



# SAP Concur Government Solutions Update

## AAPA Briefing

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October 2018

# Agenda

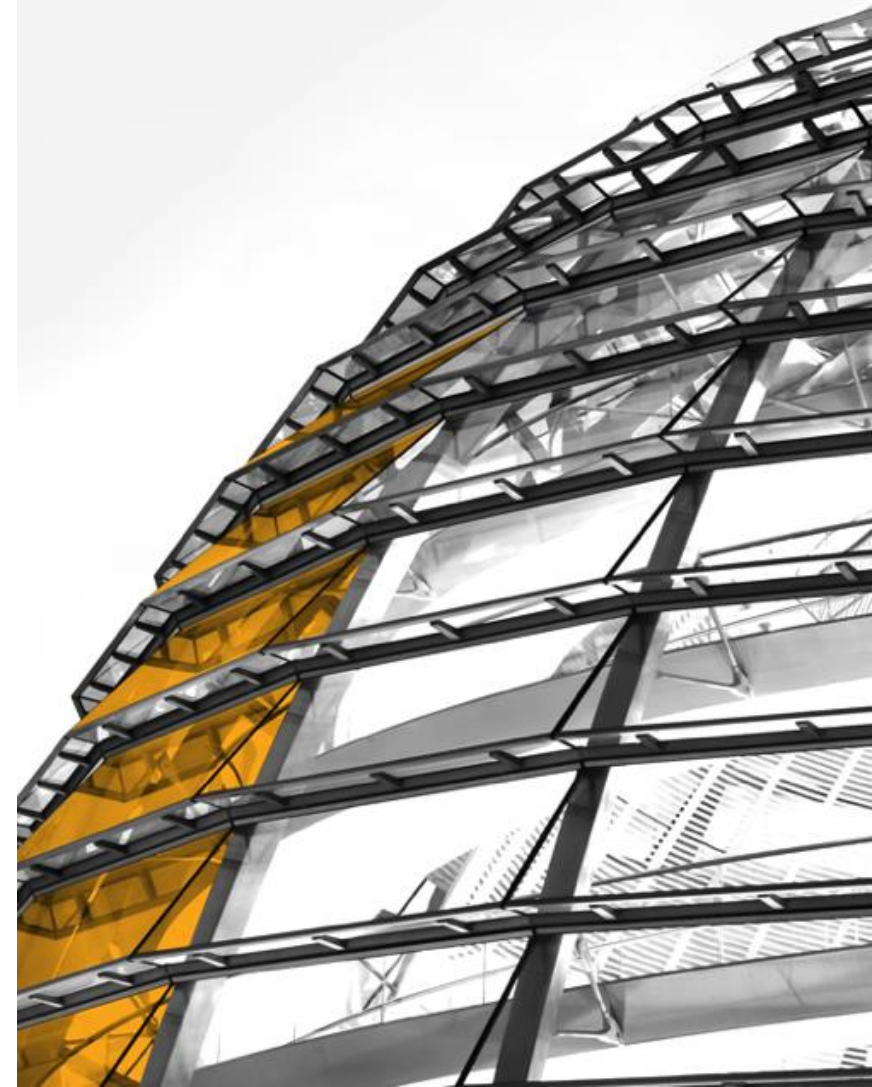
- Trends/priorities & challenges in the industry
- SAP Concur's public sector product portfolio
- How SAP Concur helps with the priorities and challenges





