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

SAP Concur
Barton Malow Company
Enabling a Mobile Workforce

Jill M Lieghhio
Corporate Accounts Payable Manager
About Barton Malow

Since 1924, Barton Malow Company has been building manufacturing facilities, hospitals, schools and sports arenas throughout North America.

With –

- More than 2,000 employees
- More than 400 active projects
- More than 15 regional offices

throughout North America, our decentralized way of managing Travel and Expense was cumbersome and inefficient.

We needed to find a better way!
The Solution – SAP Concur

Phase 1 2010

Implemented Concur Travel and Expense

- Centralized processing of expense reports
- Audit rules enforced items such as receipt requirements and attendee data
- Electronic storage of expense reports and receipts
- Centralized booking of travel based on preset rules
- Ability to consolidate spending and negotiate rates with travel providers
## Results – Phase 1

**Time Savings:**
- Electronic reports
- Electronic receipt storage
- Electronic workflow for approvals

**Savings through negotiated rates with our top vendors for:**
- Air travel
- Car rentals
- Hotel stays

<table>
<thead>
<tr>
<th>Time to submit:</th>
<th>Time to approve:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barton Malow 19 days</td>
<td>Barton Malow 2 days</td>
</tr>
<tr>
<td>Concur Enterprises avg 22 days</td>
<td>Concur Enterprises avg 3 days</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average Ticket Price:</th>
<th>Average Price per Night:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barton Malow $421</td>
<td>Barton Malow $144</td>
</tr>
<tr>
<td>TMC Enterprise avg $556</td>
<td>TMC Enterprise avg $154</td>
</tr>
</tbody>
</table>
The Solution – SAP Concur

Implemented
Concur Travel
and Expense

Implemented
ExpenseIT

2010

2015

✓ Ability to capture receipts through smart phone
✓ Eliminated the need to convert paper receipts to pdf

Results – Phase 2

Time Savings:
- Mobile receipt capture vs manually scanning paper receipts and converting them to pdf

Estimated time:
- 5 minutes per report
- 13,000 reports per year
- 65,000 minutes annually
- 1,083 hours annually x $50 per hour burdened rate
- $54k per year savings
The Solution – SAP Concur

2010
Implemented Concur Travel and Expense

2015
Implemented ExpenseIT

2016
Implemented Corporate Credit Cards
Implemented Expense Pay

✓ Added Corporate Credit Card program to take financial burden off our Team Members
✓ Enabled Expense Pay for Corporate Credit Cards and Team Member reimbursement

Results – Phase 3

- Generated $200k in rebates through Corporate Card Rebate program
- Decreased days to reimbursement for employees to 3 from 10
- Eliminated bi-monthly expense reimbursement payroll run – saving minimum 4 hours monthly or $2k annually
The Solution – SAP Concur

2010
- Implemented Concur Travel and Expense

2015
- Implemented ExpenseIT

2016
- Implemented Corporate Credit Cards
- Implemented Expense Pay

2017
- Updated audit rules allowed for sample audit and reporting from 100% receipt audit
- Refined and added audit rules to move to sample audit program

Results – Phase 4

- Reduction 1 FTE in Audit - $90k annually
- Increased reporting and education surrounding compliance + Increased compliance due to refined audit rules - $60k annually

$90k FTE
$60k Reporting / Compliance
$150k Total
The Solution – SAP Concur

<table>
<thead>
<tr>
<th>Year</th>
<th>Implemented Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>Concur Travel and Expense</td>
</tr>
<tr>
<td>2015</td>
<td>ExpenseIT</td>
</tr>
<tr>
<td>2016</td>
<td>Implemented Corporate Credit Cards, Implemented Expense Pay</td>
</tr>
<tr>
<td>2017</td>
<td>Refined and added audit rules to move to sample audit program</td>
</tr>
<tr>
<td>2018-19</td>
<td>Added partner programs like Uber &amp; Lyft, Added Detect for receipt audits</td>
</tr>
</tbody>
</table>

Results – Phase 5

- Reduction in transportation costs - $20k annually
- Moved to 100% audit of all reports while saving another 50% of a FTE @ $90k - $45k

$20k Transportation
$45k ½ FTE
$65k Total
Savings Through our Partnership with Concur

- $135k 1.5 FTEs for audit
- $200k annual rebate on Corporate Card program
- $54k annual time savings on mobile receipt capture
- $60k increased compliance
- $20k partnership apps
- Less the cost of Concur software…

>$275k Annually!
Thank You.

