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

SAP Concur
SAP Concur
Fusion
Seattle, WA
March 12-16, 2018
Register: https://fusion.concur.com/
Solution Series
2017 Year in Review

Expense - Carolyn Shaw
Invoice - Chris Schwichtenberg
Travel - Tim Lahti
Intelligence - Tiffany Redman
What's Next? – Lauren Ropel
Spend Management
Expense & Invoice
Chris Schwichtenberg & Carolyn Shaw
2017 Spend Management Themes

Globalization
New markets and new features to support changing regulations

Integrations
New and deeper integrations

Simplification & Scalability
Supporting more segments and markets

User Experience & Engagement
Streamlining and modernizing
Invoice Recent Highlights

- Global VAT Tax - Standard
- Country Packs for Standard
- Invoice Dashboard
- User Interface Efficiencies
- Multiple Funding Accounts - Standard
- Capture CDFI Tax Documents - Mexico
- Quickbooks Web Connector
- PO Change Order
- >85% line items automatically associated through matching
- Spend Categories
User-Driven Purchasing

• Employee empowerment
• Spend control using pre-authorization
• Efficient processing

Realize benefits of purchasing best practices…
…without incurring the costs of a dedicated purchasing department
PO Change Order

- Add funds to a transmitted PO
- Send Change order
Country Packs - US

- Streamlined Onboarding

- Multiple Country Support
Country Packs - Canada

- Streamlined Onboarding
- Multiple Country Support
Country Packs - AUS

- Streamlined Onboarding
- Multiple Country Support

### Invoice Details

<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Vendor Invoice Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia Default Group Policy</td>
<td>999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Description</th>
<th>Comment Parameters</th>
<th>Vendor Invoice Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/02/2018</td>
<td></td>
<td></td>
<td>999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Invoice Amount</th>
<th>Payment Due Date</th>
<th>Shipping</th>
<th>Request Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>02/01/2018</td>
<td>0.00</td>
<td>200.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GST Amount</th>
<th>VAT Tax Code</th>
<th>Currency</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td></td>
<td>USD-US, Dollar</td>
<td></td>
</tr>
</tbody>
</table>

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Country Packs - UK

- Streamlined Onboarding
- Multiple Country Support

**Invoice Details**

- **Policy Name**: United Kingdom Default Group
- **Request Name**: Acme Company
- **Vendor Invoice Number**: 456
- **Invoice Date**: 12/31/2017
- **Invoice Amount**: 1000
- **Payment Due Date**: 01/30/2018
- **Description**: 
- **Comment Parameters**: 
- **Shipping**: 0.00
- **VAT Amount**: 100
- **VAT Tax Code**: UK VAT
- **Currency**: USD-US, Dollar
- **Payment Method**: Client
- **Request Total**: 100.00
- **Department**: 

[Save]
Usability Improvements – Line Item Bulk Edit

Saves Time!

- **Edit Multiple Fields**

  - These changes will be applied to all selected line items

- **Expense Type**
  - Choose an expense type
  - Custom 01
  - Custom 02
  - Custom 03
  - Custom 04
  - Custom 05
  - Custom 06
  - Custom 07
  - Custom 08
  - Custom 09
  - Custom 10

- **Account Code**
  - 11000
  - 11300
  - 11000 [System Default]

- **Employee Award/Recognition**
  - Account Code
    - 8000
    - 8000
    - 50
    - 30
Expense Recent Highlights

- Expense Assistant
- Expense Pay
- E-bunsho Compliance for Japan
- Concur Mobile Mileage Calculator
- New Support Options for Standard Edition
- Audit Rules Condition to Check if Dates Overlap Another Report
- SAP S/4HANA Cloud Integration
Expense Assistant

Save employees’ time building expense reports
Expense Pay Global is now partner enabled on USD, CAD, GBP & EUR
Japan: E-Bunsho Act