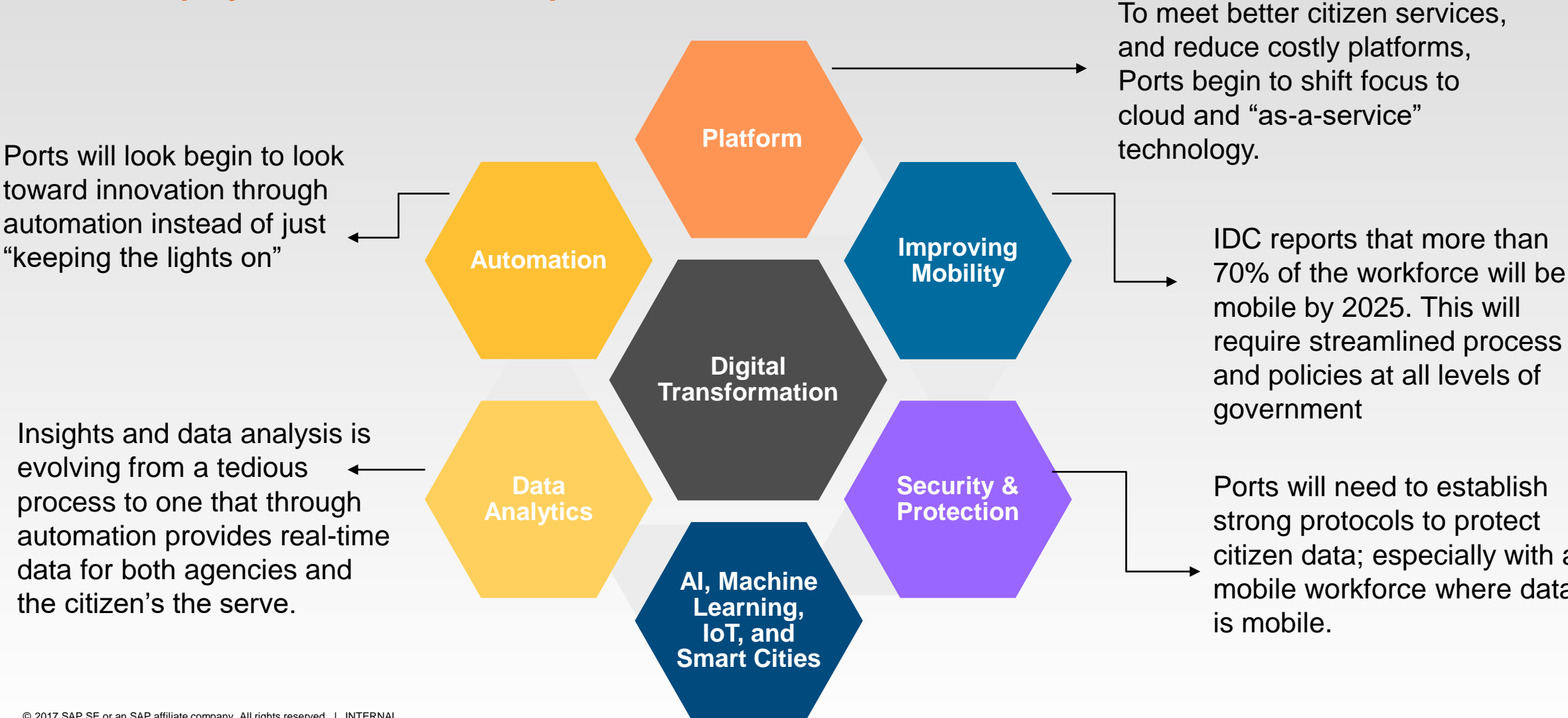
# Industry trends, priorities & challenges

- Ports timeless mission, to protect the community, promote and develop commerce, and the efficient movement of people and goods through their region.
- Many Ports are handcuffed with technical debt from legacy systems
- Ports are struggling with an ever-increasing speed of change:
  - Adaption of new approaches like open source, cloud, Software-as-a Service (SaaS) and agile methodologies
  - Embracing of Artificial Intelligence, Machine Learning, Internet of Things and Blockchain
  - Security of everything
- Ports have to adopt new paradigms in their business model and processes:
  - Technology enabled changes to aging business models
  - Legislation and regulation changes are difficult but required
  - Mobile, Mobile, Mobile



# Today's Top Digital Trends

Your employees have a direct impact on all of them.



