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CONCUR SOLUTION SERIES

Concur 2016 Mid-Year in Review

Heidi Worms – Principal Product Manager, Travel

Carolyn Shaw – Principal Product Manager

Mukund Ravikumar – Director, Product Management

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Concur Travel

Heidi Worms – Principal Product Manager, Travel

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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

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Flight

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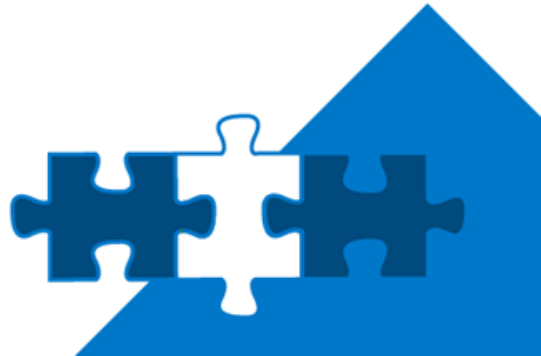
Flight

Innovation & content

Enhancing the user experience while enriching the feature set and content

Areas of focus

- Shop Upgrades for All GDS’
- Branded Fare Content



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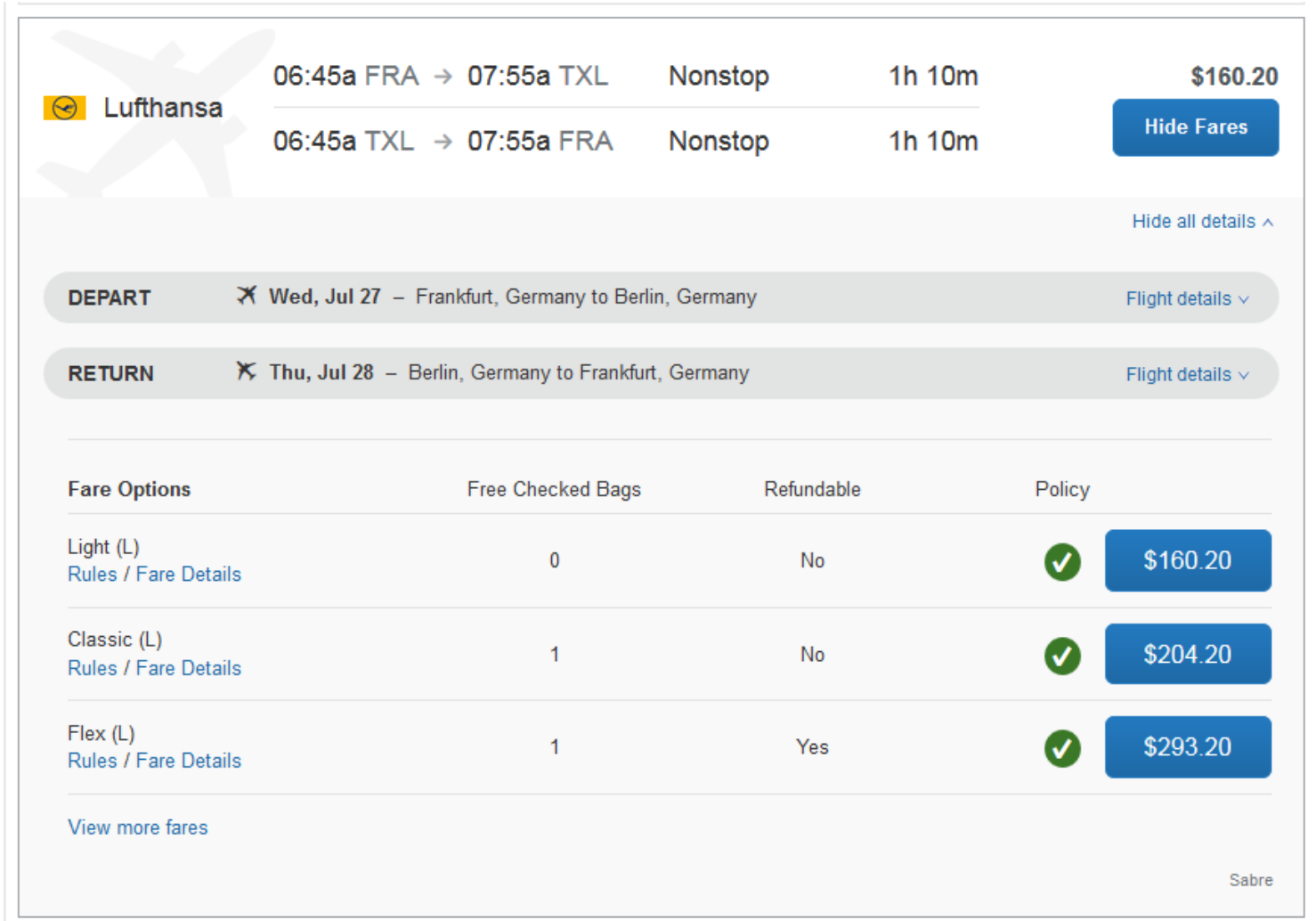
Flight: Branded Fares UX Updates



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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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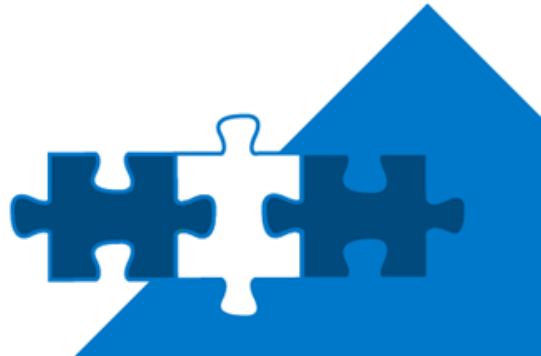
Flight

Innovation & content

Enhancing the user experience while enriching the feature set and content

Areas of focus

- Policy Redesign
- One Page Checkout



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Train

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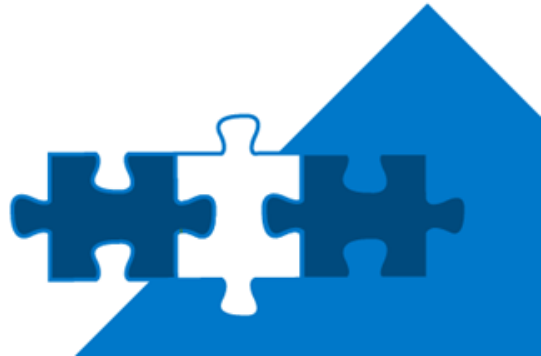
Train

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)



