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

SAP Concur
Spend Management
Expense, Invoice & Budget
Guy Trotter & Mike Brindley
Spend Management Portfolio

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 2019 Stats

180 Million
expense reports submitted
(+20%)

Busiest day in 2019
Dec. 2nd

Busiest day volume
1.17M
expense reports
(+27%)

$148 Billion
worth of expense reports processed
(+15%)

246
countries
(includes countries, dependent territories and special areas of geographical interest)

1.6 Billion
Expenses
(+14%)
Expense: Key 2019 Highlights

**Security & Stability**

- New sign in page
  - Password management changes:
    - Forgot password via email only (and password hint email removed)
    - Removal of security questions
    - Removal of password custom text
    - Remove bulk password resets/updates via import file

**Market Expansion** to support small businesses, globalization, & new verticals

- Sage Accounting integration
- New processor-only workflow for small businesses
- Bulk edit via user spreadsheet export
- Added credit cards to the simple setup for small businesses
- Receipt digitalization for France & Spain
  - Mobile: Receipt digitalization

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

- Expense Pay – Global
  - Sunset legacy Expense Pay in North America
  - New processing partners
  - Debit test
  - New credit card programs
  - Fast feedback from payment processing partners

- Concur Detect by AppZen
  - UX enhancements
  - Audit model enhancements (non-conforming receipts & improved AI confidence in China)

**Innovate all end-user experiences – web, mobile, other**

- Next Generation Expense UI
  - Refinement from feedback received through the early adopter program

- Mobile: Expense
  - New report user experience
  - Updated expense view for approvers

Items in **bold** are discussed further in this document.
Security: New Sign-In

New, two-phase sign-in experience

- Using a company’s single sign-on, users can now directly sign in via SAP Concur, without having to first log in to their company’s own IDP
  – AKA “service-provider - initiated SAML”

- Built for future extensibility – will integrate with other authentication mechanisms

- Common industry practice, & built with the latest technology and will eventually be used for new sign-in experiences for mobile sign-in and Sign-in with Concur

- Opt-in available now, planning as standard entry point by end of 1H2020
Expense: NextGen Concur Expense UI

The NextGen Concur Expense UI 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: NextGen Concur Expense UI

- **2019**
  - Preview Release
    - Open to all clients with available features

- **H1 2020**
  - Focus on Quality, Stability, & Performance

- **Mid 2020**
  - Further information on timelines & transition

- **H2 2020**
  - Specialized Features
    - Features used by <1% of clients will come later

- **2020+**
  - Transition
    - Begin transitions to the NextGen UI (based on feature availability)
Expense: NextGen Concur Expense UI

- Company Billed Statements
- Attendee Upload through Excel
- Japan Public Transportation
- Redirect Funds
- Approver UI

Specialized features still under development

- Redesigned Hotel Itemization
- True Expense copy through from NextGen Request
- Receipt Digitalization**
- New Travel Allowance service* (launching 2020)

Only Available on NextGen

- …and more over time

* Initially available in Germany, Spain, and Portugal
** Available in France and Spain (Standard and Professional)

Professional Only
Standard and Professional
Expense: Expense Pay - Global

Global Pay Migration
• Expense Pay North America sunset on September 1, 2019
• Customers paying in USD and CAD switched to “Expense Pay – Global”

New USD Payment Processing Partner - WUBS
• Western Union Business Solutions (WUBS) (US based provider available for public sector clients)

Debit Test for Funding Accounts
• New manual “debit test” button to initiate 0.01 deposit and withdrawal from funding account to confirm that the account is ready for reimbursement processing with payment processing partner Bambora

Additional Card Program Added for Expense Pay Global
• US Bank VISA CAD
• Comerica – Mastercard – US (Professional Edition only)
• Beneficial State – Visa – US (Professional Edition only)
Expense: Global Receipts Digitalization and Compliance (GRDC)

**Paper to digital**
- Capture the digital image of a tax receipt, sign it per market requirements, and preserve the integrity of the image across the entire chain of custody.

**Benefits**
- Users can capture images of tax receipts with the SAP concur app, and securely uploaded to Concur Expense.
- Receipts are digitally signed and stored with the ability to audit anytime for receipt integrity.

