



Concur 2016 Mid-Year in Review



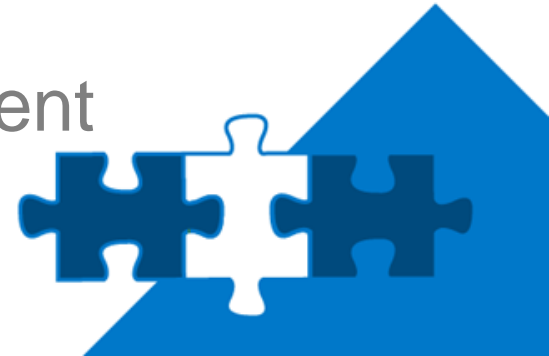
Heidi Worms – Principal Product Manager, Travel



Carolyn Shaw – Principal Product Manager



Mukund Ravikumar – Director, Product Management





SOLUTION
SERIES

Concur Travel



Heidi Worms – Principal Product Manager, Travel





SOLUTION
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Major Planned Developments for 2016



Flight – Branded Fare Search & One Page Checkout



Train – Booking UX & EU Content Expansion



Hotel – Enhanced Shopping & One Page Checkout



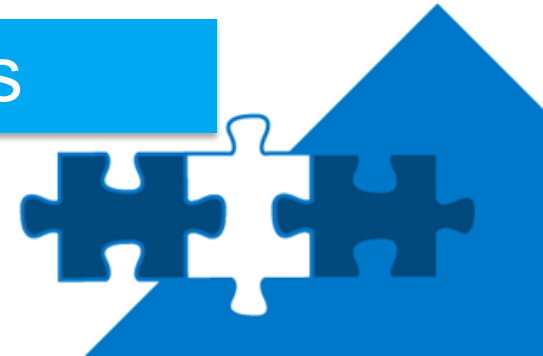
Request – Passive Approvals



TripIt – Scale for Market Expansion & Redesign UX



Risk - Integrated UX & Enhanced Location Awareness





Flight





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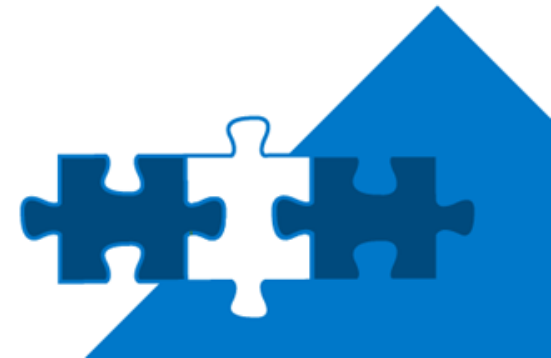
Flight

Innovation & content

Enhancing the user experience while enriching the feature set and content


Areas of focus

- ▶ Shop Upgrades for All GDS'
- ▶ Branded Fare Content





Flight: Branded Fares UX Updates

 Lufthansa

06:45a FRA → 07:55a TXLNonstop1h 10m\$160.20

06:45a TXL → 07:55a FRANonstop1h 10m

Hide Fares

Hide all details ^

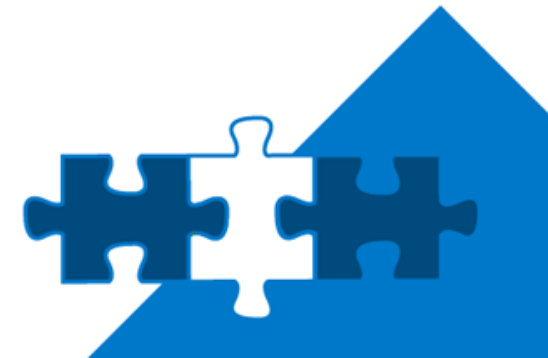
DEPART✈ Wed, Jul 27 – Frankfurt, Germany to Berlin, GermanyFlight details v

RETURN✈ Thu, Jul 28 – Berlin, Germany to Frankfurt, GermanyFlight details v

Fare Options	Free Checked Bags	Refundable	Policy	
Light (L) Rules / Fare Details	0	No	✓	\$160.20
Classic (L) Rules / Fare Details	1	No	✓	\$204.20
Flex (L) Rules / Fare Details	1	Yes	✓	\$293.20

View more fares

Sabre





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Flight: Branded Fare Content Expansion

Supported & Planned Carriers

- ▶ LH – Lufthansa
- ▶ LX – Swiss
- ▶ AB – Air Berlin
- ▶ DL – Delta
- ▶ AC – Air Canada
- ▶ NZ – New Zealand*
- ▶ VA – Virgin Australia*
- ▶ AV - Avianca*
- ▶ EI - Aer Lingus*
- ▶ BA - British Airways*
- ▶ EY - Etihad*
- ▶ SN - Brussels*

