The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!
Housekeeping

Audio is streaming. There is no dial-in.

Send us your questions via chat!

Additional materials can be found in Resources folder.

A replay will be emailed to you within 24 hours.

For best experience:

- Use Google Chrome
- Chose other open programs
- Log off VPN

Tech issues? Refresh your browser window first. Click the info button or chat us for assistance.
Reporting Tips for Today’s Business Landscape and Beyond
A Solution Series Webinar

Dottie Kennedy-Brooks, SAP
Tiffany Redman, SAP
Gwyn Kooistra, SAP
Today's Themes

Put *Humans* First

While Continuing to *Manage* the Business

Communicate *Strategically* with Data

Get Ready for the *Future*
What is the Goal?

Tips for Getting Started

What to do

Report/Data Sample

* All report examples built using Intelligence

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Are there SAP Concur teams that can help me with this?

Where can I find more information?
Monitor User Satisfaction

Tips for Getting Started

Turn on User Survey function
Monitor satisfaction with standard report
Customize standard report to monitor trends

What to do

Lunch & Learns to address frustrations
Encourage users to enter detailed info with ideas to improve, including names
Continuously use feedback to design improvements that increase user satisfaction

User Survey Ratings

Travel User Rating Summary data is from the optional user rating surveys that are presented randomly to the end users. Consider using this process as a tool to poll users about tool satisfaction. More detail including user comments can be found in Intelligence -> Administration -> User Rating Summary - Travel.

Partner with Support or Service Admin to improve workflow based on feedback.
If you don’t have a receipt, you need to create an exp report with “no receipt” selected, save it and then go back and add “no receipt declaration”. You should be able to do this in one step.

It would be good if the comments and locations automatically populated from the previous claim.

Easy to use

Too complicated
Ensure Timely Payments

Tips for Getting Started
Use standard reports to monitor current processes for bottlenecks
Customize the report to the configuration and policy expectations.

What to do
Use reporting to create event-based alerts for submitters and approvers when tasks are late.

Expense / Invoice Process Approval Times

<table>
<thead>
<tr>
<th>Approval Time</th>
<th># Reports</th>
<th>% Aging</th>
<th>App Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3 Days</td>
<td>11,369</td>
<td>39%</td>
<td>8,186,826</td>
</tr>
<tr>
<td>4-7 Days</td>
<td>10,230</td>
<td>35%</td>
<td>7,570,878</td>
</tr>
<tr>
<td>8-13 Days</td>
<td>4,190</td>
<td>14%</td>
<td>3,511,666</td>
</tr>
<tr>
<td>14+ Days</td>
<td>3,456</td>
<td>12%</td>
<td>3,108,688</td>
</tr>
</tbody>
</table>

* All report examples built using Intelligence
See the appendix for more information about standard reports with this information and suggestions for modification
Out of Pocket Spend Alert

- User has significant volume of out of pocket spend
- Expense Report Submitted for Approval
- Email Notification Triggered
Out of Pocket Spend Alert

Out of pocket spend waiting your approval

autonotification@concursslutions.com
To: Redman, Tiffany;

Hi <Approver>,

There is an expense report waiting your approval. The user that submitted this expense report does not have an assigned corporate card, so has paid for these expenses out of pocket. To ensure timely reimbursement, please approve this as soon as possible. If this user will need a corporate card in the future, consider completing this form on our Intranet to request a card for them.

Email Notification Triggered
Know Payment Type Patterns

Tips for Getting Started

Customize standard reports. Add your own rules based on what spend your organizations expect.

Remove Personal Car Mileage (PRCRM)

Decide… Is the current adoption rate expected? Acceptable?

What to do

Determine a goal of improvement.

