

Spend is changing. **Are your KPIs keeping up?**

A Spend Management Scorecard for Finance Leaders

THE BEST RUN





You know as well as anyone how much spending has changed in the last two years. So if you're still measuring spend programs with the same old ruler, you may not be getting the answers you need.

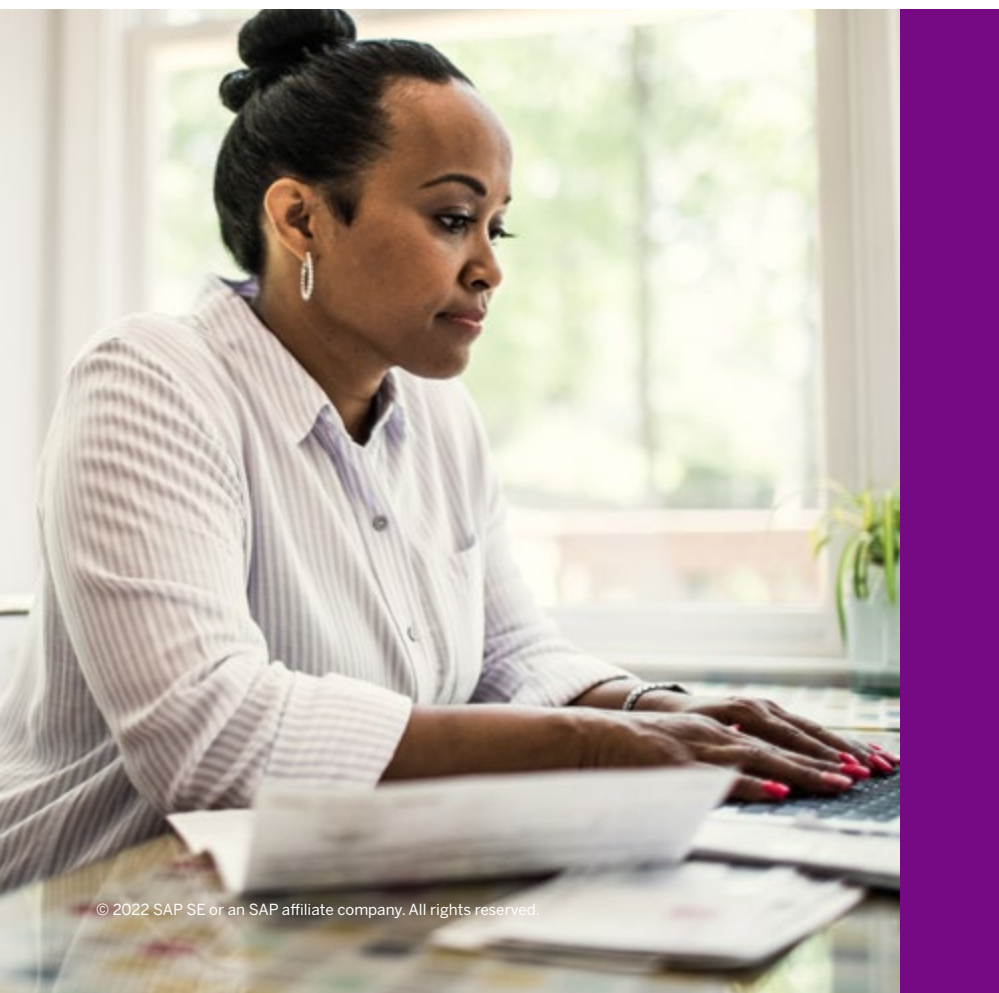
Any moment of change is also a moment of opportunity. A moment to re-examine how you assess and measure the success of your spending program, your travel and expense technology, and your spending itself to see where you could improve.

Take a moment to consider the new metrics in this scorecard to make sure you're delivering the impact and results your changing business needs.

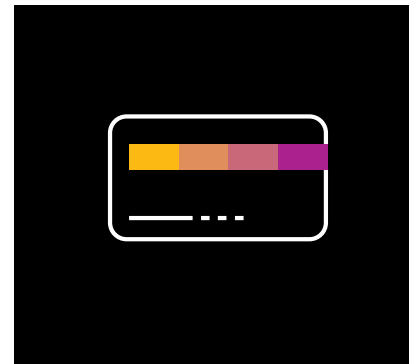


Pinpoint potential risk.

When spending shifts, so does your risk. So it's important to keep adapting your metrics to stay on top of potential dangers that can bring down compliance and erode budgets.



