

The Fast Way for Your Business to **Become Sustainable**

This Sustainability eBook gives guidance on how to make your business travel management greener with existing SAP Concur solutions and how best to communicate this across your organisation.



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The Time to Act is **Now**

Whether we talk about climate change, a climate crisis, or even a climate catastrophe, we all have a responsibility to use resources sparingly. This especially applies to businesses.

Organisations that don't act now to make their processes more sustainable, with clear sustainability goals set, may become less attractive – to their business partners, their employees, and potential customers.

NOW is the time to take decisive action. Use SAP Concur solutions to turn your T&E management processes green today – without the need for long preparation or an elaborate new strategic plan. This eBook explains how to use SAP Concur tools to achieve tangible quick wins on your way to making your business more sustainable.

31%

of businesses admit that they want to become more sustainable but are finding the implementation very challenging.



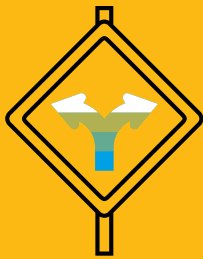
Make Fast, Positive Changes

We should all take action, but a lot of businesses don't know where to start when it comes to protecting the environment. As an SAP Concur customer you have a clear advantage. With Concur Travel you can take immediate and proactive steps that will enable you to make fast internal improvements to meet the high expectations your employees, stakeholders, and potential customers – and the public – have of your business.

Our intelligent SAP Concur solutions also offer you a great opportunity to communicate and enable a holistic change in your business's awareness.



We have developed three sustainability pillars to help drive positive change using SAP Concur solutions:



Give your employees the perfect conditions in which to make sustainable decisions.



Measure, analyse, and reduce the carbon footprint of business trips.



Demonstrate your commitment to sustainability to your stakeholders, employees, and partners – and to the public.



Going Greener – Using SAP Concur Solutions

Let's get down to the details. As an SAP Concur customer, you may already be using intuitive tools such as **Concur Travel** and **Intelligence**, or may already be working with our exclusive top partners through the **App Centre**. You can use them to book sustainable business trips in no time.

Concur Travel

will enable your employees to find eco-friendly hotel providers, sort flights by their carbon emissions, and display advice about greener alternatives such as rail travel or direct flights to help you implement sustainable travel policies at the time of booking.

[All about Concur Travel](#)

The App Center

offers your employees further valuable services in addition to sustainable travel partners. Find for example, electric or hybrid rental cars, or 100 per cent “green” hotels.

Now you can take charge of your carbon budget for travel with our new partner, **Thrust Carbon**. Its carbon calculator intelligently calculates the incurred and accruing emissions from expenses and travel plans - even without detailed travel information on the receipt. Clear reports show the impact of all travel emissions. Insights into future developments and emissions are also available so that proactive, rather than reactive action can be taken.

[All about the App Center](#)

Intelligence

delivers precise and individual analysis, giving you the insights that help drive future decisions. Choose comprehensive reports, highlight your reduced emission levels, uncover gaps and opportunities, and set yourself ambitious new sustainability goals.

[All about Intelligence](#)

Reach Your **Sustainability Goals**

With SAP Concur solutions you will be able to implement sustainable changes immediately.

Our tools and services will help you to

- find **sustainable travel options**
- **compare** the available offers
- achieve **reduced carbon emissions** on every trip
- communicate your measures **transparently**
- raise **awareness** of sustainability
- prepare and implement **sustainable travel policies**
- establish yourself as an environmentally aware **pioneer**
- discover mistakes in your business's previous **travel practices**
- document any **improvements** that you make
- integrate new **strategies for sustainability**
- make your brand more **attractive**

... so that you can define your sustainability goals clearly and then achieve them.



Going Greener – Simply

With four clearly defined steps your business's green transformation can begin. SAP Concur solutions actively help you **communicate the new measures** to employees throughout the process.

This eBook guides you step by step through your many options.

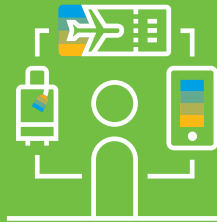
Four steps to sustainable business travel management:



1 - Planning



2 - Booking



**3 - Travel
and Spend**



4 - Analysis

Going Greener – Planning

Clear and Timely Communication

SAP Concur solutions will help you to communicate environmentally friendly measures to your employees as soon as they plan their business trips.