Find a bucket of cash spend to focus on

Build a program around that bucket/topic to reducing that specific bucket of cash spend

Customize a report for use to monitor cash bucket in question ongoing

* All report examples built using Intelligence

Card Versus Cash

<table>
<thead>
<tr>
<th>Top Pay Types</th>
<th>App Amt</th>
<th>% Trx</th>
<th>% Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>62 m</td>
<td>31.3%</td>
<td>10.1%</td>
</tr>
<tr>
<td>Citi C-Card</td>
<td>143 m</td>
<td>16.4%</td>
<td>23.4%</td>
</tr>
<tr>
<td>Citi P-Card</td>
<td>245 m</td>
<td>98%</td>
<td>95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Top Cash Exp types</th>
<th>Cash Spend</th>
<th>% Cash</th>
<th>Card Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Phone</td>
<td>10 m</td>
<td>90.9%</td>
<td>1 m</td>
</tr>
<tr>
<td>In-Trip</td>
<td>5.2 m</td>
<td>26.7%</td>
<td>14.4m</td>
</tr>
</tbody>
</table>

75% $\rightarrow$ 80% = 31k

[CASH SPEND] x rebate rate = potential add’l rebates

3.1M * 1% = $31K

Consult with reporting experts to expedite report customizations
Mitigate Overages

Tips for Getting Started

What is the contracted utilization amount?

How many Expense Reports should be submitted per each month per policy?

How many unique users submit?

What to do

If # users increases, will this cause overages?

Are there potential changes to the # users with today’s landscape?

Future mergers, new departments or business units, what might be on the horizon?

If underutilized, are all emps utilizing the tool that should be?

If underutilized, could you improve emp satisfaction by increasing the allowable # ERs

Know Expected Utilization

Looks like add’l users were added recently to allow expense submission for remote work…

How will that impact overall utilization?

Utilization is much lower due to recent changes, so it looks like for the time being overages will not be incurred

What other factors contribute to an increase in utilization? Add those data points so all contributing factors to understanding potential usage are in one place

* All report examples built using Intelligence
Infrequent User Communications

New or Infrequent User → Expense Report Created → Email Notification Triggered
Infrequent User Communications

Haven't created an Expense Report in a while? We are here to help

autonotification@concur360.com
To: Riedmaa, Tiffany;

Hi <Infrequent User Name>

It has been a while since you last created an expense report, or maybe you are a brand new user. We wanted to share a few tips to ensure this is a smooth process for you, as things may have changed since you last submitted an expense report.

- We have created an Intranet site with training resources, list of policies, as well as other great material.
- If you have additional questions, we have a User Support Desk available to help you, they can be reached at (xxx) xxx-xxxx.

If prompted, please complete the user rating survey after submitting your expense report. Your feedback is very important to us, and this is completely anonymous.
Understand Spend Behavior

Tips for Getting Started

Use standard report for expense type analysis

Customize standard report to analyze spend at parent level

What to do

Analyze this data based on knowledge of expected activities.

Automate notifications about large rises or drops in categories

Use existing standard reports to investigate deeper

* All report examples built using Intelligence

Parent & Expense Type Trends

<table>
<thead>
<tr>
<th>Parent Expense Type</th>
<th>CY Exp Amt</th>
<th>PY Exp Amt</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Air / Train Tickets</td>
<td>429</td>
<td>2,181</td>
<td>-409.0%</td>
</tr>
<tr>
<td>2. Travel</td>
<td>5,049</td>
<td>5,636</td>
<td>-11.6%</td>
</tr>
<tr>
<td>3. Transportation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facilities</td>
<td>15</td>
<td>0</td>
<td>100.0%</td>
</tr>
<tr>
<td>4. Working / Travel Meals</td>
<td>1,008</td>
<td>1,161</td>
<td>-15.2%</td>
</tr>
<tr>
<td>5. Client/External Facing (Sales, Marketing)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Office Expenses</td>
<td>756</td>
<td>687</td>
<td>9.2%</td>
</tr>
<tr>
<td>7. Professional Development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Employee Health &amp; Safety</td>
<td>1,918</td>
<td>1,341</td>
<td>30.1%</td>
</tr>
<tr>
<td>9. Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Should Travel or Meal spend have dropped further?

Did we recently invest in home office supplies for new remote users?