**New for France & Spain**
- Compliance with market requirements. Government approval from Spain (homologation) which is necessary to serve Spanish customers.
- No need to keep paper copies of tax receipts after they are uploaded, resulting in significant revenue savings in storage costs.
- Ability to prove the integrity of the stored image at a later point in time.
Expense: ExpensesIt Mobile Enhancements

Multipage Receipt Capture

- Capture receipts with multiple pages (i.e. hotel receipts) inside the ExpensesIt app
- Benefit: No need to forward emails, or scan in receipts
Expense: ExpenseIt Mobile Enhancements

On-Device Receipt Amount Recognition
- Used automatically with ExpenseIt single page receipts
- Extracts the receipt amount with higher accuracy
- User can correct information immediately if incorrect

Japanese Receipt Recognition
- Captures content from Japanese receipts, including amount, currency, date, expense type, location & vendor
Expense: New Mobile Expense Report UI

- Fresh, clean design removes distractions and focuses users on important content
- Simplified navigation and clear user feedback help users accomplish tasks quickly and accurately
- Native controls provide a familiar feel and easy adoption for iOS and Android users

Old

New

Expandable Alert Banner
Expand to view alerts and take action

Tabs
Toggle to view important information

Swipe Actions
Delete, copy and move with a simple gesture

Native Controls
Access options using familiar controls
Expense: Concur Detect by AppZen

Auditor Experience Enhancements
- Display report-level information
- Risk-level filter
- Custom message templates
- Report filtering enhancements
- Auditor feedback within Detect (AppZen site) on auto-approved reports
- New attendee list
- Executive dashboard
- Performance metrics

Audit Model Enhancements
- Duplicate rule: side-by-side view
- Non-conforming receipt detection
- Improved AI confidence in China

Executive dashboard

Unclear or blurry receipt image

Uncharacteristic receipt image
Expense: Looking Ahead
Concur Expense, Concur Invoice, and Budget
Key areas of focus for 2020

Security, stability and the Next Generation of 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 digitization, improved travel allowances, and a new tax service.

**Example:** Receipt digitalization 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.

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.
Recent Innovations

Concur Expense
• Receipt Digitalization for France and Spain
• Enhanced mobile experience
  – New, mobile receipt viewer
  – New expense-detail view on mobile
• Expenself: Optimization for Japan
• SAP S/4HANA Payroll Integration
• Concur Detect by AppZen: Non-conforming receipt detection
• Concur Detect by AppZen: Attendee list

Concur Expense and Invoice
• Sage Business Accounting Financial Integration

Planned Q1/2020

Concur Expense
• NextGen UI for Expense: Stability and Performance
• Integration with American Express Business Cards
• Self-updating country packs
  – New travel allowance – Germany, Spain, Portugal, and non-statutory (generic)
• FAVR (fixed and variable rates): Reimbursement solution for high-mileage drivers
• Concur Detect by AppZen: Session timeout warning

Concur Expense and Invoice
• SMN Custom Fields Redesign
• Xero Financial Integration

Concur Invoice
• UX productivity packs:
  – Configurable preferences
  – Export to Microsoft Excel

Planned Q2/2020

Concur Expense
• Self-updating country packs
  – New travel allowance – statutory bundles – Nordics
  – New travel allowance – mobile support
• SAP S/4HANA Cloud Exchange Rate Integration
• Enhanced Employee Attendee Search
• Delta posting of expense reports for customers using integration through SAP (phase 1)
• Concur Detect by AppZen: Show risk results directly on receipt image

Concur Invoice
• UX productivity packs:
  – Configurable preferences
  – Export to Microsoft Excel

Product Direction

Concur Expense
• NextGen UI for Expense: Feature parity and new features
• Enhanced fapiao support for China
• Delta posting of expense reports for customers using integration through SAP (phase 2)
• Usage of consistent master data over all SAP solutions
• Self-updating country packs
  – New travel allowance – statutory bundles – additional countries
• Concur Detect by AppZen: Non-English AI model enhancements
• Expense Pay Global: Expanded currency support
• Updated JPT functionality on Web and mobile

Concur Invoice
• SAP S/4HANA Cloud integration
Invoice & Budget: Recent Highlights
Invoice & Budget: Key 2019 Stats

- ~23.6 M invoices processed and approved
- ~11.5 M invoices processed via Capture Services
- ~$175 B invoice spend processed
- Invoice Pay ACH transactions increased by ~50%
- 2000+ Budget Customers
- ~597,000 purchase requests processed and approved
Invoice & Budget: Key 2019 Highlights

