

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



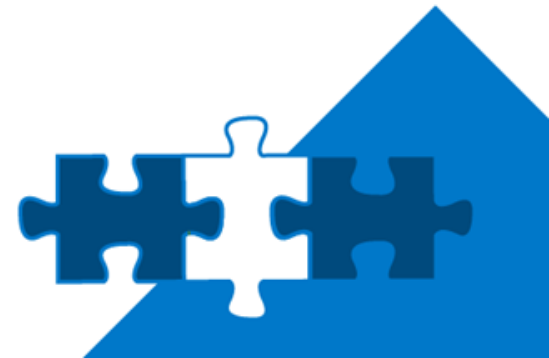


SOLUTION
SERIES

Harnessing the Power of Strategic Spend Management in Your Organization

Carla Minsky | Director of Sales – Invoice, Concur

Brian Ladd | Executive Director – LM Sales, American Express

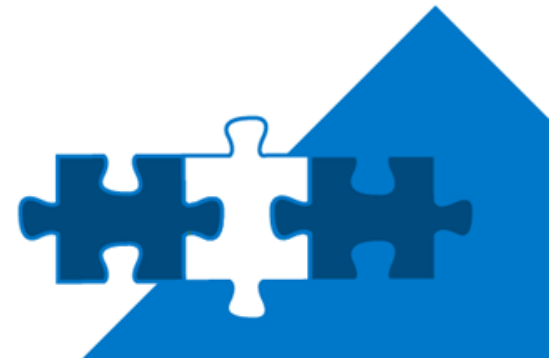




SOLUTION
SERIES

Trends in Spend Management

Carla Minsky | Director of Sales – Invoice, Concur





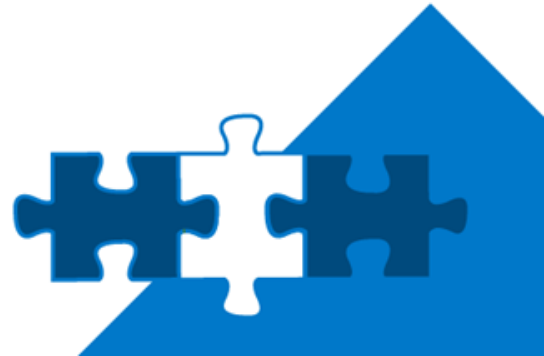
**SOLUTION
SERIES**

BUSINESS SPENDING

PAYROLL - 35%

T&E - 10%

EVERYTHING ELSE - 55%





SOLUTION SERIES

BUSINESS SPENDING

PAYROLL - 35%

T&E - 10%

