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

SAP Concur
Housekeeping

Audio is streaming. There is no dial-in.

Send us your questions via the Q&A widget!

Additional materials can be found in Resources folder

A replay will be emailed to you within 24 hours

For best experience:

- Use Google Chrome
- Close other open programs
- Log off VPN

Tech issues?
Refresh your browser window first. Click the Info button or chat us for assistance.
SAP Concur 2020 Mid-Year in Review
A Solution Series Webinar

Amy Padgett, Ronald Van Der Linden, Dan Barker, Heidi Ealy, Jessica German
Vision 2023
Intelligent spend management

One Effortless T&E Experience
ONE fully integrated solution across the entirety of the travel planning-to-reimburse process, with ONE effortless customer experience

Spend Management Automation
AI and ML leveraged to automate spend management and eliminate expense reports entirely

Integrated, Sophisticated Data & Analytics
Data and analytics integrated into every product, every feature, and every decision
Spend Management
Expense, Invoice & Budget
Ronald Van Der Linden & Dan Barker
Product Description

SAP Concur solutions take a holistic view of spend management, giving organizations a full view of employee-initiated spend.

We continue to drive innovations across both Concur Expense and Concur Invoice to help companies view, control, and stay in regulatory compliance for all employee-reimbursable spend that is managed through expense reporting and centralized payment spend.
Expense: Recent Highlights
Expense: Key 2020 Highlights

Items in **bold** are discussed further in this document

**SMB**

- Xero Financial integration
- SMB Custom Fields Redesign

**Extensibility to multiply the value of client investment**

- **Credit Cards**
  - Integration with American Express Business Cards
- **Concur FAVR by Motus**
  - Fixed and variable reimbursement (FAVR) rates for mileage in the United States

**SAP Integration**

- Transfer of Exchange Rates
- **Concur Detect by AppZen**
  - Handwritten Amount Detection
  - New Unauthorized expense categories

**Innovate end-user experiences**

- Next Generation Expense UI

Items in **bold** are discussed further in this document.
**Expense: Xero Business Accounting Connector**

**What is it:**
Supports bidirectional sync between SAP Concur solutions and Xero.

**Key Benefit:**
The Xero connector provides high data accuracy and businesses can save on operational costs with teams no longer having to input duplicate data.
Expense: SMB Custom Fields Redesign

What is It?
- Clean & Simple design
- Basic & Advanced View
- Custom Fields
- Fields We track
- Search Bar
- Manage Visibility
- Help me Decide Wizard

Key Benefit
Provides simplified self-service onboarding of custom fields.
New Manage Field Visibility page

Expense: **SMB Custom Fields Redesign**
Expense: American Express Business Cards Integration

What is it

- Allows American Express Business Card customer to seamlessly import all transaction data into Concur Expense
- Acquires last 90 days of transactions from American Express
- Transactions appear in Expense within 24 hours.

Key Benefits

Provides simplified customer self-service onboarding of American Express business card data for SMB customers.
Expense: Concur FAVR by Motus

What is It
In the US, employees who drive a personal vehicle over 5,000 miles per year are eligible for Concur FAVR by Motus.

Concur FAVR by Motus accounts for the unique costs of individual drivers, including both fixed and variable reimbursement costs.

Key Benefits
• Reduce liability and save money providing the best user experience through a digital mileage spend management solution.
• Mileage expenses are digitally created monthly, completed with a driving log summary for an accurate, fair and agile reimbursement.
Expense: SAP Integration - Transfer of Exchange Rates

What is it
Allows the customer to use unified exchange rates. Improves the exchange rate handling between SAP S/4HANA and SAP Concur by transferring the exchanges rates used in SAP S/4HANA to SAP Concur via API

Key Benefit
Ensures consistent exchange rate handling from the travel booking, via the expense report to the reimbursement of the expense report
Handwritten Amount Detection

What is it
The Receipt Verification audit rule has been enhanced with the ability to read handwritten total amounts and tips on a receipt.

Key benefit
Concur Detect can read a handwritten amount and match it to the user amount. Receipt Verification will be flagged as low risk.
Expense: Concur Detect by AppZen

New Unauthorized expense categories

What is it
The unauthorized expense audit rule now includes the options Furniture and Extraordinary Circumstances.

Key benefit
Concur Detect will flag expenses where common office furniture and/or extraordinary circumstance terms are identified on the receipt, such as Desk, or Chair, or COVID-19 etc.
Expense: NextGen UI for Concur Expense

The NextGen UI for Concur Expense is the continued evolution of the SAP Concur user experience.

- It is the result of thoughtful design and research that provides a modern, intuitive, and streamlined experience for creating and submitting expense reports.

- Users of all types can easily understand what they need to do and how in order to get their expenses done quickly and accurately.
Expense - Clean Design Focused on Guiding Users to the Next Step

Before

Old experience had a lot of detail—text and icons—on the page that did not lend itself to helping the user see what the next step in the process of completing and submitting the report should be.

After

New experience has clean lines that focus the user on the tasks needed to submit the report:

- Add expenses
- Add receipts
- Remove alerts
Expense - Hotel Itemizations

**Before**

Old experience required toggling between multiple screens and manually adjusting for multiple nightly rates.