Globalization
- Updated Direct Debit Request Forms (Australia)
- Invoice Auditable for Digital Compliance
- New SAP Concur IP Address (EMEA)

Client/User Onboarding & Expansion
- Integration with Payment Providers and a new Provider Payment Manager UI screen to view payment status.
- Create and Approve Vendor Feature Available in Test Environments
- Workflows for Budget
- Budget Filtering for Multiple Vendors

Innovate User Experience
- New Invoice Manager Experience
- Unassigned Invoices Page Customizable Columns
- My Invoices Page Enhancements
- Purchase Request Entry & View Enhancements
- PO Matching Enhancements
- Invoice Capture Enhancements
- Administration Enhancements for Imported POs
- Manage & Request Vendor Enhancements
- Audit Trail for Vendor Changes
- Invoice Assign & Entry Enhancements

Deeper Integrations
- Payment Confirmation Extract Available without Invoice Pay
- Import Now for POs and PO Receipts
- Invoice Pay V4 API
Invoice: UX Transformation

### Highlights
- Concepts of Call to Action & Work to Zero
- Full visibility into unpaid invoices

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**Invoice Manager**

**ACTIVE INVOICES**

- **497** Unverified Capture
  - Over 48 Hours: 165

- **735** Unassigned Invoices
  - Over 12 Hours: 726

- **686** All Unsubmitted Invoices
  - Over 3 Days: 686

- **49** All Unapproved Invoices
  - Over 5 Days: 49

**MY TASKS**

<table>
<thead>
<tr>
<th>Invoices</th>
<th>Back Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create New Invoice</td>
<td>Unassigned Invoices: 735</td>
</tr>
<tr>
<td>Unsubmitted Invoices: 75</td>
<td>Pending Accounting Review: 17</td>
</tr>
<tr>
<td>All My Invoices: 94</td>
<td>All Unpaid Invoices: 735</td>
</tr>
</tbody>
</table>
Invoice: Configurable Columns

**Highlights**

- Configure the columns in the Unassigned Invoices screen.
- Improve user efficiency by specifying columns that are most relevant for the task at hand.
Invoice: New Fields and Statuses Added to PO Matching Pages

Highlights
- Improves visibility for users of PO amounts invoiced and remaining to be invoiced.
Invoice: Payment Provider Manager UI

Highlights

- Gives Payment Manager Users visibility of invoice payments made by Payment Provider Partners.
Concur Invoice and Budget
Product road map overview – Key innovations

**Recent Innovations**

**Concur Invoice**
- Configurable Preferences – Unassigned Invoices Page
- Sage Business Accounting Financial Integration

**Concur Budget**
- Improvements to Import Performance and Status to Admins.

**Planned Q1/2020**

**Concur Invoice**
- Change PO Owner for Concur POs
- Reopen Closed POs
- SMN Custom Field Redesign
- Xero Financial Integration

**Concur Budget**
- Budget API Simplification for Tracking Fields
- Real Time Budget Smart Expense Visibility

**Planned Q2/2020**

**Concur Invoice**
- Configuration Preferences – My Invoices Page
- Export to Microsoft Excel

**Concur Budget**
- Self-Managed Budgets – Allow Owner Adjustments
- Audit Trail for Budget

**Product Direction**

**Concur Invoice**
- Invoice User Experience Transformation
- Spend Tax Framework
- Auto close POs
- SAP S/4HANA Cloud Integration

**Concur Budget**
- Budget Admin Improved UX and Group Awareness
- Budget Performance Improvements
NOTE: Delete the yellow stickers when finished.

Samples of a title slide with an image are also available in this template.

Once the custom photo is inserted, click send to back in the Slide Master, so the motion band is on top of the photo.