* Planned for 2016, but not yet enabled.
Monitor release notes for updates



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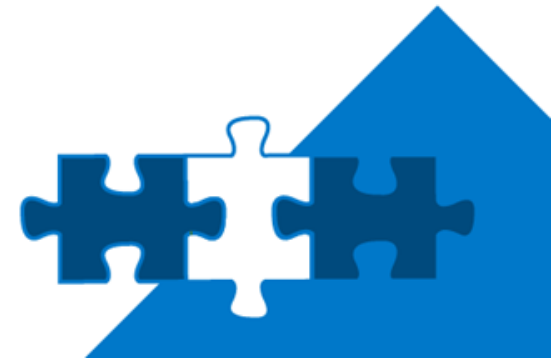
Flight

Innovation & content

Enhancing the user experience while enriching the feature set and content

Areas of focus

- ▶ Policy Redesign
- ▶ One Page Checkout





Train



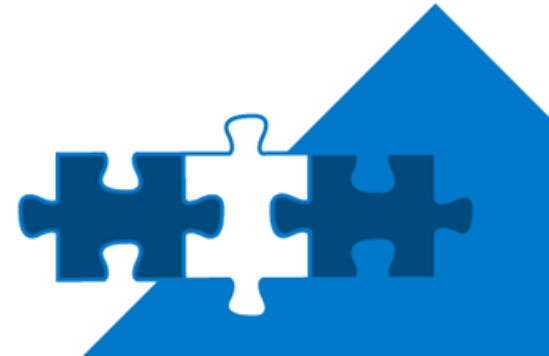


Innovation & content

Enhancing the user experience while enriching the feature set and content

Areas of focus


- ▶ Improve User Experience
- ▶ Expand content (Spain, Sweden)
- ▶ Features
 - ▶ Enable comparison of 1st class train results and economy class flight results
 - ▶ Improve multiple passenger bookings (SNCF)
 - ▶ Email to arranger (SNCF)
 - ▶ Cancel (Trainline)





SOLUTION
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Train Booking Experience



07:53a → 09:56a

Direct

2h 03m

07:04a → 09:01a

Direct

1h 57m

From \$55.74

Hide Fares

ROUND TRIP: PARIS GARE DE LYON TO LYON PART DIEU

Hide all details ^

DEPART

Wed, Aug 17

Hide details ^

Wed, Aug 17

07:53a

09:56a

PARIS GARE DE LYON

LYON PART DIEU

2h 03m

SNCF #6605

TGV Duplex

RETURN

Thu, Aug 18

Hide details ^

Thu, Aug 18

07:04a

09:01a

LYON PART DIEU

PARIS GARE DE LYON

1h 57m

SNCF #6690

TGV Duplex

Fare Options	Changeable	Refundable	Policy	
TGV Prems (Second) Rules	No	No	✓	\$55.74
TGV LEISURE (Second) Rules	Yes	Yes	✓	\$86.95
TGV PRO 2nde (Second) Rules	Yes	Yes	✓	\$189.52

SNCF

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Hotel





Hotel Enhancements

Experience & content

Enhancing hotel shopping experience to increase productivity & drive adoption


Areas of focus

- ▶ Enhanced shopping & check-out
- ▶ Enriched content
 - Recommendations
 - Reviews
 - Amenities
 - Images
- ▶ HotelService API v2 (launch partner, HRS)





New Hotel Booking Experience



1. The Westin Bellevue
600 Bellevue Way NE, Bellevue, WA 98004 [Map it](#)

0.2 miles ★★★★★

From **\$386**

[Hide Rooms](#)

Preferred Hotel for Concur / E-Receipt Enabled [Hotel details](#)

Room Options

1 King Cuz Chainwide Discount Deluxe Non-smoking Heavenly Bed And Bath City View 32 Inch Flat Screen Lcd Tv High-speed Please cancel 1 day before arrival (Rate Code: E1KP1N) (Worldspan) [Rules and cancellation policy](#)

✓ **\$386**

1 King Cuz Chainwide Discount Deluxe Accessible Non-smoking Heavenly Bed And Bath City View 32 Inch Flat Screen Lcd Tv Please cancel 1 day before arrival (Rate Code: S1KP1N) (Worldspan) [Rules and cancellation policy](#)

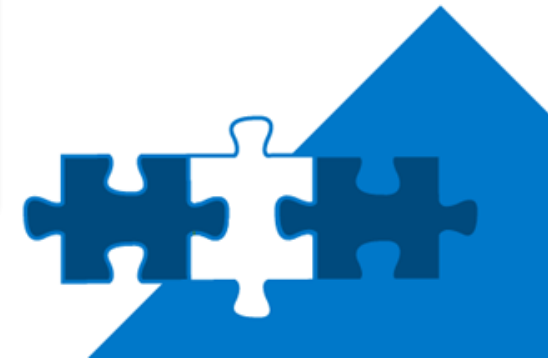
✓ **\$386**

1 King Prepaid Rate Deluxe Non-smoking Heavenly Bed And Bath City View 32 Inch Flat Screen Lcd Tv High-speed (Rate Code: E1KDO0) (Worldspan) [Rules and cancellation policy](#)

