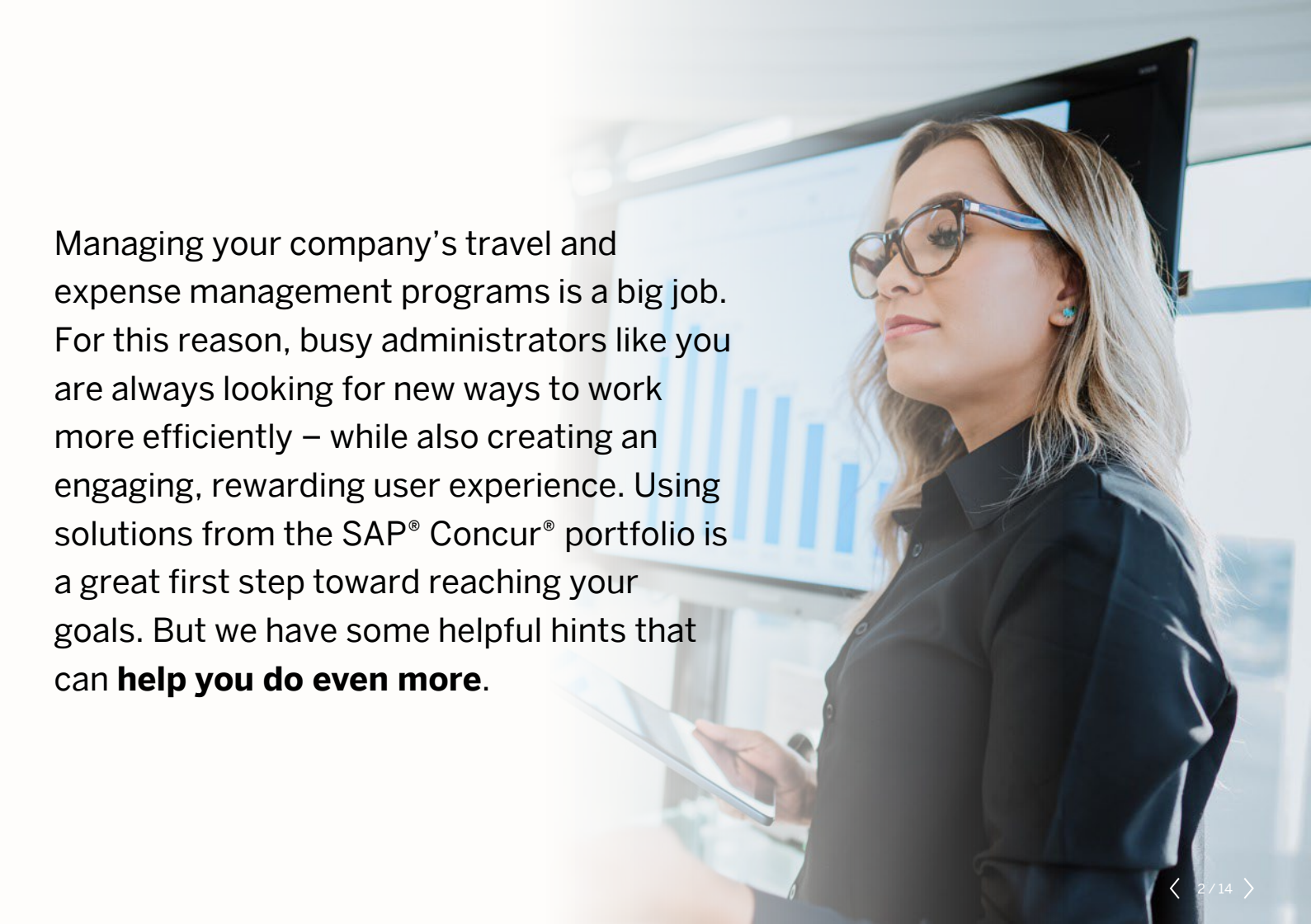


Tips and Tricks for Spend Management

Get the Most Value from Your SAP® Concur® Solutions

A woman with long blonde hair and glasses, wearing a black button-down shirt, is looking at a tablet computer. She is standing in a modern office environment with large windows and a presentation screen in the background. The screen displays a bar chart with blue bars of varying heights. The overall lighting is bright and professional.

