**SAP Concur** C•

Get the Data You Need and Get Moving

Tips and tools to capture the right data in Concur Travel without bogging down the experience.

Travel is ramping up again, which means your travel data will soon start rapidly rolling in. Early insights into spending are going to be key to staying ahead of costs and budgets, as well as making swift adjustments to buoy employee confidence and satisfaction.

Now is a perfect time to re-examine how and where you're gathering data in Concur Travel – so you can make sure you're getting all the insight you need, without bogging down your team with extra fields and extra steps. **The following are a few places to check.**

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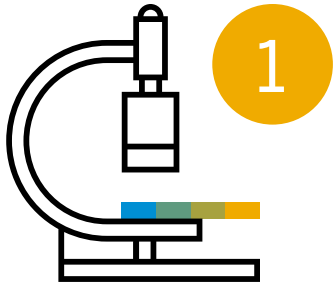
Put your profile fields under the microscope.

Make sure your traveler profiles are giving you information that's always what you need, whether or not it changes. You're not asking for pre-trip information here, you're getting details like cost centers that follow your employees through the travel and expense process. And as always, remember to keep the fields simple and consistent across markets and around the world.
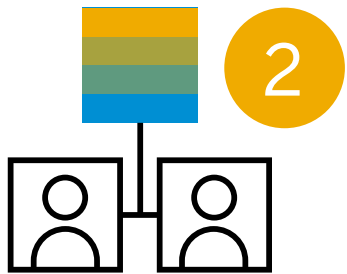
## Make sure different profiles are working together.

Your employees will have a Concur Expense and a Concur Travel profile. These profiles should be aligned and consistent, without being redundant. For example, if you're asking for the purpose of a trip in Concur Expense, you may not need to ask in Concur Travel.
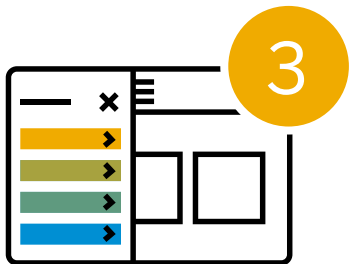
Avoid customization at all costs.

Don't create custom fields that duplicate standard fields. If you use standard fields, take advantage of pre-built reports when it's time to analyze your data. For example, don't create your own passport field — we've already taken care of that for you and have the reports ready to go.
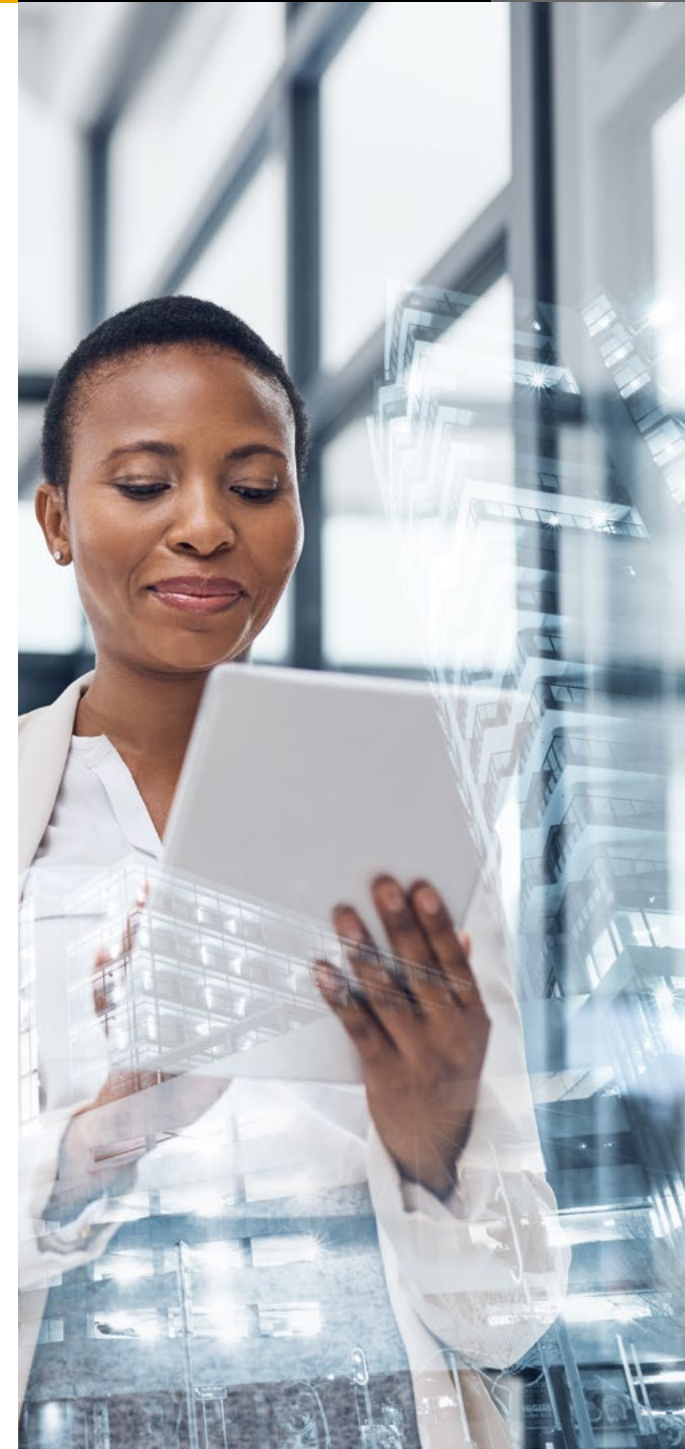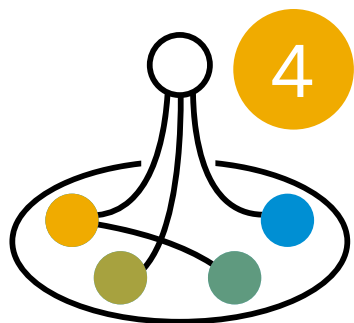
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If you do it in one channel, do it everywhere.