No more paper receipts

Government-defined electronic timestamp

Applies to images of paper receipts
Concur Mobile: Mileage Calculator
Administrator Updates for Standard Edition
Audit Rules: Dates Overlap Another Report
Looking Ahead: Key Highlights
2018 Spend Management Themes

Globalization
New markets and new features to support changing regulations

Integrations
New and deeper integrations

Simplification & Scalability
Supporting more segments and markets & Investment in Architecture

Innovate the End User Experience
Streamlining and modernizing

Budget Visibility and Management
A holistic view across the spend management suite
Concur Expense
Product Roadmap Overview

Recent Innovations

- SAP S/4HANA Cloud Integration
- Expense Assistant
- Expense Pay Global (USD,CAD)
- E-bunsho Compliance for Japan
- Concur Mobile Mileage Calculator

Planned

- SMB/Standard Financial Integrations
- Trip-based Reports Option for Expense Assistant
- Rate Service for Mileage
- General Data Protection Regulation
- Expense User Experience Transformation

Product Vision

- Credit Card Integration Enhancements
- SAP Payroll Integration
- Global Locations Improvements

This is the current state of planning and may be changed by SAP at any time.
Locating Historical Reports
Expense Report
Hotel Itemizations
Attendees
Allocations

Improve Usability, Reduce User Errors, Increase Accessibility and Reduced Time on Task
## New York Sales Trip $893.58

<table>
<thead>
<tr>
<th>Receipt</th>
<th>Payment Type</th>
<th>Expense Type</th>
<th>Vendor</th>
<th>Date</th>
<th>Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AMEX</td>
<td>Lunch</td>
<td>Viperia Tap</td>
<td>03/10/2017</td>
<td>$24.00</td>
</tr>
<tr>
<td></td>
<td>Visa</td>
<td>Hotel</td>
<td>Hyatt Hotels</td>
<td>03/10/2017</td>
<td>$614.13</td>
</tr>
<tr>
<td></td>
<td>Visa</td>
<td>Taxi</td>
<td>Uber technologies</td>
<td>03/10/2017</td>
<td>$56.00</td>
</tr>
<tr>
<td></td>
<td>AMEX</td>
<td>Dinner</td>
<td>Jack's Steakhouse</td>
<td>03/09/2017</td>
<td>$46.00</td>
</tr>
<tr>
<td></td>
<td>Cash</td>
<td>Lunch</td>
<td>New York, New York</td>
<td>03/08/2017</td>
<td>$23.45</td>
</tr>
<tr>
<td></td>
<td>Visa</td>
<td>Business Meal (attendees)</td>
<td>The Bistro</td>
<td>03/08/2017</td>
<td>$130.00</td>
</tr>
</tbody>
</table>

**Total:** $893.58
## Expense User Experience Timeline

<table>
<thead>
<tr>
<th>Limited Availability</th>
<th>Early Access</th>
<th>Opt-In Period</th>
<th>Final Cutover</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q4 2017</strong></td>
<td><strong>Q1 2018</strong></td>
<td><strong>2018</strong></td>
<td><strong>Opt In + 6 months</strong></td>
</tr>
<tr>
<td>Selected clients who have user groups that fit into the early adopter feature set may opt in for all or part of their company</td>
<td>Open participation to all clients who have users who fit into available feature sets</td>
<td>All clients must start active transition planning and may opt in on their own timeline by individuals, group or entire company</td>
<td>All clients who have not yet opted into the new UI will be moved on the scheduled release date</td>
</tr>
<tr>
<td>(Every feature will not be completed yet)</td>
<td></td>
<td>(Every feature will not be completed yet)</td>
<td></td>
</tr>
</tbody>
</table>
Concur Invoice
Product Roadmap Overview

Recent Innovations

- Global VAT Tax - Standard
- Country Packs for Standard Spend Categories
- PO Change Order
- Invoice Dashboard