Take this time to investigate and streamline expense types. Partner with your super users, Concur Support and/or Service Administrator to make improvements.
Understand Ground Transportation Spend Behavior

<table>
<thead>
<tr>
<th></th>
<th># entries</th>
<th>App Amt PY</th>
<th>Median PY</th>
<th># entries</th>
<th>App Amt CY</th>
<th>Median CY</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIMO</td>
<td>1,049</td>
<td>122,403</td>
<td>97</td>
<td>818</td>
<td>106,076</td>
<td>83</td>
</tr>
<tr>
<td>LYFT</td>
<td>10,380</td>
<td>264,187</td>
<td>21</td>
<td>16,537</td>
<td>450,242</td>
<td>19</td>
</tr>
<tr>
<td>TAXI</td>
<td>15,005</td>
<td>460,401</td>
<td>23</td>
<td>9,766</td>
<td>313,353</td>
<td>23</td>
</tr>
<tr>
<td>UBER</td>
<td>55,639</td>
<td>1,323,534</td>
<td>19</td>
<td>54,151</td>
<td>1,374,476</td>
<td>17</td>
</tr>
</tbody>
</table>

Top 5 Exp Typ
*from GRTRN Spend Category

1. Car Service/Taxi  
   App Amt CY: 1,937,066
2. Parking           
   App Amt CY: 1,249,883
3. Taxi              
   App Amt CY: 972,547
4. Tolls             
   App Amt CY: 171,646
5. Black Car Service 
   App Amt CY: 160,312
Understand Spend Behavior

Tips for Getting Started

What to do

* All report examples built using Intelligence

Hey your Vendor names are a MESS in Intelligence!
What is the Goal?

Tips for Getting Started
Yes, Vendor names ARE a mess!
Yes, you can clean them up!
Use conditional statements to roll up vendor names…

What to do

Report/Data Sample

EXAMPLE use conditional statements to normalize
UPPER([Expense].[Entry Information].[Vendor]) contains ('UBER') then ('UBER')
Understand Spend Behavior

Tips for Getting Started

“Normalize” what you can
Review spend category code patterns with ‘UBER’ and ‘LYFT’ to determine appropriate filters
Refine your “normalization” ongoing

What to do

Don’t STRESS about matching every penny!
This data is best when used directionally to understand patterns and not for forensic accounting!
ROLL IT UP!

* All report examples built using Intelligence
Understand Spend Behavior

What to do

Organize by vendor YOY

Review median or average rates

DO THE MATH - Will it reduce spend to move away from TAXI and toward rideshare?

Use data to promote ideas for improvement

Use data to track the affect of change and show success!

* All report examples built using Intelligence

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Ground Transportation

Understand your data... Rideshare is up... so is taxi

<table>
<thead>
<tr>
<th>Vendor</th>
<th># entries</th>
<th>App Amt PY</th>
<th>Median PY</th>
<th># entries</th>
<th>App Amt CY</th>
<th>Median CY</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIMO</td>
<td>1,049</td>
<td>122,403</td>
<td>97</td>
<td>818</td>
<td>106,076</td>
<td>83</td>
</tr>
<tr>
<td>LYFT</td>
<td>10,380</td>
<td>264,187</td>
<td>21</td>
<td>53,572</td>
<td>450,242</td>
<td>19</td>
</tr>
<tr>
<td>TAXI</td>
<td>15,005</td>
<td>460,401</td>
<td>23</td>
<td>16,058</td>
<td>90,656</td>
<td>23</td>
</tr>
<tr>
<td>UBER</td>
<td>55,639</td>
<td>1,323,534</td>
<td>19</td>
<td>35,599</td>
<td>1,374,170</td>
<td>17</td>
</tr>
</tbody>
</table>

10% of 54,151 = 5,415 transactions x $6

~32K in potential savings

Use your data to tell a story! Then use the same data to track your success!
Understand Spend Behavior

What to do

Actual Expense type spend compared can show you that employees are not always using the appropriate expense type for ground transportation spend...

Review the expense types. Are they all necessary?