**After**

New experience helps users:
- Easily see when itemizations are complete
- Use a table format to enter same or different nightly rates
- See the receipt for faster and more accurate entries
When do I need to move to NextGen?

There is no mandatory transition date set for existing customers of Concur Expense. We are providing a long runway for transition planning and are committed to at least 12 months’ notice prior to advising our customers of any date which will not be before the start of 2021.

**Customer Transitions**

<table>
<thead>
<tr>
<th>2018</th>
<th>1H 2020</th>
<th>2H 2020</th>
<th>2021+</th>
</tr>
</thead>
</table>

**PREVIEW/EARLY ACCESS**
Open to all clients who use available features

**START OPT-IN PERIOD**
(Customers)

**EVALUATE TRANSITION PLANS**
(Customers)

**TRANSITION**
Evolve your business to NextGen UI

**Expense Transition Guides**
- Professional edition
- Standard edition

Additionally, you can reference our [User Adoption Resources](#).

*New features and enhancements will be available only on NextGen UI*
Transition considerations

Start planning your transition

- Redirect funds
- Company billed statements
- Attendee upload through Excel
- Japan public transportation
- Specialized features still under development
- Approver UI

Take advantage of these features

- Delta posting of reopened report (launching 2020)
- New travel allowance service* (launching 2020)
- Enhanced Employee-Attendee Search (launching 2020)
- Redesigned hotel itemization
- Receipt Digitalization**
- Available only on NextGen
- ...and more over time

* Planned availability in Germany, Spain, Portugal and Nordics and “Generic”
** Available in France and Spain (Standard and Professional)
Expense: Looking Ahead
Concur Expense, Concur Invoice, and Budget

Key areas of focus for 2020

Security, stability and the next generation of Concur Expense

Description: SAP Concur is investing in public cloud infrastructure, stability, and a new version of Request and Expense to deliver the value of our microservice architecture in a UX designed for accessibility, productivity, and rapid adoption.

Example: The new UX user feedback scores are higher than existing UI and new users achieve satisfaction faster.

Benefit: Stability is the top priority of both Concur and our customers. Only by providing a solid experience and new UX framework can we accelerate future innovation.

Globalization

Description: In 2020, we will mature existing global features to better meet the needs of customers worldwide. Enhanced features include receipt digitalisation, improved travel allowances, and a new tax service.

Example: Receipt digitalisation allows users in France and Spain to eliminate paper, and digital Fapiao’s deliver a similar benefit for China.

Benefit: We continue to evolve to meet the local needs for pre-authorization and different travel styles worldwide. These features reduce maintenance requirements and cost of ownership.

Intelligent Enterprise Suite (IES) acceleration

Description: Investing in IES end-to-end scenarios and Technical Guidelines that support seamless integration and compelling value to existing SAP customers.

Example: Shared master data like employee, controlling object or exchange rates allow consistent data handling between different systems and ensures consistent reporting.

Benefit: Being part of the Intelligent Enterprise Suite ensures a unique experience across SAP solutions. Open APIs and pre-built connectors will reduce the implementation effort for all our customers.

Public sector

Description: SAP Concur will meet US government security requirements and extend Travel Allowances, Funds Management and Request-to-Expense integration to ensure SAP Concur meets the needs of public sector customers.

Examples: A new Travel Allowance with increased flexibility to support the complex public sector requirements globally. A standard, API based integration of Funds and Grants Management.

Benefit: Enabling enhanced Public Sector-specific processes in SAP Concur’s market-leading commercial product will drive increased efficiency and employee satisfaction.
Concur Expense, Concur Invoice and Budget
Product road map overview – Key innovations

Recent Innovations

Concur Expense
- Integration with American Express Business Cards
- SAP Integration: Transfer of Exchange Rates from SAP S/4HANA
- FAVR Reimbursement Solution for High-Mileage Drivers
- Concur Detect by AppZen: multiple enhancements

Concur Expense and Invoice
- SMB Custom Fields Redesign
- Xero Financial Integration

Concur Invoice
- UX Simplification: Export to Excel
- Audit trail system configuration support

Concur Budget
- Budget New UI – Admin Import

Planned Q3/2020

Concur Expense
- NextGen UI for Expense: Stability and Performance
- Self-Updating Country Packs:
  - Travel Allowance with Automated Rates for Germany, Spain, Portugal, and a generic pack. Includes mobile support
- Delta Posting, Supporting Cost Object Changes Only
- SAP Integration: Integration with SAP S/4HANA Predictive Accounting
- Financial System Integration API

Concur Invoice
- UX Simplification: multiple enhancements
- Invoice Image Display Improvements

Planned Q4/2020

Concur Expense
- Self-Updating Country Packs: Travel Allowance with Automated Rates for Nordics
- Credit Card Integration Service
- Concur Integration with ADP
- Fapiao Support for China
- NextGen UI for Expense: Features to Drive Adoption
- Delta Posting of Expense Reports, for customers using integration through SAP
- Self-Updating Country Packs – Travel Allowance – statutory bundles – automated rates and configuration for Poland, Czechia
- Travel Allowance - Automated Rates for USA
- Expense Pay Global: Expanded Currency Support
- Updated JPT functionality on Web and Mobile
- Enhanced Attendee Search
- Launch External URL Enhancements
- Enhanced Work Breakdown Structure (WBS) element integration