Planned

- E-bunsho compliance for Japan
- Budget
- Spend Management Dashboards
- User Interface Enhancements
- General Data Protection Regulation (GDPR)
- SAP Integration with Concur Invoice (ECC and SAP S/4HANA)

Product Vision

- Simplified Vendor Management
- Invoice User Experience Transformation
- Standard Country Pack - Japan

This is the current state of planning and may be changed by SAP at any time.
Budget
Problem

Budget  Impact  Over spending  Effective
Budget

Provide Approvers with visibility into Spend against Budget

Visibility & Control

New Product

Minimal Setup

Real Time

Actionable

Mobile

Integration

Invoice, Expense & Request (Travel, Authorization and Purchase)

All Segments (Standard and Pro)
Budget Overview

Budget Overview

MY BUDGETS

Marketing $41,000.00
FY 2017 - Q4 - USD
- Spent $20,000.00
- Pending $20,000.00
- Remaining $9,000.00

Travel $13,000.00
FY 2017 - Q4 - USD
- Spent $10,000.00
- Pending $3,000.00
- Remaining $0.00

Hotel & Meals $12,000.00
FY 2017 - Q4 - USD
- Spent $10,000.00
- Pending $2,000.00
- Remaining $0.00

Training $5,000.00
FY 2017 - Q4 - USD
- Spent $1,600.00
- Pending $3,400.00
- Remaining $1,000.00

SHARED BUDGETS

Claire L

Dubai Event $27,500.00
FY 2017 - USD
- Spent $12,000.00
- Pending $15,500.00
- Remaining $1,500.00

Rio Event $40,000.00
FY 2017 - USD
- Spent $12,800.00
- Pending $24,000.00
- Remaining $3,200.00

Bob L
## Budget Detail Dashboard

### Marketing
2017 - Q4 | USD

**Budget**
- **Spent**: $20,869.82
- **Pending**: $10,774.84
- **Remaining**: $9,355.34

### Budget Breakdown

<table>
<thead>
<tr>
<th>Budget</th>
<th>Spent</th>
<th>Pending</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>$41,000.00</td>
<td>$20,869.82</td>
<td>$10,774.84</td>
<td>$9,355.34</td>
</tr>
</tbody>
</table>

### Payment Request

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Transaction Date</th>
<th>Submitted By</th>
<th>Details</th>
<th>Expense Type</th>
<th>Budget Amount</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/1/2017</td>
<td>12/3/2017</td>
<td>L. Smith</td>
<td>Perth, Western Australia</td>
<td>Entertainment &amp; Other</td>
<td>$985.84</td>
<td>0.97%</td>
</tr>
<tr>
<td>12/2/2017</td>
<td>12/5/2017</td>
<td>L. Smith</td>
<td>Perth, Western Australia</td>
<td>Materials</td>
<td>$114.41</td>
<td>0.28%</td>
</tr>
<tr>
<td>12/1/2017</td>
<td>11/15/2017</td>
<td>L. Clark</td>
<td>Brisbane, Queensland</td>
<td>Trade Shows</td>
<td>$1,438.27</td>
<td>3.51%</td>
</tr>
<tr>
<td>11/14/2017</td>
<td>11/16/2017</td>
<td>L. Clark</td>
<td>St. Paul, Saint Antonio, Texas</td>
<td>Office Supplies</td>
<td>$67.30</td>
<td>0.16%</td>
</tr>
</tbody>
</table>

### Expense

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Transaction Date</th>
<th>Submitted By</th>
<th>Details</th>
<th>Expense Type</th>
<th>Budget Amount</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/3/2017</td>
<td>12/3/2017</td>
<td>L. Clark</td>
<td>Beji, Guangdong</td>
<td>Cellular Phone</td>
<td>$118.94</td>
<td>0.22%</td>
</tr>
<tr>
<td>12/2/2017</td>
<td>12/2/2017</td>
<td>L. Smith</td>
<td>Mita, Tokyo, Tokyo</td>
<td>Misc Promotional Expense</td>
<td>$148.77</td>
<td>0.32%</td>
</tr>
<tr>
<td>12/3/2017</td>
<td>12/3/2017</td>
<td>L. Clark</td>
<td>St. Paul, Saint Antonio, Texas</td>
<td>Office Supplies</td>
<td>$67.30</td>
<td>0.16%</td>
</tr>
</tbody>
</table>