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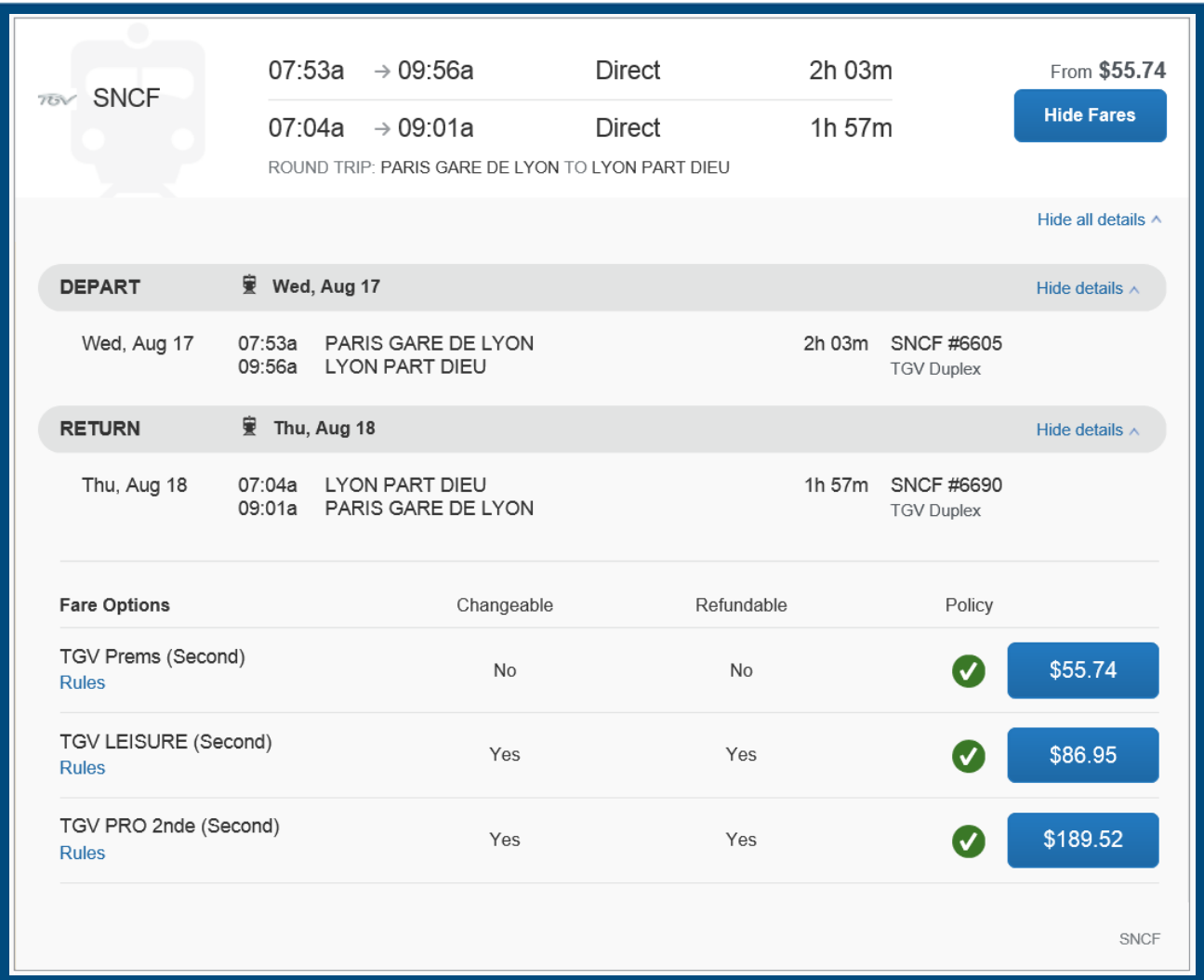
Train Booking Experience



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Hotel

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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)

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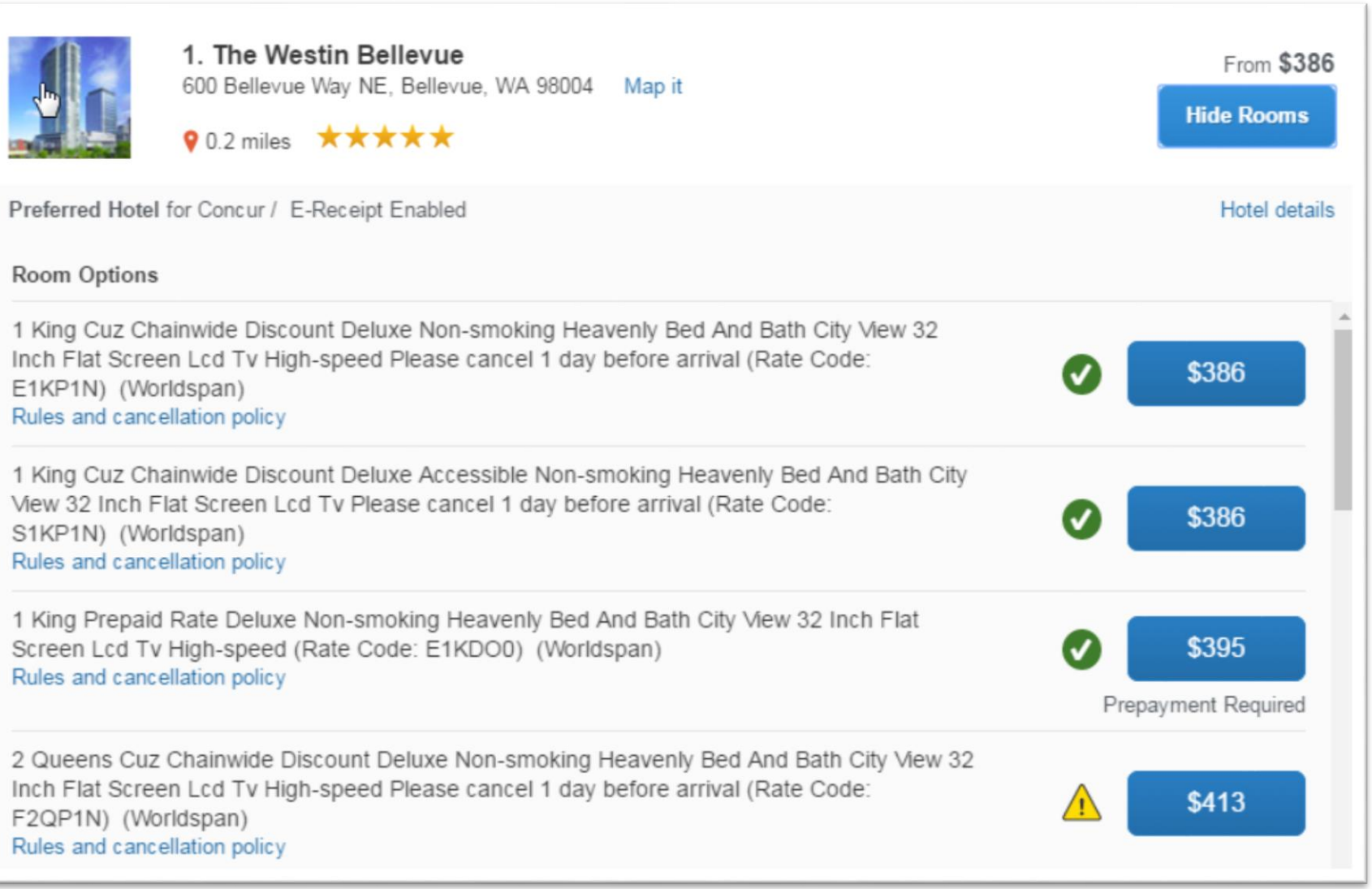
New Hotel Booking Experience



