SAP Concur C·

# DATA-DRIVEN EFFICIENCY

6 SAP CONCUR REPORTS TO HELP YOU OPTIMIZE SPEND MANAGEMENT

THE BEST RUN SAP

Whether your business is busier than ever or experiencing a slowdown, these days almost every organization in every industry has one thing in common: uncertainty.

By prioritizing how you collect and make sense of data, you can help mitigate uncertainty today while setting yourself up for success tomorrow. As an SAP® Concur® customer, you've already empowered your finance team with near real-time insights on spend across a wide range of categories, which can allow you to make more confident decisions about how to control costs, invest in operations, and optimize cash flow. But with so much data at your fingertips, where do you start?
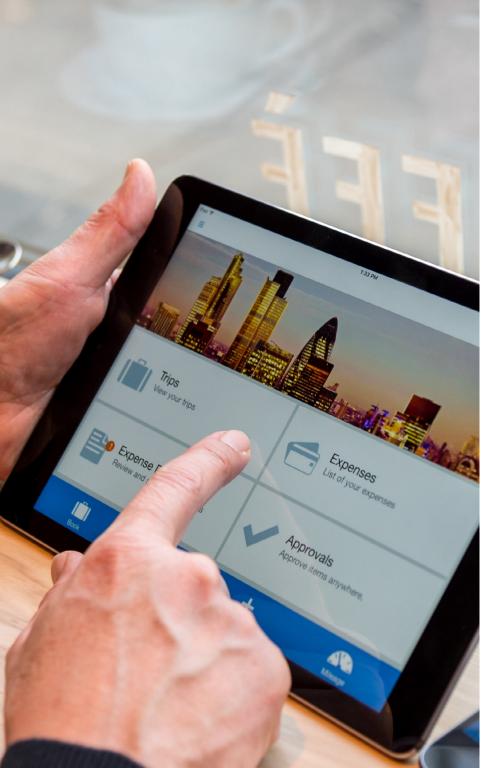
**Control costs** ⚖️ **Employee experience**

To begin, ask yourself what you're trying to accomplish. How can your spend management processes and data map to your overall business goals? An organization that wants to lower costs may measure different things than one that wants to improve policy compliance by enabling a better employee experience.

Similarly, no single report will tell you everything you need to know. Instead, a combination of the right reports at the right time can help you drive your business goals with policy changes, increased training, and other actions that are based on data-driven insights.

**Once you know your goal, here are six reports that can help you and your staff improve efficiency and maximize your organization's performance.**

# 01

## Expense Accrual

| Payment Type | Approval Status | Report Name | Date First Submitted | Vendor | Posted Date | Transaction Date | Country/Region | Reimbursement Currency | Posted Amount |
|---|---|---|---|---|---|---|---|---|---|
| **Wolfe, Tom (FAF000001)** | | | | | | | | | |
| Cash | Sent Back to Employee | Mach12 | Jul 24, 2014 | | | Apr 17, 2012 | | USD | 10,000.00 |
| Corporate Card IBCP (Offsets) | Not Submitted | Trip from Dallas Ft Worth Intl, Dallas, | | American Airlines | | Jan 26, 2016 | UNITED STATES | USD | 258.20 |
| Corporate Card IBCP (Offsets) | Not Submitted | Trip from Dallas Ft Worth Intl, Dallas, | | Office Warehouse | | Feb 3, 2016 | UNITED STATES | USD | 68.23 |
| Corporate Card IBCP (Offsets) | Not Submitted | Trip from Dallas Ft Worth Intl, Dallas, | | Enterprise | | Feb 3, 2016 | UNITED STATES | USD | 331.21 |
| Corporate Card IBCP (Offsets) | Not Submitted | Trip from Dallas Ft Worth Intl, Dallas, | | Marriott Hotels | | Feb 3, 2016 | UNITED STATES | USD | 1,021.61 |
| Corporate Card IBCP (Offsets) | Not Submitted | Trip from Dallas Ft Worth Intl, Dallas, | | Cafe Monte | | Feb 3, 2016 | UNITED STATES | USD | 45.76 |
| | | | | | | | **Wolfe, Tom (FAF000001)** | | **11,725.01** |

**What:** The Expense Accrual report shows outstanding liabilities, helping you better forecast future payments. For additional insight into where you might be experiencing excess spend, search by employee to see outstanding amounts by individual or use the payment type prompt to view outstanding amounts by spend type.