# Employee Initiated Spend

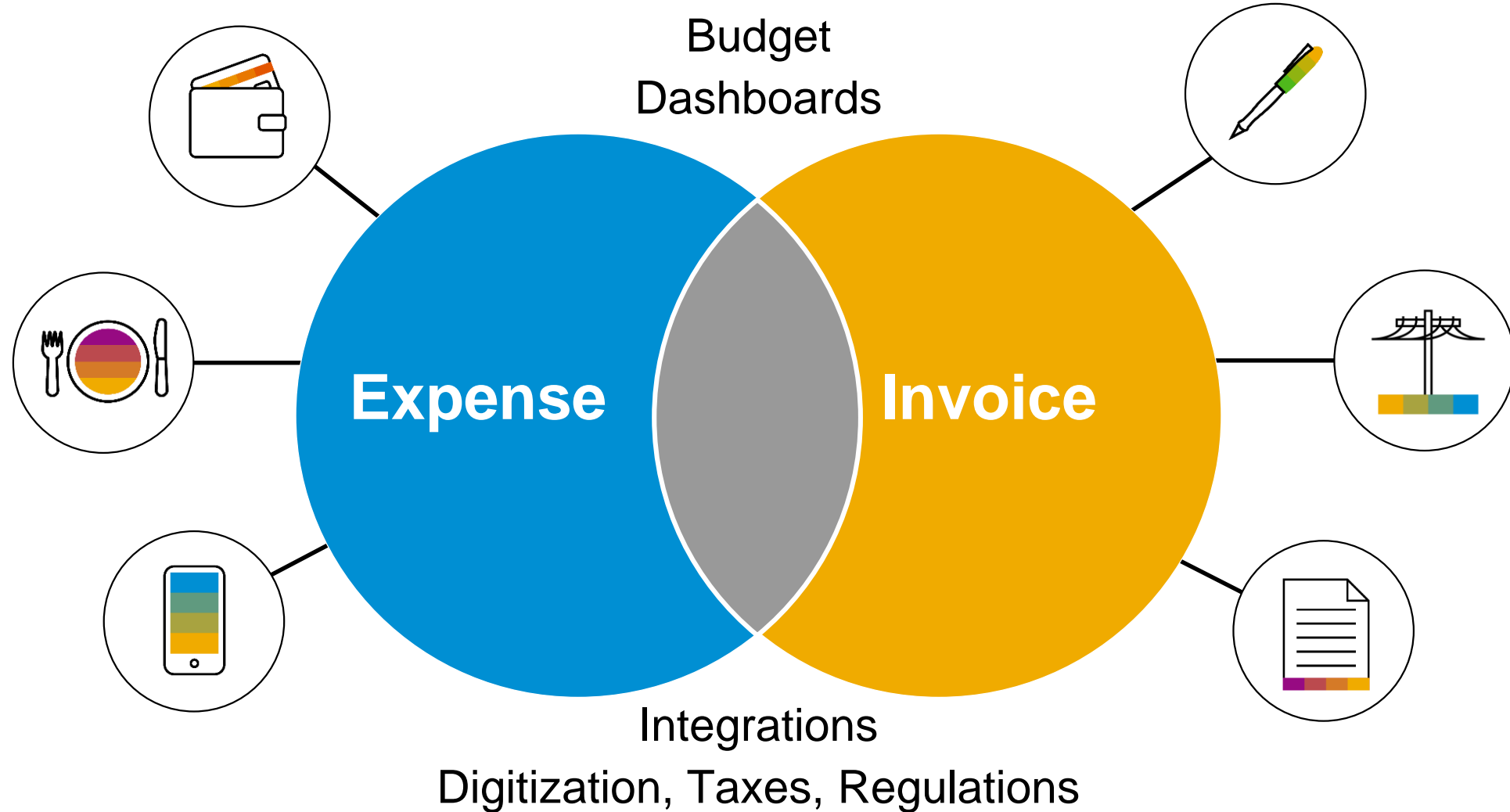
**Employee Initiated Spend** - Any purchase an employee makes on behalf of an organization that is not managed by a purchase-order process, including procurement cards as well as travel-related and business expenses. Not only do these antiquated processes delay payments, but they are also difficult to track, prone to errors and vulnerable to abuse

Employee initiated expense is the **second largest controllable expense** in most state and local organizations after payroll. It's also one of the most difficult to control because agencies often lack much insight into the process.

One of the biggest challenges agencies of all shapes and sizes face is the ability to find a solution that **integrates every step in processing an employee initiated expense** to improve transparency, reduce fraud, increase compliance and ultimately avoid unnecessary costs\*

Source: SAP Concur GovLoop 2017 Research Brief: [Modernizing The Tracking of State & Local Employee Initiated Spend](#)

# Managing employee-initiated spend



# SAP Concur: End-to-end insight and control for employee-initiated spend



## Scalable and Secure

- End-to-end seamless and connected platform that scales as needs evolve to support the complete spend picture working across all devices and architectures
- Deliver security and confidence to include ISO, PCI DSS, Sarbanes Oxley, FISMA, FIPS 140-2 and 508 compliance.

## Beyond Automation

- Unites spend data and processes into a single, seamless solution that streamlines workflow and creates audit transparency
- Gain deep visibility into spending and actionable insights that help improve compliance and internal controls, mitigating risk of fraud, waste and abuse
- Effectively manage employee-initiated spend by redirecting costs, analyze and benchmark trends and behaviors, and enforce policy while supporting an efficient and consumer-like user experience

## Open Platform

- Connects SAP and organizations with data from suppliers, vendors and payment solutions, while integrating with multiple ERP, and HR and finance systems, reducing implementation risks and improving the connectivity of data
- Connect to a growing set of secure plug-and-play applications and services that integrate, leverage and extend SAP Concur capabilities



# One Secure, Cloud-based Platform that Scales with Your Business

Cloud-based services from SAP Concur make managing travel and spend simple, so organizations can focus on what matters most. See our connected products and services.



## Core products

### Concur® Travel

Book travel, increase compliance and monitor spending

### Concur® Expense

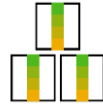
Concur integrates all your expense data, so you can manage spending wherever, whenever it happens

### Concur® Invoice

Connect invoice data in a single system with all of your organization's employee-initiated spend, so you can track and manage cash flow down to the penny

Take a virtual trip at

[concur.com/connectedjourney](https://concur.com/connectedjourney) to see how our connected partner app ecosystem transforms travel and spend management.



## Extended services—Products

### Budget

Budget makes budgets visible, actionable and near real-time for managers and budget owners, leading to better-quality spending decisions and greater fiscal control.