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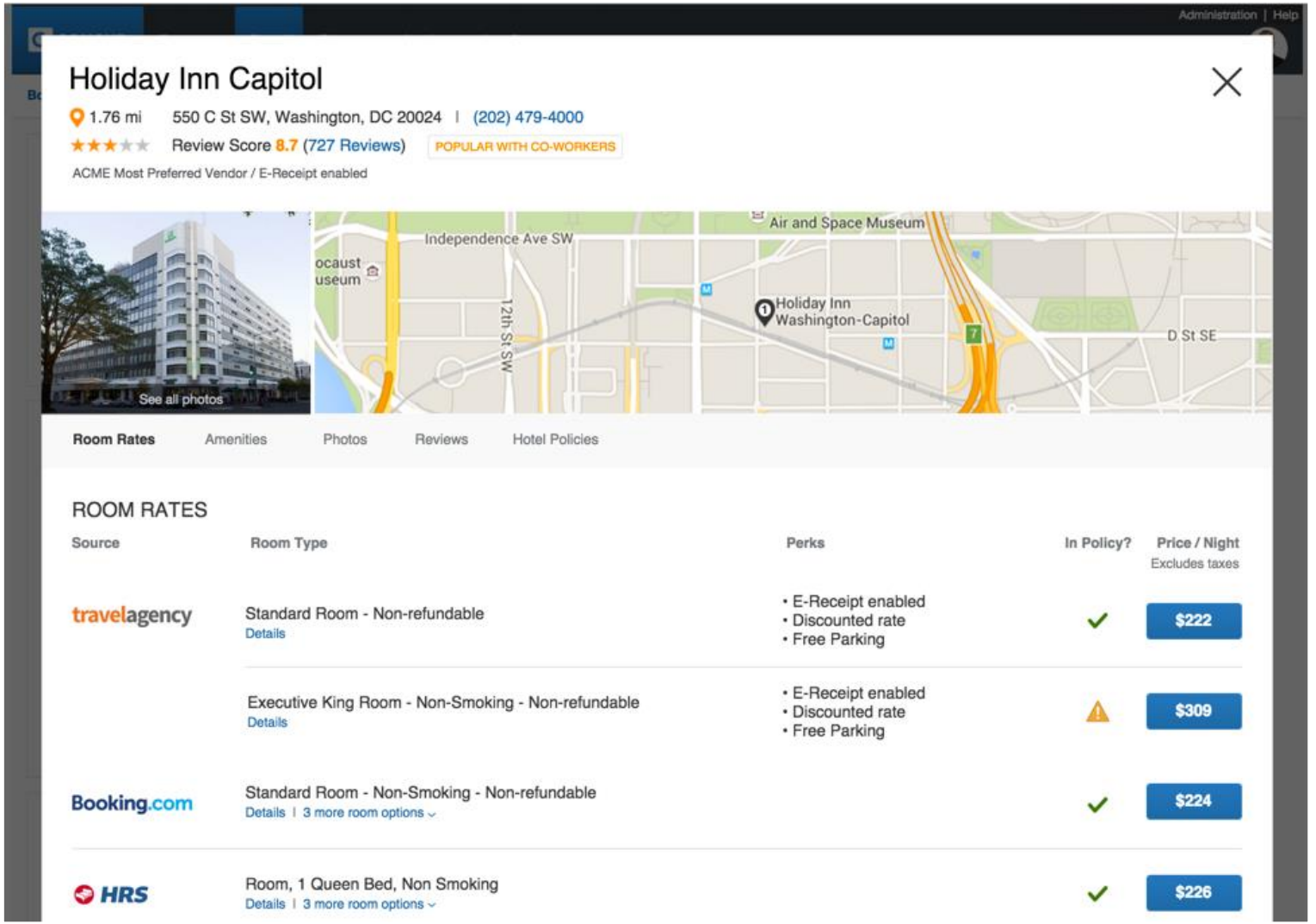
Hotel Booking Experience (Concept)



