



SAP Concur 

eBook | Public Sector

Greater Visibility. Greater Control.

How to Overcome Manual Expense Challenges with Travel & Expense Automation

THE BEST RUN 

The Seismic Shift to Employee-Initiated Spending

Every dollar counts when it comes to organizations achieving their strategic initiatives. But putting those dollars to good use isn't always easy. From recent technology innovations to changes in public spending behavior and increasing pressures to cut-costs, the complexities of efficiently managing employee spend have only increased.¹

On top of it all, how we exchange money for services is changing. What once used to be under your organization's control is now in the hands of your employees. This seismic shift in spending, called employee-initiated spend, has allowed more employees the flexibility to **spend more money across increasing spend categories and use more payments methods than ever before**. Spending includes mileage, airline, train and bus tickets, taxi rides, meals, supplies, and virtually any purchase made by an employee on behalf of your organization. And while it gives your employees the freedom to travel, this growing area in organizational spending can be notoriously difficult to identify and control wisely.

¹. GovLoop and SAP Concur, 2017. [Modernizing the Tracking of State and Local Employee Initiated Spend](#).



What is employee-initiated spend?

Any transaction where an employee is authorized to spend money on your organization's behalf and your organization is obligated to pay.



The Pains of Managing Expenses Manually

Now imagine this constantly, growing influx of employee-initiated spending with the inherently, time-consuming and frustrating nature of documenting and submitting expense reports manually. Sound like a nightmare? Not only will you have slower expense report processing times, but sorting through all this information can be highly stressful for employees and result in cognitive overload.

When employees struggle to stay engaged, mundane tasks like filing and submitting expense reports can be put on the back burner, resulting in careless mistakes, more expense reports submitted incorrectly, and allowing invoices to pile up on their desks. The approvers of those expense reports then can't readily determine whether the report is in policy, and supervisors aren't able to obtain the spend data that allows for better monitoring, vendor negotiation, and budget planning.

In the end, cumbersome expense processes can have a snowball effect on how your employees handle expenses, leading to decreased visibility and control on how your organization maintains its budget. On the next page, we'll look at three additional pains when it comes to managing expenses manually.

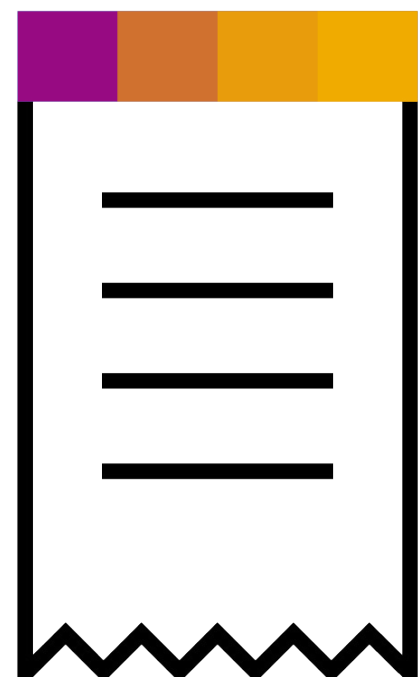
The top two issues with state and local government existing expense reporting systems were:

- 1. Employee frustration (30 percent)**
- 2. Lengthy reimbursement times (22 percent).**

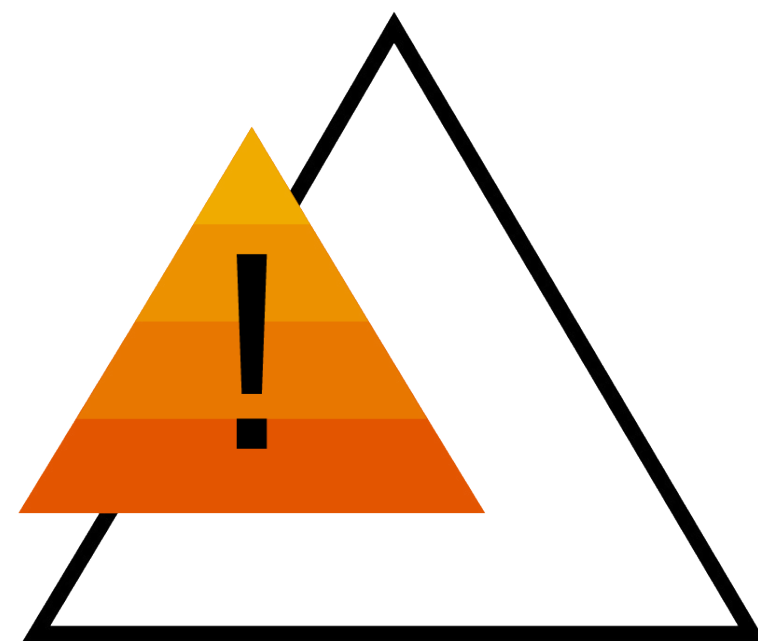
Managing paper receipts

Ever feel like you're constantly tracking down employees to gather missing receipts or understand employee spending gaps? The never-ending cycle of managing paper receipts wastes time and leads to inaccurate reporting. This impacts your employees' productivity and limits visibility into spending. Mobile technology makes missing receipts a thing of the past as travelers can instantly snap photos of receipts and automatically upload them to an expense report.