The screenshot shows the SAP Concur user interface. At the top, there's a navigation bar with 'Requests', 'Travel', 'Expense', and 'App Center'. Below this, a summary bar shows '24 Authorization Requests', '00 Available Expenses', and '07 Open Reports'. The main section is titled 'MY TASKS' and contains three panels: '24 Open Requests' (listing various travel requests like 'TEST CMA', 'Trip from Paris to Berlin', etc.), '00 Available Expenses' (showing 'You currently have no available expenses'), and '07 Open Reports'. A red box highlights an alert message: 'Plan travels responsibly! This is the message that can be configured to inform and influence your employees...'. To the left, there's a 'TRIP SEARCH' section with filters for 'Round Trip', 'One Way', and 'Multi City', and a 'Search' button.

When employees start to plan their trip, message them to remind them they should give preference to sustainable options.

The screenshot shows the 'Manage Requests' page in SAP Concur. At the top, there's a navigation bar with 'Requests', 'Travel', 'Expense', and 'App Center'. Below this, a summary bar shows '24 Authorization Requests', '00 Available Expenses', and '07 Open Reports'. The main section is titled 'Manage Requests' and contains a red box highlighting an alert message: 'You are planning to fly within Europe. Please consider booking a train instead. View'. Below the alert, there's a section for 'Trip to Walldorf, DE € 250.00' with a 'Submit Request' button. Further down, there's a table of 'EXPECTED EXPENSES' with columns for 'Expense type', 'Details', 'Date', 'Amount', and 'Requested'. The table lists an 'Air Ticket' for 'Paris (CDG) - Frankfurt (FRA) : Round Trip' with an amount of € 250.00. The 'Estimated Total' is € 250.00.

Communicate sustainable travel planning in several SAP Concur solutions at the same time.

You can use the optional **Concur Request** compliance tool alongside **Concur Travel** to deliver motivational messages.



Planning/research

Going Greener – **Booking**

The most sustainable forms of transport

SAP Concur solutions will make it easier for your employees to search for alternatives to air travel.

The screenshot shows the SAP Concur Travel interface. The top navigation bar includes 'Requests', 'Travel' (selected), 'Expense', 'Reporting', 'App Centre', and 'Links'. The main content area displays a 'Trip Summary' for a round trip from Paris (PAR) to Frankfurt (FRA) on Monday, April 11, 2022, to Wednesday, April 13, 2022. The 'Select Flights or Trains' section shows a comparison of travel options. A table highlights the 'Most Preferred' options for each category:

Category	Air France	TGV	Swiss	Austrian Airlines	Multiple	KLM	Multiple	Lufthansa
All 49 results	Most Preferred	Most Preferred	Preferred	Preferred			Most Preferred	Most Preferred
Nonstop 4 results	1 results	1 results	—	—	—	—	—	1 results
1 stop 43 results	—	—	8 results	4 results	22 results	2 results	3 results	—
2 stops 2 results	—	—	—	—	—	—	2 results	—

Below the table, the 'Shop by Fares' and 'Shop by Schedule' tabs are visible. The 'DEPART' section shows the selected train option: TGV, 09:04a → 12:59p, Direct, Second. The departure is from Paris Gare de l'Est to Frankfurt Main Hbf, Germany. The train is identified as the 'Most Preferred Airline for 539 New Green Door - EMEA' and has a duration of 3 hours 55 minutes. The CO₂ emissions are 2.9 kg CO₂ (ADEME) (SNCF).

A direct comparison of air and rail

Encourage your employees to switch to an environmentally friendly form of transport. SAP Concur solutions will help you to do this by displaying a number of travel options side by side.



Booking

Going Greener – **Booking**

The lowest CO₂ emissions

SAP Concur solutions will immediately show your employees the expected carbon emissions of air and rail travel choices, when they book.