Managing your company's travel and expense management programs is a big job. For this reason, busy administrators like you are always looking for new ways to work more efficiently – while also creating an engaging, rewarding user experience. Using solutions from the SAP® Concur® portfolio is a great first step toward reaching your goals. But we have some helpful hints that can **help you do even more.**

Take Your Travel, Expense, and Invoice Management to the Next Level

You've already deployed SAP Concur solutions to help automate, connect, and simplify your expense, travel, and accounts payable processes. But what if you could gain more value from these solutions? Are there ways to make processes run faster, help your day go smoother, and allow users to simplify travel and expense reporting?

That's why we created this document. We've collected the top tips and tricks based on what works best for our customers and has been proven to save them precious time. Offered by our product experts and experienced administrators just like you, these techniques help you get the most from your SAP Concur solutions.

How to Use this Document

The following pages offer this proven advice by topic area. You can click a solution from the table of contents to display the exact tip you need – helping you optimize your business resources, processes, and spend.

Mark the checkboxes of tips that are of particular interest so you can find them again in the future. By sharing these preferred tips with your SAP Concur solutions account team, you can help them understand your business goals so they can provide even more tailored support that meets your needs.

Table of Contents

Click on a solution type below to display the exact tip you need.

Tips and Tricks

Expense Entry

1. Edit multiple expenses at once
2. Enable the expense assistant to save precious time
3. Streamline reporting for recurring expenses
4. Limit expenses by time frame
5. Create an expense type for hotel deposits
6. Itemize hotel charges
7. Track ancillary fees
8. Make it easier to add attendees
9. Use conditional display fields
10. Analyze payment types (intelligence capabilities required)

Corporate Card

11. Establish finance system requirements
12. Configure additional payment type options
13. Determine rules for corporate card distribution
14. Promote the view transactions page
15. Establish rules for past corporate card expenses
16. Track fraud to the general ledger
17. Restrict deletion of corporate card charges
18. Address users' personal expenses
19. Assign credit card late fees to users
20. Reconcile a lodge card statement
21. Hide transactions by merchant name
22. Chase "missing" transactions

Receipts

23. Set receipt requirements
24. Improve delegate efficiency
25. Create an approved senders list
26. Capture missing receipts
27. Identify expenses with missing receipt declaration (intelligence capabilities required)
28. Require proper documentation when submitting e-receipt expenses
29. Establish correct receipt requirements and tax



Tips and Tricks

Expense Entry

1 Edit multiple expenses at once

Tell your users, approvers, delegates, and administrators about the value of editing multiple expense line items at once. Select multiple items and select *Edit* (or *Allocate*) to take actions on multiple expenses at the same time to increase efficiency. Additionally, in the *Report* header, you can change the allocation to carry over to all expense line items.

2 Enable the expense assistant to save precious time

When you enable the expense assistant, your users can automatically create an expense report for a calendar month or a trip and fill it with incoming expenses. The calendar-based expense assistant creates one monthly report or adds expenses to an existing report. The trip-based expense assistant creates a trip report and adds expenses into that report based on the trip's start and end dates. The expense assistant is designed for users who want to spend minimal time doing expense reports.

3 Streamline reporting for recurring expenses

Click the *Copy Report* button to copy an existing expense report, helping users save time creating expense reports with recurring expenses (such as monthly parking charges).

4 Limit expenses by time frame

Create an audit rule that prevents users from submitting expenses that should be submitted only once per month or once per day (such as parking or phone charges).* In the standard edition, you can use the *Expense Limits* page under *Compliance Controls* to do this faster and more intuitively than creating an audit rule.

*Functionality only available with professional edition



Tips and Tricks

Expense Entry

5 Create an expense type for hotel deposits

Create an expense type for *Hotel Deposit* that employees can use to pay for a hotel stay in advance of travel. Employees can enter the prepayment as a negative itemization. You also can partner with Conferma Pay to implement a [virtual payment \(v-card\) solution](#) through the Concur Travel solution.

6 Itemize hotel charges

We strongly recommend that you require users to submit itemized hotel charges. Itemized charges help you track and report on taxes incurred, properly itemize expense reports, and find and address unauthorized hotel expenses, such as in-room movies. Encourage your users not to add meal charges to the *Nightly Lodging Expenses* tab (because room service is not a recurring expense and can be different each night).

