

# Eight Ways Employees Can Help **Improve** **Your Travel and Expense Solutions**

You've made significant investment in your travel and expense solutions, but what do the people who use the system really think about it? Now you can find out. Concur® Experience Optimizer combines Qualtrics' experience management technology with operational data from SAP® Concur® solutions.

Understanding what users like – and don't – gives you the insight to improve key areas that will drive not only better business outcomes, but employee satisfaction as well.

- 1 Encourage Preferred Travel Options**  
Are your travelers booking outside preferred channels? Find out why and build programs that harmonize employees' desire for ease and choice with employers' need for compliance and cost control.
- 2 Understand Overspend**  
Uncover reasons for overspend, which may include hidden fees, inaccurate itemization, or unapproved add-ons. Or perhaps policies no longer meet travelers' needs. Learn the truth to stay within budget, improve forecasting, and modernize policies.
- 3 Speed Expense Report Submission and Approval**  
Ageing expense reports are bad for cashflow and can lead to employee dissatisfaction and even impact productivity. Understand what's causing delays to keep the process running smoothly.
- 4 Boost Corporate Card Utilization**  
Your credit card program only works if people use it. Identify ways to ensure the program is being utilized consistently and correctly to get better rebates, benefits, and rewards.
- 5 Improve Employee Experience**  
44% of employees would leave due to poor travel policy<sup>1</sup>. Incorporating feedback into programs helps you become a standout employer while reducing the risk of churn.
- 6 Avoid Category Misclassification**  
Properly classifying expenses is a key to spend analysis. Discover why misclassification occurs and take steps to improve your system such as through education or the addition of new spend categories.
- 7 Eliminate Missing Receipts**  
Get clarity around why employees are filing Missing Receipt Affidavits. Is it because they're not using provided technology such as Expenselt®? Find out why so you can address process gaps.
- 8 Drive Sustainability**  
Meeting sustainability goals requires active participation by employees. Gauge their willingness to support these efforts while unearthing information about the green efforts of lodging suppliers.

Visit [concur.com](https://concur.com) to learn more about Concur Experience Optimizer or contact your SAP Concur solutions representative to find how it can help your organization.

1. HRM Asia, 2019: [Getting the Most Value Out of Travel, for Employees and Companies](#)