Depart - Mon, 11 Jul
Return - Wed, 13 Jul
Price

Display Settings
☐ Hide flights without refundable fares
☐ Hide Propeller Planes
☐ Depart/Return Same Airport Only

Filters
Connecting Airport Filters

Shop by Fares | Shop by Schedule

Flight/Train Number Search Sorted By: Policy - Most Compliant

Displaying: 277 out of 277 results. Previous | Page: 1 of 28 | Next | All

Lufthansa
 7:15 FRA → 8:30 CDG Nonstop 1h 15m Classic €339.37 Flex €419.37
 18:25 CDG → 19:35 FRA Nonstop 1h 10m

Most Preferred Airline Hide fares/details

DEPART Mon, 11 Jul - Frankfurt, Germany to Paris, France Hide details

Mon, 11 Jul 7:15 FRA → 8:30 CDG 1h 15m Lufthansa 1026 32A / 110 kg CO₂e View seats

RETURN Wed, 13 Jul - Paris, France to Frankfurt, Germany Hide details

Wed, 13 Jul 18:25 CDG → 19:35 FRA 1h 10m Lufthansa 1041 Airbus Industrie A3 11 / 110 kg CO₂e View seats

Fare Options Free Checked Bags Refundable

Classic (W) 1 Up to 23kg (total) No €339.37

Display of emissions

Raise awareness of sustainable travel. Because **Concur Travel** immediately identifies a trip's expected carbon emissions, travellers can choose their means of transport much more carefully.



Booking

SAP Concur Requests Travel Expense Reporting App Centre Links Administration Profile

Travel Arrangers Trip Library Templates Meetings Tools Meeting Admin

Trip Summary
 Select Flights or Trains
 Round Trip
 FRA - CDG
 Depart: Mon, 07/11/2022
 Return: Wed, 07/13/2022
 Finalise Trip

FRANKFURT, GERMANY TO PARIS, FRANCE
 MON, JUL 11 - WED, JUL 13 Show as EUR

Hide matrix Print / Email

	Air France	Lufthansa	Swiss	Austrian Airlines	Multiple	ITA Airways	KLM
All 325 results	Most Preferred	Most Preferred	Preferred	Preferred			
Nonstop 7 results	264.37 2 results	339.37 3 results	—	—	1,744.37 2 results	—	—
1 stop 318 results	—	381.70 67 results	422.77 14 results	430.01 1 results	282.96 168 results	296.63 2 results	301.55 71 results

Shop by Fares | Shop by Schedule

Flight Number Search Sorted By: Emissions

Displaying: 7 out of 325 results

Air France
 07:00 FRA → 08:35a CDG Nonstop 1h 30m €264.37
 04:25p CDG → 05:50p FRA Nonstop 1h 25m
 1 Air France 1019 / 1318 operated by HOP

Most Preferred Airline for 539 New Green Door - EMEA / Least Cost Logical Fare Show all details

Sort by emissions

Do you want to find the most sustainable alternative straight away? That's not a problem.

Set **Concur Travel**'s search filter to "Emissions" so you can quickly book the most environmentally friendly travel options.

Going Greener – **Booking**

The cleanest rental cars

SAP Concur solutions will always offer you the cleanest option when you are searching for rental cars.

SAP Concur | Requests | **Travel** | Expense | Approvals | Reporting | App Center | Links | Administration | Help

Travel | Arrangers | Trip Library | Templates | Meetings | Tools | Meeting Admin

Trip Summary
 Select a Car
 Pick-up: Tue, 12/07/2022
 Drop-off: Thu, 14/07/2022
 Finalize Trip

Use my default credit card: 'Company Car Hotel'

Change Car Search

Car Display Filters

- ☐ Unlimited miles
- ☐ Air conditioning
- ☒ Hybrid

Car Transmission

- ☐ Automatic
- ☒ Manual

PICK UP: (AMS) ON TUE, 12 JUL 12:00
 RETURN: THU, 14 JUL 12:00
 Show as: EUR

Hide matrix | Print / Email

	Mini	Economy	Intermediate	Standard
All 17 results				
SIXT				
Most Preferred	344.00	352.98	460.96	513.98
HERTZ				
Preferred	286.09	317.89	440.00	571.99
AVIS	---	---	415.40	---
Budget	---	---	415.40	---

Displaying: 2 out of 17 results

Sorted By: Policy - Most Compliant

Displaying: 2 out of 17 results

Hertz
 Intermediate Four Door Car - €178.82 per day (Sabre)
 Manual transmission
 Unlimited kilometers, Pick-up, Terminal AMS
 Adults: 4, Large bags: 1, Small bags: 2
 Total cost: €440.00

Preferred Car Vendor for Your Company / E-Receipt Enabled

Hertz
 Intermediate Four Door Car - €224.30 per day (Sabre)
 Automatic transmission
 Unlimited kilometers, Pick-up, Terminal AMS
 Adults: 4, Large bags: 1, Small bags: 2
 Total cost: €550.07

Search function for rental cars

You could use **Concur Travel** to search for hybrid rental cars. In the event that the rental company offers a fully electric vehicle, this will also be displayed.