See SAP Image Library for other available images.
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.
<table>
<thead>
<tr>
<th>External Trend</th>
<th>Strategic Imperatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Demand For Integrated T&amp;E</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 &amp; administration made easier &amp; faster by personalization at user &amp; 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>
Security & Stability Public Cloud Migration

SAP Concur is migrating from our private data centers to 3rd party data centers to provide secure, scalable, high performance and reliable infrastructure platform that enables delivery of our services with the desired innovation velocity AND at the highest levels of resiliency and ease of use.
Cloud Platform Roadmap - Anticipated Milestones

- Dates represent expected go-live date for data center in region for net-new customers.
- Existing data centers will migrate individual compute services and data over time, with completion date TBD
- All dates are subject to change.
Travel 2019 Product Deliveries

**OBT**
- Expanded Branded Fare Content
- Air: Dual Fare Display
- Air: Express Checkout
- Air France Abonnement Fare Update
- Air Canada Migration
- Pre-Travel Tax Risk Analysis with EY

**TripLink/TripIt**
- Launch Lufthansa & Delta Airlines; Marriott-Ritz Carlton
- Triplt Localized for UK English, German, French, Japanese
- Triplt UX enhancements
- HRS Corporate Portal Integration
- Sixt eReceipt Support for Direct Bookings

**Request**
- New Desktop User Interface
- Update Mobile Request Create UX
- Multi-Policy Selection Support
Concur OBT Dual Fare Display

<table>
<thead>
<tr>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:50 AM SEA → 10:40 AM SAN</td>
</tr>
<tr>
<td>07:00 AM SAN → 03:38 PM SEA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>American Airlines</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:05 AM SEA → 10:00 AM SAN</td>
</tr>
<tr>
<td>08:00 AM SAN → 11:00 AM SEA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Southwest</th>
</tr>
</thead>
<tbody>
<tr>
<td>07:10 AM SEA → 11:50 AM SAN</td>
</tr>
<tr>
<td>08:25 AM SAN → 01:10 PM SEA</td>
</tr>
</tbody>
</table>

Basic Economy | USD 217.30

- **Services**
  - Bags
  - Food & Drink
  - Snack included

- **Flexibility**
  - Changes
  - Non-refundable ticket
  - Non-changeable ticket
  - Mileage
  - 100 percent

More Details
- Basic Economy INCLUDED
- Mileage Accrual
- Carry-on Hand Baggage Allowance
- Inflight Meal
- Snack
- AT CHARGE
  - Checked Bag First
  - Headset
Concur OBT NDC-Exclusive Content

- Extensive pilot testing in 2019 has revealed many challenges
- Interim solution launched in October now provides clients with access to content that would otherwise not be available:
  - Concur Shop & Book Powered by Travelfusion
  - TMCs support using proprietary methods and technology, including Farelogix
- Not a sustainable or scalable long term solution
- Concur engaged with carriers, GDSs, TMCs and other distribution technology to foster a sustainable platform for advanced corporate air content distribution
- Attend our NDC sessions at fusion to learn more.
Concur OBT: EY Travel Risk and Immigration Compliance Integration

Traveler alerted of potential immigration and tax implications before they travel.

EY assesses for destination and activity-specific regulations and provides the traveler with instantaneous results.
TripLink Supplier Network Expansion

Available Today

- ACCOR HOTELS
- airbnb
- American Airlines
- AVIS
- Booking.com
- BRITISH AIRWAYS
- DELTA
- Lufthansa
- Hertz
- HRS
- HYATT
- IHG
- Omni Hotels & Resorts
- Marriott International
- SIXT
- trainline europe
- UNITED
- Ctrip

Coming Soon

- Singapore Airlines
- Enterprise
- National

Avis TripLink integration only available in US and Canada
TripIt Pro: Expanded Language Support

French

German

Japanese
TripIt UX: Smart Speaker Skills

- TripIt users can ask their smart speakers for instant details about an upcoming trip
- Both Amazon Alexa and Google Assistant now support retrieving travelers’ details—like their flight summary, information about the weather, aircraft and more—all without picking up their phone or laptop
- Plus, TripIt Pro customers will also be able to get real-time updates on their flight status
TripIt shows safety information and scores, representing low to high risk, for neighborhoods travelers visit around the world. These scores cover a variety of categories and in 2019 added the differences between AM/PM:

- **Physical harm**: including muggings, drug activity, gang prevalence, and police presence
- **Women’s safety**: including verbal harassment, physical assault, violence directed against women, and adequacy of women’s support facilities
- **Health and medical**: including environmental pollution and contamination, illnesses, regulation of sanitary conditions, and access to medical care
- **Political freedoms**: including political unrest, limited political rights, and incidences of riots and protests
- **Theft**: including petty theft, pickpocketing, burglaries, auto theft, and grand theft
- **LGBTQ safety**: including likelihood of harm or discrimination against LGBTQ persons or groups and level of caution required at location
Concur Request Mobile Update