Ground Transportation

<table>
<thead>
<tr>
<th>Top 5 Exp Typ</th>
<th>App Amt CY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Car Service/Taxi</td>
<td>1,937,066</td>
</tr>
<tr>
<td>2 Parking</td>
<td>1,249,883</td>
</tr>
<tr>
<td>3 Taxi</td>
<td>972,547</td>
</tr>
<tr>
<td>4 Tolls</td>
<td>171,646</td>
</tr>
<tr>
<td>5 Black Car Service</td>
<td>160,312</td>
</tr>
</tbody>
</table>

* All report examples built using Intelligence

Use your data to find areas of opportunity to streamline expense types to make the right choices EASY for your end users.
“Learn to look after your staff first and the rest will follow”

Richard Branson
Wrap Up

Put *Humans First*
- Look for areas employees may be struggling

While Continuing to *Manage* the Business
- Seek opportunities to optimize spend and improve program

Communicate *Strategically* with Data
- Leverage reports and tools to automate communication

Get Ready for the *Future*
- Regularly reevaluate what you monitor and who you communicate with
Questions?
Thank You.
Appendix
# Use Data to Communicate When Needed

<table>
<thead>
<tr>
<th>Who to target</th>
<th>Why?</th>
<th>How to find them?</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Users / Infrequent users</td>
<td>Send helpful tips about the tool</td>
<td>Most frequent “Last Submit Date”</td>
</tr>
<tr>
<td>Struggling Users</td>
<td>Offers to help, where to find information</td>
<td>Exceptions</td>
</tr>
<tr>
<td>Users without a Corp Card</td>
<td>Whether a card will be issued or not, a simple note explaining the company understands personal cash is being used and the company is doing everything possible to speed up the payment times, offer tips of how they can help if appropriate</td>
<td>Credit Card.Card Accounts.Employee Key = Expense Reports.Report Header.Employee Key</td>
</tr>
<tr>
<td>Those using Travel expense types that shouldn’t be used?</td>
<td>Mileage, Meals, Airfare, etc… some expense types are not in use currently, so having an alert for when they are used can help manage through the current times and catch inappropriate or mistaken spend.</td>
<td>Filter expense entry analysis; Mileage, Airfare, etc.</td>
</tr>
</tbody>
</table>
Monitor User Satisfaction

What:
- Returns details from user rating surveys

Why:
- How satisfied their users are with Concur Expense
- Identify consistent pain points
- Make policy changes to provide better user experience

Standard Reports Folder > Administration >
User Rating Summary – Expense
User Rating Summary - Travel

Add a chart to the report output which summarizes average rating overtime and monitor impact of changes.
Ensure Timely Payments - Expense

What:
- Report for System Administrators with summary cycle times
- Username is clickable for drill-through

Why:
- Use this report to identify specific Processors that may require additional training or support

Workflow Cycle Times - Summary by Processor
Sent for Payment Date Between Jan 1, 2010 and May 6, 2010
Reporting Currency: USD

<table>
<thead>
<tr>
<th>Processor</th>
<th>Report Count</th>
<th>Approved Amount</th>
<th>Entries</th>
<th>Exceptions</th>
<th>Average Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heatley, Jason</td>
<td>1</td>
<td>680.10</td>
<td>4</td>
<td>4</td>
<td>0.00</td>
</tr>
<tr>
<td>Landers, Gabriella</td>
<td>1231</td>
<td>1,029,380.14</td>
<td>8,275</td>
<td>3,407</td>
<td>3.60</td>
</tr>
<tr>
<td>Stocker, Rajesh</td>
<td>338</td>
<td>418,714.36</td>
<td>3,466</td>
<td>1,407</td>
<td>2.67</td>
</tr>
<tr>
<td>Summary</td>
<td>1570</td>
<td>1,448,774.60</td>
<td>11,745</td>
<td>4,818</td>
<td>2.09</td>
</tr>
</tbody>
</table>

Scheduling report and email to program admin if averages days exceeds an optimal threshold to trigger additional investigation
Ensure Timely Payments - Expense

What:

▪ Report for System Administrators with summary cycle times
▪ Username is clickable for drill-through

Why:

▪ Identify specific Managers that may require additional training or support

Create an event based alert to using busting to engage with approvers with the highest average days to approve
Ensure Timely Payments - Expense

What:
- Report for System Administrators identifying the approvers with the longest approval time

Why:
- Identify specific Managers that may require support or training

<table>
<thead>
<tr>
<th>Rank of Days Elapsed</th>
<th>Approver</th>
<th>Employee</th>
<th>Report Name</th>
<th>Approval Status</th>
<th>Date Sent to Approver</th>
<th>Date Approved</th>
<th>Days to Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Timpanaro, Mike Joseph</td>
<td>Admin, Mike Clarke</td>
<td>Office visit</td>
<td>Approved &amp; In Accounting Review</td>
<td>Apr 3, 2013 2:08:17 PM</td>
<td>Aug 20, 2015 8:37:26 PM</td>
<td>869</td>
</tr>
<tr>
<td>5</td>
<td>Alexander, Xavier Edward</td>
<td>Justice, Lamarr</td>
<td>Trip from Chicago to Atlanta</td>
<td>Approved</td>
<td>Apr 2, 2012 8:48:27 PM</td>
<td>Jul 26, 2014 1:02:58 PM</td>
<td>845</td>
</tr>
<tr>
<td>8</td>
<td>Amara, Sidnee</td>
<td>Justice, Lamarr</td>
<td>Trip from Chicago to Charlotte</td>
<td>Approved</td>
<td>Apr 28, 2012 7:00:17 PM</td>
<td>Jul 25, 2014 1:03:20 PM</td>
<td>821</td>
</tr>
</tbody>
</table>

Create an event based alert to using busting to engage with approvers with the highest average days to approve
Ensure Timely Payments - Expense

What:
- A dashboard tile for managers which summarizes how long it takes reports to move through each phase of the life cycle

Why:
- Identify how efficient a team is with this process

![Average Life Cycle](image)

**Average Total Days**
- Submission: 20.9
- Approval: 1.2
- Payment: 2.9

13 days more than industry average (12)
17% increase over same time last year
Ensure Timely Payments - Expense

What:
- Dashboard drill through report for Managers with life cycle details

Why:
- Allows detail analysis to identify specific individuals that may require support or training

Standard Reports Folder > Persona Dashboards > Department Manager Overview > Detail Reports

Average Life Cycle Details
Ensure Timely Payments - Expense

What:
- A dashboard tile for managers which summarizes the amount of unsubmitted spend

Why:
- Identify how efficient a team is with submitting expense reports for approval

Aging of Transactions

<table>
<thead>
<tr>
<th>Duration</th>
<th>Amount in USD</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-30</td>
<td>200,000</td>
</tr>
<tr>
<td>31-60</td>
<td>150,000</td>
</tr>
<tr>
<td>61-90</td>
<td>100,000</td>
</tr>
<tr>
<td>91-120</td>
<td>50,000</td>
</tr>
<tr>
<td>120+</td>
<td>0</td>
</tr>
</tbody>
</table>

Standard Reports Folder > Persona Dashboards > Department Manager Expense Report Overview
Ensure Timely Payments - Expense

What:
- Dashboard drill through report for Managers with aging transactions

Why:
- Allows detail analysis to identify specific individuals that may require support or training

Standard Reports Folder > Persona Dashboards > Department Manager Overview > Detail Reports

Aging of Transaction Details

Create an event based alert to use busting to engage with users that have the oldest or highest value of outstanding spend
Ensure Timely Payments - Invoice

What:
- Report for System Administrators with summary cycle times
- Username is clickable for drill-through

Why:
- Identify specific Processors that may require support or training

Workflow Cycle Times - Summary by Processor

Process Payment Date: Between Jan 1, 2015 and Oct 30, 2018
Reporting Currency: USD
PO Attached: All