EVERYTHING ELSE - 55%

DIRECT PO



INDIRECT PO



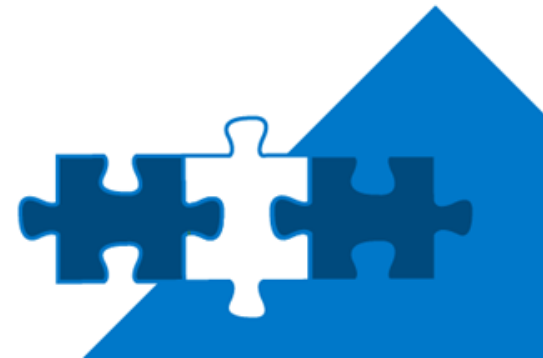
INDIRECT
NON-PO



XYZ-CARD



EXPENSE
REPORTS





BUSINESS SPENDING

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PROCUREMENT \$



DIRECT PO



INDIRECT PO



INDIRECT
NON-PO



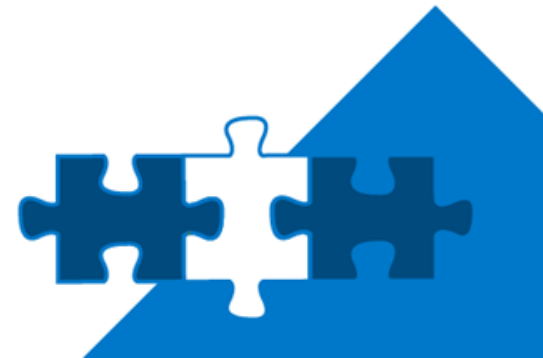
XYZ-CARD



EXPENSE
REPORTS



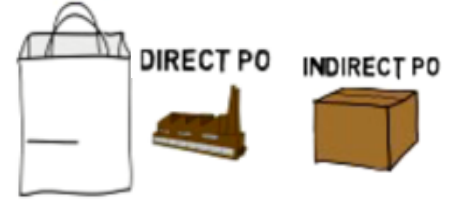
EMPLOYEE \$





BUSINESS SPENDING
 PAYROLL - 35%
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 EVERYTHING ELSE - 55%

PROCUREMENT \$



INDIRECT NON-PO



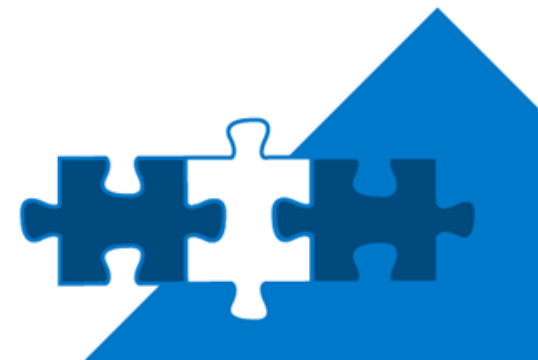
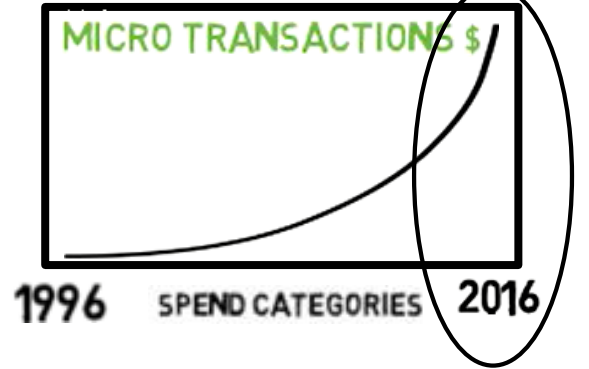
XYZ-CARD