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Concur Request

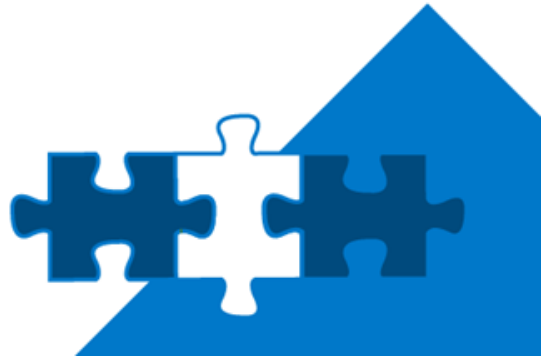
Concur Request

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



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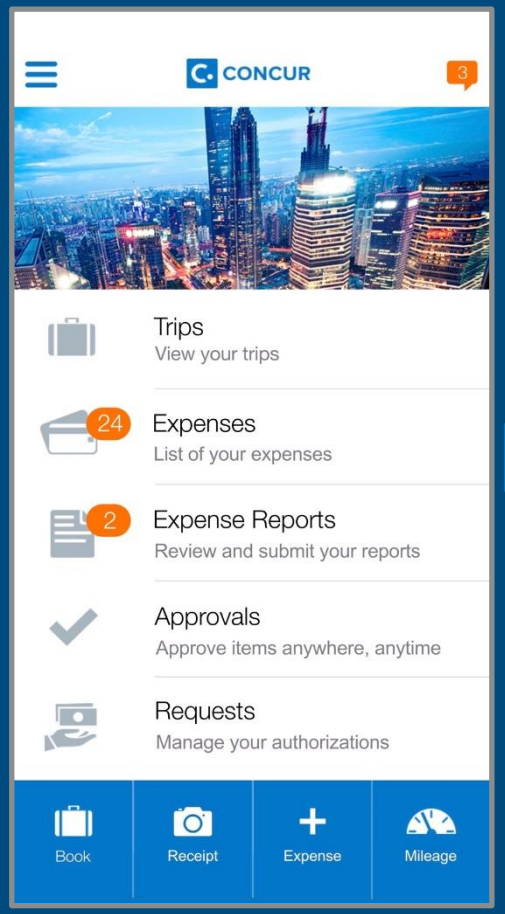
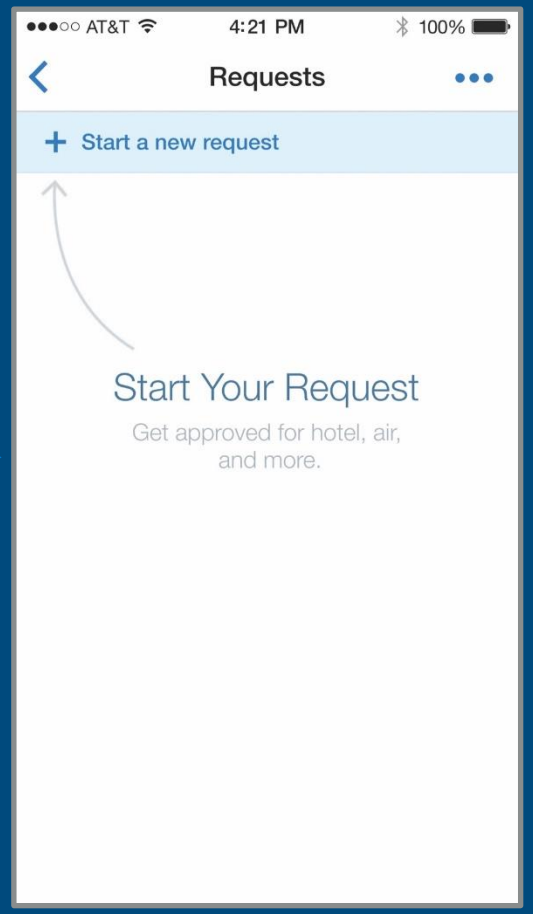
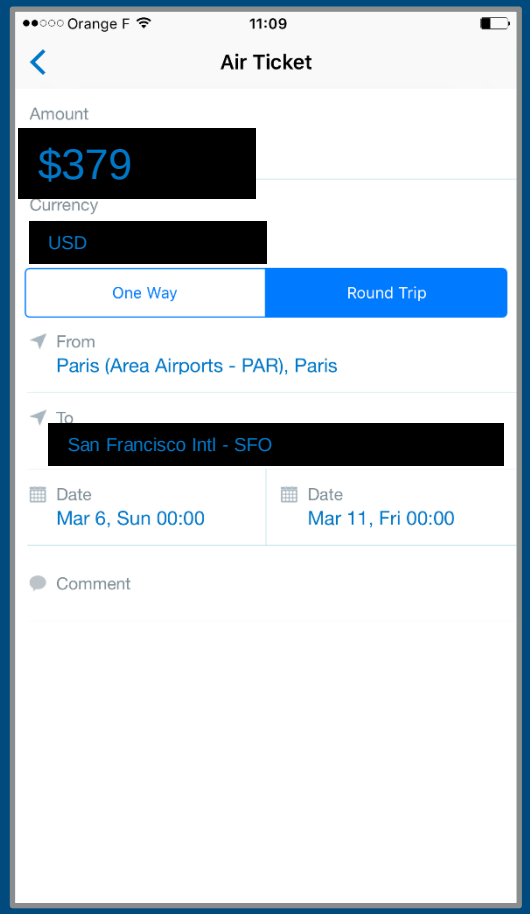
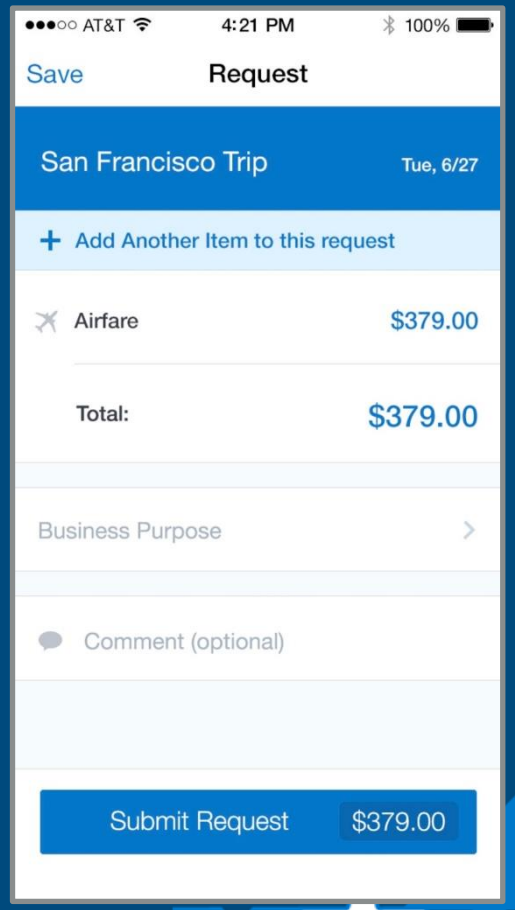
Concur Request: Create a Request on Mobile









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Verizon LTE
10:23 AM
52%
Trip from San Francisco Intl Arpt, San...
Mon, Apr 14 – Sat, Apr 19, 2014
Alaska Airlines 318
Flight Check-in
Alt. Flights
9 55
PDT AM
Depart SEA
Seattle
12 00
PDT PM
Arrive SFO
San Francisco
DURATION: 2H 5M
Confirmation
TIUQND
Terminal
Gate
Seat
Setup
Seat Tracker
View
Airline & Booking Info

TripIt

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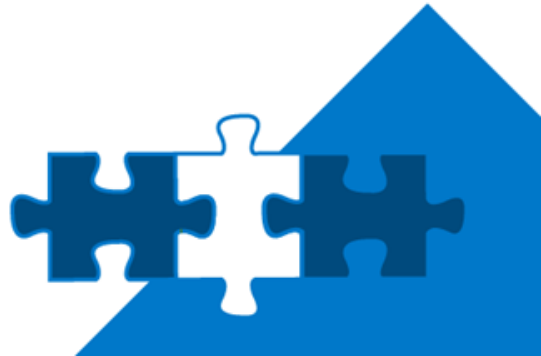
TripIt