Your travelers likely have multiple booking options, and the more consistent the experience, the easier it is for everyone. So if you capture data in your booking tool, make sure you capture it if they call your TMC. If you're only capturing it in one scenario and not another, ask yourself if you need it at all.

5

Take your unique nuances into account.

Every program is unique, so take a closer look at the data you're gathering to make sure you're covering what you need.

If you use a business travel account or virtual card for some trip payments, double check how and when that data gets fed into Concur Expense. Then make sure you ask travelers for things like cost centers, if need be, to make allocations easier and more accurate.

If you're using an external or non-integrated pre-trip approval process, ask employees to provide the approval number associated with their trip, as that can be beneficial.
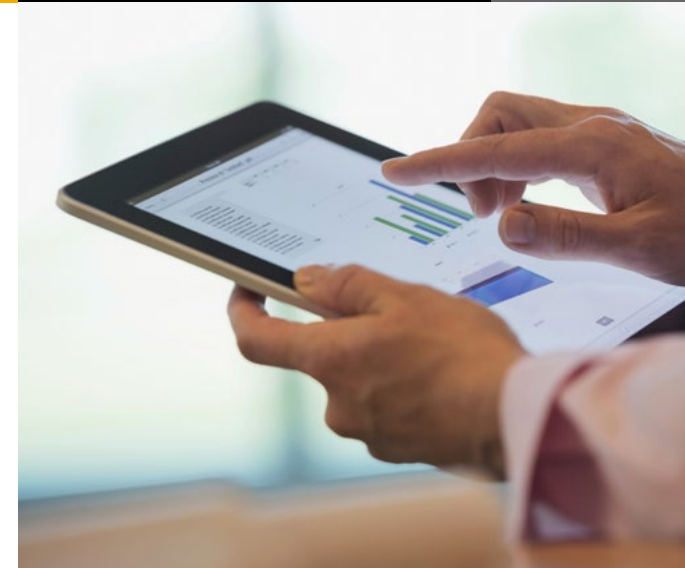
You have access to enough data to build your business or bury it. Finding the balance – pinpointing the right amount of the right data – will help you see deeper into travel and expenses without slowing down your processes or your travelers.

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