7 Track ancillary fees

Use the airline ancillary fee expense type by enabling the fee-type drop list provided by SAP Concur solutions. Using this expense type causes the data to flow into reporting, which enables ancillary fee reports to appear on your expenses. To find this expense type, go to *Spending > Airline Ancillary Fees Summary*. Configure a minimum and maximum expense threshold for specific suppliers and ask users to assign that expense to the correct ancillary fee type. For example, you might have a rule that asks users to assume anything coming from Delta that is under US\$75 is an ancillary fee.

8 Make it easier to add attendees

You can turn on one or more features that make it easier to add attendees: The *Favorite Groups* feature lets employees who frequently work with the same group of attendees create a favorite group and add them to another expense (such as a business meal) with one easy selection. The *My Team* feature lets users quickly select other team members as attendees. The Concur Expense solution automatically derives team members from the default approvers in the user profile.



Tips and Tricks

Expense Entry

9 Use conditional display fields*

Administrators can show or hide custom fields depending on your defined rule. For example, for billable expenses, you can choose to display a custom field *Project* or *Client* when the user has checked an expense as billable. (Note: This feature requires configuration.)

10 Analyze payment types (intelligence capabilities required)

High cash usage can be an indication of other activities, such as fraud and noncompliance. To help keep your cash spend to a minimum, you can analyze payment types to determine what percentage of your program is cash. To perform this analysis, find *Payment Type Analysis* in the *Expense Processing* folder. Send automated e-mails to users who have a high amount or percentage of cash spend. Change the *from* address to appear to come from an executive, which will draw attention to it. You also may want to determine which factors are contributing to low card adoption (such as geography, culture, or features) and take action to address them.

*Functionality only available with professional edition



Tips and Tricks

Corporate Card

11 Establish finance system requirements

Set up your card program payment type based on how you want data to be tracked in Concur Expense and sent to your financial system. Don't base your payment type on the legal agreements with card providers. Make sure to configure your default payment types.

12 Configure additional payment type options

If your organization has one or more credit card programs, you can configure additional choices in the *Payment Type* list. These payment options can be used when creating an expense manually or with the Expenselt[®] mobile app. This does not impact credit card feed payment types. This feature requires configuration.

13 Determine rules for corporate card distribution

How do you know who gets a corporate card and who doesn't? Review expenses from noncardholders and establish a threshold for obtaining a corporate card. For example, you might want to limit corporate cards to those who submit more than \$1,000 annually.

14 Promote the view transactions page

Make your users with corporate cards familiar with the *View Transactions* page in Concur Expense, which helps them review card transactions. The page defaults to unused charges but can be adjusted by time period.



Tips and Tricks

Corporate Card

15 Establish rules for past corporate card expenses*

Create an audit rule in Concur Expense that allows users to submit an expense report only if all previous corporate card transactions are also submitted, keeping all documented spend current. Similarly, only allow cash reimbursement until credit card transactions have been submitted. (The standard edition allows this only with custom audit rules.)

16 Track fraud to the general ledger

Create a unique general ledger expense type in Concur Expense to track fraudulent charges on a corporate card. This feature makes it easier to balance the account with the refund from the bank.

17 Restrict deletion of corporate card charges

Do not allow corporate card charges to be deleted or edited within Concur Expense. (This tip does not apply if your organization is Individual Bill, Individual Pay [IBIP]).

18 Address users' personal expenses

Create an audit rule that requires a user who makes a personal charge on the corporate card to create a comment describing the reason for the error. Consider sending an e-mail reminder the day after an expense report is sent for payment whenever reports include a personal expense. (The standard edition allows this only with custom audit rules). This is a great way to remind users to repay their card. Using this feature helps customers reduce their delinquencies. Additionally, consider using the *Redirect Funds* feature.*

*Functionality only available with professional edition



Tips and Tricks

Corporate Card

19 Assign credit card late fees to users

Import the merchant category (MC) code for late fees on your credit card programs. Require users to submit these fees as a personal charge, reinforcing that they are responsible for late fees. You can also default to a personal charge for specific expense types, such as credit card fees or fraudulent transactions.

20 Reconcile a lodge card statement

As a card administrator, you can compare the lodge card statement from your bank with each card file import to Concur Expense. The *Download* link available under *View Import Logs* extracts a summary of all imported transactions, whatever their current status (such as hidden, unassigned, or assigned to report).