Booking

Going Greener – **Booking**

Paperless Invoices

SAP Concur solutions will help you reduce your consumption of paper.

The screenshot shows the SAP Concur Travel interface. The top navigation bar includes 'Requests', 'Travel', 'Expense', 'Approvals', 'Reporting', 'App Centre', and 'Links'. The 'Travel' tab is active. The main content area displays a 'Trip Summary' for a trip from New York, NY, with check-in on Tue, 09/08/2022 and check-out on Thu, 11/08/2022. Below the summary, there are three hotel options listed: 1. Fairfield Inn/Suites New York Manhattan (€164), 2. Crowne Plaza HY36 Midtown Manhattan (€284), and 3. Crowne Plaza Times Square Manhattan (€458). Each hotel listing includes a 'View Rooms' button. In the left sidebar, under 'Display Settings', the 'E-Receipt Enabled' checkbox is checked and highlighted with a yellow box.

Show only hotels that issue e-receipts

Save paper with just one click: **Concur Travel** will list only the hotels that issue e-receipts – if your travel policy requires this.



Booking

Stick to travel policies

SAP Concur will ensure your travel policies are strictly adhered to. A booking will only be confirmed once all the criteria for a sustainable business trip are met.

The screenshot shows the SAP Concur Travel interface for a flight search from Frankfurt, Germany to Seattle, WA, for the dates Tue, 21 Jun - Thu, 30 Jun. The 'Trip Summary' section shows a round trip from FRA to SEA, departing on Tue, 21/06/2022 and returning on Thu, 30/06/2022. Below the summary, there is a table of flight results. The table has columns for 'All', 'Lufthansa', 'British Airways', 'Aer Lingus', 'Delta', 'American Airlines', 'Air France', 'Multiple', 'United', 'Icelandair', and 'Condor'. The 'All' column shows 579 results. The 'Lufthansa' column shows 1 result. The 'British Airways' column shows 1 result. The 'Aer Lingus' column shows 1 result. The 'Delta' column shows 1 result. The 'American Airlines' column shows 1 result. The 'Air France' column shows 1 result. The 'Multiple' column shows 1 result. The 'United' column shows 1 result. The 'Icelandair' column shows 1 result. The 'Condor' column shows 1 result. In the bottom right corner, a green checkmark and message confirm the trip conforms to company travel rules: 'This trip conforms to your company travel rules. Go Green! One or all of the aircraft used on this journey is considered a fuel efficient aircraft.' The message is highlighted with a yellow box.

Education and Awareness

When they see green trips getting approved, your employees will develop their awareness of the parameters required for eco-friendly business trips.

Going Greener – **Travel and Spend**

Rewarding green behaviour

Reducing your business's carbon emissions will not just bring ecological and economic benefits, it will also increase employee satisfaction.

The screenshot shows the 'New Expense' form in SAP Concur. A green box highlights the 'Expense Type' dropdown menu, which is set to 'Carbon Offset'. A green callout box with the text 'Reimburse carbon offsets' points to this dropdown. Other fields visible include 'Transaction Date', 'Business Purpose', 'Vendor', 'City of Purchase', 'Payment Type' (set to 'Cash'), 'Currency' (set to 'Czech Republic, Koruna'), and 'Receipt Status' (set to 'Receipt'). There is also a checkbox for 'Personal Expense (do not reimburse)'.

Incentivise and empower employees

Motivate your employees: empower them to make sustainable choices and reimburse them for business travel offsets.



Travel and Spend

Behaving sustainably whilst travelling

Your employees can make green and paperless choices during business trips.

