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

SAP Concur
How to Drive Mileage & Receipt Compliance with Mobile Adoption
A Solution Series Webinar

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Rich Adams | Director, Mobile Spend & ExpenseIt – SAP Concur
Susan Isaacson
Senior Solutions Consultant – SAP Concur
State of Mileage
Mileage and SAP Concur solutions

- Miles driven: 2.1bn
- Expense claims submitted: 23m
- Dollars reimbursed: $1bn
Mileage by the numbers

Mileage is one of the largest types of expense for organizations

- On average, 5% of all travel and expense (T&E) spend goes to mileage.
- There is a decrease in mileage due to the advent of ride share.
What are the top industries for mileage spend?

1. Healthcare

2. Technology manufacturing, software, and services

3. Financial services
Background

Mileage and personal car expenses are the last major expense category based on self-reported values.

No “receipts” for mileage
Last year Concur customers spent $1 billion reimbursing personal car expenses with no documentation of actual miles required. Mileage is the 10th largest employee spend category, and yet companies rely on employee estimates for reimbursement.

Estimates are inaccurate
Industry experts believe employees overestimate distance significantly, which means using actual mileage can yield a substantial savings in mileage reimbursement.

Tracking mileage was not practical
The problem is, tracking actual miles has not been practical. Apps that require users to start and stop travel manually are cumbersome and inaccurate but thanks to Concur, actual mileage can now be tracked automatically.
Configuration Considerations
Mileage rates around the world

Vehicle type
- Germany
- Ireland
- Sweden
- Belgium

Region
- Spain
- Canada
- France
- Ireland

Passengers
- Austria
- Norway
- UK
- Italy

Fuel

Accumulated distance

Everything
# Car mileage rates in Ireland

## Cars (rate per kilometre)

*Motor travel rates - from 1 April 2017*

<table>
<thead>
<tr>
<th>Band</th>
<th>Distance</th>
<th>Engine capacity up to 1200cc</th>
<th>Engine capacity 1201cc - 1500cc</th>
<th>Engine capacity 1501cc and over</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band 1</td>
<td>0 - 1,500 km</td>
<td>37.95 cent</td>
<td>39.86 cent</td>
<td>44.79 cent</td>
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<tr>
<td>Band 2</td>
<td>1,501 - 5,500 km</td>
<td>70.00 cent</td>
<td>73.21 cent</td>
<td>83.53 cent</td>
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<tr>
<td>Band 3</td>
<td>5,501 - 25,000 km</td>
<td>27.55 cent</td>
<td>29.03 cent</td>
<td>32.21 cent</td>
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<tr>
<td>Band 4</td>
<td>25,001 km and over</td>
<td>21.36 cent</td>
<td>22.23 cent</td>
<td>25.85 cent</td>
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</tbody>
</table>
How Mileage is Captured
A Top Expense Type with no Substantiation
Is there a Mileage Log?  Will we be audited?

Transaction Date Between Jan 1, 2018 and Feb 28, 2018
Distance Units: Miles
Break Even Distance: 1000

<table>
<thead>
<tr>
<th>Employee</th>
<th>Report ID</th>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Business Distance</th>
<th>Reimbursement Currency</th>
<th>Approved Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith</td>
<td>267015CB4CB641508AB6</td>
<td>Car Mileage</td>
<td>Jan 1, 2018</td>
<td>1,330</td>
<td>USD</td>
<td>724.85</td>
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<td>Jane Doe</td>
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<td>2,227</td>
<td>USD</td>
<td>1,213.72</td>
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<td>Michael Lee</td>
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<td>Jan 5, 2018</td>
<td>1,558</td>
<td>USD</td>
<td>849.11</td>
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<tr>
<td>Sarah Johnson</td>
<td>C957E8A485444A480CC</td>
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<td>Jan 1, 2018</td>
<td>1,278</td>
<td>USD</td>
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<tr>
<td>David Brown</td>
<td>D3E309CB40C414D388CC</td>
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<td>Jan 3, 2018</td>
<td>1,872</td>
<td>USD</td>
<td>1,020.24</td>
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<tr>
<td>Emily Davis</td>
<td>348927540CEC4A68FB6</td>
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<td>Jan 31, 2018</td>
<td>1,783</td>
<td>USD</td>
<td>971.74</td>
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<td>Clark Grant</td>
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<td>USD</td>
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<td>Casey Murphy</td>
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<td>Car Mileage</td>
<td>Jan 31, 2018</td>
<td>1,382</td>
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<tr>
<td>Lisa Johnson</td>
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<td>Jan 31, 2018</td>
<td>1,231</td>
<td>USD</td>
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<tr>
<td>Betty Smith</td>
<td>EEF56C2DF1EB48D899E2</td>
<td>Car Mileage</td>
<td>Feb 20, 2018</td>
<td>1,770</td>
<td>USD</td>
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<tr>
<td>Tracy Taylor</td>
<td>3407DC5B29647398D0C</td>
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<td>Jan 5, 2018</td>
<td>1,602</td>
<td>USD</td>
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<td>Brandon Jones</td>
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<td>Rachel Green</td>
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<td>Megan Brown</td>
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<tr>
<td>Carl White</td>
<td>2B71607B1C9741570A1</td>
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<td>2,328</td>
<td>USD</td>
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<td>Richard Lee</td>
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<td>USD</td>
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<tr>
<td>Karen Rose</td>
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<td>Jan 31, 2018</td>
<td>1,618</td>
<td>USD</td>
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<td>Melissa Grey</td>
<td>4122511D0A24C114A89</td>
<td>Personal Car Mileage</td>
<td>Jan 31, 2018</td>
<td>3,135</td>
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<td>Alexander</td>
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<td>Jennifer Young</td>
<td>043FE3A0F4D249B7B78</td>
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<td>Jan 21, 2018</td>
<td>1,684</td>
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</table>
## Failing an Audit