✓ **\$395**
Prepayment Required

2 Queens Cuz Chainwide Discount Deluxe Non-smoking Heavenly Bed And Bath City View 32 Inch Flat Screen Lcd Tv High-speed Please cancel 1 day before arrival (Rate Code: F2QP1N) (Worldspan) [Rules and cancellation policy](#)

! **\$413**





Hotel Booking Experience (Concept)

Administration

Help

Holiday Inn Capitol

1.76 mi

550 C St SW, Washington, DC 20024


(202) 479-4000

★★★★☆

Review Score **8.7** (727 Reviews)

POPULAR WITH CO-WORKERS

ACME Most Preferred Vendor / E-Receipt enabled



See all photos

Independence Ave SW

12th St SW

Air and Space Museum

Holiday Inn Washington-Capitol

D St SE

Room Rates

Amenities

Photos

Reviews

Hotel Policies

ROOM RATES

Source	Room Type	Perks	In Policy?	Price / Night Excludes taxes
<div><div>travelagency</div></div>	<div>Standard Room - Non-refundable</div> <div>Details</div>	<div>E-Receipt enabled</div> <div>Discounted rate</div> <div>Free Parking</div>	<div>✓</div>	<div>\$222</div>
	<div>Executive King Room - Non-Smoking - Non-refundable</div> <div>Details</div>	<div>E-Receipt enabled</div> <div>Discounted rate</div> <div>Free Parking</div>	<div>⚠</div>	<div>\$309</div>
<div><div>Booking.com</div></div>	<div>Standard Room - Non-Smoking - Non-refundable</div> <div>Details 3 more room options</div>		<div>✓</div>	<div>\$224</div>
<div><div>HRS</div></div>	<div>Room, 1 Queen Bed, Non Smoking</div> <div>Details 3 more room options</div>		<div>✓</div>	<div>\$226</div>

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Concur Request



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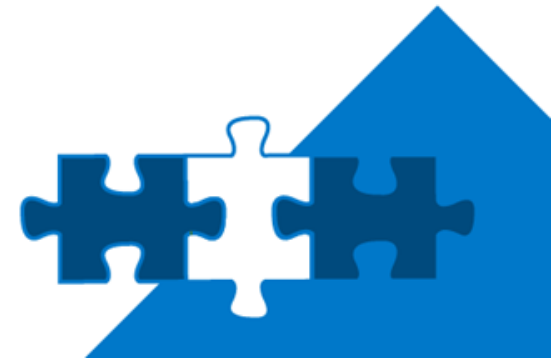
Concur Request

Concur Travel integration

- ▶ Re-approval due to trip changes
- ▶ Passive approval
- ▶ Enhanced Approver user experience