Concur Expense and Invoice
- Sage Intacct Financial Integration

Concur Invoice
- Shipping and Tax Only Invoice Support
- Release Payment & Schedule Payment Runs on Specific Days of the week
- PR/PO Auto Close POs

Concur Budget
- Self-Managed Team and Personal Budgets
- Budget Administration Group Awareness

Product Direction

Concur Expense
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Invoice: Recent Highlights
Expense: Key 2020 Highlights

- Standalone Budget Admin Role
- Allow Budget Owner Adjustments
- Budget Item Audit Trail
- Budget Settings Change Log
- Budget Bulk Export Tool

- Distribution Functionality Based on Custom Field Access
- Pre-configured Processor Only Approval Workflow

- Assign a New Owner to a PO
- Reopen a Closed POs
- Send to Excel
- Column Preferences – My Unsubmitted Invoices
- Column Preferences – My Invoices: Unassigned Invoices
- Qualtrics User Survey

Items in bold are discussed further in this document.

Support Liability Account Code for Invoice Financial Connectors
Business Continuity

Monitor + Daily tasks = Efficiency
Assign a New Owner to a PO

What is it
Users with the Purchase Order Processor role can now change the owner of a PO with this new feature under the Action drop down button.

Key Benefits
- A new owner can be assigned to the PO and have the same permissions as the previous owner.
- POs can be reassigned individually or in bulk.
Reopen a Closed PO

What is it
Users with the Purchase Order Processor role can reopen a closed PO to revert the status from Closed to the status prior to it being closed.

Key Benefit
If a PO is incorrectly closed or additional invoices needed to be associated to it, it can now be reopened and continued to be used instead of having to recreate a new PO.
Pre-Configured Processor Only Workflow

What is it
Invoice Admins will now see a Processor only workflow option in the Invoice Approvals and Purchase Request Approvals setting pages.

Key Benefit
Invoice Admins don’t need to create a custom workflow for this common approval process.
Automating the Invoice Capture With Machine Learning
Using SAP Leonardo to classify data

Reduce manual work by outsourcing tedious, time-consuming processes.

Optical Character Recognition (OCR) recognize individual characters but this is just the start.

With the data from millions of invoices, Machine Learning contextualizes characters and assigns data to the right fields.

Customers can focus on strategies to move their business forward instead of manual processes.
Machine Learning v2 APIs

SAP Leonardo is now called “Document Information Extraction”.

**What is it**
The key benefits are to automate Invoicing for clients.

**Key Benefit**
Increased accuracy in PO and Vendor Extraction, better support for the Japanese language, and expanded master data fields to support larger customer data for overall extraction enrichment.
Invoice: Landing Page Transformation

**What is it**
New design brings full visibility to invoices in different stages of approval

**Key Benefits**
- Clear Call to Action and Work to Zero concepts
- Queues for what I *personally own*, as well as Shared Queues with the rest of AP
Invoice: Send to Excel

What is it
Enables all Invoice users the ability to download their invoices to an excel spreadsheet from the My Invoice and Unassigned Invoice views.

Key Benefit
Provides an reporting alternative to managing invoice data.
Invoice: Column Preferences

What is it
Provides invoice users the ability to customize the display columns on the My Invoice and Unassigned Invoice views.

Key Benefit
Allows users to quickly view the most important information on an invoice when determining next steps.
Invoice: Qualtrics User Surveys

What is it
Provides a mechanism for all Invoice users to submit feedback on their experience with creating and submitting Invoices.

Key Benefit
Scale user sentiment, categorize trends and take those results into consideration for future product enhancements.
Budget: Recent Highlights
Standalone Budget Admin Role – Solutions Suggestion

What is it
The budget admin role now will work as a standalone role, that will only allow you into the budget admin area without needing any additional admin roles.

Benefit
This removes the need to give budget admins additional configuration area access when all they need is the budget admin area access.
Allow Budget Owner Adjustments

What is it
Admin configuration that empowers budget owners to make their own adjustments reducing the admin burden in having to maintain adjustments for all the budgets across the company.

Key Benefits

• Reduces the budget administration burden.

• Reduces admin access to unneeded configurations.
Budget Item Audit Trail

What is it
New audit trail for budgets provides the who, what, and when for each change and makes it easily accessible from dashboards admin area.

Benefit
Provides traceability to know who made budget change or adjustment and when.
## Budget Item Audit Trail