<table>
<thead>
<tr>
<th>Processor</th>
<th>Request Count</th>
<th>Approved Amount</th>
<th>Line Items</th>
<th>Invoice Header Exceptions</th>
<th>Invoice PO Matching Exceptions</th>
<th>Average Days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
<td>477.26</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>19,959.00</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>3.00</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>52,108.00</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>Brown, Terry T</td>
<td>3</td>
<td>1,119.69</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>3.00</td>
</tr>
<tr>
<td>Davis, Pat R</td>
<td>1</td>
<td>100.00</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>300.00</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>2.00</td>
</tr>
<tr>
<td>Summary</td>
<td>15</td>
<td>74,063.95</td>
<td>24</td>
<td>5</td>
<td>1</td>
<td>1.33</td>
</tr>
</tbody>
</table>

Oct 30, 2018 1 9:04:10 AM
## Ensure Timely Payments - Invoice

### What:
- Report for System Administrators with summary cycle times
- Username is clickable for drill-through

### Why:
- Identify specific Managers that may require support or training

---

### Workflow Cycle Times - Summary by Manager

<table>
<thead>
<tr>
<th>Manager</th>
<th>Request Count</th>
<th>Approved Amount</th>
<th>Line Items</th>
<th>Invoice Header Exceptions</th>
<th>Invoice PO Matching Exceptions</th>
<th>Average Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brown, Tony T</td>
<td>2</td>
<td>1,111.43</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Davis, Pat R</td>
<td>1</td>
<td>100.00</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Summary</td>
<td>3</td>
<td>1,211.43</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Process Payment Date: Between Jan 1, 2018 and Oct 30, 2018
Reporting Currency: USD
PO Attached: All

Create an event based alert to using busting to engage with approvers with the highest average days to approve.
## Ensure Timely Payments - Invoice

### What:
- Report for System Administrators identifying the approvers with the longest approval time

### Why:
- Identify specific Managers that may require support or training

### Top 10 Longest to Approve

All Requests Approved Between Sep 1, 2014 and Oct 15, 2014

<table>
<thead>
<tr>
<th>Rank of Days Elapsed</th>
<th>Approver</th>
<th>Requesting Employee</th>
<th>Request Name</th>
<th>Approval Status</th>
<th>Date Sent to Approver</th>
<th>Date Approved</th>
<th>Days to Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>one1, Mgr</td>
<td>one1, User</td>
<td>bug test</td>
<td>Accounting</td>
<td>Sep 11, 2014 7:24:41 PM</td>
<td>Oct 8, 2014 5:31:28 PM</td>
<td>27</td>
</tr>
<tr>
<td>2</td>
<td>apone, User</td>
<td>one1, User</td>
<td>seven</td>
<td>Approved</td>
<td>Sep 8, 2014 1:27:43 PM</td>
<td>Sep 8, 2014 9:20:42 PM</td>
<td>0</td>
</tr>
</tbody>
</table>

---

Create an event based alert to using bustling to engage with approvers with the highest average days to approve
Know Payment Type Patterns

What:
- A dashboard tile for managers which summarizes Credit Card Adoption overtime

Why:
- Identify how efficient a team is with this process

Customize tile to focus on specific expense types and track improvements overtime
Know Payment Type Patterns

What:
- Dashboard drill through report for Managers with life cycle details

Why:
- Identifies how the use of credit cards for expenses are trending
- Find opportunities to increase the level of card adoption

CREDIT CARD ADOPTION DETAILS

Rolling 12 months | Amounts in USD

<table>
<thead>
<tr>
<th>Expense Type(s)</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October</td>
<td>November</td>
</tr>
<tr>
<td>Accommodations</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Airfare</td>
<td>13,412.74</td>
<td>0,040.00</td>
</tr>
<tr>
<td>Airline Fees</td>
<td>39.00</td>
<td>0</td>
</tr>
<tr>
<td>Meals &amp; Meals</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>综述</td>
<td>16,626.20</td>
<td>11,156.72</td>
</tr>
</tbody>
</table>

Know Payment Type Patterns

Standard Reports Folder > Persona Dashboards > Department Manager Overview > Detail Reports