### Intelligence

Leverage reporting tools and dashboards to highlight insights that drive better decisions

### TripLink

TripLink captures reservations and brings them into Concur-plus users enjoy added perks like TriplT Pro

### Concur® Locate

Locate and communicate with any employee, anywhere to keep them safe and to provide assistance

### Expenselt Pro

Employees simply take a photo of a receipt and Expenselt Pro automatically creates and categorizes expenses

### Partner Apps

Connect to applications and services that improve spend management and the traveler experience

### Concur® Request

Manage expenses before they occur, eliminate unnecessary spend and ensure greater policy compliance

### Company Bill Statements

Automate the purchase card process from employee purchase to general ledger integration

### Central Reconciliation

Reconcile centrally billed accounts improving accuracy and reducing administrative costs

### Payment Solutions

Automatically pay employees, corporate cards and vendors, enabling your people to focus on growth

### Concur Hipmunk™

Designed for companies that aren't ready for a fully-managed travel program with a TMC, Concur Hipmunk simplifies everything from booking to expense reports

### Concur® Drive

Integrated into the Concur app, Concur Drive uses GPS technology to allow travelers to accurately log and report distance, provide "receipts" for mileage, and flow directly into expense reports



## Extended services—Service based

### Audit Service

Ensure compliance of employees expenses through validation against your organization's travel and expense policies

### User Support Desk

Provide your users with support directly from Concur and free yourself up for more strategic tasks

### Administration Support

Helping administrators with best practice guidance, configuration recommendations and coaching when needed

### Integration Services

Integrate with Concur using prebuilt integrations, custom extracts, or Web Services to build your own application connector

### Invoice Capture

Concur captures data from invoices in all formats and validates the data captured prior to approval and payment.

### Consultative Intelligence & Analytics

Our experts focus on getting the right data to the right audience at the right time to drive better business decisions

### Concur® Detect

Artificial Intelligence for real-time analysis of expense reports based on your policy; assigns risk ratings, so administrators or Concur Auditors can take action



# Solution Analysis: Management of Employee Initiated Spend

Karmeli Cayetano – Port of Seattle

Stephen Fry – Port of Tampa

**Challenges**

**Efficiencies**

**Adoption**

**Advice**

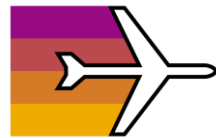
# End to end travel and expense Demonstration



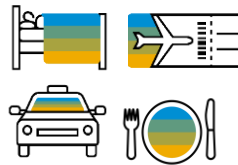
Travel request



Route for approval



Travel Booking & Fulfillment



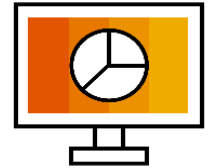
Expense Reports



Mobile Expense



Route for approval



Report and analyze

# SAP Concur Request

- Visibility into Spend
- Alerts and Notifications for Compliance
- Forecast Expense Allocation
- Configurable rules and workflow
- Integration to Expense

**SAP Concur** | Requests | Travel | Expense | Approvals | App Center

Links | Help | Profile

Manage Requests | New Request | Quick Search | Purchase Requests

## Request 3FYN

**Request Name:** Trip from Dallas to Houston  
**Purpose:**

**Status:** Approved  
**Amount:** \$1,194.29

Request Header | Segments ⚠️ | Expense Summary ⚠️ | Approval Flow | Audit Trail | Travel Advisory

Date	Expense Type	Approved	Remaining
12/10/2018	Airfare	\$205.40	\$205.40
12/10/2018	Car Rental	\$199.89	\$199.89
12/10/2018	02-Lodging	\$189.00	\$189.00
12/10/2018	Business Meal (attendees)	\$300.00	\$300.00
12/10/2018	Miscellaneous	\$300.00	\$300.00

**TOTAL AMOUNT** | **TOTAL REQUESTED**  
**\$1,194.29** | **\$1,194.29**

Expense Type: Business Meal (attendees) | Transaction Date: 12/10/2018 | Transaction Amount: 300.00 USD

Attendees: 4 | Attendee Total: \$300.00 | Remaining: \$0.00




Attendee Name	Attendee Title	Company	Attendee Type	Total Amo...	Amount
Employee, Bill A.			This Employee	\$0.00	\$75.00
Varamini, Ghazal	RSE		Business Guest	\$0.00	\$75.00
Nolfo, Katheryn	Consultant		Business Guest	\$0.00	\$75.00
Matthieu, Chris	RSE		Business Guest	\$0.00	\$75.00





Allocate

# Booking Travel

CHICAGO, IL TO HOUSTON, TX  
MON, JUL 18 - TUE, JUL 19


Print / Email  
Hide matrix

All 227 results	 Southwest	 United	 Delta
	Most Preferred	Most Preferred	Preferred
Nonstop 40 results	367.00 4 results	391.20 16 results	—
1 stop 187 results	353.50 24 results	441.70 15 results	424.20 59 results
Unused tickets available 1 tickets	—	—	—