EXPENSE REPORTS



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INDIRECT PO



INDIRECT NON-PO



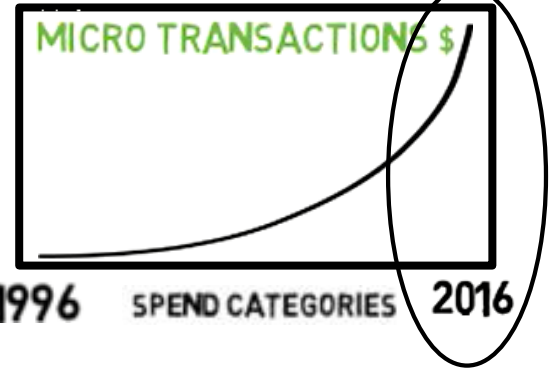
XYZ-CARD



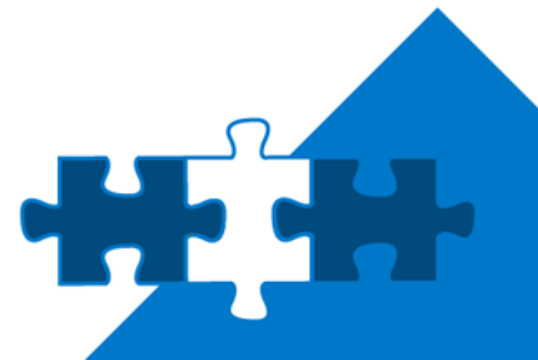
EXPENSE REPORTS



EMPLOYEE \$



SILOED DATA





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PROCUREMENT \$



DIRECT PO



INDIRECT PO



INDIRECT NON-PO



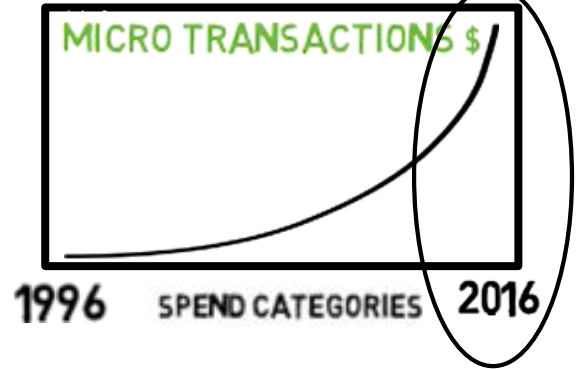
XYZ-CARD



EXPENSE REPORTS

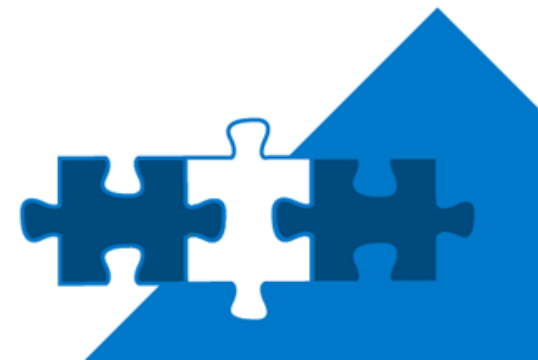


EMPLOYEE \$



SILOED DATA

OFFICE SUPPLIES



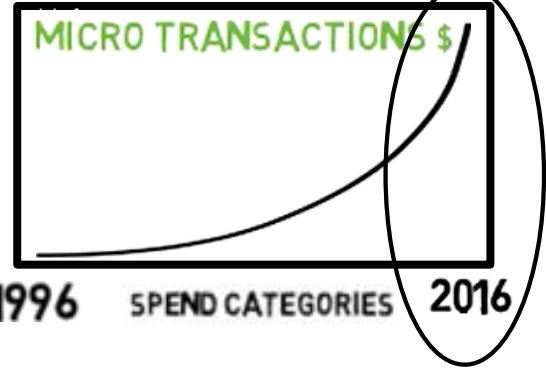


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EMPLOYEE \$



SILOED DATA

OFFICE SUPPLIES



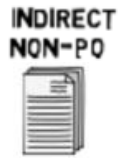
EVENTS





BUSINESS SPENDING
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PROCUREMENT \$

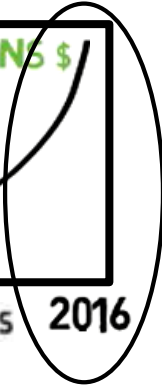


EMPLOYEE \$



MICRO TRANSACTIONS \$

1996 SPEND CATEGORIES 2016



SILOED DATA

AGGREGATED SPEND

OFFICE SUPPLIES



EVENTS



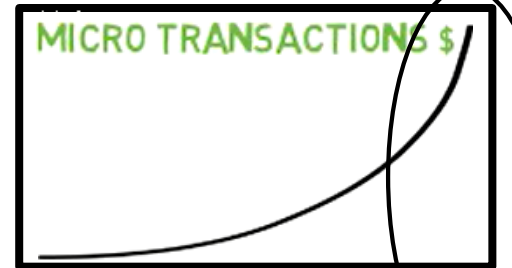


BUSINESS SPENDING
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PROCUREMENT \$



EMPLOYEE \$



SILOED DATA



OFFICE SUPPLIES

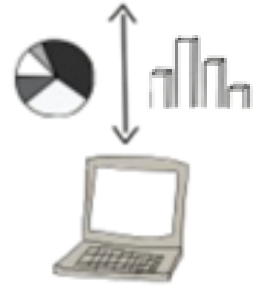


CONNECTED

TRANSPARENT

EFFORTLESS

EVENTS





SOLUTION SERIES

BUSINESS SPENDING
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PROCUREMENT \$



