



# Concur<sup>®</sup> and SAP<sup>®</sup> for Travel and Expense

## Smarter decision-making on the go

For many companies, travel is one of the largest indirect expenses after payroll. Unlike payroll, however, travel can be difficult to understand, manage, and plan for month to month. Clear guidelines for travel expenditures help, of course, but they go only so far—and in many cases employees learn about the particulars of their company's policies only after they've run afoul of them. That's where Concur<sup>®</sup>—an SAP<sup>®</sup> company and the go-to cloud solution for travel and expense—can help.

### By the time the flight lands...

Imagine your next business trip. Instead of stuffing a growing collection of receipts into your laptop bag while wondering when you would find the time to piece them all together in an expense report, you have a user-friendly digital tool for managing them en route. Concur<sup>®</sup> Travel and Expense does that and a lot more. It starts with a photo of a receipt: similar to ATMs that use optical character recognition for instant deposits, this cloud-based tool automates receipt data entry. It gives the traveler the ability to create expenses offline, on a mobile device, while on the plane—and submit them for approval upon enabling wireless after landing.

Just as important, Concur<sup>®</sup> Travel and Expense makes it easier for travelers to comply with company-specific policies while on the go. It can automatically flag receipts that are claimed multiple times on the same expense report and notify managers for unassigned company-paid expenses, helping auditors and approvers identify conflicts and even fraud before they strike.

### How we can help

Our travel and expense management experts understand that even something as routine as expense accounting is deeply connected to many other moving parts in the Finance organization. And when it comes to introducing a new capability into the technical environment, CFOs working at the strategic level are looking for ways to improve their processes without causing unwanted consequences elsewhere.

By deploying our Enterprise Value Delivery (EVD) for Cloud methodology, you can avoid unwanted consequences while adding major value to projects. EVD for Cloud stands as an established and time-tested process for completing tasks and deliverables based on the particular phase of the implementation lifecycle.

Understanding processes is where Deloitte excels. We have helped organizations across industries, and we possess deep, specific experience on T&E issues. We bring unparalleled experiences like those to bear in our work with every client when putting travel and expense solutions to work. Strategy, technical implementation, training, and post-go-live support are only a few of the reasons clients come to us for help with:

- Business case development, analysis of current-state compliance levels, and future-state cost savings modeling
- Assessment of current business processes in light of future-state objectives and desired outcomes
- Policy development and compliance management procedures
- Travel and expense process standardization and automation
- Facilitation of tight integration of T&E processes and data into an existing solution ecosystem including HR payroll and accounts payable
- PCI compliance for credit card transaction processing
- Specialized payments program management with banks
- Organizational change readiness assessment and change management, communications, and tailored training activities



### Bottom-line benefits

- Control travel costs
- Facilitate corporate compliance
- Increase process efficiency
- Reduce employee time spent on administrative tasks
- Accelerate deployment
- Automatically update regulatory rules and automate stimuli
- Quickly deploy a preconfigured solution for use in more than 100 countries, using an international template
- Lower total cost of ownership, with no licensing required

### How to get more value from Concur® and SAP® for Travel and Expense

Our work with Concur® and SAP® for Travel and Expense has uncovered insights that are likely to be true regardless of the organization. Here are a few that may be helpful to you as you begin your T&E journey with Concur®:

#### Focus on process

Today's technology can provide a much-needed boost to your efforts to improve capabilities. But without the right processes in place, even the best technology can come up short. For example, travel on the cloud requires configuring and maintaining account assignments to enable the interface with your ERP system to properly assign the costs for travel. As a result, it is important to obtain a clear understanding on how the ancillary processes should be designed to achieve those goals.

#### Build high-quality HR data and data hierarchies

Making sure that all relevant master data is complete and accurate can be an enormously critical task. Any system is only as good as the data on which it relies. Undertaking a thorough analysis of the data before getting under way remains exceedingly important.

#### Tightly integrate processes with an ERP system and vendors

Moving travel functions to the cloud requires more than the cloud. To ensure that important information and important steps don't fall through the cracks, a travel-on-the-cloud approach requires strong links to other information systems and partners. Integrating a new system with an ERP system or with the interface for a vendor (such as a bank or a credit card provider) will be key. And testing that integration multiple times before going live will help increase success.

#### Get roles right

For the system to work properly, each person in the system must have a clearly defined role—from the beginning. If an "approver" isn't coded as such in the system, when the time comes to authorize payments, it will be impossible to act. The same goes for roles such as auditors, travel administrators, controllers, travel assistants and others who must run reports on the system.

#### Train early to avoid headaches later

With any new system, managing change and conducting training are important. But the stakes are higher for systems that are responsible for paying employees money they are owed. Issues tend to escalate quickly when employees are expecting payment and are unable to receive it due to lack of training for each person's role in the system.

#### Related offerings

- Simple Finance
- Ariba®, an SAP Company, Sourcing and Procurement
- Fieldglass for Contingent Workforce

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