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In Transaction View

Total Budgets: 1
New phone $778.98

MY BUDGET

Marketing: $41,000.00
FY 2017 - Q4 | USD

Spend Per Line Item

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Invoice Number</th>
<th>Requester Name</th>
<th>Description</th>
<th>Expense Type</th>
<th>Vendor Name</th>
<th>Amount</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New phone</td>
<td>12</td>
<td>L, Claire</td>
<td>New Phone V100</td>
<td>Cellular Telephone</td>
<td>Acme (ACH)</td>
<td>$888.00</td>
<td>1.70%</td>
</tr>
<tr>
<td>2</td>
<td>New phone</td>
<td>12</td>
<td>L, Claire</td>
<td>Activation fee</td>
<td>Other</td>
<td>Acme (ACH)</td>
<td>$30.00</td>
<td>0.61%</td>
</tr>
</tbody>
</table>

OVER

- Spent: $25,822.67
- Pending: $16,234.67
- Over $1,127.34
Budget Detail Dashboard

← Marketing
2017 - Q4 | USD

Budget
$41,000.00
Spent
$25,592.67
Pending
$16,534.67
Remaining
-$1,127.34

Budget Breakdown

Pending

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Requestor</th>
<th>Submit Date</th>
<th>Line Description</th>
<th>Expense Type</th>
<th>Vendor Name</th>
<th>Budget Amount</th>
<th>% of Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>L. Claire</td>
<td>12/27/2017</td>
<td>Activation fee</td>
<td>Other</td>
<td>Acme (ACH)</td>
<td>$30.00</td>
<td>0.07%</td>
</tr>
<tr>
<td>12</td>
<td>L. Claire</td>
<td>12/27/2017</td>
<td>Screen protector</td>
<td>Cellular Telephone</td>
<td>Acme (ACH)</td>
<td>$49.98</td>
<td>0.12%</td>
</tr>
<tr>
<td>12</td>
<td>L. Claire</td>
<td>12/27/2017</td>
<td>New Phone V100</td>
<td>Cellular Telephone</td>
<td>Acme (ACH)</td>
<td>$669.00</td>
<td>1.70%</td>
</tr>
<tr>
<td>5</td>
<td>L. Bob</td>
<td>12/26/2017</td>
<td>Printer Maintenance</td>
<td>Services</td>
<td>Dell</td>
<td>$4,000.00</td>
<td>9.76%</td>
</tr>
<tr>
<td>6</td>
<td>L. John</td>
<td>12/26/2017</td>
<td>Trade Show</td>
<td>Sloss Industries</td>
<td></td>
<td>$1,700.00</td>
<td>4.15%</td>
</tr>
<tr>
<td>7</td>
<td>L. John</td>
<td>12/26/2017</td>
<td>Web Design</td>
<td>Marketing</td>
<td>Acme (ACH)</td>
<td>$1,940.00</td>
<td>4.73%</td>
</tr>
</tbody>
</table>
Mobile

![App approvals and budget views](image)

- **Marketing FY 2017**: $119,079
- **PM/Design Group Budget**: $40,765
- **Mobile Engineering 12707**: -$1,209
- **SMB SAP**: $1,255
- **IT 2017 SAP**: $754
- **SMB SAP**: $1,255

**Marketing Budget**
- **$20,000**

**Quarterly Projected Spend**
- Q1: $10,000
- Q2: $8,000
- Q3: $5,000
- Q4: $7,000

**Top Spending Categories**
- **Program**: $20,289.00
- **Travel**: $14,338.00
- **Vendor**: $5,284.00
- **Marketing**: $2,000.00