Contact information:

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Corporate Accounts Payable Manager  
Barton Malow Company  
Jill.Liegghio@bartonmalow.com  
248-436-5480
Actuant Corporation

Karen Yates
Global Travel & Expense Manager
About Actuant Corporation

- Headquartered in Menomonee Falls, WI
  - Industrial Tools and Services
  - Global - 5,000 employees
- Employed with Actuant 13 years
  - Investor Relations
  - Finance Project Analyst
  - Global Travel & Expense Manager
Backstory

- Became Concur customer through Gelco acquisition in 2006
- Recovered over $250,000 in less than 6 months
  - Switched from allowing personal pay accrual month after month to offsetting each report for personal expenses, but not allow the accrual with switch from Gelco to Concur
- A few additional countries were implemented over the years
  - Were not utilizing reporting tools, nor was there consistency in the system
- New “Global T&E Manager” role, charged with:

1. Implementing a new global credit card
2. Putting Concur in place in most countries (32 at the time)
3. Finding a new global TMC and implement the OBT as well
Program Overview

Where we are today
- Concur is implemented in 90% of our country locations
- New global credit card provider in place
- New global TMC implemented
- Consultative Intelligence
- Business Administration
- Recently implemented temp/casual technicians
- Expense It

The Results
- Better visibility into our T&E spend
- Better leverage in contract negotiations for my travel vendors
- One of the pioneers in implementing the OBT in India with our TMC
- Saved over $2.3m in CY18 and ROI of 7:1 utilizing our preferred vendors and contracts
- Visibility to provide safety of our travelers with duty of care
- No more messy paper receipts
Keys to Success
Online Adoption

- Online adoption in the US is high
- Other countries continue to move in the right direction
- Culture driven in part but continue to promote the OBT
Access to Data

- Implemented Consultative Intelligence
  - Monthly bursting and emailing reports to each business unit
  - Custom reports to import to our ERP system
  - Capability of adding fields to evaluate data and charge back expenses to customers

- DATA IS KEY and DATA = CASH
  - Fragmented data = loss
  - Organized valuable data = leverage in vendor negotiations
  - Data to catch fraud – duplicate expenses (cash/credit card)
  - Personal mileage reimbursement – excessive
Leveraging Partners

- Engaged with Concur partners such as:
  - Lyft & Uber for Business
  - Dinova
    - Quarterly rebates
    - No work – just collect
  - VAT IT
    - On track for first VAT recovery payment in a few months
    - Huge time saver and potential reclaim of approximately $50-75k for first filing
  - Rockettrip – on our radar to implement
Tips, Tricks & Quick Wins

Travel Policy
- Reevaluated in 2018
- Made policy more positive and list expenses that were acceptable to claim for reimbursement
- Policy went from 14 to around 7 pages double spaced for easy reading

Mileage
- One of the largest areas of fraud or “padding” the expense
- Implemented the Google Map calculator as a requirement audit rule
- Also turned on the “deduct my commute” function

Service Admin
- Phenomenal level of expertise and attention for support issues
- Changes to configuration are done quickly and efficiently
- Would not go back to NOT having this service

Get Involved
- Organized Concur’s Wisconsin User Group
- Meet quarterly
- Benchmark on processes, audit rules, policies, and reporting
Thank You.

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Brady Corporation
A global leader in safety, identification, and compliance solutions.

SAP Concur

Brady Corporation
The Concur Journey

Linda Nuttall
Director, Global Business Processes

PUBLIC
Over 6,000 employees, 70 locations in 33 countries

Concur Journey Commenced in 2010
Platform for >2,000 business travellers
3 year phased approach

Travel
6 Concur Travel “Sites” supporting >80% of travelers across N America (excl. Mexico), Europe and Africa.

Expense
13 Concur Expense “Policies” supporting 90% of travellers across N and S America, Europe, Africa, Asia and Australia

Future Deployments
Travel – Australia
Expense Management continued rollout - India and Mexico
Concur Travel Management

Travel Management Partnership

- Moved from 2 TMC’s under 2 separate contracts in December 2018 to drive a global partnership
  - Now providing Travel Services and employee support for N America, Europe and Africa with plans to expand.
  - Indirect Concur contract that allows ATPI to manage our Concur Travel System and provide support for our employees
## Concur Expense Management