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



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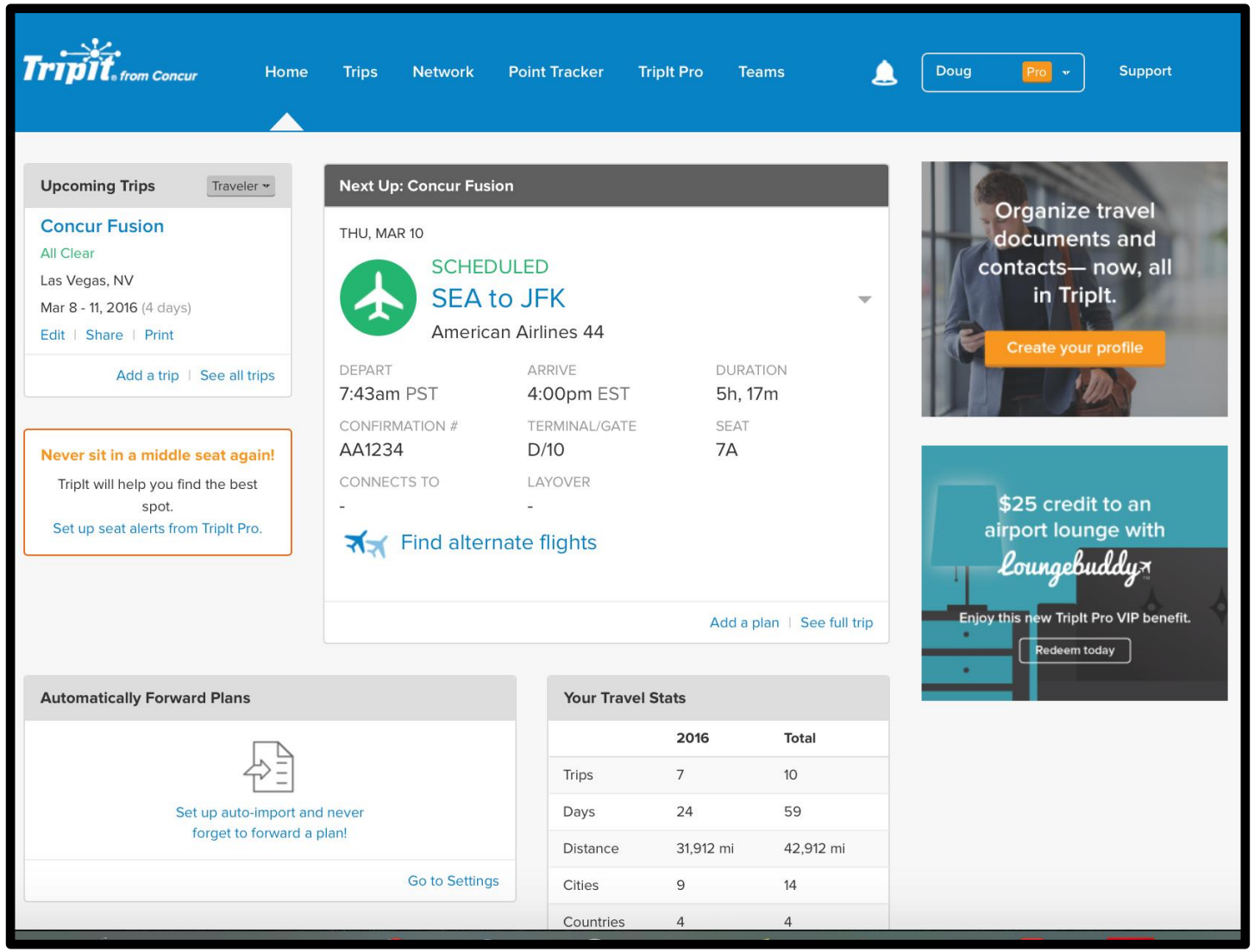
TripIt: New Home Page



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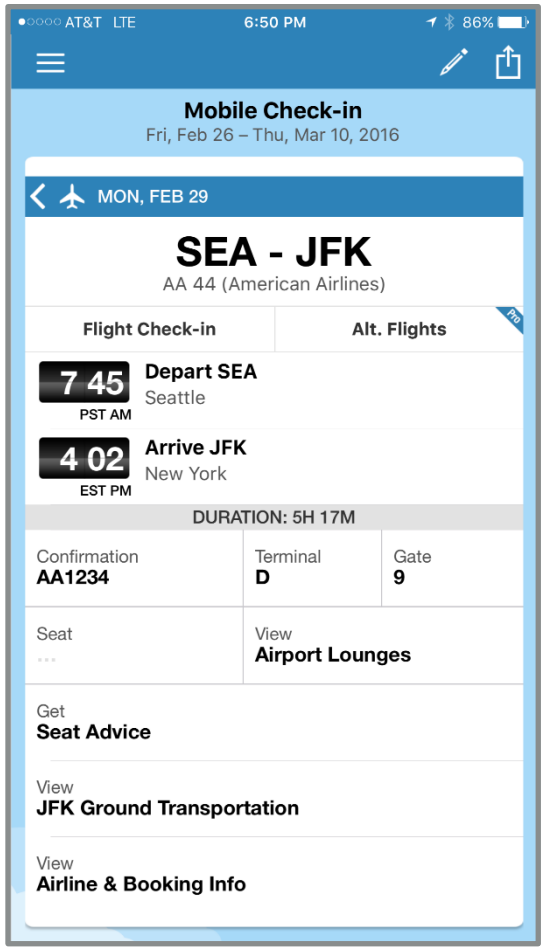
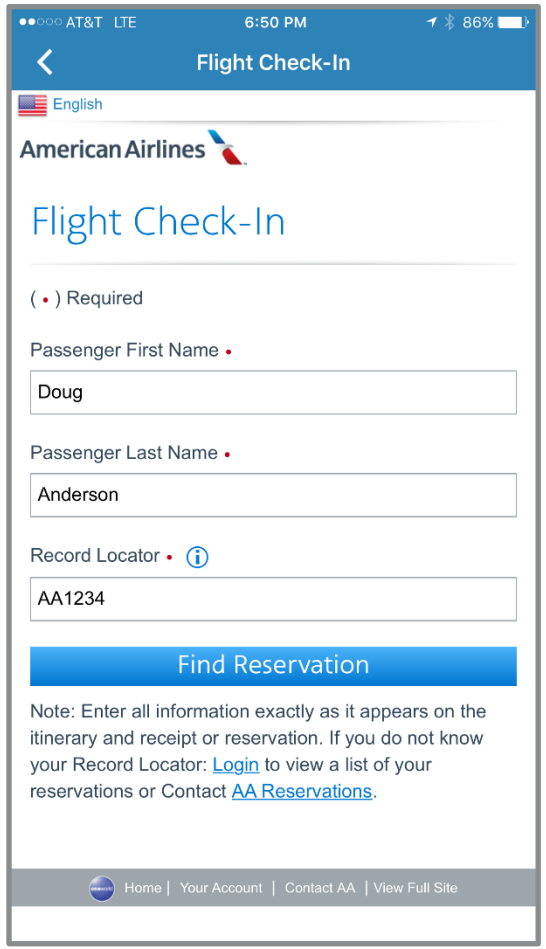
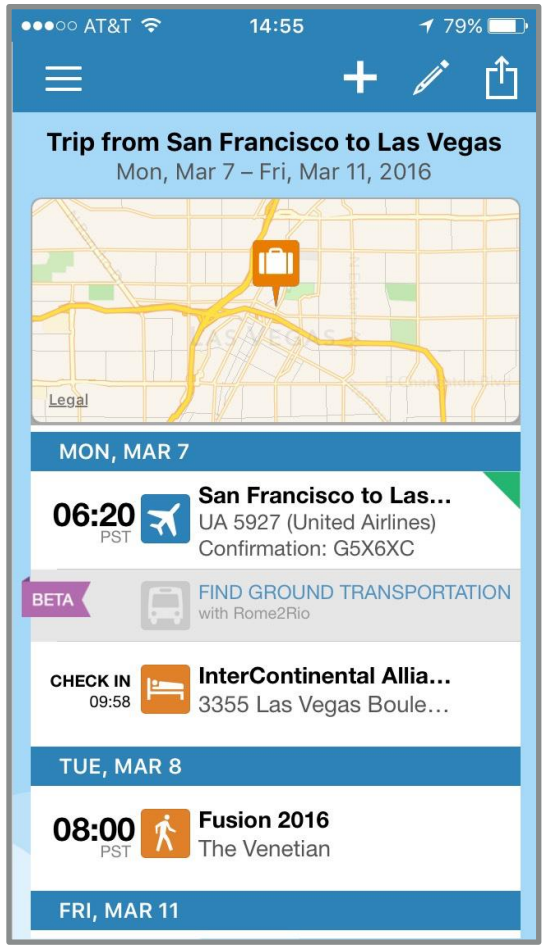
TripIt: Air Check-In + Rome2Rio