The screenshot shows the 'Car Rental' expense form in SAP Concur. The total amount is € 379.14. The form includes fields for 'Transaction Date' (16/06/2022), 'Supplier' (Hertz), 'City of Purchase' (Wien, AUSTRIA), and 'Payment Type' (Corporate Card - Individually Billed, C...). On the right, there is a section for 'Receipt' and 'E-Receipt'. The 'E-Receipt' is highlighted with a green box, and a sample e-receipt is displayed below it. The sample receipt includes details such as 'RENTAL RECORD', 'RENTAL', 'NET TARIFF', 'MILES IN', 'MILES OUT', 'MILES DRIVEN', 'CAR', 'FOCUS ZAS SUN 3 K2020', '2 DAYS @ 1000 KM/24 HRS 107.24', 'ADDITIONAL CHARGES', 'NET TARIFF', 'PAID BY American Express', 'CREDIT CARD', 'XXXXXXXXXXXX', 'ADDITIONAL CHARGES', 'LOWDOWN', 'SERVICE FEE', 'VEHICLE LICENSE FEE', 'CUSTOMER FACILITY', 'NEW RENTAL', 'PLUS SERVICE', and 'VAT AMOUNT'.

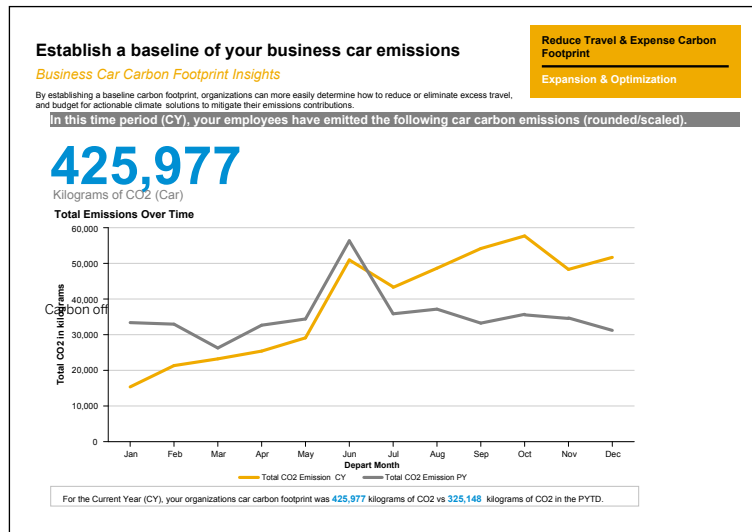
Paperless receipts

Help save paper by using **Concur ExpenseIt**. A photo of the e-receipt will directly feed into the SAP Concur system, saving both paper and unnecessary processing time, and effort. Best of all, digital receipts can immediately feed into reports using **Expense Partner** (like Uber and many others).