Enhanced user experience

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

- Hotel Reservation: Mar 12 - Mar 14, 2019
  - Total amount: $896.42

- Air Ticket: Mar 12 - Mar 14, 2019
  - Total amount: $426.00

Create and submit request with transportation and lodging

- Cancel
- Air Ticket
- Save

- From: Seattle, WA
- To: San Francisco, CA
- Departure Date: Thu, Oct 12
- Time: 10:00 AM
- Amount: 896.42
- Currency: US, Dollar

Support for custom fields

- Request Feb 5, 2019
  - Total amount: $0.00
  - ID: 34PM
  - Not Submitted

- Request Policy
  - United States

- Request Name: Request Feb 5, 2019
Concur Travel, Concur TripLink, Concur Request, and Concur Locate
Key areas of focus for 2020

Security & Stability

Description: SAP Concur will migrate from our private data centers to 3rd party data centers, as well as upgrade many core APIs to provide a secure, scalable, high performance and reliable infrastructure platform that enables delivery of our services with the desired innovation velocity AND at the highest levels of resiliency and ease of use.

Example: SAP Concur’s Travel Itinerary API will enable TMC’s to pull data elements but only for their relevant configurations of a company

Benefit: Secure and reliable services are the top priority for SAP Concur, our customers, and their travelers.

Globalization

Description: SAP Concur is investing in maintaining and expanding our supported travel content across booking channels (incl. TripLink), as well as localizing our products to support travelers in their native language.

Example: Concur Travel will soon offer bookable Rail content in Spain (Renfe), Concur TripLink recently launched Lufthansa as an integrated supplier, and Triplt is now available in German, French, and Japanese.

Benefit: Managing travel spend starts with being able to access & support the content most relevant to our customers and their travelers.

User Experience

Description: SAP Concur is investing in our next generation booking and approval solutions that meet the expectations of today’s modern traveler, while also accelerating velocity of adding new types of content differentiated by intelligent experiences.

Example: Concur Travel will soon offer a completely updated Hotel Booking UX that includes intelligent property search based on a user’s past trips. Concur Request is releasing a new UI to streamline creating a request.

Benefit: Ease of use is critical to driving adoption of SAP Concur products by our customers’ travelers to enable customers to get full value from our solutions.

Public Sector

Description: SAP Concur will invest to run CTE in the Concur Cloud for Public Sector (CCPS), add support for Travel Allowances, Funds Management and improve the Request-to-Travel workflow to ensure CTE meets the needs of public sector customers.

Examples: A new Per Diem Service providing US GSA rates to both legacy and new Travel Allowance, integrated into Concur Request. Concur Travel will support booking of government-specific fares & rates.

Benefit: In 2020, our priority is the success of US DoD and to provide a foundation for public sector expansion worldwide.
Recent Innovations

Concur Travel OBT
- Air Canada direct connect retired. Content now sourced via Travelfusion or GDS
- Lufthansa, British Airways NDC content via Travelfusion

Concur TripLink
- New Concur TripLink Supplier Availability: Lufthansa and Delta
- TripIt App for Mac

Concur Request
- Select policy when creating requests via the mobile app

Planned Q1/2020

Concur Travel OBT
- Air France Abonnement
- Travelport: Full Branded Fares Support (upsell fares, PNR changes)
- Hotel Service v2 (HSV2) Hotel Content Available on Mobile App
- French Regional Rail (TER) Content via Portail d’Acces aux Offres (PAO)

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

Concur Request
- API V4 General availability
- Agency Proposals, powered by Compleat (Early Adopter)

Planned Q2/2020

Concur Travel OBT
- Spanish Rail (Renfe) EA
- Sabre: Content Services for Lodging (CSL)
- Amadeus: Amadeus Ticket Changer (ATC)
- Booking.com (via Travelfusion) migrating to Hotel Service v2 API to become available for mobile booking

Concur TripLink
- New Concur TripLink Supplier Availability: Enterprise and National
- Users can more easily connect their Concur and TripIt accounts, including directly on the TripIt web or mobile app
- Arrangers can send plans to TripIt on behalf of arrangees

Concur Request
- NextGen UI General availability
- Support for additional Segment and Expense types on mobile

Product Direction

Concur Travel OBT
- AA AirPass
- Spanish Rail (Renfe) GA
- Benelux Rail (Bene) GA
- "T2" Hotel – EA, specific markets, customers TBD