**When:** Run the Expense Accrual report as part of your month-end accounting process.

**Pro Tip:** Customize reports to include Expense Type, Account Code, and customer field data to help improve your month-end processes.

# 02

## Unassigned Credit Card Transactions

| Employee | Employee ID | Payment Type | Name on Card | Transaction Type Description | Merchant | Merchant Code | Description | Transaction Date | Download Date | Reimbursement Currency | Posted Amount |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Pcard, John | CBS000001 | Purchasing Card CBCP | DOE, JOHN | Company Card Transaction | CDW | 5065 | | Aug 1, 2019 | Jul 25, 2019 | USD | 200.07 |
| | | Purchasing Card CBC | | | | | | | | | 148,089.18 |
| CBS000001 | | | | | | | | | | | 148,089.18 |
| Pcard, Ryan Stephen | CBS000011 | Purchasing Card CBCP | MICHALS, RYAN | Company Card Transaction | STAPLES | 5969 | | Jul 1, 2019 | Jun 25, 2019 | USD | 374.64 |
| | | | MICHALS, RYAN | Company Card Transaction | CDW Direct | 5065 | | Jul 1, 2019 | Jun 25, 2019 | USD | 10,177.34 |
| | | Purchasing Card CBC | | | | | | | | | 10,551.98 |
| CBS000011 | | | | | | | | | | | 10,551.98 |
| Piccard, Mike | CBS000003 | Purchasing Card CBCP | DOE, JAMES | Company Card Transaction | Amazon Advertising | 5965 | Test transaction | Apr 1, 2019 | Oct 4, 2011 | USD | 502.18 |
| | | | DOE, JAMES | Company Card Transaction | Amazon Advertising | 5965 | Test transaction | Apr 1, 2019 | Oct 4, 2011 | USD | 500.15 |
| | | Purchasing Card CBCP | | | | | | | | | 1,002.33 |
| CBS000003 | | | | | | | | | | | 1,002.33 |

**What:** The Unassigned Credit Card Transactions report can help identify employees who need reminders or training on how to assign charges associated with their account that have not yet been placed into an expense report.

**When:** Run the Unassigned Credit Card Transactions report on a monthly or quarterly basis.

**Pro Tip:** Set up a schedule to automatically email this report to the default approver or manager of the employee so they can help the employee stay on top of assigning spend.

# 03

## Workflow Cycle Times

| Manager | Employee | Employee ID | Report Name | Report ID | Created Date | Submitted Date | Sent for Payment Date | Approved Amount | Entries | Exceptions | Submission (Days) | Approval (Days) | Approvals Date | Approver | Step | Days |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Lampkin, Nathan | Healthcare, John Michael | JHEALTH1 | Healthcare Symposium | 1C1868F826394C7CA904 | Nov 20, 2019 | Nov 20, 2019 | Dec 10, 2019 | 402.35 | 6 | 0 | 0 | 20 | Nov 20, 2019 | Lampkin, Nathan | Manager Approval | 0 |
| | | | | | | | | | | | | | Dec 10, 2019 | Admin, Nicole | Back Office Approval | 20 |
| **Lampkin, Nathan** | | | | | | | | **402.35** | **6** | **0** | **0.00** | **20.00** | | | | |
| Scott, Michael | Schrute, Dwight | EB859302 | Trip from Kansas City to Dallas | E1BC5468F95547559C5D | Dec 20, 2019 | Dec 20, 2019 | Dec 24, 2019 | 1,295.60 | 17 | 3 | 0 | 4 | Dec 20, 2019 | Scott, Michael | Manager Approval | 0 |
| | | | | | | | | | | | | | Dec 24, 2019 | Admin, Evan | Back Office Approval | 4 |
| **Scott, Michael** | | | | | | | | **1,295.60** | **17** | **3** | **0.00** | **4.00** | | | | |

**What:** The Workflow Cycle Times - Details report can show how long it takes managers to issue approvals, helping you identify bottlenecks or inefficiencies in your workflow process. You can view data by Manager (Default Approver) or Processor.

**When:** Run the Workflow Cycle Times - Details report on a monthly basis.

**Pro Tip:** A high number of Submission Days could mean that employees need more training on the submission process, while a high number of Approval Days could mean managers are struggling with the approval process.