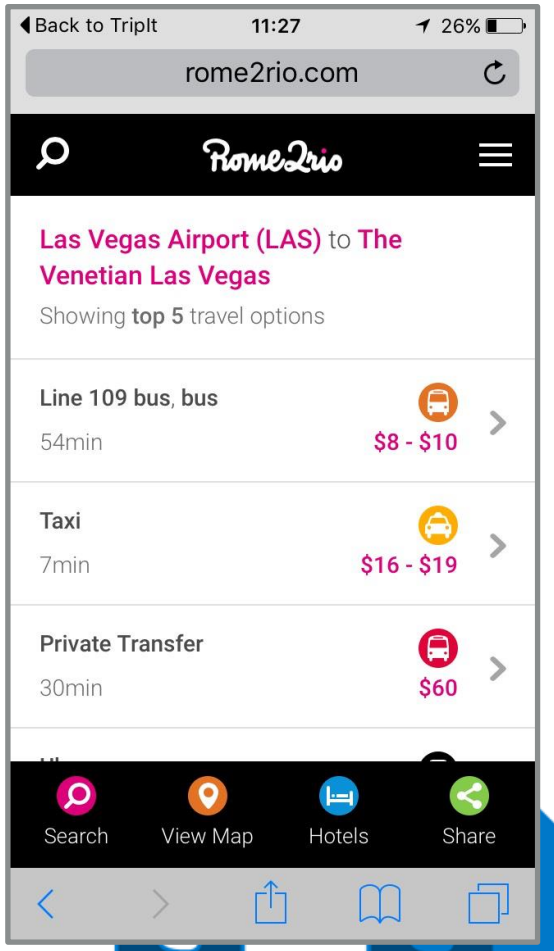
Pre-Populated Mobile Air Check-In





Quick Access to Transportation Options





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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

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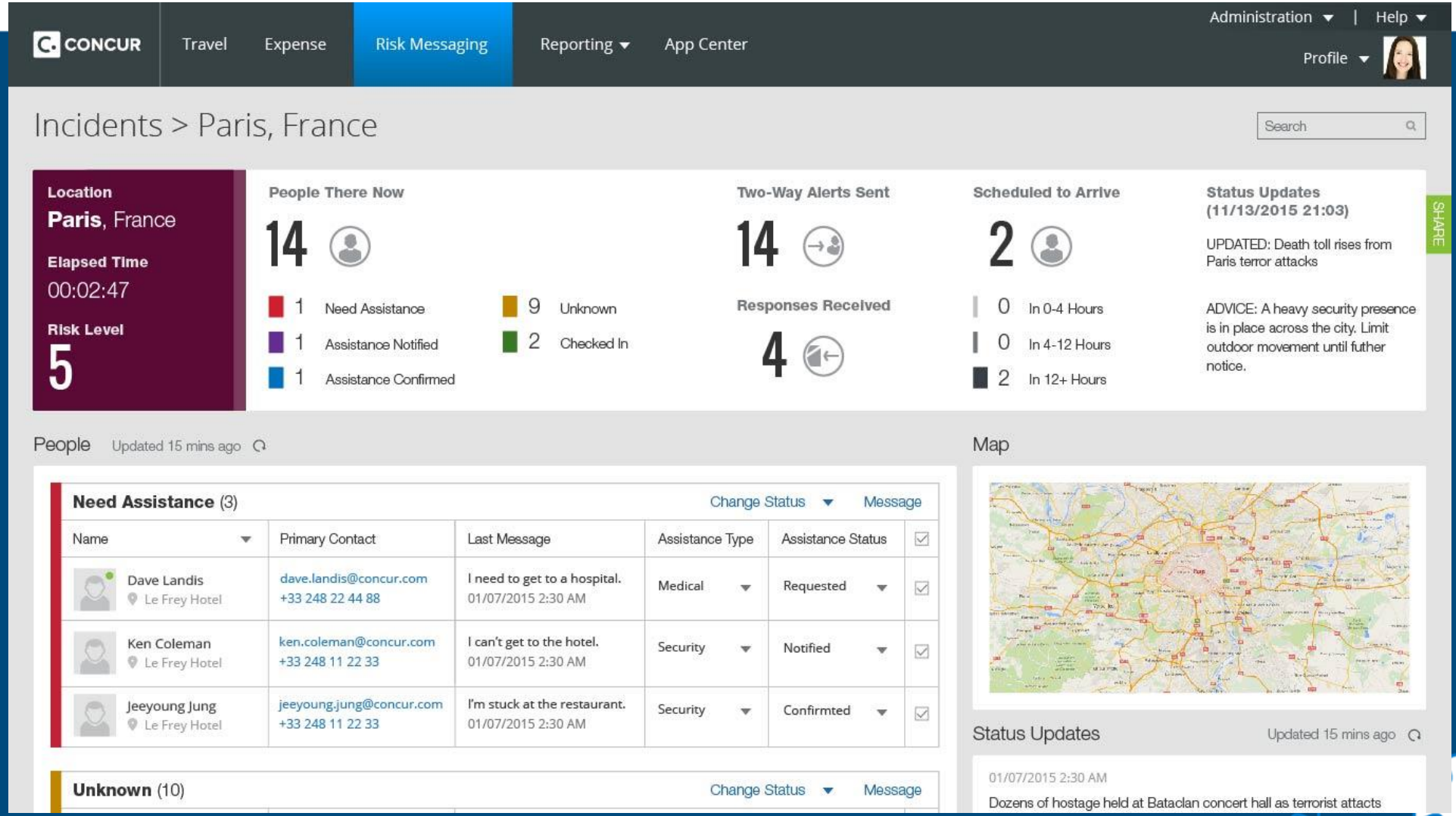
Risk: Integrated UI w/ Dashboard (concept)



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Concur Expense

Carolyn Shaw – Principal Product Manager

CONCUR SOLUTION SERIES

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

CONCUR SOLUTION SERIES

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

CONCUR SOLUTION SERIES

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.