21 Hide transactions by merchant name

Depending on your processes, you might want to exclude certain transactions from the *Expense Report* flow, even though they are transmitted by your provider and exposed in Concur Expense. As a Card Administrator, you can filter transactions by merchant name under the *Manage Transactions* screen and hide them. The transactions are then removed from the employee's available expenses.

22 Chase “missing” transactions

How can you track a missing transaction? Ask the card provider to confirm when the transaction was sent and download the corresponding *Transaction Details* spreadsheet available under *View Import Logs*. Access to this feature is restricted to global card administrators.



Tips and Tricks

Receipts

23 Set receipt requirements

Consider setting different receipt requirements for items processed on a corporate card versus those incurred out of pocket. For example, if your receipt policy is the \$75 IRS limit in the United States, use it for anything originating from a corporate card. Require a receipt for any purchases not charged to a corporate card

24 Improve delegate efficiency

Allow delegates to e-mail receipts to receipts@concur.com on behalf of a user by adding the user's e-mail address in the subject line. (Both recipients must verify this feature in their respective profiles.) This practice drives efficiency by promoting attachment of receipts at the line-item level. *Delegate Administrator* (in the professional edition) should remove inactive delegate assignments

25 Create an approved senders list*

You can approve a central source to e-mail receipts into Concur Expense on behalf of your employees. Ideally, this could be used by a shared service or your travel management company.

26 Capture missing receipts

Move away from paper receipts using the *Missing Receipt Declaration* function in Concur Expense. You can use the *Missing Receipt Audit Report* (in the folder *Expense Processing*) to determine who you need to audit. Promote adoption of the SAP Concur mobile app to repeat offenders. Submit for auditing all transactions that fall just under the spend limit and that require a receipt. You should upload paper affidavits into Concur Expense and attach them like a receipt.

*Functionality only available with professional edition



Tips and Tricks

Receipts

27 Identify expenses with missing receipt declaration (intelligence capabilities required)

Create a report to identify expenses with a missing receipt declaration. You can do this using the *Missing Receipt Declaration* function with a filter in your report that uses the data item "Has Affidavit." To find this field, follow this path: *Expense > Expense Reports > Entry Information > Additional Entry Details > HAS AFFIDAVIT*. This field will display a 1 or 0, where 1 = Yes and 0 = No. Apply the filter in the report to say *Has Affidavit = 1*, and Concur Expense will pull only those expenses with an affidavit.

28 Require proper documentation when submitting e-receipt expenses

Don't allow employees to submit e-receipts or travel reservations without card data. (The standard edition only allows this with custom audit rules.)

29 Establish correct receipt requirements and tax

Include your organization's tax professionals to help ensure you are setting up the right requirements for Concur Expense and the Concur Invoice solution. Your tax team can differentiate needs based on your industry (such as government contracts, FINRA, and SOX) and countries (including works councils, Mexico CFDI, Australia FBT, and VAT reclaim).



Discover Additional Resources

For additional information about maximizing the value of your SAP Concur solutions, we recommend that you check out [SAP Concur Community](#).

This community is a great resource for administrators like you. It offers a one-stop shop where you can connect with peers, get answers to questions, and access even more resources that help you get the most from your SAP Concur solutions.

Within SAP Concur Community, check out these additional resources:



The [Timely Topics Education Series](#) includes short-form educational content to help administrators like you improve efficiency and get more time back in your day. On this page, you'll find short webinars, demo videos, tips from other administrators, and how-to guides.



[Top 5 Configuration Tips for Concur Expense \(Standard edition\) in 15 Minutes](#)



In the [Admin User Group](#), you can ask questions and engage in conversations with your peers. To be part of this private group, sign up and create an SAP Concur Community username. On the left side of the SAP Concur Community sign-in page, you'll see directions on how to join the Admin User Group.



[Top 5 Configuration Tips for Concur Expense \(Professional edition\) in 15 Minutes](#)



Next Steps

Now that you've identified relevant tips and techniques, reach out to your SAP Concur representative. They can help you learn to use your company's own data and dig deeper for more insights that can optimize your expense, travel, and accounts payable processes.

Or, simply tap into the resources on the [SAP Concur site](#) to learn more about maximizing on your travel and expense software.