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Corporate Cards vs. Cash –

Watch for cash spending in categories where corporate cards give you better visibility, control, and negotiating power – such as airfare, hotels, and car rentals.



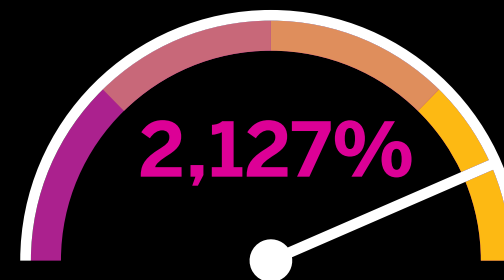
Accurate, Timely Reports –

Take the risk out of outdated reporting and be certain you're getting the right data right when you need it, so you can count on the story it's telling.



High-Mileage Spending –

Make sure employees who log lots of miles are using the right tools to track mileage accurately and identify more efficient modes of travel, when appropriate.



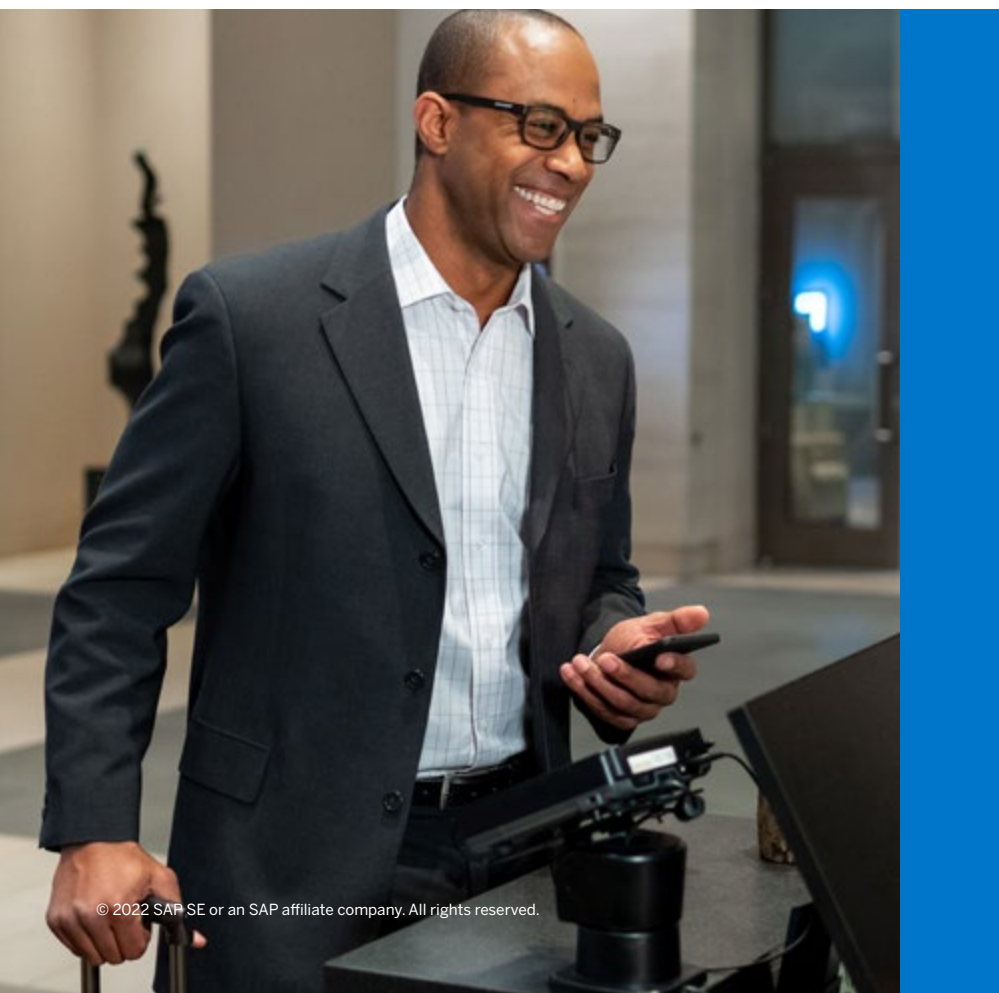
Violation Rates are on the Rise

2021 saw violation rates increase from 2.68% to 3.33% — a **25% jump**.