Concur TripLink:
- New Concur TripLink Supplier Availability: Enterprise and National
- Users can more easily connect their Concur and TripIt accounts, including directly on the TripIt web or mobile app
- Arrangers can send plans to TripIt on behalf of arrangees

Concur Request
- Improved approvals UX
- UX continuous improvements
- Mobile App continuous improvements
Concur OBT Globalization European Rail

New Rail Technology Platform
- Designed to scale across Europe through direct carrier connections
- Mobile & Desktop content and functional parity
- Multi-Modal Shop and Book

Seat map and RVR support

Travel Request Integration
- Desktop (2020), Mobile (Future)

Renfe Spanish Rail

Rail and hotel booking in one PNR

SNCF Regional Trains (TER)

Bene Benelux Rail
Concur OBT User Experience  Next Gen Hotel Booking

1. Modern experience
2. Support multiple hotel direct connects (GDS + HRS + …)
3. Surfacing contracted amenities clearly (free breakfast, free wi-fi, etc.)
4. Better amenity data for filtering and decision making (depends on the source quality)
5. Better image quality and larger format
6. Greater flexibility on custom messages & labeling (‘Approved)
2019 Data and Analytics Goals

Within 2019 Data and Analytics was focused on enhancing and delivering analytics solutions, predictive modeling, actionable insights and integrated product analytics that increase customer visibility to employee-initiated spend and make it easier and faster for customers to drive compliance, cost savings, and risk mitigation. Key areas of focus include:

- Stability & security
- Analytics for the Intelligent Enterprise
- Improved data quality and access
- Extensibility & globalization

This is the current state of planning and may be changed by SAP at any time.
Customer-Facing BI Solutions

- Analysis (no cost)
- Intelligence (buy-up)
- Consultative Intelligence (product and service bundle)
- Cognos-based
- Nightly archived

- Analytics Essentials (no cost)
- Analytics (buy-up)
- Proprietary solution
- Specifically designed for small and medium size customers
- Near real-time access to data

- New solution currently in development with Intelligent Spend Management Group
- Ultimately will replace Intelligence
- No-cost, buy-up and product/service bundles will be available
- Near real-time access to data
Analysis & Intelligence
Updates to the Data Model & Reports

Model Changes
- Travel Rule
- Violation Rule Key
- Deleted Flag
- Invoice Timestamp
- Route ID
- Drive Mileage Details
- Travel Allowance Itinerary Fields
- Booking Record Key
- Trip Passenger Fields
- Country Prompt and Prompt Keys
- Last User Login Date / Time

Report Changes
- Expense Accrual Reports
- Combined Spend Overview
- Invisible Spend Trend Analysis
- Purchase Order to Invoice Matching Exceptions
- Expense Mobile Metrics Summary
- Invisible Spend Details
- Itinerary Details
- Ticket Details
- Airfare Summary
- Unsubmitted Requests by Approver – Summary
- Germany – BLK Report
- Germany – Yearly Employee Report
- Travel Requests by Segment
- Trip Approvals
- Hotel Details
- Hotel Summary
- Travel Summary
- Care Rental Expense Exceeds Reserved Amount
Visualization Enhancements to the Standard Reports

Here is an example of the report output for the Expense Entry Analysis (grouped by Employee) report before the visualization updates:

![Expense Entry Analysis (grouped by Employee) report before visualization updates]

Here is an example of the report output after the visualization updates:

![Expense Entry Analysis (grouped by Employee) report after visualization updates]
Enhancements to the Standard Reports by Folder Guide

Example of the new field information for the Itinerary Details report:

<table>
<thead>
<tr>
<th>Data Item Label</th>
<th>Data Item Name</th>
<th>Data Item Expression</th>
<th>Data Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased By</td>
<td>&lt;Purchased By&gt;</td>
<td>[Travel].[Trips].[Employee Last Name] + ', ' + [Travel].[Trips].[Employee First Name]</td>
<td>Legal first and last name for the traveling employee (for example, John Smith)</td>
</tr>
<tr>
<td>Booked By</td>
<td>&lt;Booked By&gt;</td>
<td>[Travel].[Trips].[Booking Employee]</td>
<td>Name of the employee who booked the trip (last name, first name format)</td>
</tr>
<tr>
<td>Passengers</td>
<td>&lt;Passengers&gt;</td>
<td>[Travel].[Trip Passengers].[Passenger]</td>
<td>Employee taking the trip (last name, first name format)</td>
</tr>
<tr>
<td>Is Primary?</td>
<td>&lt;Is Primary ?&gt;</td>
<td>[Travel].[Trip Passengers].[Is Primary]</td>
<td>Shows if the employee is the primary traveler (Yes/No format)</td>
</tr>
</tbody>
</table>
## Standard Reports Folder > Market Specific Reports > Auditor Digitized Receipt Search Report