 United	06:20a ORD → 09:00a IAH	Nonstop	2h 40m	\$391.20
	03:00p IAH → 05:51p ORD	Nonstop	2h 51m	
Most Preferred Vendor for Anybiz LME <span>Show all details v</span>				
 United	06:20a ORD → 09:00a IAH	Nonstop	2h 40m	\$408.20
	01:05p IAH → 03:52p ORD	Nonstop	2h 47m	
Most Preferred Vendor for Anybiz LME <span>Show all details v</span>				
 United	09:10a ORD → 10:26a IAH	Nonstop	2h 36m	\$456.20
	03:00p IAH → 05:51p ORD	Nonstop	2h 51m	
Most Preferred Vendor for Anybiz LME <span>Show all details v</span>				
 United	07:50a ORD → 10:26a IAH	Nonstop	2h 36m	\$456.20
	03:00p IAH → 05:51p ORD	Nonstop	2h 51m	
Most Preferred Vendor for Anybiz LME <span>Show all details v</span>				

**Warning**

This option breaks one or more company travel rules. We will notify your manager if you choose to purchase it.

 Fares exceeding the lowest cost logical plus \$100 will result in manager notification.

*Multi-Source Content*  
*Integrated Discounts*  
*Preferred Vendor Highlighting*  
*Policy Enforcement*  
*Unused Ticket Notification*



# SAP Concur: Leverage Mobile Platform to create expense reports



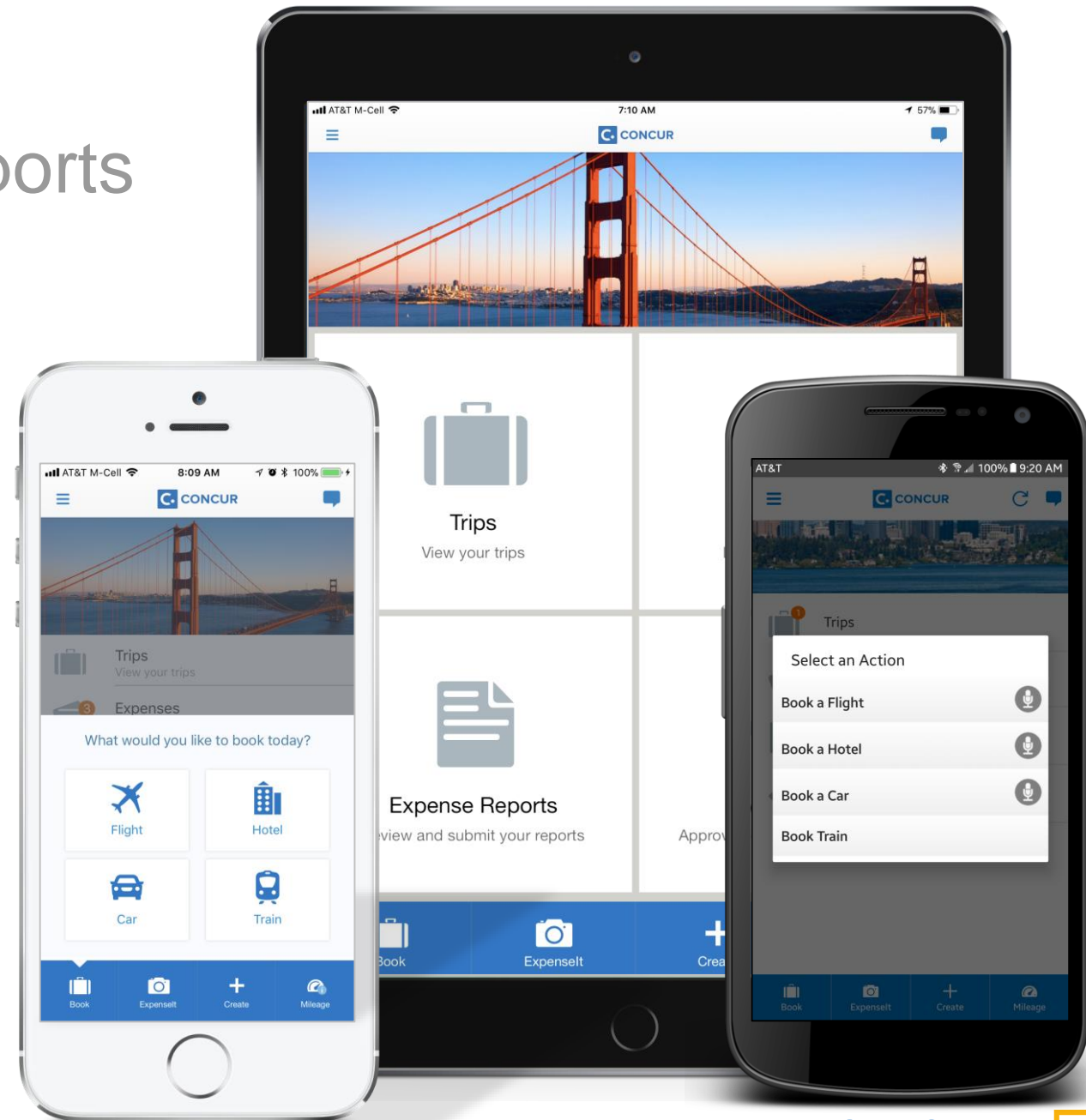
Stay in policy and compliant with enhanced controls