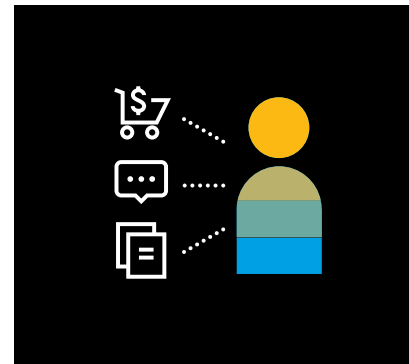
[SAP Concur + Oversight 2021 Spend Insights Report](#)

Improve program performance.

The efficacy of your program drives the efficacy of your spending. So consider breaking free from the usual ways you assess program performance, so you can keep increasing the value you bring back to the business.



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Data Integrity –

Confirm that you're getting accurate data that reflects your spending across categories.

Unused Spend Categories –

Identify categories that aren't being used or are unnecessary, creating a simpler experience for employees and removing extra options that increase mistakes.

Receipt Attachment –

Track the number of required receipts being attached against the number of unnecessary receipts being included, as both can affect efficiency, productivity, and cost control.

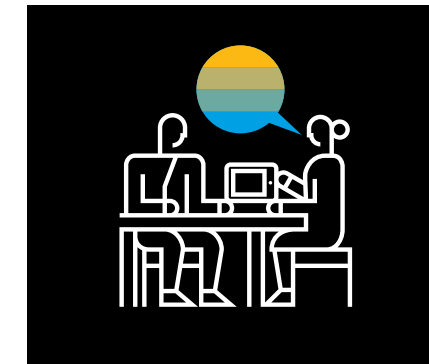


Invoice Exceptions –

Set metrics to drive down the number of receipts that need extra attention. These receipts increase the likelihood of mistakes or overpayment, and they bog down your AP team.

Language/Currency Capacity –

Measure the number of languages/currencies/markets you can cover against the number of those you can't, so you're able to continuously monitor your global coverage.



Employee Listening –

Determine goals for the frequency and consistency of input gathered from your employees to ensure you're always open to feedback and ideas.

Employee Experience –

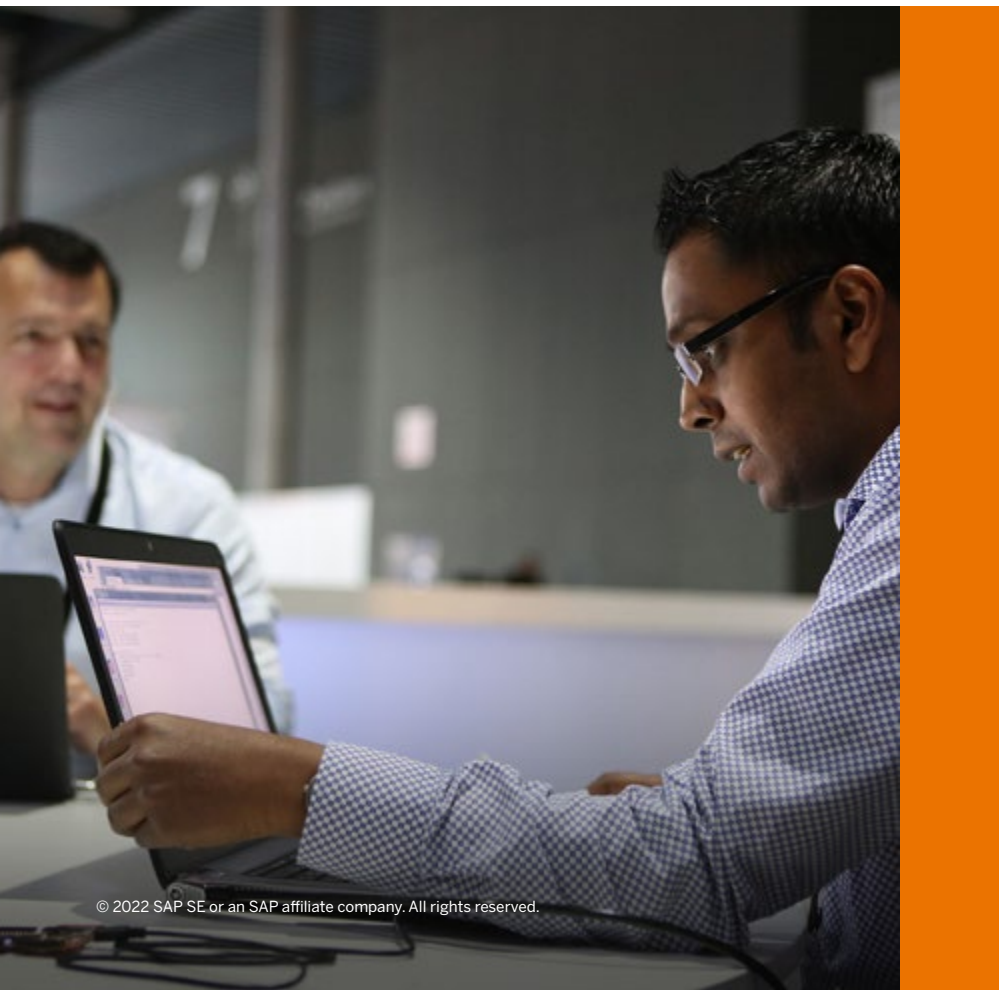
Measure the time employees spend on manual tasks vs. meaningful work. When they're doing what you hired them to do, they do better.