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Global Growth

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

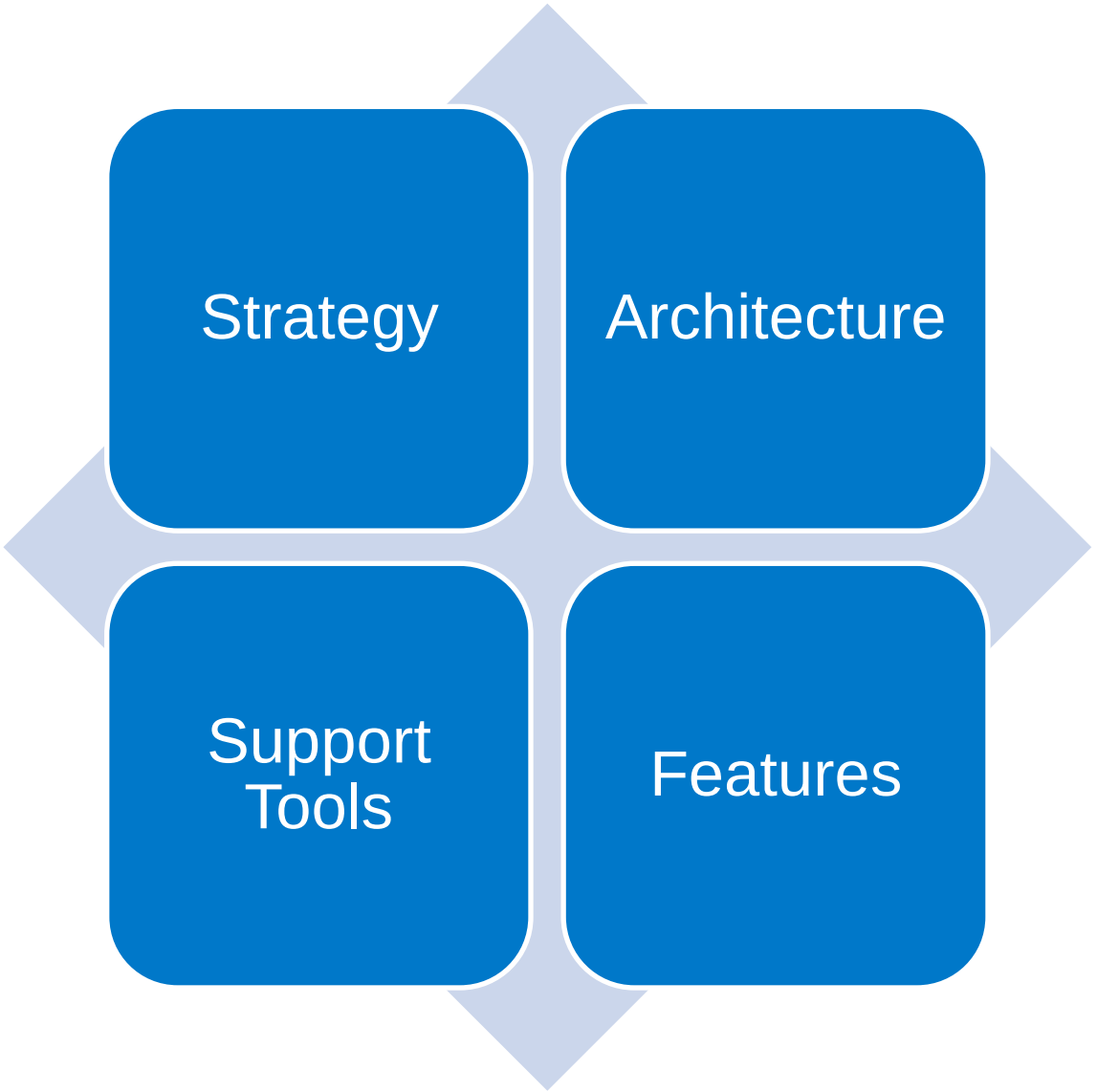
CONCUR SOLUTION SERIES

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

CONCUR SOLUTION SERIES



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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”)

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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 SOLUTION SERIES

Concur Invoice

Mukund Ravikumar – Director, Product Management

CONCUR SOLUTION SERIES

Invoice 2016 – Our Focus

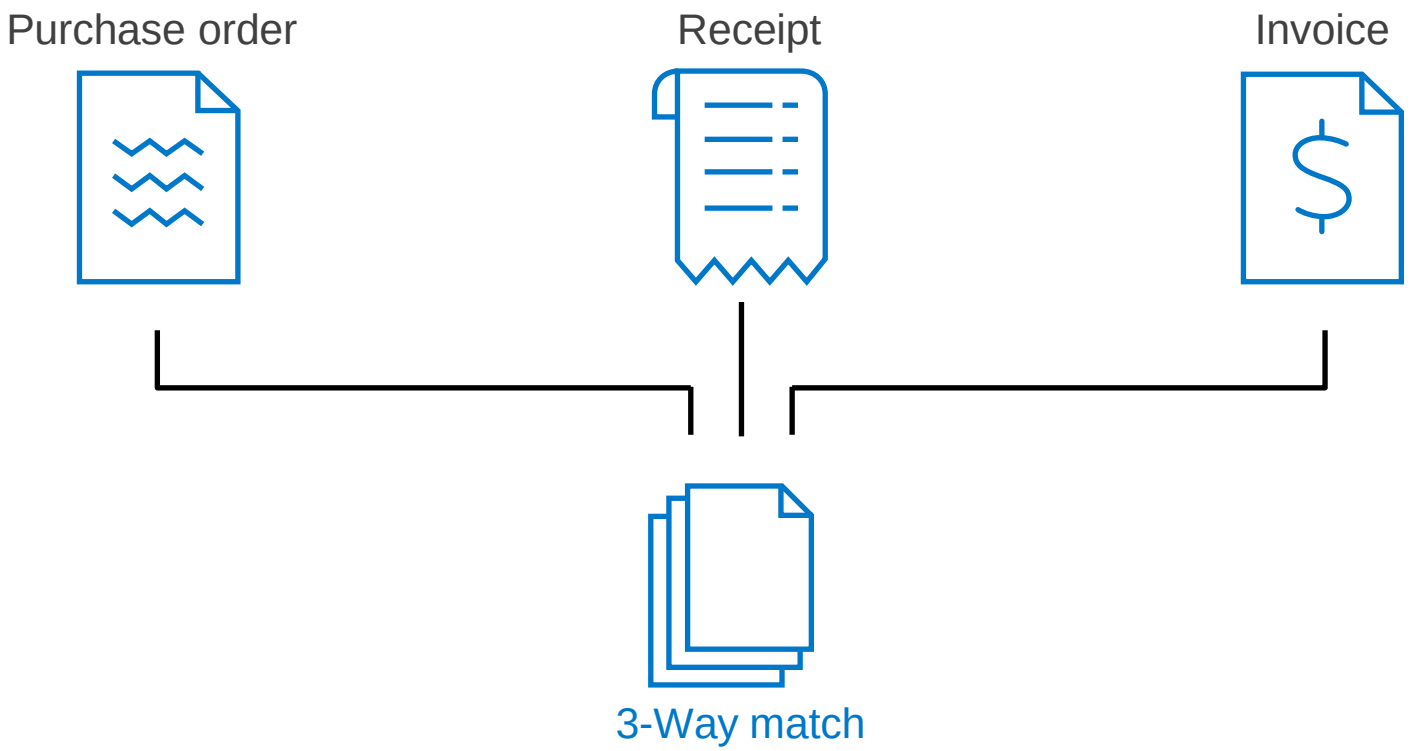
Effortless Invoice
PO Matching, Capture Improvements