# 04

## Workflow Aging

| Age | Report Name | Report ID | Approval Status | Approver | Role | Cost Center | Step | Is Cost Object Step | Approver Received Date | Requesting Employee | Last Submitted Date | Reimbursement Currency | Total Approved Amount | Total Report Amount | Cost Center Claimed Amount | Cost Center Approved Amount | Next Step | Next Approver |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 250 | Trip from Charlotte to Orlando | 3B7536FC3B6F4AF2813E | Submitted & Pending Approval | Campapp, Tony | Expense Approver | | Department Director | No | Feb 14, 2020 4:37:42 PM | User, SLED | Feb 14, 2020 | USD | 1,208.66 | 1,364.47 | | | CFO | Admin, Tony |
| 246 | test - kb | 758DB8F269EF47CAB408 | Submitted & Pending Approval | Swanson, Ron K | Expense Approver | | Manager Approval | No | Feb 18, 2020 10:28:29 PM | Knope, Leslie Barbara | Feb 18, 2020 | USD | 1,478.10 | 1,478.10 | | | MISC/Gas Approver | Knope, Leslie Barbara |

**What:** The Workflow Aging - Details report can help you keep your finger on the pulse of aging payables so you know how much of your cash is spoken for by future reimbursement and vendor invoice payments. Then, you can identify any bottlenecks that are getting in the way of approval and payment.

**When:** Run the Workflow Aging - Details report on a monthly basis.

**Pro Tip:** Use the Approver Received Data column to identify how many days it takes the approver to act. This report can be run by specific approvers or automatically emailed to them to identify payables waiting for their action.

# 05

## Top Spend by Vendor

| Rank ▲ | Vendor | Expense Amount (rpt) |
|---|---|---|
| 1 | CORPORATE TELCOM | 52,685.10 |
| 2 | American Airlines | 21,927.58 |
| 3 | Courtyards | 13,535.00 |
| 4 | ORKIN #560 | 12,810.00 |
| 5 | United Airlines | 11,152.38 |
| 6 | SAMS CLUB #6265 | 7,094.70 |
| 7 | Avis | 6,676.31 |
| 8 | Holiday Inn | 6,094.31 |
| 9 | STAPLES | 5,619.60 |
| 10 | Marriott Hotels | 5,290.64 |
| 11 | Enterprise | 5,012.48 |
| 12 | Westin Hotels and Resorts | 4,927.21 |
| 13 | Hertz | 4,727.77 |
| 14 | Sheraton | 4,681.29 |
| 15 | Delta Air Lines | 4,526.59 |
| 16 | Office Warehouse | 3,488.02 |

**What:** The Top Spend By Vendor report tells you how much your business is spending with each vendor. This can help you identify opportunities to negotiate discounts or steer employees towards more cost-effective alternatives.

**When:** Run the Top Spend by Vendor report on a quarterly or annual basis, or as needed when meeting with vendors to discuss rates.

**Pro Tip:** Pair this report with the Expense Entry Analysis Details report for additional insight into what is driving each spend amount.

# 06

## Mobile Metrics Details

| Event Count | Expense | | | |
|---|---|---|---|---|
| | ApprovedReport | CreatedReport | SubmittedReport | Total For Events |
| Baxley, Karen ENT | | 4 | | 4 |
| Gibbons, Peter | | 1 | | 1 |
| Oneill, Paul Andrew | | | 1 | 1 |
| Schrute, Dwight | | | 2 | 2 |
| Scott, Michael | | | 1 | 1 |
| Scott, Michael A | | 1 | 16 | 17 |
| Scott, Michael G. | 3 | | | 3 |
| Torre, Joseph | | | 1 | 1 |
| Walker, Sophia | | | 2 | 2 |
| **Total For Employees** | **3** | **6** | **23** | **32** |

**What:** The Mobile Metrics Report can help show adoption trends of the SAP Concur mobile app so you can identify employees who need additional training to increase mobile usage. Boosting the use of the app increases employee efficiencies and end-user satisfaction.

**When:** Run the Mobile Metrics Report on a monthly or quarterly basis.

**Pro Tip:** Use the Department prompt selection to identify mobile adoption trends by department to help focus your training efforts.

Use these reports to discover and plug any gaps that are keeping your organization from optimizing performance and efficiency.

**Need help? Contact your Client Success Manager for additional information or visit concurtraining.com/reporting/resources.**

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**About SAP Concur**

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 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.com** or the SAP Concur **blog**.

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