Credit Card Adoption Details
Know Payment Type Patterns

What:
- Identifies top 30 spenders by payment type

Why:
- Identify specific users for initiatives, or additional training

Top 30 Spenders

Filter to identify the top cash spenders, without a corporate card, to consider issuing cards to those users.
Mitigate Overages

What:
- This report allows clients to reconcile their SAP Concur invoices with drill through to detail

Why:
- Monitor the contracted tier compared to the utilization amount

Customize chart to align with your billing cycle
Mitigate Overages

What:
- This report allows clients to reconcile their SAP Concur invoices

Why:
- How many Expense Reports should be submitted per each month per policy?
- How many unique users submit?

Billed Transaction Reconciliation - Detail (Calendar Month)
January 2015 - November 2016

Year | Quarter | Month | First Submitted Date | Employee | Employee ID | Report Name | Report ID | Report Type | Deleted Flag | Deleted Date/Time | Total Report Amount (USD)
-----|---------|-------|-----------------------|----------|-------------|-------------|-----------|-------------|--------------|-------------------|----------------------
2015 | 2nd Quarter | April | Apr 15, 2015 | Scarr, Lisa | TRA00001 | Trip from Dallas to Washington | 1CPF0E7CD7404MMP4A70A | No | Apr 15, 2015 4:06:37 PM | 1,516.95 USD
2015 | 2nd Quarter | April | Apr 16, 2015 | Scarr, Lisa | TRA00001 | Dallas Trip | 1734A5657682009P9 | No | Apr 15, 2015 5:17:35 PM | 1,857.38 USD
2015 | 2nd Quarter | April | Apr 17, 2015 | Scarr, Lisa | TRA00001 | Trip from Miami to Philadelphia | 03DDED3D414F60HSAF1 | No | Apr 15, 2015 4:32:45 PM | 1,921.80 USD
2015 | 2nd Quarter | April | Apr 18, 2015 | Timpanaro, John Victor | SAL00002 | Repairs Claim | 8353AB480182528682 | Yes | Apr 20, 2015 1:38:02 PM | 0 USD
2015 | 2nd Quarter | April | Apr 19, 2015 | Timpanaro, Mike Joseph | SAL00001 | Trip to Virginia (CDEH02E) | A2C65BCE7F305B90E1E | Yes | Apr 15, 2015 5:31:09 PM | 0 USD
2015 | 2nd Quarter | April | Apr 19, 2015 | Smith, Jack Antonio | ITW00003 | 4/16/15 Report | 02CD24404AF38F0P2 | No | Apr 15, 2015 4:54:11 PM | 556.07 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Gibbs, Joe | R0W00002 | April Report | 20D9BB54734E2BFF3687 | Yes | Apr 17, 2015 4:12:00 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Scarr, Lisa | TRA00001 | Puerto Rico Trip | 04A940B428D4B8088684 | Yes | Apr 17, 2015 2:18:10 PM | 0 USD
2015 | 2nd Quarter | April | Apr 21, 2015 | Scarr, Lisa | TRA00001 | Puerto Rico, Isla del Encanto Trip | 9CDD71E001950D10A568 | Yes | Apr 17, 2015 7:14:24 PM | 0 USD
2015 | 2nd Quarter | April | Apr 18, 2015 | Krillenberg, Jeff | DIS00010 | Denver sales trip | 3C8579C183C4690P59C | Yes | Aug 3, 2015 12:45:24 PM | 0 USD
2015 | 2nd Quarter | April | Apr 19, 2015 | Krillenberg, Jeff | DIS00010 | Receipt processing | 3A407267043M49CF482C | Yes | Apr 28, 2015 10:27:20 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | PRO000013 | Sales Trip | 32516F046C457B09P4 | No | Apr 20, 2015 12:45:24 PM | 2,444.00 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | PRO000013 | Trip from Atlanta to San Francisco and back | 4D50D082496F72202 | No | Apr 20, 2015 12:45:24 PM | 2,454.00 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Box, Claire | Claire871 | Trip from London to Paris | 5125AR6D368201A814 | Yes | Apr 20, 2015 11:52:42 AM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Box, Claire | Claire871 | Trip from London to Paris | 5E8B8DF8D8F5446A5C4 | Yes | Apr 21, 2015 1:51:11 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | UK00001 | Genesis 2 | 659F9B69F449E06B2 | Yes | Apr 20, 2015 9:59:20 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | UK00001 | Genesis Trip | 33C70061B19C465CA57 | Yes | Apr 20, 2015 9:44:31 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | UK00001 | PMI Genesis Trip | 85361566E8F06A64 | Yes | Apr 20, 2015 9:40:02 PM | 0 USD
2015 | 2nd Quarter | April | Apr 20, 2015 | Bell, Simon Charles | UK00001 | PMI Genesis Trip | 86536531641C008H1 | No | Apr 20, 2015 9:40:02 PM | 0 USD

