

Eight Ways Employees Can Help **Improve** **Your Travel and Expense Solutions**

You've made significant investment in your travel and expense solutions, but what do the people who use the system really think about it? Now you can find out. Concur® Experience Optimizer combines Qualtrics' experience management technology with operational data from SAP® Concur® solutions.

Understanding what users like – and don't – gives you the insight to improve key areas that will drive not only better business outcomes, but employee satisfaction as well.

- 1 Encourage Preferred Travel Options**
Are your travelers booking outside preferred channels? Find out why and build programs that harmonize employees' desire for ease and choice with employers' need for compliance and cost control.
- 2 Understand Overspend**
Uncover reasons for overspend, which may include hidden fees, inaccurate itemization, or unapproved add-ons. Or perhaps policies no longer meet travelers' needs. Learn the truth to stay within budget, improve forecasting, and modernize policies.
- 3 Speed Expense Report Submission and Approval**
Ageing expense reports are bad for cashflow and can lead to employee dissatisfaction and even impact productivity. Understand what's causing delays to keep the process running smoothly.
- 4 Boost Corporate Card Utilization**
Your credit card program only works if people use it. Identify ways to ensure the program is being utilized consistently and correctly to get better rebates, benefits, and rewards.
- 5 Improve Employee Experience**
44% of employees would leave due to poor travel policy¹. Incorporating feedback into programs helps you become a standout employer while reducing the risk of churn.
- 6 Avoid Category Misclassification**
Properly classifying expenses is a key to spend analysis. Discover why misclassification occurs and take steps to improve your system such as through education or the addition of new spend categories.
- 7 Eliminate Missing Receipts**
Get clarity around why employees are filing Missing Receipt Affidavits. Is it because they're not using provided technology such as Expenselt®? Find out why so you can address process gaps.
- 8 Drive Sustainability**
Meeting sustainability goals requires active participation by employees. Gauge their willingness to support these efforts while unearthing information about the green efforts of lodging suppliers.

Visit concur.com to learn more about Concur Experience Optimizer or contact your SAP Concur solutions representative to find how it can help your organization.

1. HRM Asia, 2019: [Getting the Most Value Out of Travel, for Employees and Companies](#)