Mobile innovation

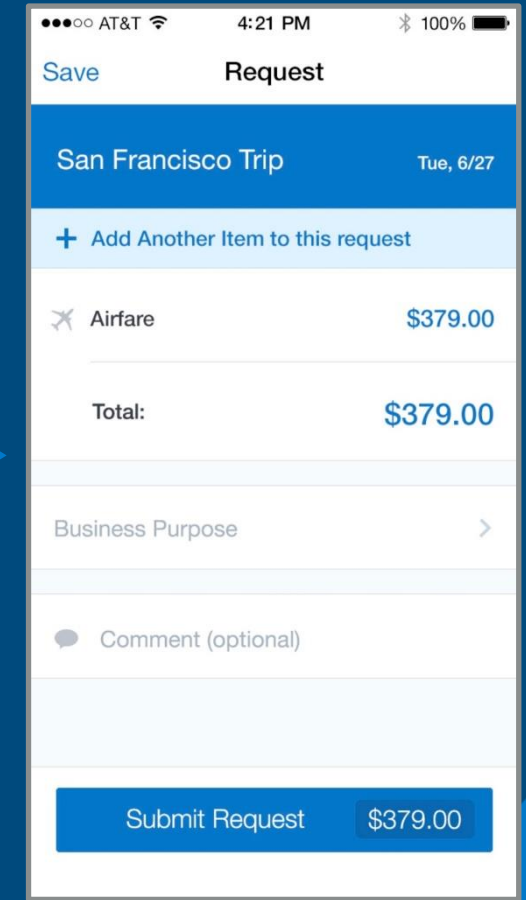
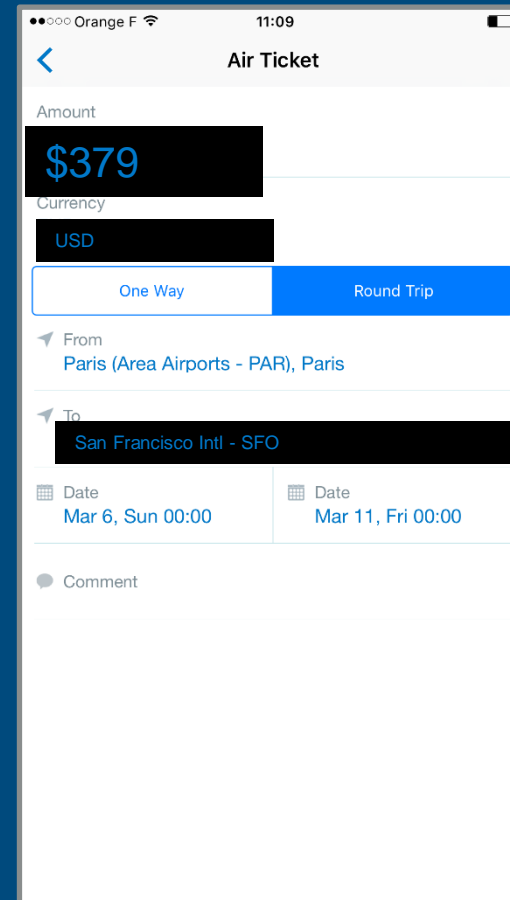
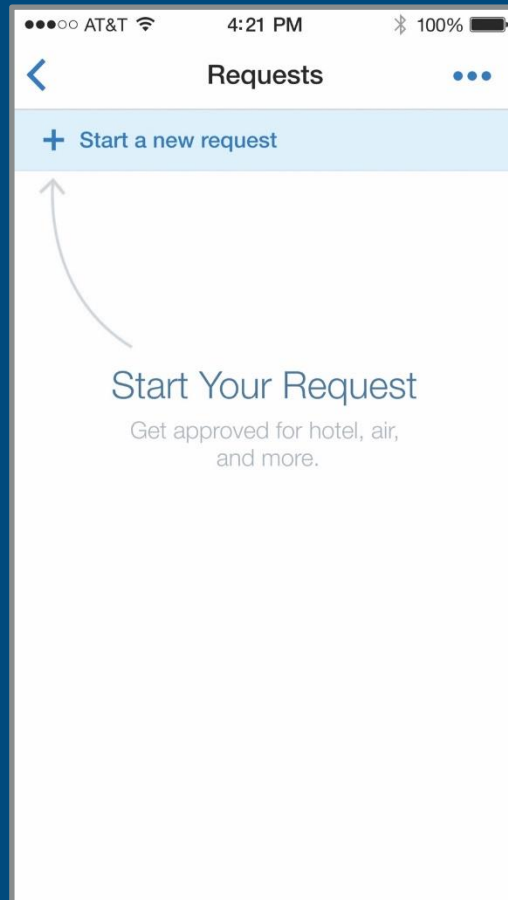
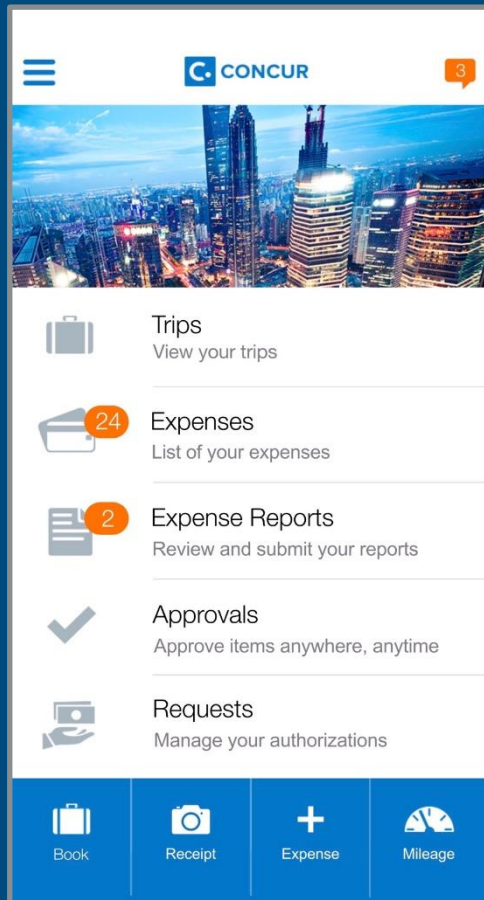
- ▶ Request Create and Submission
- ▶ Concur Request for iPad