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Expense Type</th>
<th>Transaction Date</th>
<th>Business Distance</th>
<th>Reimbursement Currency</th>
<th>Approved Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>9F51AFB10D1234348F90F</td>
<td>Travel - Ground Transportation - Personal Car Usage (Miles)</td>
<td>Oct 26, 2017</td>
<td>840</td>
<td>USD</td>
<td>453.60</td>
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<td>40C4D5E0690434455C55C</td>
<td>Travel - Ground Transportation</td>
<td>Nov 9, 2017</td>
<td>894</td>
<td>USD</td>
<td>482.70</td>
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<tr>
<td>85D5A6E9F5B4540A9139</td>
<td>Travel - Ground Transportation - Personal Car Usage (Miles)</td>
<td>Nov 22, 2017</td>
<td>732</td>
<td>USD</td>
<td>395.28</td>
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<td>F4DFA461B6469C3B5454</td>
<td>Travel - Ground Transportation - Personal Car Usage (Miles)</td>
<td>Nov 30, 2017</td>
<td>728</td>
<td>USD</td>
<td>393.12</td>
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</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Expense Type</th>
<th>Amount</th>
<th>Approved</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/05/2017</td>
<td>Travel - Ground Transportation - Per</td>
<td>$53.96</td>
<td>$53.96</td>
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<tr>
<td>11/02/2017</td>
<td>Travel - Ground Transportation - Per</td>
<td>$64.00</td>
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<tr>
<td>10/30/2017</td>
<td>Travel - Ground Transportation - Per</td>
<td>$453.60 $453.60</td>
<td></td>
</tr>
</tbody>
</table>
Solution Demonstration
Embrace Mileage on Mobile

Automated Tracking
Thanks to our automated set it and forget it tracking, companies will be able to see their savings.

Push Notifications
Once a trip is complete, users receive a notification to remind them to turn that distance log into an expense line items with one click. The user can also preset Drive to auto upload the trips as expenses.

One app to deploy and manage
With Concur, users get all of their functionality in a single app, increasing user satisfaction, overall usage and maximizing savings.

Mobile app rating
Concur leads competitors in both ratings and total reviews (up to 200X) on both Android and Apple stores.

Languages
Concur lists the most languages supported of any expense tracking app. For multinationals, Concur is a must.

Just as Concur leads in mobile T&E, it also stands apart in the ability to serve customer’s car-related expenses.
Expenselt
What is ExpenseIt?

ExpenseIt is a service that turns receipts into expenses, for you, and sends them directly into Concur Expense.
How to get receipts into ExpenseIt?

Mobile Capture
- ExpenseIt Pro app
- The Concur mobile app (new sales since Oct 2017)

Forward email receipts@expenseit.com
Why capture receipts on mobile?

Based on the understanding that users overwhelmingly prefer capturing their receipts on mobile

- Convenient
- Simple
### ExpenseIt Availability

ExpensIt currently available in, and optimized for:

**English**
(US, UK, Australia/NZ, Canada, South Africa)

**German**
(Germany, Austria, Switzerland)

**French**
(France)

**Nordics**
(Denmark, Sweden, Norway, Finland)
Video Demonstration
How does it work?

**OCR**
- Optical Character Recognition technologies

**Machine Learning**
- Big data is SAP Concur’s “secret sauce”

**Human Auditor**
- 24/7/365
Key Features
Enhanced camera

- Optimized for on-the-go capturing
- Improved optical image recognition
- For better overall user experience
Multipage capture

- Captures multipage receipts in iOS
- Saves time and improves accuracy
- Simplifies expensing process
- Automatically itemizes hotel folios
Improved user experience

- Keep you in the loop
- Just-in-time updates
- Step-by-step guidance
Expense type matching

As a company’s expense hierarchy gets more complex, the accuracy drops

How do we optimize this problem together?

▪ Plan to seek customer input to prioritize some expense types
▪ Help the customer simplify the hierarchy, if possible.
Performance

- Humans are not infallible!
- Technology has advantages:
  - Speed
  - Historical & Learned Behaviors
- Ability to scale to millions of receipts

Majority analyzed <1 minute!
Wrap Up
Summary

• ExpensesIt is a service that uses:
  • OCR
  • Machine Learning &
  • Human Audit to turn receipts into expenses

• Majority analyzed <1 minute

• Optimized for English, French, German & Nordic languages

• Available in the Concur mobile app for new sales since October 2017
  • Upgrade for existing clients coming soon

• Automatically itemizes hotel folios & predicts Expense Types
Questions?