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Travel
Tim Lahti
2017 Developments

Air – Branded Fare Expansion and UX Enhancements

Hotel – Virtual Payment and Content Expansion

Rail – Continued EU Content Expansion

TripLink – Market Expansion and New Supplier Launches

Concur Locate – Major UX Enhancement & Active Monitoring

Request – Manager Notifications and Dining for Japan
Air
Branded Fares User Experience

- Display of baggage allowance
- Refundable status
- Consistently display content across GDS / API Air and Rail
Branded Fare Content Live Now - Sabre
Branded Fare Content Live Now – Travelport (Apollo, Galileo, & Worldspan)
Branded Fare Content Live Now - Apollo and Galileo Only
Coming Soon
Express Checkout
Express Checkout will remove four pages / clicks from the reservation workflow and will ultimately reduce checkout time for Air bookings by at least 25%
Coming Soon
Flex Faring on Mobile for Australia and New Zealand
Flex Faring on Mobile for Australia and New Zealand

12:00 PM - 1:25 PM
Air New Zealand 539
1h 25m, nonstop
CHC → AKL

SELECT YOUR FARE

- Seat + Bag
  Non-Refundable: $183
- flexitime
  Non-Refundable: $197
- flexipass
  Refundable: $210

Round Trip Total: $365.70

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Rail
Swedish Rail
Coming Soon - Italian Rail

**Review and Reserve Train**

**TRAINS**

<table>
<thead>
<tr>
<th>DEPART</th>
<th>Fri, Jul 28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>ROMA TERMINI</td>
</tr>
<tr>
<td>05:30p</td>
<td>09:00p</td>
</tr>
<tr>
<td><strong>RETURN</strong></td>
<td>Sat, Jul 29</td>
</tr>
<tr>
<td>Time</td>
<td>PESARO</td>
</tr>
<tr>
<td>Sat, Jul 29</td>
<td>05:00a</td>
</tr>
</tbody>
</table>

**FRECCIA BIANCA Train 8852**

- **Duration:** 3h 22m
- **Type:** Inter-city

**FRECCIA BIANCA**

- **Duration:** 05:00a
- **Results:** 1

**Trenitalia Train 12003**

- **Duration:** 4h 56m
- **Type:** Inter-City

**Trenitalia Train 533**

- **Duration:** 4h 56m

**Shop by Fares**

<table>
<thead>
<tr>
<th>Time</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>06:35p → 11:22p</td>
<td>4h 47m</td>
</tr>
<tr>
<td>05:00a → 09:56a</td>
<td>4h 56m</td>
</tr>
<tr>
<td>06:35p → 11:22p</td>
<td>4h 47m</td>
</tr>
<tr>
<td>07:51a → 12:35p</td>
<td>4h 44m</td>
</tr>
</tbody>
</table>

Displaying: 6 out of 6 results.
Hotel
Virtual Payment for GDS Hotel

Benefits:

- Faster, more detailed/accurate, data
- Pre-defined, automated reconciliation
- No physical cards, liability for travelers
- Works for non-employees
- Reduced fraud risk
- Market leading launch partner - Conferma
Coming Soon
Expanded Hotel Content
Expanded Hotel Content Direct from Suppliers

Key Features

- TMC and AirBnB content
- Global addition of more than 50k units
- Business-ready inventory
- Applies policy
- Integrated UI
TripLink
TripLink - Highlights

- Ctrip integration for domestic China content
- United Airlines, Sixt, and Accor are now active
- Market expansion (Hong Kong, Malaysia, and Singapore)
- Itinerary forwarding in Japan (currently in Early Access phase)
Concur Locate – Highlights

New Fully-Integrated User Experience!
- Fully Integrated Portal Access with Single Sign-on
- New mapping and search capabilities
- Simplified process for engaging and communicating with individuals
- Consolidated intelligence to keep informed
- Enhanced language support