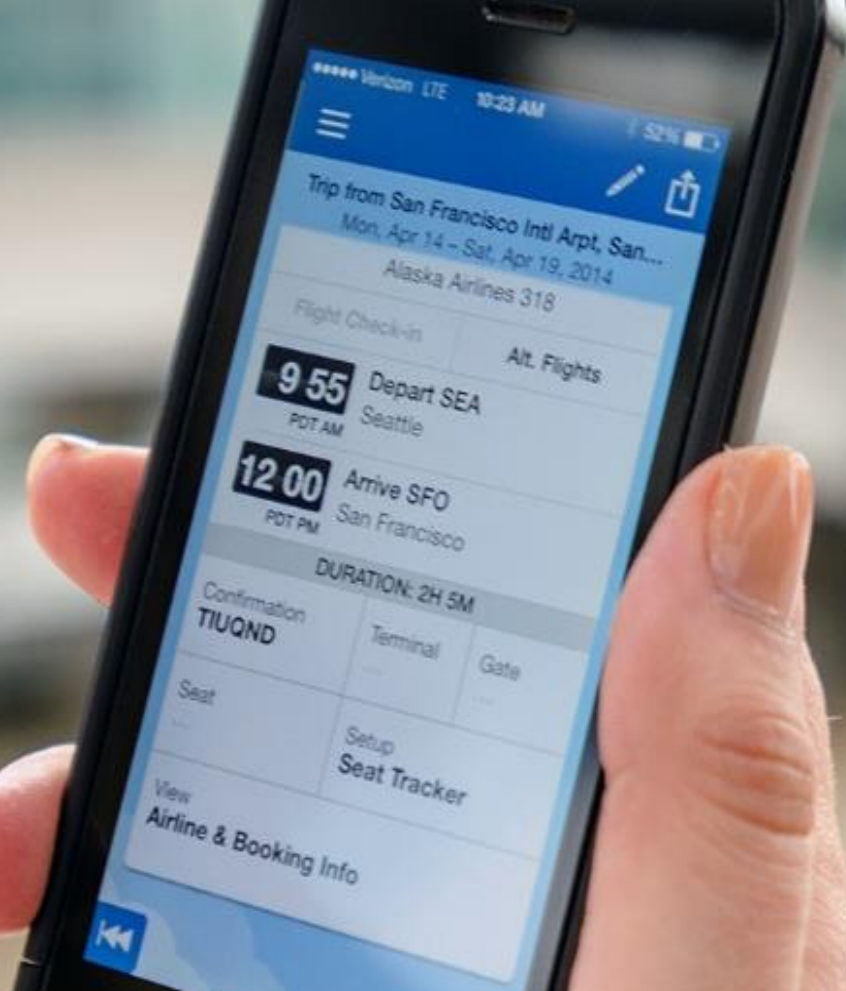


SOLUTION
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Concur Request: Create a Request on Mobile



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TripIt





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Triplt

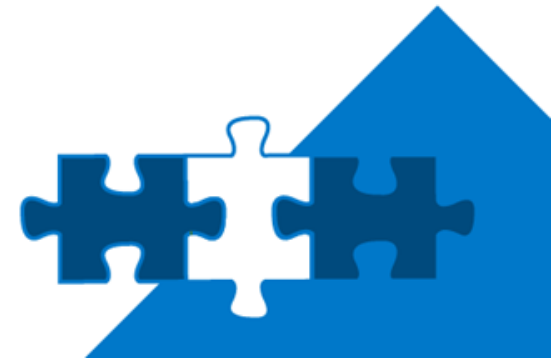
Key Themes



Scaling for Market Expansion while improving the core UX

Areas of focus

- ▶ EU Privacy Compliance
- ▶ Update Key UI
- ▶ Business Traveler Productivity
 - ▶ Mobile Air Check-In
 - ▶ Rome2Rio



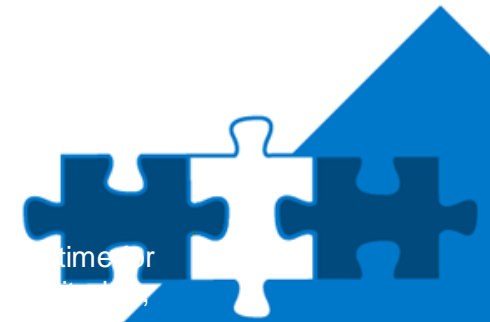


Triplt: New Home Page

The screenshot shows the Triplt web application interface. At the top is a blue navigation bar with the Triplt logo (labeled 'from Concur') and links for Home, Trips, Network, Point Tracker, Triplt Pro, and Teams. On the right of the bar is a user profile for 'Doug' with a 'Pro' status and a 'Support' link.

The main content area is divided into several sections:

- Upcoming Trips:** A section with a 'Traveler' dropdown. It features a card for 'Concur Fusion' with details: 'All Clear', 'Las Vegas, NV', 'Mar 8 - 11, 2016 (4 days)', and links for 'Edit', 'Share', and 'Print'. Below the card are links for 'Add a trip' and 'See all trips'.
- Next Up: Concur Fusion:** A section for the upcoming trip on 'THU, MAR 10'. It shows a 'SCHEDULED' status with a green airplane icon, the route 'SEA to JFK', and 'American Airlines 44'. It provides flight details: DEPART 7:43am PST, ARRIVE 4:00pm EST, DURATION 5h, 17m, CONFIRMATION # AA1234, TERMINAL/GATE D/10, SEAT 7A, and CONNECTS TO - LAYOVER -. There is a link to 'Find alternate flights' and buttons for 'Add a plan' and 'See full trip'.
- Never sit in a middle seat again!:** A promotional message stating 'Triplt will help you find the best spot. Set up seat alerts from Triplt Pro.'
- Automatically Forward Plans:** A section with a document icon and the text 'Set up auto-import and never forget to forward a plan!' with a 'Go to Settings' link.
- Your Travel Stats:** A table showing travel statistics for 2016 and a total.
- Organize travel documents and contacts— now, all in Triplt.:** A promotional banner with a 'Create your profile' button.
- \$25 credit to an airport lounge with loungebuddy:** A promotional banner for a Triplt Pro VIP benefit with a 'Redeem today' button.