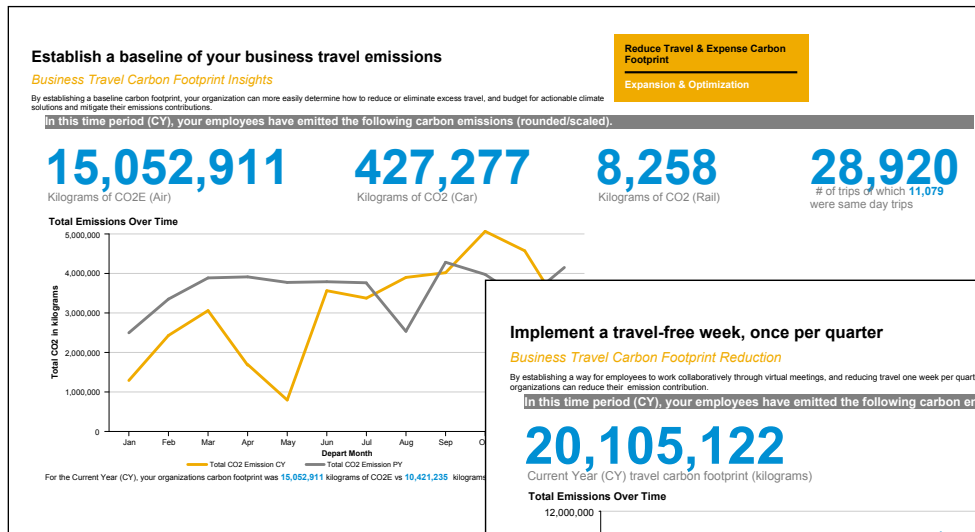
Going Greener – **Analysis**

Identifying, analysing, and improving your carbon footprint

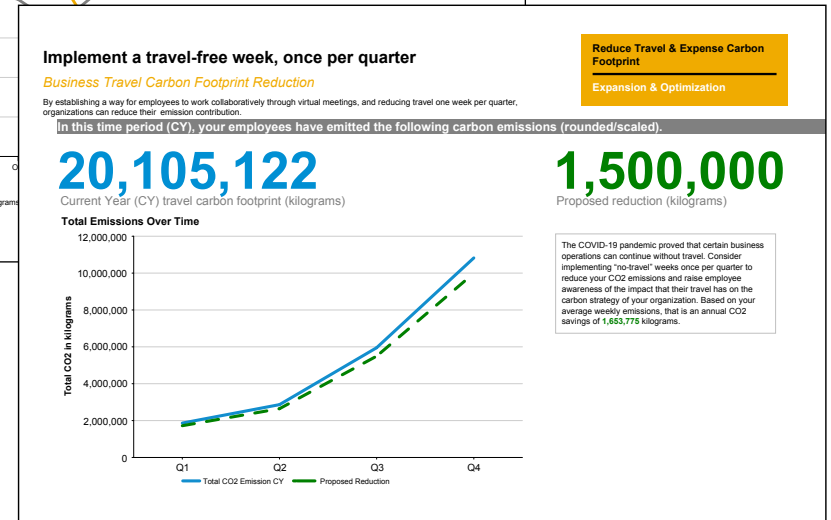
Consultative Intelligence delivers detailed reports that not just help with documentation, but provides new insights – so that you can make further environmentally friendly changes.



Present your business's carbon footprint accurately: **Concur Intelligence** and **Consultative Intelligence** create clear and precise reports for every occasion.



Analyse a wide range of travel data clearly – such as your organisation's number of flights, the business car carbon footprint, or number of trips and duration. Compare the numbers to previous years and get valuable suggestions for reductions.



Reporting



The result:

Implementing the right tools to boost your business's sustainability will enable it to:

- **Communicate green and paperless initiatives, both internally and externally**
- **Change its perception and enhance its image**
Identify and achieve clear sustainability goals

Open to new innovations

The steps in this eBook provide the basis for tangible, sustainable change. But our SAP Concur solutions also give you new opportunities for innovative, forward-looking sustainability strategies.

A mobility budget

Here's how it works:

Employees are allocated a personal mobility budget. They forego a company car and use the budget for private trips by train, rental car, or local transport.

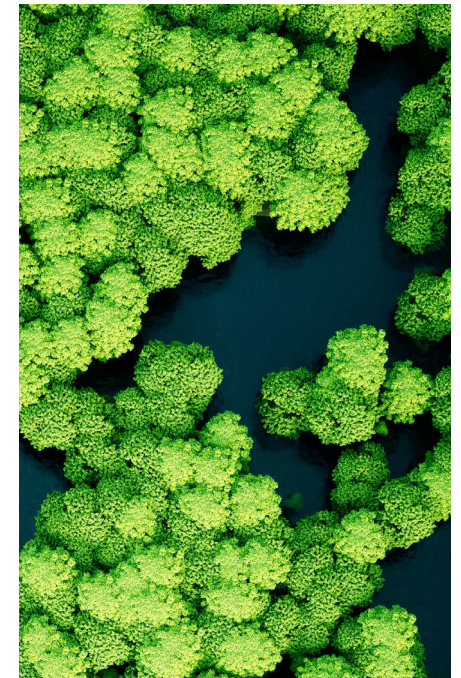
Here's how it helps:

A mobility budget offers businesses an intelligent and fast way to offer employees a sustainable alternative to company cars and compensate them for it.

[Learn more](#)

