraud, with a median loss of \$75,000. Acts of fraud can easily go unnoticed and it can cost you even more in resources – like time, money, and personnel – to resolve these issues, rather than getting it right from the start.

SOLUTION

Integrate clear expense policies and fraud detection

To prevent incorrect or fraudulent payments, policy compliance should be clearly communicated and easy to understand. With a clear policy, you can more easily spot out-of-policy spend when it happens, prevent losses, and control employee spending. Once your policy has been clearly communicated, automation can flag and prevent non-compliant transactions from going through, saving you money and preventing a drain on resources in the long run.





CHALLENGE 4

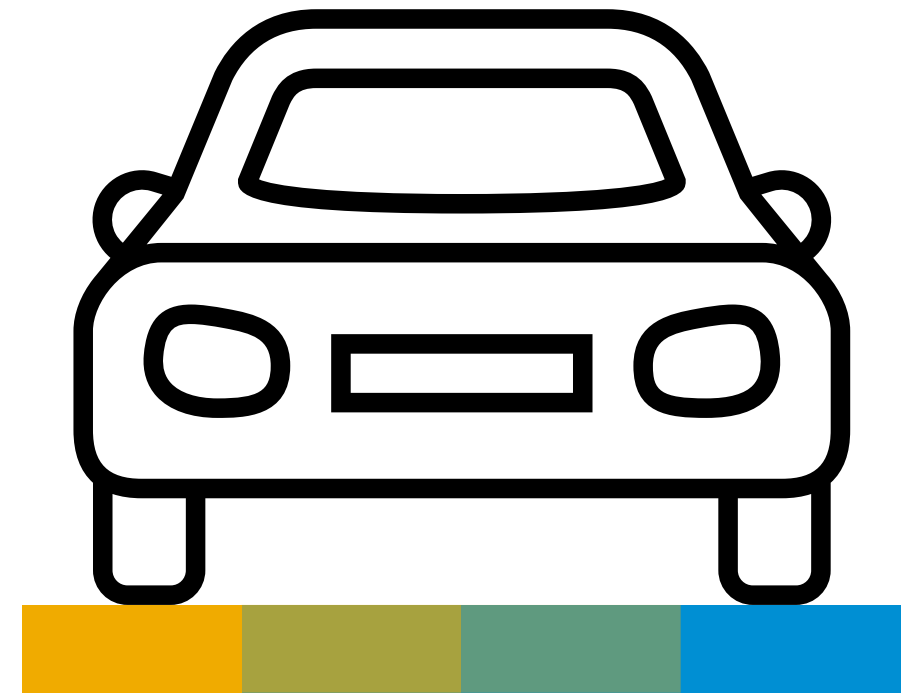
Inaccurate or unreported mileage

Frequent travel over short distances can make it difficult to properly track mileage. Whether you are clearing your odometer or tracking miles using a mapping tool, like Google Maps, it isn't possible to be completely accurate all the time. Small inaccuracies can lead to major expenses over time, causing greater risk to your budget than you might think.

SOLUTION

Use GPS technology to automatically track mileage

Through GPS technology, travel can be automatically tracked and calculated, without employees having to reset their odometer or look up mileage after the fact. Mileage is accurately and effortlessly documented, and immediately submitted so your employees have one less thing to worry about.





How SAP Concur Can Help

Transforming local government spend management with a connected, flexible end-to-end solution, SAP Concur solutions® deliver complete insight and control over employee-initiated expenditures. Simple to use and built on a powerful, open architecture, our automated spend management platform empowers counties to easily create a customized, compliant workflow, regardless of existing technology, partners, or processes. Effortlessly adapt spend management protocols to changing requirements, policies, and mandates, as well as disruptive and innovative technology. And with SAP Concur mobile solutions, county employees and contractors can securely and effectively manage their travel and spending from any location, on any device. SAP Concur solutions enable your county to manage employee-initiated spend so that you can focus on your mission.

Learn more about how SAP Concur gives county leaders the technology and tools needed to monitor spend closely, increase productivity, and modernize processes by visiting us online at [Concur.com](https://www.concur.com).



ABOUT SAP CONCUR

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, organizations can see what they're spending and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support organizations to run at their best. Learn more at concur.com or the [SAP Concur blog](#).

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