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Out-of-policy spending

Your employees may not intend to spend out-of-policy, but complicated travel and expense (T&E) policies can make knowing what's an allowable expense difficult. For example, employees may try to save the company money by booking hotels with reduced rates. However, if the hotel is not on your preferred provider list, they have violated policy. Configure your travel program to match your corporate policies by setting caps and restrictions that encourage employees to make the right choice the first time.

No expense mobility

Smart phones have become the go-to computing device for working professionals. Applications that only run on desktops now seem out-of-date, kludgy, and unsatisfying. Employees want technology that is portable, intuitive to use, and available 24/7. Because why should they have to save a paper receipt that could easily be lost or wait to file an expense report? The best expense solutions accommodate both web functionality and native mobile operations.

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No Visibility and Control Impedes Strategic Spending

To effectively manage spend, you have to be able to see it. Unfortunately, the spend that's initiated by your employees is not as visible as a line item in your budget. When data is compiled manually, and pulled from multiple systems, it can get disjointed. Organizations that haven't modernized their expense management systems often miss critical insight into where employee-initiated spend is happening and potential savings can remain hidden in the details. But missed savings aren't the only problem caused by not properly managing employee-initiated spending. Mismanaged funds can also produce negative headlines and damaged reputations for organizations.

When there is limited visibility and lack of control, you run a high-risk environment for fraud, waste, and abuse. Technology that automates the process increases visibility into spending categories, creates efficiency, and reduces costs — meaning that supervisors and employees alike have more time and budget dollars to invest in your organization's mission.



Better control and insights into spending can save organizations time and money that's best directed to fulfilling strategic initiatives.

How SAP Concur Can Help

Now is the time organizations of all sizes should take control of employee spending and invest in modern solutions. Organizations that don't modernize their expense solutions risk poorly tracking spend, mishandling their money, and ultimately disappointing their communities. The good news is, making a moderate investment to update the processes and technology your organization uses to manage its' employee spending can simplify your process and increase your visibility and control. With SAP® Concur® as your automated expense solution provider, your organization can trust its solutions to be secure, innovative, and compliant, so your organization can:

Effortlessly transform your T&E spend management

Experience a better way to manage employee spending through a cloud-based expense solution that can automate previously manually processes, track expenses on the go, digitally keep track of receipts, and offer clear oversight into spending. Discover the ability to see the entire spend transaction life-cycle in a single platform so you can manage expenses more effectively, while making sure your organization is adhering to policies, procedures, and regulations.

Get the support and resources your employees need

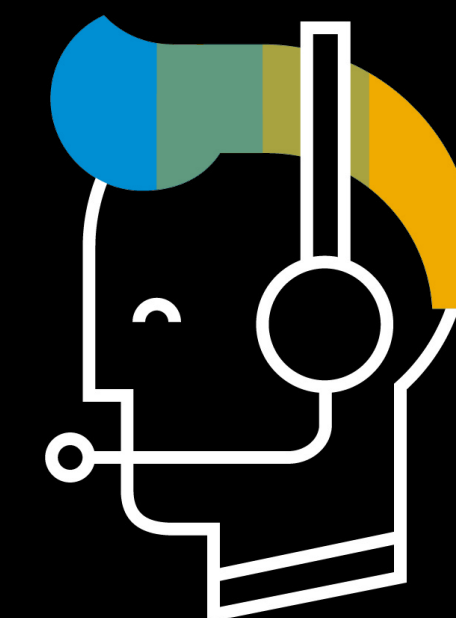
Providing ongoing support for a new tool can be a resource and time-intensive commitment that can quickly dominate the workday for you and your team. Fortunately, we give your employees access to a dedicated, 24/7 support team of knowledgeable SAP Concur experts. Your employees will get the answers they need right away, which results in higher compliance, better adoption, increased productivity, and a solution that satisfies everyone. **Learn more about modernizing your spend management solution by visiting us online at [Concur.com](https://concur.com).**



Automate expenses to capture receipts and experience simplicity while on the go.



Optimize organizational travel with integrated travel search and exclusive deals.



Get the support and resources your employees need to achieve an automated spend solution.

ABOUT SAP CONCUR

SAP Concur is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day. Learn more at concur.com or the [SAP Concur blog](#).

EBOOK SLG Expense, User Support Desk, Hipmunk enUS (09/19)

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