

Integrated Travel and Expense Management: For Retail Businesses



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Many retail employees travel for business. They could be attending meetings, at a training course or industry conference, or visiting stores. The costs involved could be something as simple as a bus ticket, or something as expensive as an international flight. As a result, they will incur expenses that need to be reimbursed once they return from their trip. **Travel and expenses are intrinsically linked.** So, why manage them separately?

Introduction

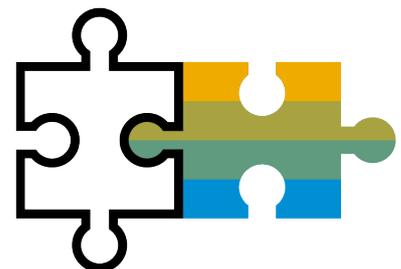
For many companies, business travel accounts for the majority of employee expenses. Travel and expenses are intrinsically linked, so why not manage them together?

When you combine travel and expense, some questions are easier to answer:

- Where can I find a full picture of travel and expense spend?
- Are expense claims aligned to my travel policy?
- Can I reclaim some VAT?
- Which suppliers are we using most frequently?

To connect travel and expense management, businesses usually look for software that can manage both processes from beginning to end. This is commonly referred to as an integrated solution. The results could be cost savings, faster delivery or improved employee adoption and satisfaction.

Since the majority of expense line items are a result of business travel, companies are increasingly considering the use of **one solution** to cover both processes.



What Does Connected Travel and Expense Look Like for Retail Businesses?

In the case of travel and expense management, the process begins when the need for a business trip is identified. It ends when the employee returns home and their expenses are reimbursed.

The complexity of travel and expense management within your company will depend on a number of factors including company size, number of employees, office locations and general need for employees to travel.

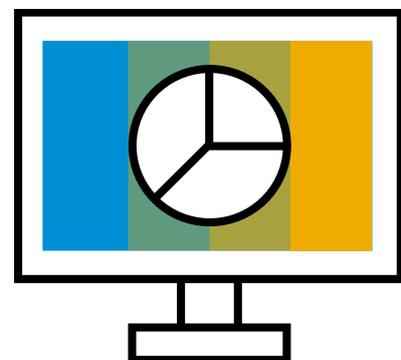
With an integrated solution, a typical business trip follows these stages:

- **Request:** The need for the business trip and costs involved will be discussed between the employee and manager.
- **Authorise:** A manager reviews the purpose and potential cost of the business trip before authorising the trip.
- **Book:** The employee books the trip using an online booking tool.
- **Travel:** The employee takes the trip and incurs expenses. If it's a low-cost or local trip, the previous steps may not be required.
- **Reclaim:** After the trip, the employee submits an expense claim.
- **Approve:** The claim is checked and approved prior to being paid.
- **Reimburse:** The employee is paid.
- **Analyse:** The business can analyse travel and expense data to make sure expenses comply with a variety of government legislation, company policy and to negotiate discounts with preferred suppliers.

By integrating and automating the entire process, you can save time and money without compromising on compliance.

“One really powerful benefit is the flexibility SAP Concur gives our employees to **complete and submit their expenses at the time it suits them**. Employees can use the mobile apps or the web based solution and the same applies to approvers.”

Transaction Services Manager, Pentland Brand



What Are The Benefits of Integration for Retail Businesses?

Integrated travel and expense solutions offer a number of benefits, for your business and for your employees.

COST SAVINGS

Integrated travel and expense management helps you see what is being spent, where and when. You can decide when employees need to seek approval for their business trips and set customised spending limits. By capturing travel and expense data in one place, you can spot cost saving opportunities more easily.

INCREASED COMPLIANCE

By incorporating your company policy into your travel and expense solution, everyone involved in the process can identify compliant travel options. Using reporting tools, you can see spot common issues and educate employees to prevent future non-compliant spend.

IMPROVED EXPERIENCE

With SAP Concur, expense claims automatically populate as employees are on their business trip. Travel alerts make the trip run smoothly reminding employees when it's time to check in or if their flight is delayed. The ability to photograph receipts with the mobile app and e-receipt management saves them time while giving you access to reliable data.

| Before Integration | After Integration |
|-------------------------------------|--|
| Complex booking and expense process | Simplified booking and expense process |
| Disparate information | One source of information |
| Costly booking and supplier fees | Reduced booking and supplier fees |
| Minimal policy compliance | Increased policy compliance |
| Lack of visibility | Improved visibility |
| Uninformed decisions | Informed decisions |

“I would recommend SAP Concur to other businesses, and to my friends and family, because it gives you a better panorama of what’s going on with expenses in a much simpler way. And, at the end, **it’s all about saving time**. The major asset that makes this a good investment is time-savings.”

Accounting Associate, Oakley



What Can I Do About It?

If your business is still grappling with separate travel and expense processes, it's time to consider a new way of working. Everyone can benefit from a simplified, integrated, connected process.

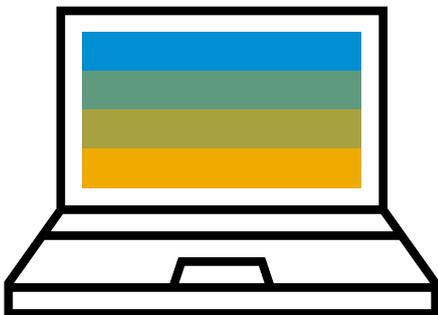
SAP Concur is not a one-size-fits-all solution. We work with you to understand your challenges so we can implement a solution that is personalised to your travel and expense policy and delivers the results you want and need.

By integrating travel and expense management with SAP Concur, you can:

- Access a single source of reliable data
- Analyse a number of reports from your travel and expense spend
- Identify preferred suppliers for better negotiations
- Capture direct bookings and "leakage"
- Improve the experience for employees

ABOUT SAP CONCUR

SAP® Concur® solutions simplify expense, travel, and invoice management for greater visibility and control. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit concur.co.uk.



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