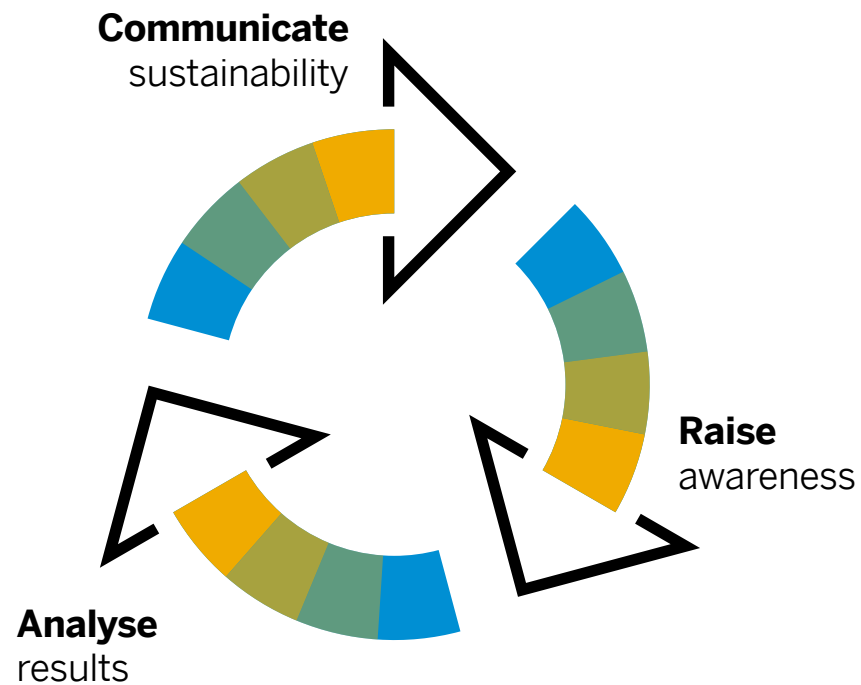
Change management

Drive holistic change in your business with SAP Concur solutions. Offer your employees tailor-made training, webinars, and workshops that will prepare them for future technologies and challenges.

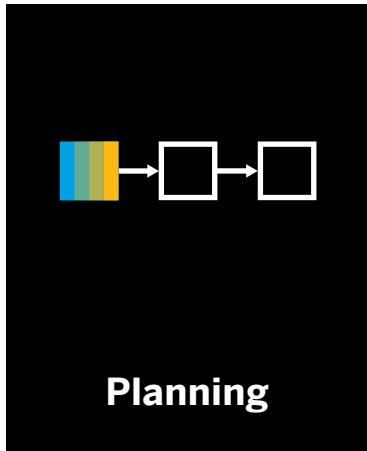
[Learn more](#)

Your Sustainability Success Starts Here

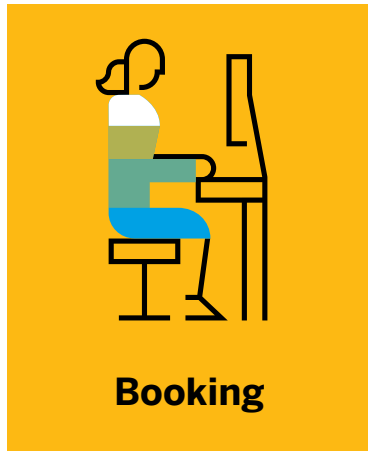
SAP Concur solutions will enable you to define and achieve new sustainability goals quickly and tangibly, using targeted communication, intelligent tools, and adaptations of your internal travel policies.



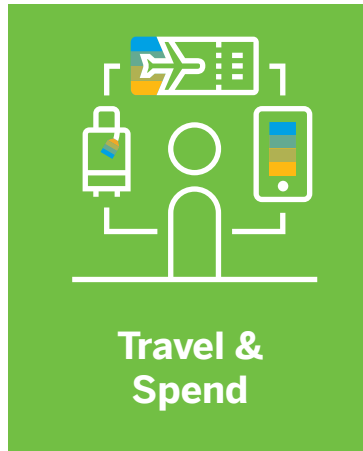
A summary of the four steps to sustainable business travel management



- Communicate the change
- Define your travel policies at an early stage
- Integrate all of your requirements into the SAP Concur system



- Use the experience of our travel partners in the App Centre
- Target your search
- Filter trips according to their carbon emissions
- Help to find clean alternatives

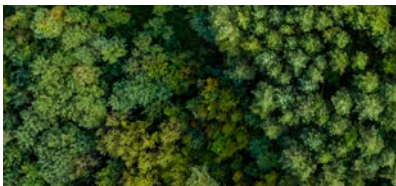


- Reward sustainable behaviour
- Encourage paperless travel



- Create customised reports
- Automatically discover opportunities and mistakes
- Communicate your progress internally and externally
- Keep setting new goals

Discover even more sustainability features [here](#).



Now go GREENER

We will be glad to help you.

About Concur (Germany) GmbH

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, businesses can see what they're spending, ensure compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.co.uk or the SAP Concur [blog](#).

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