Capture receipt data in all the right places



Productivity tools to help you book travel and manage expenses from any device



# SAP Concur Expense Reports

- Integration to Request and travel.
- Compliance rules to simplify approval and workflow.
- Mobile Receipt Capture and automated coding
- Automated GSA Per Diem updated daily
- SAP Concur E-Receipts

The screenshot displays the SAP Concur Expense Reports interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel', 'Expense' (selected), 'Approvals', and 'App Center'. The right side shows 'Links', 'Help', and a user profile. Below the navigation, there are tabs for 'Manage Expenses', 'View Transactions', and 'Cash Advances'. The main content area is titled 'Houston' and features a 'Delete Report' link and a 'Submit Report' button. A toolbar contains '+ New Expense', '+ Quick Expenses', 'Import Expenses', 'Details', 'Receipts', and 'Print / Email'. A 'Show Exceptions' button is also present. The 'Expenses' table lists various transactions with columns for Date, Expense Type, Amount, and Requested. The selected 'Car Rental' expense is highlighted in blue, and a warning message is displayed: 'Policy does not allow refueling through rental car vendors. You must itemize the car rental bill to break out the refueling charge and mark as personal.' The detailed view on the right shows fields for Expense Type (Car Rental), Transaction Date (12/11/2018), Vendor (Avis), City (Winnipeg, Manitoba), Number of days the vehicle was rented (2), Payment Type (Corporate Card IBCP (Offsets)), Amount (298.07 USD), and GST Amount in USD (14.19). A 'Business Purpose' field is also visible. At the bottom, there are buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel'. A summary table at the bottom of the expense list shows 'TOTAL AMOUNT \$1,104.29' and 'TOTAL REQUESTED \$1,071.26'.

Expenses	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	12/11/2018	Fixed Meals Houston, Texas	\$23.25	\$23.25
<input type="checkbox"/>	12/11/2018	Hotel Total Marriott, Houston, Texas	\$501.58	\$478.21
<input checked="" type="checkbox"/>	12/11/2018	Car Rental Avis, Winnipeg, Manitoba	\$298.07	\$298.07
<input type="checkbox"/>	12/10/2018	Fixed Meals Houston, Texas	\$53.25	\$53.25
<input type="checkbox"/>	10/18/2018	Personal Car Mileage	\$4.36	\$4.36
<input type="checkbox"/>	10/18/2018	Dinner Total Jimmy Johns, Bellevue, Washingto	\$9.66	\$0.00
<input type="checkbox"/>	10/18/2018	Airfare American Airlines, Dallas, Texas	\$205.40	\$205.40
<input type="checkbox"/>	10/18/2018	Personal Car Mileage	\$8.72	\$8.72
			<b>TOTAL AMOUNT</b>	<b>TOTAL REQUESTED</b>
			<b>\$1,104.29</b>	<b>\$1,071.26</b>

# Solution Analysis: Invoice and Procurement Card Processing

Karmeli Cayetano – Port of Seattle

Stephen Fry – Port of Tampa

**Challenges**

**Experience**

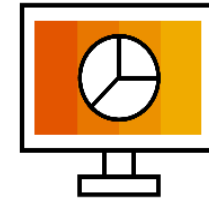
**Benefits**

**Impact on Employee  
Initiated Spend**

# Procurement Process



Route for approval



Report and analyze



# SAP Concur Procurement Card Processing

- Single Platform for Expense and Statement Processing
- Compliance rules to simplify approval and workflow.
- Integration to Merchant Card data

The screenshot displays the SAP Concur Expense Management interface. At the top, there is a navigation bar with tabs for Requests, Travel, Expense (selected), Invoice, and App Center. On the right, there are links for Links, Help, Profile, and a user icon. Below the navigation bar, there are two tabs: Manage Expenses (selected) and View Transactions. The main content area is titled 'Manage Expenses' and features a 'Report Library' link on the right. Under 'ACTIVE REPORTS', there are three report cards: 1. A 'Create New Report' button with a red plus sign. 2. A 'NOT SUBMITTED' report for 'Statement Report 09/25 - 10/24' dated 09/25/2018, with a total amount of \$5,491.98 and a warning icon for 'Exceptions'. 3. A 'SUBMITTED' report for 'Washington Trip' dated 09/14/2018, with a total amount of \$814.98 and the status 'Submitted & Pending Approval Approver, John'. 4. A 'SUBMITTED' report for 'Statement Report 08/25 - 09/24' dated 10/04/2018, with a total amount of \$5,643.94 and a warning icon for 'Exceptions' with the status 'Submitted & Pending Approval Approver, John'. Below the active reports is the 'AVAILABLE EXPENSES' section, which includes a dropdown menu set to 'All Corporate and Personal Cards' and buttons for 'Move', 'Match', 'Unmatch', and 'Delete'. A table header is visible with columns: Card Program Type, Expense Detail, Expense Type, Source, Date, and Amount. The table content is currently empty, showing 'All Clear'. At the bottom of the available expenses section, there is a blue information banner that reads: 'Enable Expense Assistant and these expenses will be placed on a report for you. [Learn More](#)'. The bottom of the interface shows the 'AVAILABLE RECEIPTS' section.