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concur Expense</td>
<td>Keeping track of expenses and staying productive.</td>
</tr>
<tr>
<td>TripIt</td>
<td>Supporting employees in managing itineraries for each of their trips that they can access anytime</td>
</tr>
<tr>
<td>Uber for BZns</td>
<td>Providing employees easy access to ground transportation with Concur integrated receipt management</td>
</tr>
<tr>
<td>SpotHero</td>
<td>Enabling employees to manage city parking and integrate receipts with Concur Expense</td>
</tr>
<tr>
<td>Bambora</td>
<td>Simplifying expense reimbursement for Brady and its employees.</td>
</tr>
<tr>
<td>Concur Intelligence</td>
<td>Integrating and organizing all of our travel and expense data to provide a single, accurate, actionable view of company spend</td>
</tr>
</tbody>
</table>
Leveraging Other Capabilities

**VAT Recovery Program**
Engaged with TBI to re-claim domestic and international VAT globally incurred for travel and "other expenditure"
- Significant dollars recovered to date
- Drives more accurate expense management
- Recovery without effort

**Monthly Billed Statements**
Simplify and centralize the purchasing card process with a start to finish solution
US initiative to deliver savings and reduce indirect spend invoice processing through a Purchasing Card program leveraging the Company Billed Statements solution.
- Effectively capture P-Card transactions
- Review and reconcile in one location
- Expense and P-Card integration to work together
- Connected Card feeds and policies
Future Initiatives

The Drive for One Global Travel and Expense System
One System for all travel bookings no matter what channel our Travelers book through, reservations from all channels
• Expanding Duty of Care
• Negotiating more travel deals
• Applying and enforcing policy globally
• Improving productivity and satisfaction

Simplifying and Strengthening the Audit Process
Leveraging artificial intelligence to make decisions and eliminate mundane auditing tasks
• Cross-checking expense information against public and private databases
• Surfacing hard-to-find data and help identify employees who routinely spend out of policy.
• Track errors and incidents of fraud closely so we can tell the difference between intentional misuse and accidents.
“Concur makes Brady an easier place for its employees to work in, assists in reducing costs, mitigating risks and improving compliance”
Thank You.

Contact information:

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Director, Global Business Processes
Brady Corporation
+44 (0)7715 540761
Discover Financial Services

Rowena Froegel
Finance Operations Senior Manager
Corporate Accounts Payable
About Discover Financial

➢ Discover Financial Services (NYSE: DFS):
  • direct banking and payment services company
  • one of the most recognized brands in U.S. financial services.
  • one of the largest card issuers in the United States.
  • issues the Discover card, America's cash rewards pioneer
  • offers private student loans, personal loans, home equity loans, checking and savings accounts, certificates of deposit and money market accounts through its direct banking business.

➢ We operate:
  • the Discover Network
  • PULSE Network (Debit)
  • Diners Club International
Problem Background

How do we automate review and approval of a request to entertain Foreign Officials in order to comply with FCPA compliance?

How do we tie the request to actual expense activities?

How do we report compliance of these activities?

Can we utilize our current system(s) or do we purchase a different system?
What is FCPA? *(Foreign Corrupt Practices Act)*

- The Foreign Corrupt Practices Act of 1977 ("FCPA"), was enacted for the purpose of making it unlawful for certain classes of persons and entities to make payments to foreign government officials to assist in obtaining or retaining business.

- Specifically, the anti-bribery provisions of the FCPA prohibit the willful use of the mails or any means of instrumentality of interstate commerce corruptly in furtherance of any offer, payment, promise to pay, or authorization of the payment of money or *anything of value* to any person, while knowing that all or a portion of such money or thing of value will be offered, given or promised, *directly or indirectly*, to a foreign official to influence the foreign official in his or her official capacity, induce the foreign official to do or omit to do an act in violation of his or her lawful duty, or to secure any improper advantage in order to assist in obtaining or retaining business for or with, or directing business to, any person.

Previous Environment

Request form in Word Document
- Form versioning makes it difficult to standardize form
- Changes to document can be made as it flows for approval

Manual Workflow
- Sent via email or Paper
- Can get lost in transition
- How do we know the proper approval is received?

Expense Tracking
- Using Concur Expense for expense reimbursement
Quick Changes in Concur

**Attendee Configuration**
- Create an Attendee type for Foreign Officials

**Expense Categories**
- Create specific categories for Government Officials

**Utilizing Audit Rules**
- Alternate workflow when attendee is Foreign Official
  - Can route to A/P for initial review
  - Can route to Compliance team for secondary review
- Warning message to user when Foreign Official is selected
Advanced Changes
Utilizing Concur Request
Concur Request

➢ Repurposed Travel Request form

➢ Customized specific fields as needed
  • Ability to mirror paper based form
  • Limited to number of custom fields available

➢ Create lists for data integrity
  • State-Owned Entity (SOE) list

➢ Automated workflow routing
  • Automated routing to Compliance team for review
  • Automated routing to manager for approval (based on hierarchy or title)

➢ Concur Expense
  • Required Concur Request attached to expense report based on specific rule(s)
Results

How do we automate review and approval of a request to entertain Foreign Officials in order to comply with FCPA compliance?