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Triplt: Air Check-In + Rome2Rio

Pre-Populated Mobile Air Check-In

AT&T LTE 6:50 PM 86%

Mobile Check-in
Fri, Feb 26 – Thu, Mar 10, 2016

MON, FEB 29

SEA - JFK
AA 44 (American Airlines)

Flight Check-in Alt. Flights

7 45 Depart SEA
PST AM
Seattle

4 02 Arrive JFK
EST PM
New York

DURATION: 5H 17M

Confirmation AA1234	Terminal D	Gate 9
-------------------------------	----------------------	------------------

Seat
View
Airport Lounges

Get
Seat Advice

View
JFK Ground Transportation

View
Airline & Booking Info

AT&T LTE 6:50 PM 86%

Flight Check-In

English

American Airlines

Flight Check-In

(.) Required

Passenger First Name .
Doug

Passenger Last Name .
Anderson

Record Locator . ⓘ
AA1234

Find Reservation

Note: Enter all information exactly as it appears on the itinerary and receipt or reservation. If you do not know your Record Locator: [Login](#) to view a list of your reservations or Contact [AA Reservations](#).

Home | Your Account | Contact AA | View Full Site

Quick Access to Transportation Options

AT&T 14:55 79%

Trip from San Francisco to Las Vegas
Mon, Mar 7 – Fri, Mar 11, 2016

MON, MAR 7

06:20 PST San Francisco to Las...
UA 5927 (United Airlines)
Confirmation: G5X6XC

BETA FIND GROUND TRANSPORTATION
with Rome2Rio

CHECK IN 09:58 InterContinental Allia...
3355 Las Vegas Boule...

TUE, MAR 8

08:00 PST Fusion 2016
The Venetian

FRI, MAR 11

Back to Triplt 11:27 26%

rome2rio.com

Rome2Rio

Las Vegas Airport (LAS) to The Venetian Las Vegas
Showing top 5 travel options

Line 109 bus, bus
54min \$8 - \$10

Taxi
7min \$16 - \$19

Private Transfer
30min \$60

Search View Map Hotels Share

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A dramatic night sky with dark, heavy clouds. A bright, jagged lightning bolt strikes down from the clouds towards the horizon, illuminating the scene. The sky is a deep blue, and the clouds are a lighter, textured blue. The lightning bolt is a brilliant white-yellow color. The overall mood is intense and powerful.

Risk Messaging



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Risk Messaging

Key Themes

Fully integrated UX with unmatched traveler location awareness & reachability

Areas of focus

- ▶ Datacenter Migration
- ▶ Fully Integrated Portal Access
- ▶ Major UX Enhancements
 - Incident Dashboard
 - Improved MapSearch





Risk: Integrated UI w/ Dashboard (concept)

CONCUR

TravelExpenseRisk MessagingReportingApp Center

AdministrationHelpProfile

Incidents > Paris, France

Location

Paris, France

Elapsed Time

00:02:47

Risk Level

5

People There Now

14

1 Need Assistance

1 Assistance Notified

1 Assistance Confirmed

9 Unknown

2 Checked In

Two-Way Alerts Sent

14

Responses Received

4

Scheduled to Arrive

2

0 In 0-4 Hours

0 In 4-12 Hours

2 In 12+ Hours

Status Updates

(11/13/2015 21:03)

UPDATED: Death toll rises from Paris terror attacks

ADVICE: A heavy security presence is in place across the city. Limit outdoor movement until further notice.

People Updated 15 mins ago

Need Assistance (3)

Name	Primary Contact	Last Message	Assistance Type	Assistance Status	
Dave Landis Le Frey Hotel	dave.landis@concur.com +33 248 22 44 88	I need to get to a hospital. 01/07/2015 2:30 AM	Medical	Requested	<input checked="" type="checkbox"/>
Ken Coleman Le Frey Hotel	ken.coleman@concur.com +33 248 11 22 33	I can't get to the hotel. 01/07/2015 2:30 AM	Security	Notified	<input checked="" type="checkbox"/>
Jeeyoung Jung Le Frey Hotel	jeeyoung.jung@concur.com +33 248 11 22 33	I'm stuck at the restaurant. 01/07/2015 2:30 AM	Security	Confirmed	<input checked="" type="checkbox"/>

Unknown (10)

Map

Status Updates

Updated 15 mins ago

01/07/2015 2:30 AM

Dozens of hostage held at Bataclan concert hall as terrorist attacks



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Concur Expense



Carolyn Shaw – Principal Product Manager





**SOLUTION
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Expense 2016 – Our Focus

Effortless Expense Report

Expense experience, Expense Assistant, Perfect Back Office

Global Growth

Regional, regulatory, functional, language

Product Scale

Reliability, security, performance, transparency, and visibility

Connectivity

Connectors & APIs, payments, platform partners





Expense Assistant

See how easy it is to submit expense reports in Concur.