# SAP Concur Procurement Card Processing

- Automated Statements
- Compliance rules to simplify approval and workflow.
- Expense Type and Receipt allocation for ease of reconciliation

The screenshot displays the SAP Concur Expense Statement Report for the period 08/25 - 09/24. The interface includes a navigation bar with 'Expense' selected, and a main content area with a table of expenses and an itemization form.

**Statement Report 08/25 - 09/24**

Buttons: + New Expense, + Quick Expenses, Import Expenses, Details, Receipts, Print / Email, Delete Report, Submit Report, Hide Exceptions

**Exceptions**

Expense Type	Date	Amount	Exception
Postage	09/01/2018	\$77.95	⚠ This itemized entry has sub-entries with one or more exceptions.
Postage	09/01/2018	\$77.95	⚠ Preferred Vendor not used. Please provide comment.

**Expenses**

<input type="checkbox"/>	Date	Expense Type	Amount	Requested
<input type="checkbox"/>	09/01/2018	<b>Catering</b> AD CATERING, Columbus, Ohio	\$151.96	\$151.96
<input type="checkbox"/>	09/01/2018	<b>Services</b> ORKIN #560, Columbus, Ohio	\$854.00	\$854.00
<input type="checkbox"/>	09/01/2018	<b>Internet</b> CORPORATE TELCOM, Lenexa, Ki	\$3,512.34	\$3,512.34
<input type="checkbox"/>	09/01/2018	<b>Office Supplies</b> SAMS CLUB #6265, Irving, Texas	\$472.98	\$472.98
<input type="checkbox"/>	09/01/2018	<b>Office Supplies</b> STAPLES, Broomfield, Colorado	\$374.64	\$374.64
<input type="checkbox"/>	09/01/2018	<b>Computer accessories</b> CDW, Carrollton, Texas	\$200.07	\$200.07
<input type="checkbox"/>	09/01/2018	<b>Postage</b> 1800GOFEDEX 10010007, Memph	\$77.95	\$77.95
<input checked="" type="checkbox"/>	09/01/2018	Postage	\$77.95	\$77.95

⚠ Preferred Vendor not used. Please provide comment.

**Itemization**

Total Amount: \$77.95 | Itemized: \$77.95 | Remaining: \$0.00

Expense Type: Postage  
Transaction Date: 09/01/2018  
Business Purpose: 303776115000768  
Vendor Name: 1800GOFEDEX 10010007  
City: Memphis, Tennessee  
Payment Type: Purchasing Card CBCP  
Amount: 77.95 USD  
Personal Expense (do not reimburse):   
Tax Posted Amount:   
Comment:

Buttons: Save, Allocate, Cancel

**TOTAL AMOUNT: \$5,643.94**      **TOTAL REQUESTED: \$5,643.94**

# Leverage Analytics and Insights to Make Fact-Based Decisions



Dashboards provide simplistic, yet robust, **metrics that matter**.



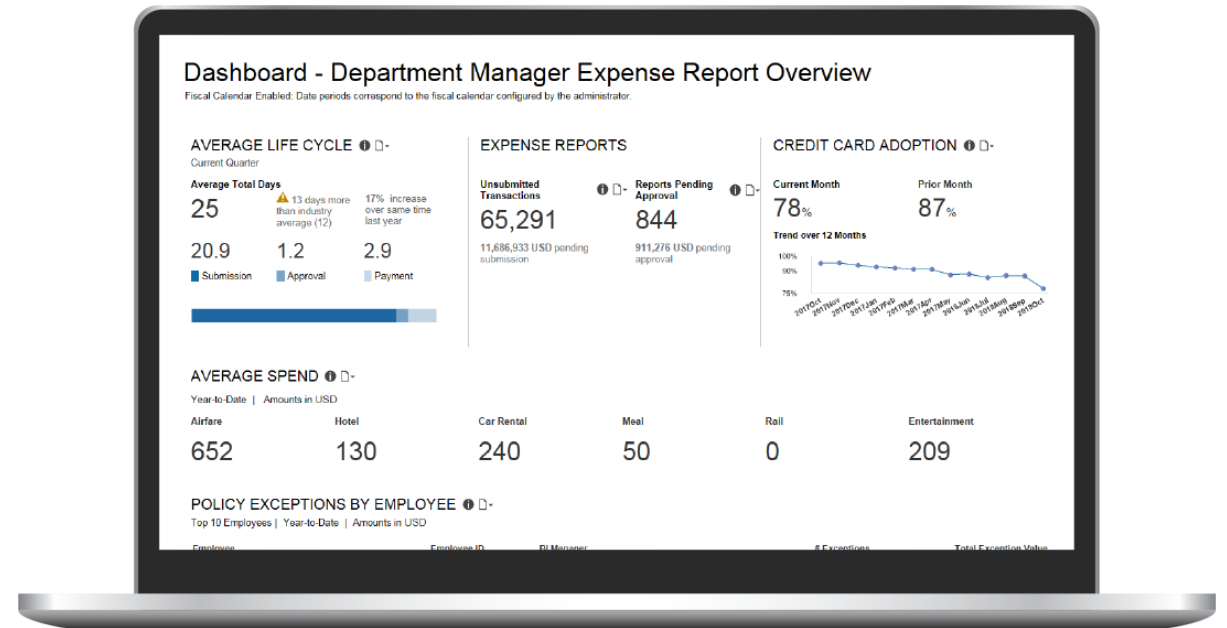
Leverage budget triggers to receive **data and insights delivered to your inbox**.