### What:
- Lists the digitized receipt records that have gone through the certified receipt digitization process

### Why:
- Allows auditors the ability to easily identify relevant receipt details including itemized tax

#### Auditor Digitized Receipt Search Report

**Transaction Data Between Jan 1, 2018 and May 24, 2019**

<table>
<thead>
<tr>
<th>Receipt ID</th>
<th>Invoice Number</th>
<th>Invoice Type Code</th>
<th>Supplier Name</th>
<th>Supplier Tax ID</th>
<th>Supplier Street Address</th>
<th>Supplier Postal Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>20bed9fa038740c9a7a07b948192279891</td>
<td>18048087</td>
<td>OT</td>
<td>Comestibles Villalonga S.L.</td>
<td>B07413693</td>
<td>East Placa de Sant Jaume, 4</td>
<td>08002</td>
</tr>
<tr>
<td>3d752b52e10a411e15048087</td>
<td>OT</td>
<td>Comestibles Villalonga S.L.</td>
<td>B07413693</td>
<td>East Placa de Sant Jaume, 4</td>
<td>08002</td>
<td></td>
</tr>
<tr>
<td>9943d9f17d84db66e992e12e227624</td>
<td>18048087</td>
<td>OT</td>
<td>Comestibles Villalonga S.L.</td>
<td>B07413693</td>
<td>East Placa de Sant Jaume, 4</td>
<td>08002</td>
</tr>
<tr>
<td>bd1f5d26c30c43409d65c7a089da1d64</td>
<td>18048087</td>
<td>OT</td>
<td>Comestibles Villalonga S.L.</td>
<td>B07413693</td>
<td>East Placa de Sant Jaume, 4</td>
<td>08002</td>
</tr>
</tbody>
</table>

#### Spanish Digitized Receipts Expense

<table>
<thead>
<tr>
<th>Supplier Town</th>
<th>Supplier Province</th>
<th>Supplier Country</th>
<th>Transaction Date</th>
<th>Issue Date</th>
<th>Digitization Date</th>
<th>Transaction Currency</th>
<th>Tax Rate</th>
<th>Tax Details</th>
<th>Taxable Amount</th>
<th>Tax Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcelona</td>
<td></td>
<td></td>
<td>Sep 13, 2018</td>
<td>Sep 13, 2018</td>
<td>Sep 12, 2018</td>
<td>EUR</td>
<td>10%</td>
<td>5.98</td>
<td>0.50</td>
<td>0.05</td>
</tr>
<tr>
<td>Barcelona</td>
<td></td>
<td></td>
<td>Sep 13, 2018</td>
<td>Sep 13, 2018</td>
<td>Sep 12, 2018</td>
<td>EUR</td>
<td>14%</td>
<td>1.18</td>
<td>0.05</td>
<td>0.05</td>
</tr>
<tr>
<td>Barcelona</td>
<td></td>
<td></td>
<td>Sep 13, 2018</td>
<td>Sep 13, 2018</td>
<td>Sep 12, 2018</td>
<td>EUR</td>
<td>10%</td>
<td>5.98</td>
<td>0.50</td>
<td>0.05</td>
</tr>
<tr>
<td>Barcelona</td>
<td></td>
<td></td>
<td>Sep 13, 2018</td>
<td>Sep 13, 2018</td>
<td>Sep 12, 2018</td>
<td>EUR</td>
<td>14%</td>
<td>1.18</td>
<td>0.05</td>
<td>0.05</td>
</tr>
</tbody>
</table>
Analytics Essentials & Analytics
SMN Analytics
Secondary Tile Filters
**What:**
- Tile shows the top five expense types by spend for the selected period and percentage of overall spend

**Why:**
- Validate spending is aligned with trends and goals
- Identify if there are outlines that require investigation