- Utilizing quick changes – attendee configuration, expense category changes, and audit rules
- Advanced usage through implementation of Concur Request

How do we tie the request to actual expense activities?

- Based on either audit rules or expense categories, expense reports require a request attached before proceeding

How do we report compliance of these activities?

- Utilization of Business Intelligence for reporting
  - Standard Reports
  - Customized Reports

Can we utilize our current system(s) or do we purchase a different system?

- No need to look further, we already had Travel and Expense so we added the Concur Request module

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Thank You.

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Discover Financial Services
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Meritor, Inc.
Globalizing Travel & Expense – With a Twist

Jack Reynaert
Manager, Global Travel/Meetings
Financial Shared Services

PUBLIC
Manufacturing – Headquartered in Troy, Michigan

- Meritor is a leading global supplier of drivetrain, mobility, braking and aftermarket solutions for commercial vehicle and industrial markets. With years of experience engineering innovative products that offer superior performance, efficiency and reliability, our team is equipped to deliver. Common stock is traded on the New York Stock Exchange under the ticker symbol MTOR.

Concur Travel & Expense

- 21 countries, 2,900 travelers, T&E spend ~ $20m (Global GDS – Travelport) 95%+ Global Compliance

About Me

- Report up to Finance as part of Payable’s Team – Financial Shared Services (Since Feb 2011)
- Supports: Global Travel, Expense, Corporate Card, Meetings/Incentives, Corporate Jet/Charters, HR Travel Support (Relocation/Recruiting), Audit/Reporting (Travel Spend)
- 42 Years in Travel Industry: Travel Manager Roles (3); Suppliers: Airline, TMC, Rental Car, GDS & Airbnb Super-host (Father was Travel Manager @ Ford Motor for 42 years)
Background

➢ 2011 – Not meeting adoption/compliance goals desired with TMC Configuration
  • High TMC Fees – Concur Direct still $10 & Ticketing fees exceeding $210 in some countries, $55 fee for Travelfusion usage (called it a “paper ticket fee”)

➢ Company sought out a full time Global Travel Manager…ME!

➢ Best case scenario for success… Direct - Concur Travel & Expense already in place at Meritor!
  • Need to optimize capabilities / potential
  • Finalize Global Expense Deployment – Determined Globalize Data not TMC!
  • Continual applications of enhancements for optimization – Determine Optimal GDS

➢ Corporate Card transitioned from Treasury to Financial Shared Services
  • Closed GAP with Concur Expense Process
  • Optimized Feed, Card Compliance, Rebate

➢ Corp Jet transitioned from Treasury to Financial Shared Services
  • Successfully integrated into GDS, with data feeds to Concur Travel & Pilots use Concur Expense
Meritor Global Foot Print – Supports Cross-Border – Thanks to Concur!
## Timeline for Global Travel Management Initiatives / Savings