Reports built for you.

When Expense Assistant is on, all incoming credit card charges, trip reservations, and mobile expenses will go directly onto a report. We'll create a new report for you to get started.



Just review and submit.

Everything is in the report, combined and ready to go. Just review your expenses and submit for approval.



Try it now





Feedback & Updates

1 Weekly Summary Email

- Style and formatting
- Clearer exceptions
- Exceptions indicator
- Direct link to the report

2 Report Creation Logic

Considering suggestions for report creation including:

- monthly
- trip based
- policy
- cost centers

3 Change Policy on Report

If there are multiple policies, can now change on an existing report.

4 Manual Matching

inside expense reports.





Global Growth

- **Regulatory Research**
- **Local Market Analysis**
- **Translation Investments**
- **Regulatory Rate Services**



Example: Translation

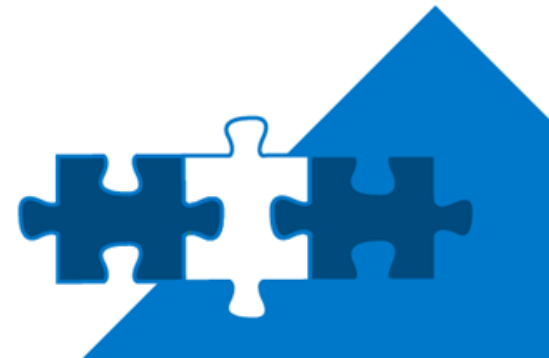
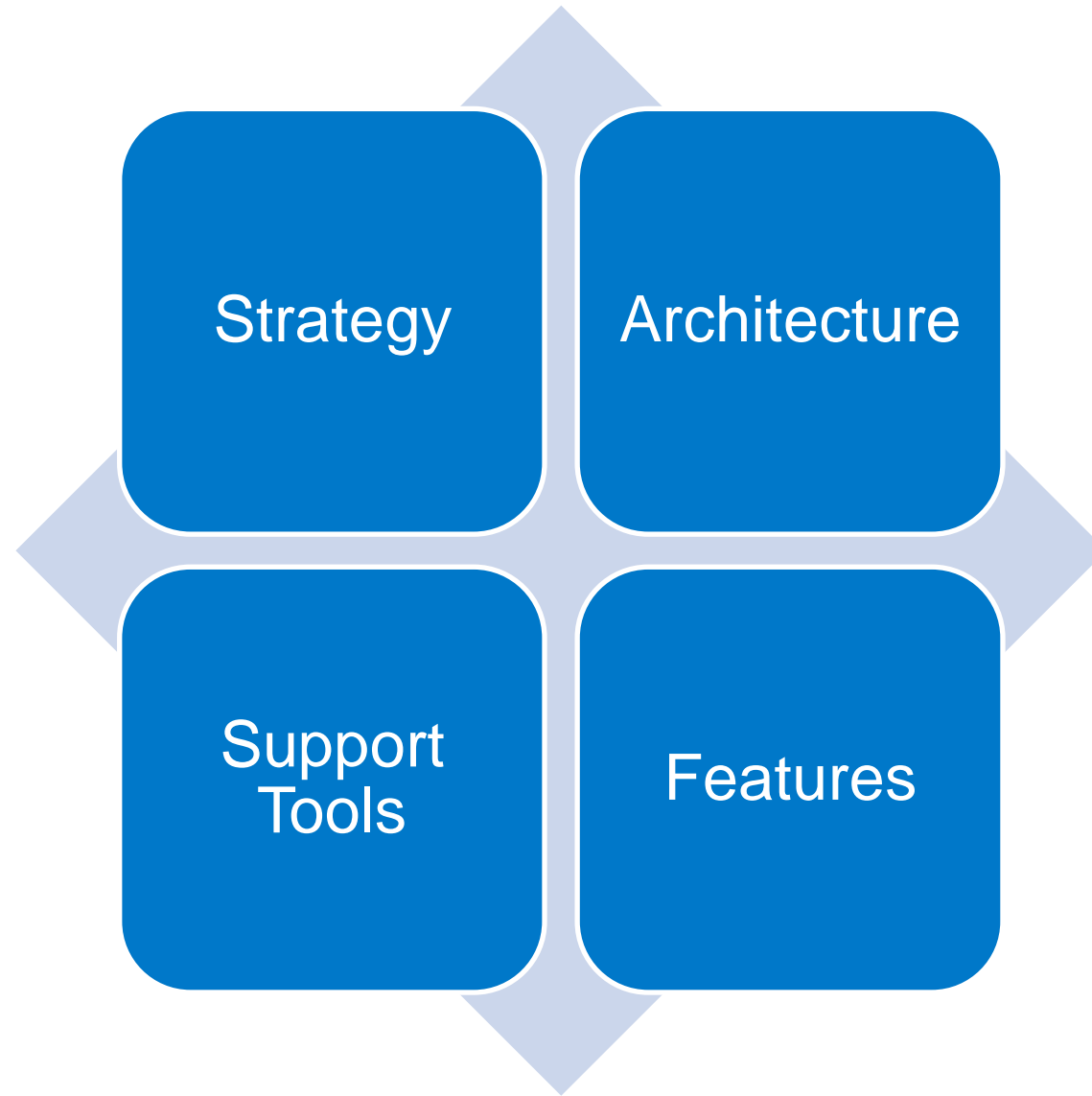
Highlights