Create an event based alert to using busting to engage with users that exceeded policy on number of expense report submitted each month
Mitigate Overages

What:
- This report displays the total number of expense reports filed on a country-by-country basis.

Why:
- Monitor utilization during a global rollout

Expense Reports by Country

<table>
<thead>
<tr>
<th>Country</th>
<th>Total Number of Submitted Expense Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>73294</td>
</tr>
<tr>
<td>Canada</td>
<td>1029</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>43</td>
</tr>
<tr>
<td>Japan</td>
<td>35</td>
</tr>
<tr>
<td><strong>Summary</strong></td>
<td><strong>74401</strong></td>
</tr>
</tbody>
</table>

Include a chart to show trends overtime
Understand Spend Behavior

What:
- Lists expenses including expense type, payment type, and amount

Why:
- Most versatile detail report available to analyze spend behavior

Expense Entry Analysis

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Report Name</th>
<th>Transaction Date</th>
<th>Payment Type</th>
<th>Vendor</th>
<th>City/Location</th>
<th>Approved Amount (pp)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking / Tolls</td>
<td>Expense Entry Clean Up</td>
<td>May 27, 2015</td>
<td>Cash</td>
<td>Hampton Inn</td>
<td>Rogers</td>
<td>59.00</td>
</tr>
<tr>
<td></td>
<td>VM Onsite Visit</td>
<td>Jun 24, 2015</td>
<td>Corporate Card BCP (Offsets)</td>
<td>Seattle</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Big Big Important Meeting</td>
<td>Sep 30, 2015</td>
<td>Cash</td>
<td>Hampton Inn</td>
<td>Denver</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td>Denver Corporate HQ Travel</td>
<td>Oct 26, 2015</td>
<td>Corporate Card BCP (Offsets)</td>
<td>Hilton Garden Inn</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Big Big Important Meeting</td>
<td>Dec 2, 2015</td>
<td>Cash</td>
<td>Hampton Inn</td>
<td>Denver</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td>Ohio Travel</td>
<td>Jan 13, 2016</td>
<td>Corporate Card BCP (Offsets)</td>
<td>DoubleTree Hotels</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Parking / Tolls</strong> 302.70</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Personal Car Mileage</strong> 42.80</td>
</tr>
<tr>
<td>Personal Car Mileage</td>
<td>Mileage Reimbursement</td>
<td>Oct 17, 2013</td>
<td>Cash</td>
<td></td>
<td></td>
<td>18.85</td>
</tr>
<tr>
<td></td>
<td>VM Visit</td>
<td>Feb 21, 2015</td>
<td>Cash</td>
<td></td>
<td></td>
<td>18.40</td>
</tr>
<tr>
<td></td>
<td>Ohio Travel</td>
<td>Jan 15, 2016</td>
<td>Cash</td>
<td></td>
<td></td>
<td>5.75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Sporting Events / Tickets</strong> 250.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Taxi</strong> 51.48</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Tolls</strong> 5.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Total for Baxter, Pavlen James</strong> 57,450.11</td>
</tr>
</tbody>
</table>

Use as a starting point for any customized spend detail reports