### Audit Trails

<table>
<thead>
<tr>
<th>Date Time</th>
<th>Updated By</th>
<th>Updated Fields/Created</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/9/2020 5:16 PM</td>
<td>naster, budget</td>
<td>Budget Category</td>
<td>Updated Budget Category from Bcat2 to</td>
</tr>
<tr>
<td>3/9/2020 8:03 PM</td>
<td>naster, budget</td>
<td>Budget Category</td>
<td>Updated Budget Category from Bcat1 to Bcat2</td>
</tr>
<tr>
<td>3/10/2020 10:25 PM</td>
<td>Administrator, Concur</td>
<td>Require Test Users</td>
<td>Updated Require Test Users from false to true</td>
</tr>
<tr>
<td>3/10/2020 10:21 PM</td>
<td>Administrator, Concur</td>
<td>Budget Category</td>
<td>Updated Budget Category from to Bcat1</td>
</tr>
<tr>
<td>3/10/2020 9:43 PM</td>
<td>Administrator, Concur</td>
<td>Name</td>
<td>Updated Name from Sales West Team Budget to Sales East Team Budget</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Description</td>
<td>Updated Description from Sales West Team Budget to Sales East Team Budget</td>
</tr>
<tr>
<td>3/10/2020 9:42 PM</td>
<td>Administrator, Concur</td>
<td>Name</td>
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<tr>
<td></td>
<td></td>
<td>Description</td>
<td>Updated Description from Sales Team Budget to Sales West Team Budget</td>
</tr>
<tr>
<td>2/19/2020 9:00 PM</td>
<td>Unknown</td>
<td>Created</td>
<td>Created Budget with the following fields:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Name : Sales Team Budget</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Description : Sales Team Budget</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budget Type : Budget Account</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Period Type : Quarterly</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fiscal Year : 2020</td>
</tr>
</tbody>
</table>
Budget Settings Change Log

What is it
New change log for budget settings accessible from the admin area.

Benefits
- Provides traceability to know who made budget settings change and when.
- Ability to search changes to budget items.
- Provides links to open budget item audit trail.
Budget Bulk Export Tool

What is it
A bulk export tool that consolidates exports and send to excel functions into a single screen and facilitates larger data downloads across budgets.

Benefits
- Budget administrators no longer need to navigate to the different areas of budget to get budget data extracted.
- Pulls spend items and budget balances from across budgets without needing view access to all the budgets.
Concur Expense, Concur Invoice and Budget
Product road map overview – Key innovations

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Concur Expense and Invoice
- Sage Intacct Financial Integration
Travel
Heidi Ealy
SAP Concur solutions focus on delivering value across the entire lifecycle of a trip – from before you book to the moment you file an expense report upon your return home.

Our investments across our key travel products (Concur Travel, Concur TripLink, Concur Request, and Concur Locate) are designed to keep travelers happy and productive while giving companies visibility and control when and where they need it.
Concur Travel, Concur TripLink, Concur Request, and Concur Locate
Product road map overview – Key innovations

Recent Innovations
Concur Travel OBT
- Travelport: Full Branded Fares Support (upsell fares, PNR changes)
- Sabre: Content Services for Lodging (CSL) Through Concur Travel
- Amadeus Ticket Changer (ATC) Integration
- Booking.com (via Travelfusion) migrating to Hotel Service v2 API
- Custom Hotel Sourcing

Concur TripLink
- Triplt Mobile App in European Data Center with Localized Languages

Concur Request
- Mobile Request - Expense & Request Integration

Planned Q3/2020
Concur Travel OBT
- NextGen UI (General Availability)

Planned Q4/2020
Concur Travel OBT
- AA AirPass
- Spanish Rail Content Through Concur Travel (Early Adopter)

Concur TripLink
- Users can more easily connect their SAP Concur and Triplt accounts, including directly on the Triplt web or mobile app
- Arrangers can send plans to Triplt on behalf of travelers
- Travel manager control over Concur TripLink suppliers and messaging
- Improved handling of personal trips within Concur TripLink and Triplt

Concur Request
- Improved approvals UX
- UX continuous improvements
- Agency Proposals, powered by Compleat (Early Adopter)
Travel: Recent Highlights
Key Investment in Cloud Architecture
Stability and Security

With over 15 years of experience running global-scale cloud services, SAP Concur is constantly improving our cloud architecture to meet the needs of our customers around the world.

In 2020, SAP Concur is migrating fully from a pure private cloud operation, where all equipment is owned and operated by SAP Concur, to a cloud platform implemented in Amazon Web Services (AWS) to provide increased security, improve our operational resilience and capacity planning, as well as deliver greater innovation for our customers.
Hotel Non-GDS Content in Mobile
Hotel Custom Hotel Sourcing

6. Doubletree by Hilton Nyc Financial Dist
8 Stone Street, New York 10004
0.69 miles

Room Options
- Refundable Room, Accessible, Non Smoking (Roll-in Shower) - loyalty benefits will not apply to this rate. See Rules. Breakfast excluded. (Custom Hotel Sourcing Provider Name)
- Rules and cancellation policy
- $172

- Refundable Room, 1 King Bed, Non Smoking - loyalty benefits will not apply to this rate. See Rules. Breakfast excluded. (Custom Hotel Sourcing Provider Name)
- Rules and cancellation policy
- $172

- Refundable Room, 1 King Bed, Non Smoking, River View - loyalty benefits will not apply to this rate. See Rules. Breakfast excluded. (Custom Hotel Sourcing Provider Name)
- Rules and cancellation policy
- $172

- HONORS DISCOUNT 1 KING BED - Breakfast excluded. (Custom Hotel Sourcing Provider Name)
- Rules and cancellation policy
- $174

- HONORS DISCOUNT 1 KING BED RIVER VIEW - Breakfast excluded. (Custom Hotel Sourcing Provider Name)
- Rules and cancellation policy
- $174
### Flight Information