Global Growth
Regional, regulatory, functional, language

Connectivity
Financial Integration

CONCUR SOLUTION SERIES

3-way Match



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

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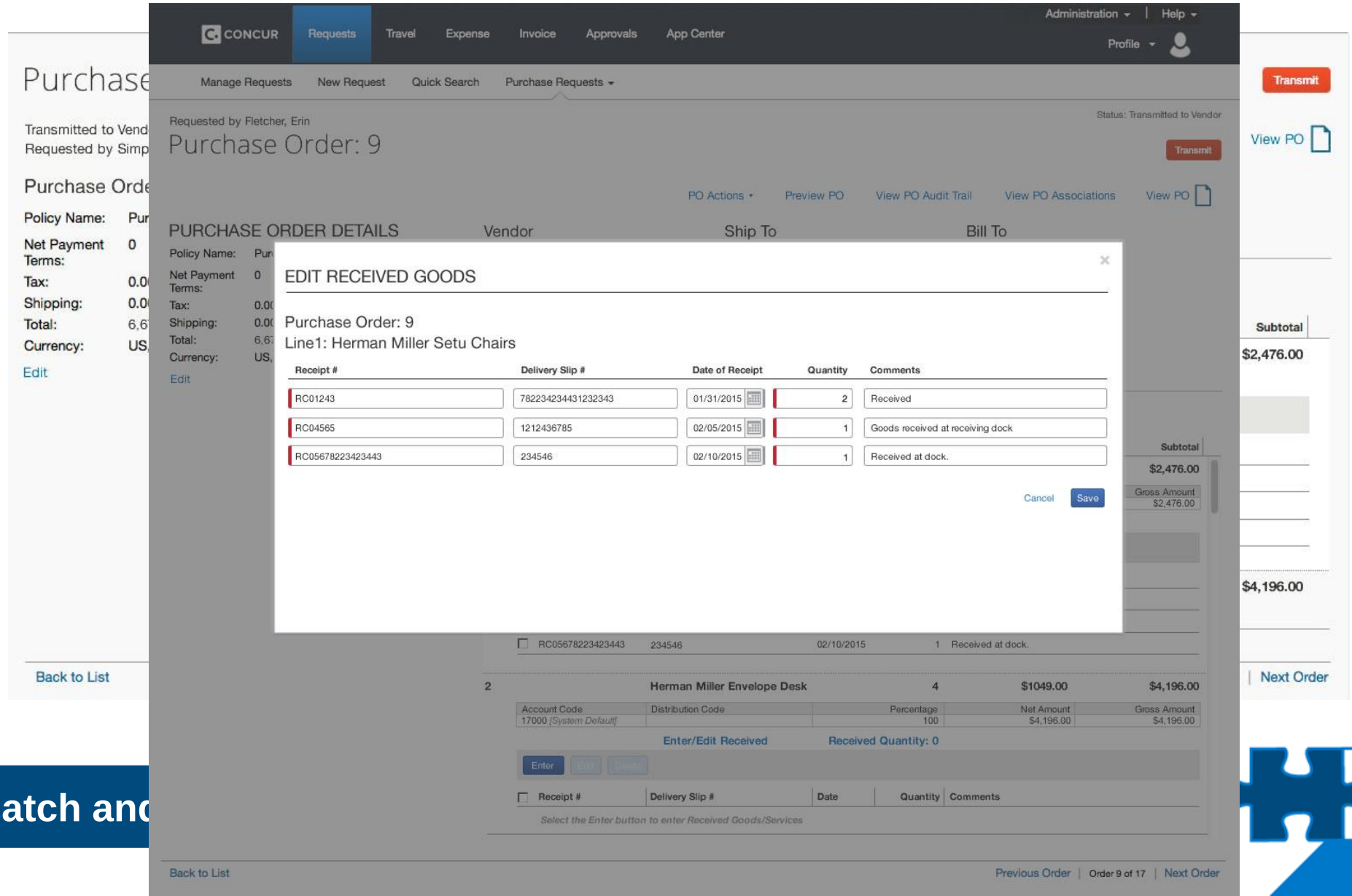
Receiving in Concur



3-Way Match and

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M

- Handle ir

INVOICE

[redacted]
PAGE : 1 of 2

ACCOUNTS OF
[redacted]

SHIP TO
[redacted]

SHIP FROM
[redacted]

[redacted]

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)	514470-17		400	0.72800	291.20
SO: 114487-001(1000694045)	514933-10		600	0.72800	436.80
W2992R/PWB2 (3192091400)					
SO: 114476-001(1000694038)	514470-19		400	0.72800	291.20
SO: 114477-001(1000694044)	514933-12		600	0.72800	436.80
W2992R/PWB3 (8728455700)					
SO: 114506-001(1000694041)	514470-21		400	0.72800	291.20
SO: 114507-001(1000694047)	514933-14		600	0.72800	436.80
W2992R/PWB4 (2106604400)					
SO: 114468-001(1000694037)	514470-23		400	0.72800	291.20
SO: 114469-001(1000694043)	514933-16		600	0.72800	436.80
W2992R/PWB5 (5923475700)					
SO: 114490-001(1000694040)	514470-25		400	0.72800	291.20
SO: 114491-001(1000694046)	514933-18		600	0.72800	436.80

SHIPPING MARK

REMARKS :
FEDEX AWB : 6268 6748 7803

SALES & MARKETING 14/07/14
FM-SM-037
REV A
PLEASE ACKNOWLEDGE UPON RECEIVED

KS GOH (SNR MANAGER)

Authorised Signatory

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