**Compare company-wide spending levels and trends** so you can see how each line of business stacks up.



**Have more power to negotiate discounts** because you'll have the data that shows exactly what you're spending with each supplier.



# Managing employee-initiated spend to Port Authorities can be simple and easy.

## Visibility, Control & Focus



**Connected travel, expense, and invoice** management tools give you a comprehensive view of your employee-driven spend, to understand where you are spending and ensure you see spending in time to do something about it.

## Productivity, Compliance & Agility



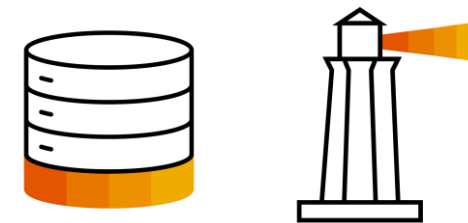
**Mobile apps and machine learning-powered tools** to reduce time spent on expense reporting and travel planning, while at the same time increasing compliance giving you the ability to respond faster to changes and pivot to best outcomes.

## Data + Network



**Our dynamic network** connects with more than 180 apps, partners, and suppliers. Spending data is automatically integrated to deliver actionable insights while simplifying travel and expenses for employees.

## Data = Safety

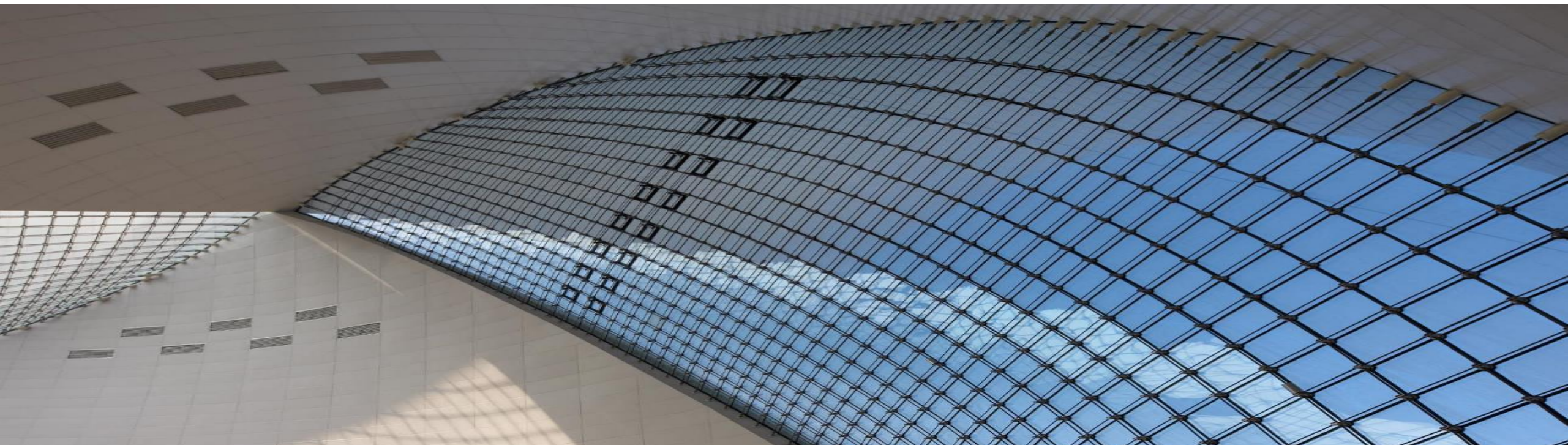


**Employee safety risks** quickly multiply when employees hit the road. Use data to keep employees safe no matter where they are.



**Thank You!**

Questions? [concurar@sap.com](mailto:concurar@sap.com)



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