#### Current Flights:

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Flight Number</th>
<th>Fm</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRFRANCE #1510</td>
<td>CDG</td>
<td>FRA</td>
<td>Jun 07 00:00 am</td>
<td>Jun 07 00:00 am</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>AIRFRANCE #1219</td>
<td>FRA</td>
<td>CDG</td>
<td>Jun 21 02:25 pm</td>
<td>Jun 21 02:25 pm</td>
<td>G</td>
<td></td>
</tr>
</tbody>
</table>

#### New Flights:

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Flight Number</th>
<th>Fm</th>
<th>To</th>
<th>Depart</th>
<th>Arrive</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRFRANCE #1510</td>
<td>CDG</td>
<td>FRA</td>
<td>Jun 21 02:25 pm</td>
<td>Jun 21 02:25 pm</td>
<td>G</td>
<td></td>
</tr>
<tr>
<td>AIRFRANCE #1219</td>
<td>FRA</td>
<td>CDG</td>
<td>Jun 22 11:55 am</td>
<td>Jun 22 11:55 am</td>
<td>G</td>
<td></td>
</tr>
</tbody>
</table>

#### Exchange details

- Original Airfare: USD210.67
- New Airfare: USD210.67
- Airfare Difference: USD0.00
- Forfeited Fare Amount: 0.00
- Exchange Fee: USD78.00
- Total Cost of Exchange: USD78.00

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.
Travelport Branded Fares

Travelport joins Sabre and Amadeus with full support of Branded Fare content.
SAP Concur solutions Return To Travel

- Messaging
- Policy
- Travel Alternatives
Concur Travel Air Reassurance

Information regarding COVID-19-related reassurances provided by certain airlines are now displayed in Concur Travel.

<table>
<thead>
<tr>
<th>Main Cabin</th>
<th>USD 180.15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td></td>
</tr>
<tr>
<td>Seat</td>
<td>✔ Seat assignment</td>
</tr>
<tr>
<td>Food &amp; Drink</td>
<td>✔ Snack</td>
</tr>
<tr>
<td>Flexibility</td>
<td></td>
</tr>
<tr>
<td>Changes</td>
<td>✔ Non-refundable ticket ✔ Changeable ticket (Fees may apply)</td>
</tr>
<tr>
<td>Mileage</td>
<td>✔ 100 percent</td>
</tr>
<tr>
<td>Standby</td>
<td>✔ Available</td>
</tr>
</tbody>
</table>

More Details
Delta Air Lines COVID-19 health and safety reassurance response:

**CLEANING AND HYGIENE**
- Expect the Delta CareStandard at every step of your travel journey, with measures in place that are in accordance with the CDC and WHO
- Electrostatic aircraft sanitation before every flight
- Complimentary Care Kits with a face mask and sanitizing wipe will be available upon request. Amenity kits will also be available on all long-haul international flights

**PROCEDURE AND POLICY CHANGES**
- Touchless check-in via Fly Delta App or Agent
- Mandatory face coverings for employees and travelers
- Self-scan for boarding
- Boarding will occur from the back to the front of the aircraft and is now limited to 10 customers at a time
- Blocking middle seats and select aisle seats and reducing the total number of passengers in each cabin to 50% in First Class; 60% in Main Cabin, Delta Comfort+ and Delta Premium Select; and 75% in Delta One

We are waiving change fees for travel impacted by coronavirus. To learn more, please visit: [https://www.delta.com/global/en/travel-update-center/cancel-change-requirements](https://www.delta.com/global/en/travel-update-center/cancel-change-requirements)

**FOOD AND BEVERAGE**
- Pre-packaged, no-touch snacks, food, and beverage, as applicable
- Main Cabin INCLUDED
  - Pre Reserved Seat Assignment
  - Mileage Accrual
  - Carryon Hand Baggage Allowance
  - Inflight Ent
  - Snack
  - Paid Or Complimentary Upgrades

**AT CHARGE**
- Internet Access
- Headset
- Alcoholic Drink
- Priority Boarding

**NOTE:** First checked bag is chargeable for travel within the US, to/from Canada, and to/from some markets in South America. Please confirm with your travel agency or with Delta if your fare in-
Traveler Resource Center

Travel can be turbulent. As the COVID-19 pandemic continues to evolve, global travel guidelines are consistently changing, making it hard to know what to expect. Tripit is here to help you stay as informed as possible. We've gathered a collection of resources—from public health and safety advisories to cancellation policies and new travel guidelines—to help you make the best decisions for your next trip.

Health and Safety   Travel Policies   Know Before You Go   Travel Tips   How to Give Back   Useful Trip Features

Public Health and Safety Advisories

Travel guidelines are updating frequently, making it difficult to keep up with the latest rules and regulations. Get updates from public health and safety officials here.