Active Monitoring service “supercharges” Concur Locate
- Outsourced service provided by HX Global (fees apply)
Concur Locate - Example
Request
Request – Highlights

- Notification to Managers when Booking Amount Differs from Requested Amount
- Dining Expense Pre-Authorization for Japan
Intelligence
Tiffany Redman
Honorable mentions

**Actionable Alerts**
- Ability to include additional recipients
- Percentage of budget alert for new fiscal period

**Audit Trail**
- Ability to report on configuration changes within CT&E

**Data Model**
- Ongoing enhancements and improvements
Localization

Dutch  Italian  Korean  Swedish  Brazilian Portuguese,  Czech  Spanish
Fiscal Year support

Single Calendar for both Reporting and Budgets

Flexible years and periods
- 13+ month
- 4-4-5 model

Align other tools to fiscal calendars
- BI Managers reporting budgets
- Actionable Alerts
- Dashboards and reports
  - Admins can set fiscal year as a default in supported reports
Persona Dashboards

Department Manager

Expense Management

Department Manager Expense Report

Invoice Management
Expense Management Dashboard

- **Reports Pending Approval**: 248
  - Spend: 19,923 USD
- **Unsubmitted Credit Card Transactions**: 248
  - Spend: 20,103 USD
- **Cash Expense Transactions**: 248
  - Spend: 23,304 USD
- **Personal Expense Transactions**: 248
  - Spend: 10,230 USD

**Average Life Cycle**
- **Current Quarter**: 15
- **Average Life Cycle (YTD)**: 7.0
  - Submission: 2.2
  - Approval: 5.8

**Aging of Transactions**
- **Current Quarter**
  - 0 - 6: 100%
  - 7 - 13: 80%
  - 14 - 20: 40%
  - 21+: 20%

**Payment Types**
- **Year-over-Year**
  - Total Spend: 27,302 USD
Expense Management Dashboard - cont.
Invoice Management Dashboard

Aging Payables Report:
- Current Quarter
- Unpaid Transactions: 47
- 364,100 USD
- Invoice Count
- USD Value

Total Invoice Spend Report:
- 2015 Total Spend: 24,543,491
- YTD Total Spend: 4,704,230

PO vs Non-PO Spend Report:
- Past 6 Quarters

Spend Trend by Expense Type Report:
- Past 6 Quarters

Top 10 Vendors Report:
- Vendor Name
- Total Spend
- Payment Terms
- Avg Days to Pay

- Don Jones: $14,203,32
- Josephine Bell: $12,149,32
- Rodney Luck: $16,328,92
- Alma McDaniel: $4,777,39
- Andy Nimble: $7,691,20
- Amelia Sharpe: $4,383,09
- Thomas Wang: $1,300,72
- Sarah Murphy: $4,952,11
- Robyn Francis: $3,504,70

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Department Manager - Update
Future features
Persona Dashboards

Finance Management

Audit Management

Credit Card Management
The next generation of Reporting & Analytics
What’s Next?
Lauren Ropel
Expenselt in Concur mobile allows your organization to meet the changing needs of your employees through an effortless expense experience within one app.
Concur Detect powered by AppZen integrated with Concur Expense and automatically detect accidental fraud and compliance issues in real time.
Drive - helping put an end to self-reported mileage

Automatic Options: Users can set their work hours in the app and let smart sensors track distance from begin and end, automatically logging distance.

User-initiated tracking: If they prefer, users can also choose to start and stop tracking themselves.

Push notifications: Once a trip is complete, users receive a notification reminding them to turn that distance log into an expense line item with one click.

Marking trips as business or personal: If a user makes a personal trip during set work hours, they can mark it appropriately.

Battery optimization: Concur Mobile is optimized to use less battery while the app is running in the background when compared to other location tracking applications that keep the GPS turned on.

Language support: Drive is available in a dozen languages.
Questions?