

Working Towards Better

Reimagining Employee Travel
and Spending Experience

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Introduction



It's Time to Rethink Experiences

Recent events have given employees time to pause and reflect. Sixty percent say the COVID-19 pandemic has caused them to re-evaluate what they value in a workplace¹ – it has become clear that they want more. Forty-one percent of the global workforce is considering resigning from their current employer.² Seventy-eight percent now strongly

believe that their employer is responsible for helping them increase job satisfaction and well-being.³ You need to give them what they need, or they will go elsewhere. However, the cost of replacing an employee is estimated to be up to two times the employee's annual salary.⁴ Retention through an improved employee experience is a much better approach.

This shift has many organizations examining every part of their business through the lens of the employee experience – the sum of every interaction in your organization with people, processes, and technology. Today, 34% of employees expect a seamless technology experience, but feel they don't get one.⁵ Looking for ways to reinvent and improve it



34%

of employees expect a seamless technology experience

goes a long way towards retaining top talent and building resilience into your business.

What is the employee experience like for your travel and expense management solution today? Could it be easier, faster, or less restrictive? If so, turn the experience into a better one that positively impacts the overall employee experience.

Start With These 6 Areas

Do employees view expense reports as tedious chores?



When reporting expenses is difficult and time-consuming, it becomes an arduous task. The frustration it causes makes employees more likely to continually put it off. Only 29% of employees feel that their company's travel and expense report processes are completely optimized.⁶ Digging for misplaced receipts, itemizing, and choosing the correct categories generates uncertainty, and complicated tax calculations lead to more stress.

Enable employees to capture expense information from anywhere, anytime, without copying receipts or manually entering information. Automate the flow of charges on corporate cards directly to expense reporting tools for a better expense reporting experience. But don't stop there – continuously look for ways to optimize and improve the workflow.

Eliminate the Frustration

Implement a mobile app to allow employees to take a photo of receipts while on the go – before they can be lost.

Automatically capture and enter transactions, itemize, and categorize them into expense reports.

Apply rules for accurate reporting of taxable items.

Capture spending information from electronic purchases without printing receipts.

Automate recording of corporate card purchases into expense reports.

Start With These 6 Areas



Does the approval process get in the way of **efficiency**?

Travel is ramping up again in some regions, but it is much more complex than it was before. In addition, employee spending overall is increasing, and the mix of expense types has shifted. Companies are countering with policy updates and more thorough approval processes to ensure only the most business-critical travel and spending are allowed. It's a confusing time for employees who need to navigate this system while managing their own workload.

Automated solutions can streamline the approval process, making it more manageable for employees yet still maintaining safety and regulatory requirements. Employees feel less frustrated and empowered to make the decisions needed to do their jobs well.

Remove the Bottlenecks

Begin the travel and expense process with a simple request, collecting all necessary details before approving.

Implement consistent rules to ensure all requests are essential, follow safety policies, and adhere to spending policies *before* the purchase is made.

Integrate with expense management tools to automatically match requests to receipts.

Leverage analytics and industry benchmarks to find workflows with potential for improvement.

Expand request functionality to other areas such as education spending, access to offices, and other decisions that require oversight.

Start With These 6 Areas

Are your employees confused by ever-changing policies?



Employees are getting back to using the travel and expense tools they may not have used for some time. Also, the COVID-19 pandemic has prompted organizations to change travel and spending policies to account for new safety measures and shifting public health restrictions. The new workflows, procedures, and policies are making it more difficult than ever for employees to ensure they follow the rules when booking travel or making business-related purchases. Less than one third believe the tools available to them are completely optimized for changing policies and regulations.⁷

Guide employees through the steps needed to make travel and spending choices in line with policies – whether they are established, new, or changing.

Help Them get it Right

Eliminate confusion with self-service guidance and in-app content in an intuitive user interface to help employees navigate travel and expense management.

Use a variety of formats, including video, to help educate and guide employees through the process from request to travel booking and expense reporting.

Increase adoption through experiential learning with step-by-step guidance, on-screen help directory, and tips to improve the experience.

Integrate request, travel, and expense solutions to automatically trigger travel bookings from requests.

Automatically match requests with itineraries, on-the-go and real-time travel tips, and expense receipts for greater oversight.

Start With These 6 Areas



Can employees find all their **travel information** in one place?

Many business travelers are feeling increased anxiety about travelling again. There are more health and safety risks, regional regulations, and changing restrictions now than in the past. Having all the information they need, available in one place and accessible from anywhere, helps provide much-needed peace of mind.

Integrate your travel and expense systems with intuitive apps to create a single source of information for everything – from itineraries and schedules to COVID-19 protocols at airports, local public health alerts, and more. These apps complement your existing travel and expense solution and extend its ability to improve safety and duty of care coverage.

Arm Them with Information

Leverage an ecosystem of fully integrated apps to extend the functionality of your travel and expense management solution.

Incorporate hotel and transportation information into a master schedule accessible from any device.

Locate employees quickly and facilitate communication.

Manage schedules and itineraries through apps, providing updates on travel information, including COVID-19 protocols, flight cancellations, gate changes, and more.