Center for Disease Control
Take these travel recommendations from the CDC into account when considering your next trip.
View CDC Recommendations

World Health Organization
Get recommendations for international travel, find out what precautions to take, and more from the WHO.
View WHO Travel Advice

U.S. State Department
Find country-specific COVID-19 travel advisories from the U.S. State Department.
View Travel Advisories

World Health Organization

Transportation Security Administration
Find out how the TSA’s security checkpoints are being impacted by social distancing, sanitization, screening policies, and more.
View TSA Travel Response

International Air Transport Association
See the latest travel regulations with this interactive COVID-19 map from IATA or sign up for alerts to learn about changes as they happen.
View IATA Regulations

International Civil Aviation Organization
Learn how the ICAO is addressing the impact of COVID-19 on the global aviation industry, and what steps they’re taking to reduce health risks.
View ICAO Travel Guidance

Travel Provider Guidelines

How are travel providers handling cancellations, refunds, and credits due to COVID-19? What changes should you expect to health and safety procedures from airports, airlines, hotels, and others the next time you travel? Find the information you need to understand and manage new travel policies here.

Airports
Going to the airport may be different than you remember. Here is what you might expect if you’re thinking about flying soon.
View Airport Guidelines

Airlines
From canceled flights to new guidelines for flying during COVID-19, find out what your airline is doing to adapt to these changes.
View Airline Guidelines

Hotels & Accommodations
Many hotels are updating everything from cancellation policies to health and hygiene standards. Here’s what to expect from major hotel providers.
View Hotel & Accommodations Guidelines

Ground Transportation
Whether traveling by train, renting a car, or using a ride share, find out what you need to know if you decide to hit the road.
View Ground Transportation Guidelines

Online Travel Agencies
Changing plans booked through a third-party provider may have a different process than when booking directly. Find out what steps to take here.
View OTA Guidelines

Points & Miles
With travel plans on pause, you might be wondering how your points and miles will be affected. Find out how to manage your loyalty program status here.
View Rewards Guidelines

Know Before You Go

These travel resources can help you prepare for the unexpected before your next big trip.

Travel Tips and Trends

Get travel tips and tricks from frequent travelers and industry experts.

Takeoff Guidance
See takeoff guidance from ICAO’s Council Aviation Recovery Task Force, including its

Tript Neighborhood Safety Scores Include COVID-19 Data
Safety risks for travelers look far different
Concur Request NextGen UI

Concur Request NextGen

- Consistent styling and information architecture allows users to scan and quickly understand the page
- Clearly laid out information focuses users on status and notifications
- Optimized text size, colors, and contrast make information easier to read
Concur Request Mobile Access

Employees can initiate a request right from the Mobile application.

- **Trip to London**
  - Mar 12 - Mar 14, 2019
  - ID: 34PM
  - $1,322.42
  - Approved

- **Hotel Reservation**
  - Mar 12 - Mar 14, 2019
  - $896.42

- **Air Ticket**
  - Mar 12 - Mar 14, 2019
  - $426.00

- **Request Feb 5, 2019**
  - Mar 12 - Mar 14, 2019
  - $0.00
  - ID: 34PM
  - Not Submitted

- **Air Ticket Details**
  - **From**: Seattle, WA
  - **To**: San Francisco, CA
  - **Date**: Thu, Oct 12
  - **Time**: 10:00 AM
  - **Amount**: $896.42
TripIt EMEA expansion

Available in the EMEA Data Center

New Language Support: UK English, French, German, Japanese

Added value for existing customers of Concur TripLink, at no additional cost
TripIt Carbon Footprint

- Available in the Travel Stats section for comprehensive overview
- As well as at the individual flight level
Travel: Looking Ahead
Key Trends Shaping Our Travel Strategy

In addition to our modern platform, we’re addressing some of the today’s biggest travel issues.

<table>
<thead>
<tr>
<th>External trend</th>
<th>Strategic imperatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global demand for integrated travel and expense</td>
<td>Invest in localized OBT content needs while innovating on integrated platform differentiators</td>
</tr>
<tr>
<td>Travel supply chain disruption</td>
<td>Invest in multi-channel, multi-format platform enabling travel spend controls for all segments, not just OBT / GDS</td>
</tr>
<tr>
<td>Hyper focus on user experience</td>
<td>Invest in modern travel booking UX and administration made easier and faster by personalization at user and entity levels</td>
</tr>
<tr>
<td>Data security as a feature</td>
<td>Invest in regionalized, public cloud infrastructure and microservice mesh system architecture</td>
</tr>
</tbody>
</table>
With AirPass, you'll enjoy an unparalleled level of service and benefits, including:

- AAdvantage® elite status
- Admirals Club® membership
- Last seat availability
- Complimentary Main Cabin Extra seating
- Companion travel benefits
- Instant upgrades when available
Concur Travel The Evolution of Concur Travel

Benefits include:

✓ Modern, efficient, intuitive UX on mobile and desktop
✓ Efficient Content Expansion and UX evolution
✓ Seamless GDS + non-GDS content normalization, aggregation, and servicing
✓ Dynamic policy benchmarking
✓ Advanced Spend Integration & Approval workflows
✓ Intelligent Spend Group Integration
✓ Built for scale and stability on hyper-scaling technology
✓ Data security at its core
✓ Highlight on sustainability
Concur Travel New Content and Design - Spanish Rail

- Corporate fares supported
- Policy Application
- VAT reclaim available
- TMC access for changes/cancellations
In addition to Spanish Rail, SAP Concur is working with rail content providers, rail distribution partners and customers globally to expand SAP Concur's rail content catalog.
Concur Travel Hotel Design Vision

Hotel Shop and Book:

✓ Type-ahead search wizard
✓ Improved rate-level details
✓ Improved map interface
✓ Richer hotel imagery
✓ More structured information for each property
✓ Rates collected from multiple sources
✓ Fast Checkout
Concur Travel Hotel Design Vision

Hotel Details Page:

- Descriptive rate information
- Bulleted benefits included in the rate
- Rich imagery on a carousel
- Average rate per night
- Clear policy application
Concur Travel Car Design Vision

Car Highlights include:

- New content source: CarTrawler
- Shortened workflow
- Enhanced filters and sorting
- Rates per day and total
- More car provider and car type information
## Concur TripLink Supplier Network Expansion

### Available Today

- AccorHotels
- Airbnb
- American Airlines
- Avis
- British Airways
- Booking.com
- Ctrip
- Delta
- Hertz
- HRS
- HotelTonight
- Hyatt
- IHG
- Lufthansa
- Marriott
- Omnihotels
- SIXT
- Trainline Europe
- United

### Coming Soon

- Enterprise
- Iberia
- National
- Singapore Airlines

*Avis and American Airlines TripLink integrations only available in US and Canada*
Data & Analytics
Jessica German
Data & Analytics Portfolio
Product description

SAP Concur solutions’ data platform and analytics portfolio are designed to make it easier for our customers to make timely, actionable decisions on spend practices around the globe.
**Data & Analytics**

**Key areas of focus for 2020**

---

### Security, stability, and scalability

**Description:** SAP Concur is investing in a public cloud infrastructure and stability as well as scalability for our Analytics solutions for small and medium sized customers and stability for our public sector customers.

**Example:** Our small and medium sized customers will enjoy a more consistent and improved customer experience.

**Benefit:** Security, stability, and scalability are top priorities for both SAP Concur and our customers. Only by providing a secure, stable and scalable infrastructure can we accelerate future innovations and support the growth of our customers.

---

### Product enhancements for small and medium-size customers

**Description:** SAP Concur is adding new data elements, reports, and dashboards to meet the demands of our fastest growing market segment – small and medium-sized customers (SMB).

**Example:** The addition of GL data allows customers to more easily do their financial reporting.

**Benefit:** The addition of new data elements, reports and dashboards to the Analytics solution provides a more complete solution for our small and medium-sized customers and allows them to better manage spend and cash flow.

---

### Best-in-class analytics for enterprise customers

**Description:** Development efforts are focused on building a best-in-class Analytics solution with advanced analytical features.

**Example:** A visually-based dashboard driven Analytics solution makes it easier for customers to quickly identify trends and opportunities for improvement.

**Benefit:** The new Enterprise Analytics solution addresses customers’ requests for a solution that is near real-time, easier to use and easy to customize.
Data & Analytics – Key Highlights 2020

SMB Analytics
- Executive Briefing Summary Tile – Total Reports Created

Analysis/Intelligence
- Travel Allowance Data Item expansion for German Customers
- Modification to Accrual Reports to Support Delta Posting Feature
- 2 New Standard Report Offerings
  - Travel Adoption
  - Mobile Metrics
New Tile: **Total Reports Created**

**What is it?**

New Report Tile for Analytics Essentials and Analytics Customers

**Key Benefits**

- Provides visibility for volume of Expense Reports created for selected period.
- Allows for reconciliation to SAP Concur Billing process.
- Includes created and deleted Expense Reports.
Travel Allowance Data Model Expansion

**What is it?**
Two new data model sections exposed for Deductions and Taxation in support of the new Travel Allowance for our German customers.

**Key Benefits**
Allows for custom report creation to be completed for specific region tax related requirements.
Accrual Report Support Delta Posting Feature

What is it?
Standard Report filter addition to our two versions of Accrual Reports.

Key Benefits
New Report: Travel Adoption
Standard Reports > Compliance

What is it?
New Standard Report that combined the old ‘Adoption (Air, Car, Hotel)’ and ‘Air Adoption by Month’ reports into one.

Key Benefits
Provides visibility into Air, Car, Hotel Adoption in one report output visualization.
New Report: Mobile Metrics Report

Standard Reports > Mobile Usage

What is it?

New Standard Report for Analysis/Intelligence Customers

Key Benefits

Provides visibility into user actions completed on the SAP Concur Mobile app
Data & Analytics: Looking Ahead
Data & Analytics
Product road map overview – Key innovations

Recent Innovations

Intelligence
- Mobile Metrics Spend Summary Report

Analytics
- Dashboard: Addition of Executive Briefing Summary Tiles
- Report: Disconnect Report for SMB Analytics

Planned Q3/2020

Intelligence
- Invoice Report Redesign: Purchase Orders and Associated Payment Requests

Planned Q4/2020

Intelligence
- Analysis & Intelligence Reporting Country Field Updates

Product Direction

Intelligence
- Concur TripLink Enrollment Report
- Cognos 11 Upgrade
- Enhanced Concur TripLink reporting for captured travel spend visibility
- Gateway M-Report Xpressway

Analytics
- Enhancements to SMB Analytics Reports and Dashboards
- Bulk API

New Product
- Enterprise Analytics MVP (powered by SAP Analytics Cloud)
Continued Investment in Intelligence
Cognos 11 Update

What is it?