Audit Coverage –

Compare the percentage of expense reports being audited by human auditors to those being audited by AI-driven solutions. Automated auditing allows you to efficiently review 100% of your expenses and crack down on fraud.

Gauge budget accuracy.

When you're in charge of the numbers, accuracy is everything. But measuring accuracy, ironically, isn't as easy as it sounds. So consider adding these measures to your scorecard to make sure your budgets and forecasts are always spot on.



Reimbursement/Payment Corrections –

Evaluate the number of changes, refunds, or updates made to employee reimbursements (and/or supplier payments) to measure the accuracy of your program.



Invoice/Corporate Card Late Fees –

Determine how often late fees are applied to supplier payments so you can see where approval and payment processes can be improved.

VAT Reclaim –

Measure the percentage of reclaimable VAT that is, in fact, reclaimed to make sure you're not leaving money on the table.



Budget Utilization –

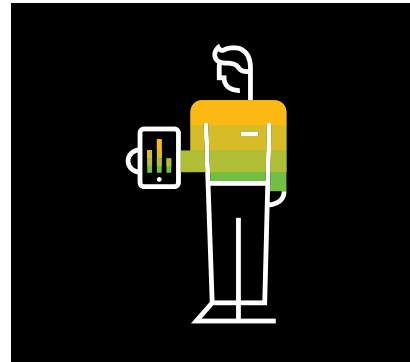
Determine the difference between what's budgeted and what's spent on both the overall level and in individual categories. When you can see all your spending at once, you can see how it's trending, improve the accuracy of your forecasts, and make sure you can jump on opportunities.

Corporate Card vs. P-Card Spending –

Evaluate your purchasing-card spend to make sure the right kind of expenses are going through the right channels. You'll help make sure these charges get the oversight they deserve and all your procurement requirements are being followed.

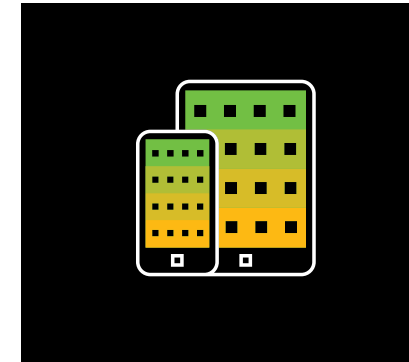
Make the most of your investment.

Whether you're considering automating your spend management processes or have already made an investment in SAP Concur solutions, either way it's an investment in your business – and you deserve a top return. Use these two metrics to round out your ROI calculations, and you'll get a clearer picture of the effectiveness of your solution.



User Utilization –

Measure adoption rates for every solution and tool to ensure you're getting the most value out of the investments you've made.



Solution Utilization –

Measure corporate usage of the systems you've purchased to make sure you don't leave apps, features, or functionality sitting on the shelf.

Hard-to-capture KPIs.



Certain criteria are more difficult to measure, but that doesn't make them any less valuable. Take the **morale of your AP team**, for example. Pay attention to how they're feeling and what they're saying – their attitudes will tell you what you need to know about how well your systems work and what needs improvement.

“With SAP Concur solutions, Cisco increased employee satisfaction from 48% to 77% and estimated productivity savings \$10 million per year.”

Jennifer Gettman,
Director, Expense Management, Cisco

A man with a beard, wearing a dark shirt and jeans, is sitting on a windowsill. He is looking out a large window to his right, holding a tablet in his hands. The scene is dimly lit, with light coming from the window. The background is a dark, solid color.

Think about how you measure KPIs, then think about what you could be missing.

To learn more about how your measurements are working and where you can improve, contact your SAP Concur Representative to set up an evaluation session.



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