<table>
<thead>
<tr>
<th>Control Area</th>
<th>Date Implemented</th>
<th>Avg. Annual $</th>
<th>Cumulative</th>
<th>Initiative</th>
<th>Process Sustained/ yrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline Airfare</td>
<td>2/14/2011</td>
<td></td>
<td></td>
<td>Pre-Trip approval change, enhanced QC, pre-trip audits (avg. ticket price reduced) / Void &amp; Change Handling workflow</td>
<td>8.6</td>
</tr>
<tr>
<td>Hotel</td>
<td>1/1/2012</td>
<td></td>
<td></td>
<td>Expanded/Loaded negotiated rates locally &amp; chain wide into Concur</td>
<td>7.7</td>
</tr>
<tr>
<td>Travel Agency Booking Fees Reduction</td>
<td>2/1/2012</td>
<td></td>
<td></td>
<td>Move to on-site P&amp;L model (hotel, airline, car, booking platform rebates pay agent wages)</td>
<td>7.7</td>
</tr>
<tr>
<td>Travelport GDS Rebate</td>
<td>2/1/2012</td>
<td></td>
<td></td>
<td>Globally selected platform / Concur interface (hotel, airline, car, booking platform rebates pay agent wages)</td>
<td>7.7</td>
</tr>
<tr>
<td>Rental Car GPS Loaner Program</td>
<td>2/1/2013</td>
<td></td>
<td></td>
<td>5 US/EU GPS’s loaded vs. renting (communicate about “Maps me” app for free no data GPS)</td>
<td>5.0</td>
</tr>
<tr>
<td>Dinova, meal rebate program</td>
<td>3/1/2013</td>
<td></td>
<td></td>
<td>5% meal spend rebate recovery, via High US credit card compliance</td>
<td>6.6</td>
</tr>
<tr>
<td>5/3rd Corp. Card (USD) Cross Border</td>
<td>7/1/2013</td>
<td></td>
<td></td>
<td>Changed US card, moved admin from Tres. To FSS, (USA, Canada, MX, Australia, Jap, SIN)</td>
<td>6.2</td>
</tr>
<tr>
<td>Corporate Jet</td>
<td>1/1/2014</td>
<td></td>
<td></td>
<td>Moved off of Fractional Ownership to Managed via Travel Team</td>
<td>5.7</td>
</tr>
<tr>
<td>Tax Back Global VAT Recovery</td>
<td>1/1/2015</td>
<td></td>
<td></td>
<td>Recovery off T&amp;E expenses - link via Concur</td>
<td>4.7</td>
</tr>
<tr>
<td>Strategic Meetings Management</td>
<td>1/1/2016</td>
<td></td>
<td></td>
<td>Changed policy to mandate Corp. Card for all meeting exp., Concur visibility changed behavior</td>
<td>3.7</td>
</tr>
<tr>
<td>Change Rental Car Program</td>
<td>5/1/2017</td>
<td></td>
<td></td>
<td>Updated agreement, joining consortium with greater buying power</td>
<td>2.4</td>
</tr>
<tr>
<td>Completed Concur Expense Launch</td>
<td>3/1/2018</td>
<td></td>
<td></td>
<td>Launched, Singapore, China, India - Audit Controls avg. 10% expense reduction.</td>
<td>1.6</td>
</tr>
<tr>
<td>BOAML Corp. Card (Europe &amp; India)</td>
<td>4/1/2018</td>
<td></td>
<td></td>
<td>Program savings, eliminating dupe payments, full application of credits received and lower FX fees</td>
<td>1.5</td>
</tr>
<tr>
<td>Hotel Program Enhancement</td>
<td>4/30/2018</td>
<td></td>
<td></td>
<td>Concur Booking tool settings adjusted per Direct Travel recommendations + other discounts</td>
<td>1.4</td>
</tr>
<tr>
<td>Rental Car Rate Reduction - Omnia Part</td>
<td>7/1/2019</td>
<td></td>
<td></td>
<td>Omnia Partners consortium adjustment of $-80 per rental</td>
<td>0.2</td>
</tr>
</tbody>
</table>

**Total Savings:** $3,810,817

**Total Savings:** $25,064,714
Cross Border Rational

Australia Case Study

- $200k air-spend. w/$15k/yr. in TMC fees
- High ATP, due to Travel-Fusion not permitted / initiated by local TMC
- Void Window – 5pm same day, due to Bank Settlement Plan (not ARC)
- Spend volume too low for local Corporate Credit Card
- Poor data from local TMC / some do not support Concur

Point Concur Travel to US Configuration

- Issue tickets in USA/Via ARC
- Use Travel-Fusion for inter AU Web-fares
  - Lowered ATP by 30%
- Eliminate all booking fees (Concur adoption > 95%) – direct support via E-Mail (due to time difference)
- Concur Expense Integration to USD Corp Card, with no FX fees
  - Rebate on Card retained, pay only on direct feed/approved expenses, no dupes
97% Corporate Credit Card Adoption Realized
US Card Programs provide the greatest rebates, plus additional savings opportunities due to the controls and reporting from Concur.

At least 3% savings from:

- 1.5% Card Rebate
- 0.5% Card Credits Posted back to Concur (personal/cash credits “Never” returned to the Company)
- 0.5% No Dupe Payments, Employees Review Concur Statement, not CC Statements
  - Expense Card Charges fed into Concur
- 0.5% FX fee reduction
  - Highly accepted Global Card, with zero FX fees

Concur benefits include:

- E-Receipts
- Audit Controls for Personal / Delinquency
- Ability to track and report on details
Concur provided us the capabilities to enhance our services from our global HQ, while driving cost out through optimization our capabilities to deliver an exceptional travel & expense experience for our travelers.

We can reinforce the value of our program and enhance services as technology evolves by:

1. Analyzing data monthly
2. Importing to KPIs
3. Auditing expense details
4. Identifying opportunities on a continual basis
Thank You.

Contact information:

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Questions?