The current version of Cognos has been deprecated by IBM. To ensure we have the most secure application as possible we will need to upgrade to v11.

Key Benefits

With Cognos 11 you will now be able to search the database model when customizing reports, find it easier to navigate and experience an improved UI.
Cognos 11 Update Feedback

Key Benefits

It is faster, more intuitive and modern look and feel.

Cognos 11 works almost 100% exactly as Cognos 10, except for UI changes and improved compatibility.

The ability to search within the data model is awesome!

Compatibility is great with Excel and browsers!

Love being able to add new objects in Report Studio. It is more visual and it is possible to resize objects by dragging their sides.

It’s all good!

~2 hour learning curve
Cognos 11 Update Support

With regard to this upgrade, we will definitely be there to help you through the transition.

First you will receive a 30-day notification when we are upgrading your system. It won’t be a situation where you log in one morning and see the new application without any forewarning.

Second we will be creating documentation and training videos to explain the differences and help you find your way through Cognos 11.
Enterprise Analytics (powered by SAP Analytics Cloud) – Intelligence Replacement
Embedded Analytics – Concur Dashboard

**KPIs**

- **7.56 m (+4.13%)** Total Expense
- **75.70 k (+2.21%)** Reports
- **33 (%)** Supplier Count
- **17 (+1%)** Average Workflow Time

### Expense Spend Trend

<table>
<thead>
<tr>
<th>Month</th>
<th>Amount (in m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2019</td>
<td>0.34</td>
</tr>
<tr>
<td>Feb 2019</td>
<td>0.67</td>
</tr>
<tr>
<td>Mar 2019</td>
<td>0.71</td>
</tr>
<tr>
<td>Apr 2019</td>
<td>0.69</td>
</tr>
<tr>
<td>May 2019</td>
<td>0.76</td>
</tr>
<tr>
<td>Jun 2019</td>
<td>0.73</td>
</tr>
<tr>
<td>Jul 2019</td>
<td>0.74</td>
</tr>
<tr>
<td>Aug 2019</td>
<td>0.72</td>
</tr>
<tr>
<td>Sep 2019</td>
<td>0.70</td>
</tr>
<tr>
<td>Oct 2019</td>
<td>0.73</td>
</tr>
<tr>
<td>Nov 2019</td>
<td>0.66</td>
</tr>
<tr>
<td>Dec 2019</td>
<td>0.31</td>
</tr>
</tbody>
</table>

### Spend by Region

- North America: 4,749.68
- Europe & Africa: 1,462.56
- Asia Pacific: 810.03
- Latin America: 536.57

### Spend By Suppliers

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Amount (in m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delta</td>
<td>2,170.82</td>
</tr>
<tr>
<td>Amazon</td>
<td>639.66</td>
</tr>
<tr>
<td>OfficeExpress</td>
<td>618.86</td>
</tr>
<tr>
<td>Best Buy</td>
<td>569.68</td>
</tr>
<tr>
<td>Westin Hotels</td>
<td>563.21</td>
</tr>
<tr>
<td>Hilton</td>
<td>500.53</td>
</tr>
<tr>
<td>Walgreens</td>
<td>471.38</td>
</tr>
<tr>
<td>Lyft</td>
<td>233.30</td>
</tr>
<tr>
<td>Apple</td>
<td>222.08</td>
</tr>
<tr>
<td>Chipotle</td>
<td>202.04</td>
</tr>
</tbody>
</table>

### Average Workflow Times in Days

- Submission: 6 days
- Approval: 4 days
- Payment: 7 days

### Spend by Expense Category

- Facility: 6.03%
- InfoSec: 1.53%
- IT Equip: 6.55%
- Other: 7.54%
- Supplies: 25.86%
- Travel: 53.64%
Embedded Analytics - **Features**

- Visually driven by dashboards
- Near real-time
- Drill through to entry level or employee level detail
- Multiple hierarchies
- Creation of roles
- Groups and assignment of content to groups
- In-app collaboration tools
- Modification of out-of-the-box content
- Creation of custom content from scratch
- Content organized by persona, business problems and lifecycle maturity
Embedded Analytics - Q&A

You do not have to be a customer of SAP to enjoy the benefits of the new embedded analytics application. Nor do you have to buy SAP Analytics Cloud in order to be able to use the embedded application.

A license similar to your current Intelligence license from Concur will be all you need.

“I am not a customer of SAP – how does this help me?”
Yes. We know that moving from Intelligence to the new embedded analytics application will be a big change for you.

In order for you to develop your change management plans we will provide access to the new application while you are still using Intelligence.

We do not yet know the details on how this will work, but will communicate details once we know them.

“Can I have early access to the new solution?”
Vision 2023 – Data & Analytics

One Effortless T&E Experience

SMB Analytics
- Executive Briefing Summary Tile – Total Reports Created
Analysis/Intelligence
- Travel Allowance Reporting for German Customers
- Modification to Accrual reports to Support Delta Posting Feature
- 2 New Standard Report Offerings
- Invoice Standard Report Redesign
- Country Field Updates
- Cognos 11 Upgrade

Integrated, Sophisticated Data & Analytics

- Enterprise Analytics (powered by SAP Analytics Cloud)
Questions?