Dashboard Tile: Top 5 Spend by Expense Type

Tile Catalog > Top 5 Spend by Expense
What:
- Tile shows the top 5 spend by vendor for the selected period and percentage of overall spend

Why:
- Validate spending is aligned with trends and goals
- Identify if there are outlines that require investigation

Dashboard Tile: Top 5 Spend by Vendor

Tile Catalog > Top 5 Spend by Vendor

$33,063 of $84,009

39.4%
What:
- View spend by Category for a specific Employee or Vendor for the selected period and percentage of overall spend

Why:
- Compare spending to previous period
- Leverage alert to identify spend that exceeds defined thresholds

Dashboard Tile: Spend by Vendor or Employee

Tile Catalog > Spend by Employee of Vendor
Embedded One Analytics
Analytics Maturity Continuum

Our goal is to take you beyond **what** and **why** something is happening to help you understand **what can happen** and to make **recommendations** on what you should do.

Ultimately we see analytics being **embedded into workflows** with **automated execution** of insights.
Concur Analytics Vision: Integrated, sophisticated Data and Analytics in every product, every feature and every decision.

More than reports  Seamlessly integrated  Objectively guide decisions
Use Cases for Enterprise Customers for Data Access

1. Executives requiring real-time analytics from **multiple data sources**
   - Concur data extracted via **API** and viewed in other third party apps
   - Requires Intelligence/Analytics license and other third party app license

2. Managers focused on analysis of SAP Concur **travel and spend data only**
   - Data accessed from **embedded One Analytics in CT&E**
   - Only requires a Concur Intelligence/Analytics license
One Analytics
Use Case #2

Data from each BU’s data platform is consolidated into a **HANA database**.

A single analytics application built on **SAP Analytics Cloud** is embedded in each BU portal.

**Varying content packages:**
- BU-specific content AND
- Content displaying combined views of data from each BU based on products purchased by the customer.

All customers access the same analytics system regardless of which product the user “lives in.”

The system enables content/reports/data based on the product portfolio of the customer and the persona accessing. Content also is surfaced within the workflow of individual products to drive better decisions at time of action.

Customer data is consolidated, normalized and enriched to support combined analytics and product feedback integrations across ISM.

BU’s are responsible for maintaining the company-specific BU and level of data quality. Cleansed data is written back from ISG to the BU where and when necessary.
Smart Insights and Thresholds

Establish KPI thresholds for quick identification of areas requiring attention.

Understand the top contributors of specific data points without having to manually pivot or slice and dice your data.

Machine learning technology saves you time, so you can focus on more high-value activities.
Search to Insights

Run analysis on an ad-hoc basis in meetings to get answers quickly.

Auto-complete and natural language processing assist you in finding the information you need instantly, and automatically generated visualizations can save you time when building dashboards.
Predictive Forecasting

Augment your existing business intelligence capabilities by learning from your historical data to create recommendations on the next best action to take for your business.
Future Feature Overview
Data and 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-Sized 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 and Analytics
Product road map overview – Key innovations

Recent Innovations
Intelligence
- Digitized Receipt Support for Spain
- Fixed Travel Allowance Calculations
- Delta Posting Is Reopened field

Analytics
- Top 5 Spend by Expense Type Tile
- Top Spend by Vendor Tile
- Spend by Employee or Vendor Tile
- Travel Booking Details Report

Planned Q1/2020
Intelligence
- Travel Allowance Reporting for German Customers

Analytics
- Addition of 3 Executive Briefing Summary tiles
- Disconnect Report

Planned Q2/2020
Intelligence
- Modification to Accrual Report to Support Delta Posting Feature

Analytics
- Backend Database Improvements for Scalability and Performance

Product Direction
Intelligence
- Concur TripLink Enrollment Report
- Employees Connected To Concur TripLink Suppliers Report
- Reporting Hierarchy Modifications
- Enhancements to Combined Spend Dashboard

Analytics
- GL Code Field
- Invoice Billed Transaction Reconciliation Report
- Invoice Allocation Details Report
- Invoice Line Item Details Report
- Update Expense Accrual Report with Allocation Level Custom Fields
- Update Invoice Accrual Report with Line Item and Allocation Level Custom Fields
- Employee Profile and Report Header Custom Fields on the Billed Transaction Reconciliation - Details Report
- Expense Workflow Analysis Tile and Report
- Company Billed Transactions
Questions?