- 7 new languages available for Professional
- Hyper-local focus:
 - Traditional Chinese Terminology Change
 - References to "Rail" Changed to "Train"
 - Updates to Terminology in the Japanese Administration Pages





SOLUTION SERIES



Recent Enhancements

Improved Reconciliation

- VCF4.x : Late Addendum Matching Behavior for lodge Cards and for Central Reconciliation
- Support of MasterCard CDF3.0 Virtual Cards
- Support of Intelligent Copy of Card Account Field for lodge Cards and CR

Flexibility/ Adjustment to local Markets

- Regional Rich Data Support extended for countries with no Merchant State
- From Zip and To Zip Fields in the GL1076 AMEX Import (CBS)
- Company Card Settings : New Option to Force CBS Business Purpose
- Corporate Card Crédit du Nord : Support for the 12-Digits Transaction Amount Field Value (removing the “Description Field Optimized”)





Coming Soon

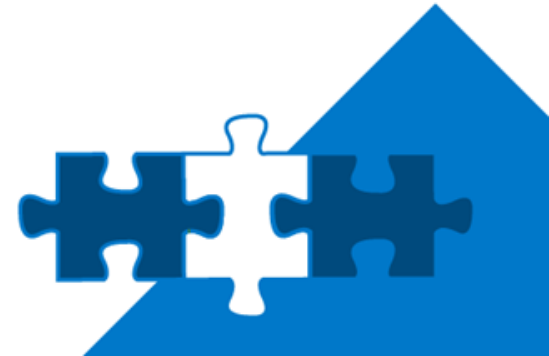
- Whitelist email addresses for receipt submission
- Pending card transaction
- Five new languages for Standard Edition
 - Czech Republic – Czech
 - Denmark – Danish
 - South Korea – Korean
 - Norway – Norwegian
 - Poland – Polish
- Expense Assistant



Concur Invoice



Mukund Ravikumar – Director, Product Management





**SOLUTION
SERIES**

Invoice 2016 – Our Focus

Effortless Invoice

PO Matching, Capture Improvements

Global Growth

Regional, regulatory, functional, language

Connectivity

Financial Integration





SOLUTION
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3-way Match

Purchase order



Receipt



Invoice



3-Way match

Better financial control as you only pay for what you receive.





3-Way Match and



Mo

- Handle in

INVOICE

PAGE : 1 of 2

ACCOUNTS OF

SHIP TO

SHIP FROM

FROM LOYANG : IRENE
ATTN TO :

REF NO. : STA160202
INVOICE NO. : 2000694048
DATE : 2016-02-25
PAYMENT TERMS : 60 DAYS
DELIVERY TERMS : CIF BATTLE CREEK,USA
CURRENCY : USD
FROM TAIWAN TO: USA
CARRIER/VESSEL : BY COURIER SERVICE
LEAVING : 2016-02-25
ARRIVING : 2016-02-26
VENDOR CODE :
UEN NO : 197201515R

DESCRIPTION - BARE RIGID PRINTED CIRCUITS MULTILAYER	P/O #	JOB #	QTY (PCS)	U/PRC (PCS/USD)	AMOUNT (USD)
W2992R/PWB1 (5240042200) SO: 114486-001(1000694039) SO: 114487-001(1000694045)	514470-17 514933-10		400 600	0.72800 0.72800	291.20 436.80
W2992R/PWB2 (3192091400) SO: 114476-001(1000694038) SO: 114477-001(1000694044)	514470-19 514933-12		400 600	0.72800 0.72800	291.20 436.80
W2992R/PWB3 (8728455700) SO: 114506-001(1000694041) SO: 114507-001(1000694047)	514470-21 514933-14		400 600	0.72800 0.72800	291.20 436.80
W2992R/PWB4 (2106604400) SO: 114468-001(1000694037) SO: 114469-001(1000694043)	514470-23 514933-16		400 600	0.72800 0.72800	291.20 436.80
W2992R/PWB5 (5923475700) SO: 114490-001(1000694040) SO: 114491-001(1000694046)	514470-25 514933-18		400 600	0.72800 0.72800	291.20 436.80

SHIPPING MARK

REMARKS :

FEDEX AWB : 6268 6748 7803

KS GOH (SNR MANAGER)

Authorised Signatory





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Questions?