Meet your duty of care responsibilities by proactively monitoring risks that may affect employees.

Connect employees with third-party agencies for assistance, and provide the information needed to bring them home safely.

Start With These 6 Areas

Does your solution support sustainability?



Safety and sustainability are two of the most important priorities for business travelers today. Meanwhile, corporate spenders are also increasingly concerned about the environmental impact of the purchases they make. However, corporate spending policies can sometimes limit the choices available to employees, or they may simply be unaware of better options.

Implement a solution that steers employees' travel bookings and other purchases towards options that satisfy your sustainability goals and theirs. Then, use the spending data strategically to work towards meeting your broader corporate responsibility plan. Knowing that your travel and expense solution is helping them make sustainable spending decisions is a big win for the employee experience.

Influence Responsible Spending

Start with sourcing, working sustainability into supplier negotiations, and requesting analytics from vendors.

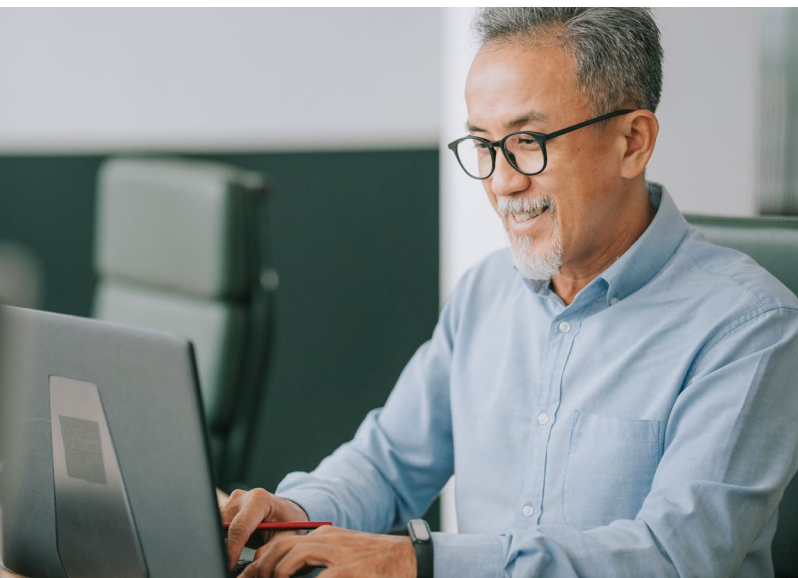
Embed guidance into your travel booking system to help travelers make the best choices.

Track and measure the results so you can see progress and analyze where improvements are possible.

Help travelers with tracking their own carbon emissions to help them see the impact of their choices.

Communicate your sustainability efforts and achievements within your organization to show you're making a difference.

Start With These 6 Areas



Can you **hear** what people are **saying**?

Improving the employee experience if you are out of touch with what employees really want is nearly impossible. Start by getting a better understanding of what employees are thinking and feeling right now. Truly understanding goes beyond suggestion boxes and satisfaction surveys to get to the bottom of what's really happening. However, listening to and analyzing capabilities can give you insights you didn't expect and that employees may not be able to articulate it. With intuitive feedback mechanisms, you can capture employee sentiment, providing insights from the travel and expense lifecycle.

Get a better understanding of how your travel and expense policies impact employee sentiment, safety and well-being, productivity, and attrition risk. Understand not only what is happening, but why and how you can help.

Use Insights for Action

Gather data on user sentiment about your travel and expense solutions.

Gain insights to make targeted program changes to improve the experience and boost adoption.

See the results in a simple, visual format with comprehensive analytics dashboards.

Take advantage of expert consulting services to help turn the insights into an action plan.

Summary



Your **Commitment** Matters

No matter what phase or stage of business you're in now, engaged employees will fuel your future. They are looking for a supportive, inclusive, and energizing experience, so be sure you provide one. Ask yourself, do your employees feel your organization's commitment to making their jobs easier? What is the impact on your business if they get frustrated with the work experience and leave?

SAP® Concur® solutions offer a better experience for employees as they travel and incur expenses in the course of their work. Intelligent technology facilitates, guides, and eliminates the uncertainty that bogs them down. Employees don't have to struggle with the technology, so they enjoy using it and have more time to devote to their role.



“We have to give travelers a tool that provides the same kind of ease-of-use and efficiency as they get when they're ordering from an online retailer. SAP Concur solutions provide that seamless, mobile experience, while ensuring policy adherence.”⁸

Phil Wooster, Vice President of Sales, EMEA, for CWT

Summary



Reimagine Your Travel and Expense Management Experience

With SAP Concur solutions, you can replace frustrating steps and confusing processes with a simple, energizing, and empathetic experience.

Employees will appreciate engaging with helpful tools that allow them to book travel and report expenses without getting in the way of their primary responsibilities.

It's an experience that proves you value your employees' time and safety and is proven to help you protect your company's financial future.

“The technology for the rules is there so the employee doesn't need to know our travel policy in detail because if they do something that's not correct, the system tells them and gives a warning. It's easier for the user experience and it's good for the audit process.”⁹

SAP Concur customer



Learn how SAP Concur solutions improve end user experience.

Summary

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