DIRECT PO



INDIRECT PO



INDIRECT NON-PO

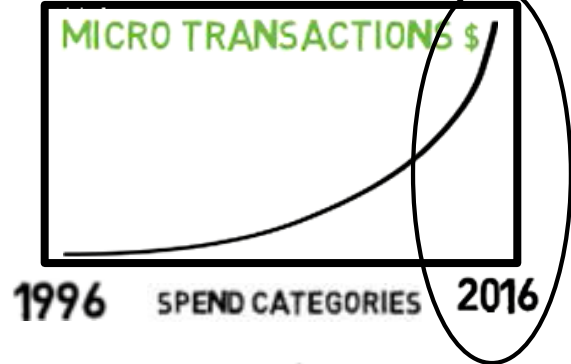
XYZ-CARD



EXPENSE REPORTS



EMPLOYEE \$



SILOED DATA



OFFICE SUPPLIES



CONNECTED

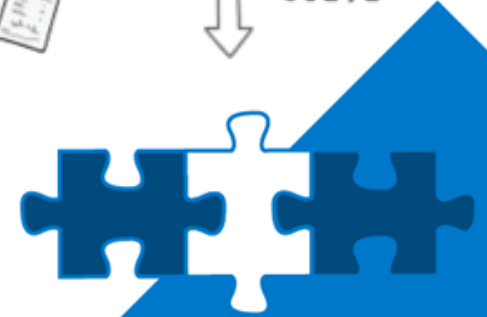
TRANSPARENT

EFFORTLESS



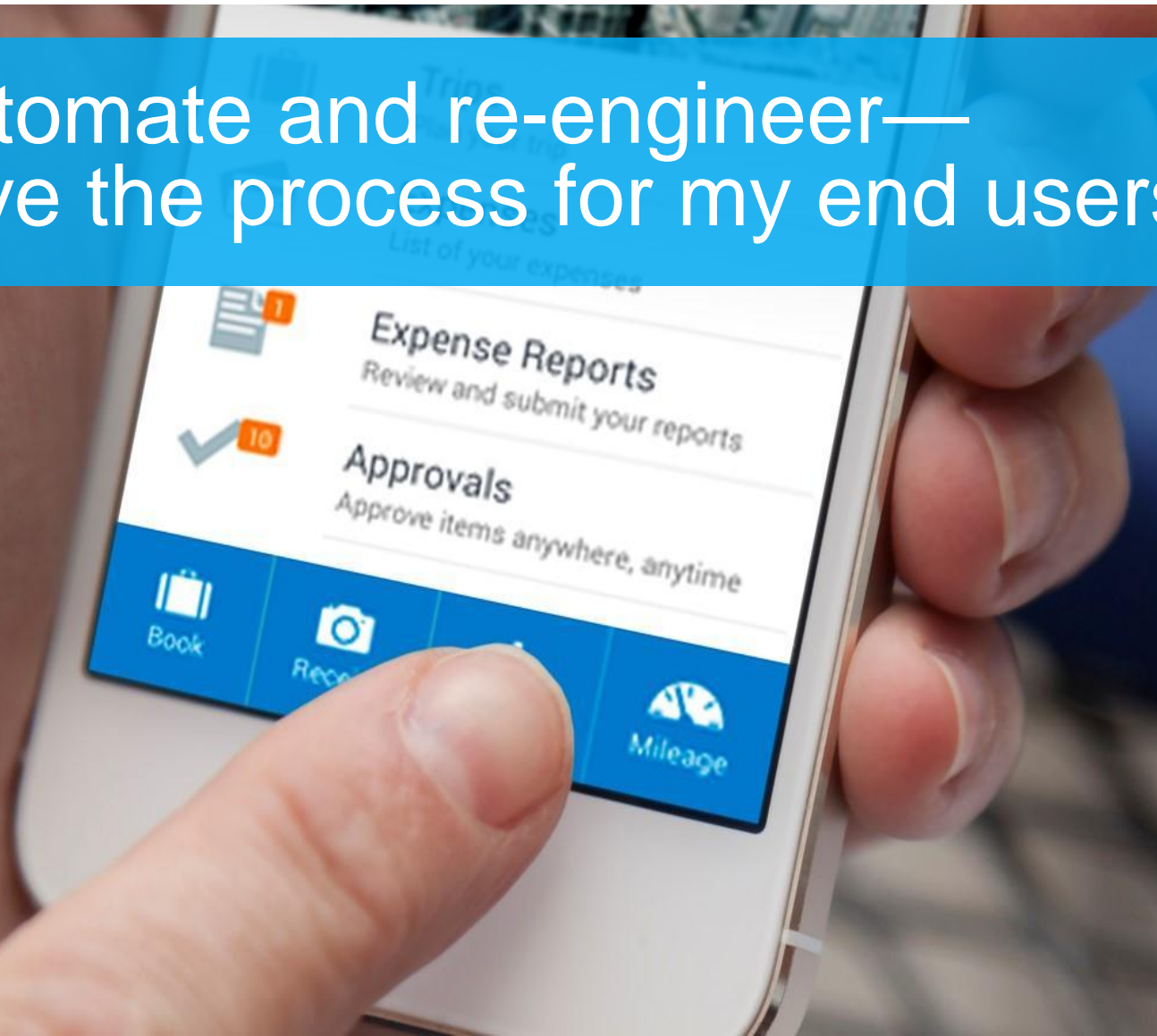
↑
 VISIBILITY
 CONTROL
 COMPLIANCE
 DECISIONS

↓
 RISKS
 COSTS



Best Practices to Innovate accounts payable

Re-automate and re-engineer—
improve the process for my end users.





The Concur Approach



Create a
mobile
experience.



Deliver
in-depth
insight.

Integrate
data from
any source.



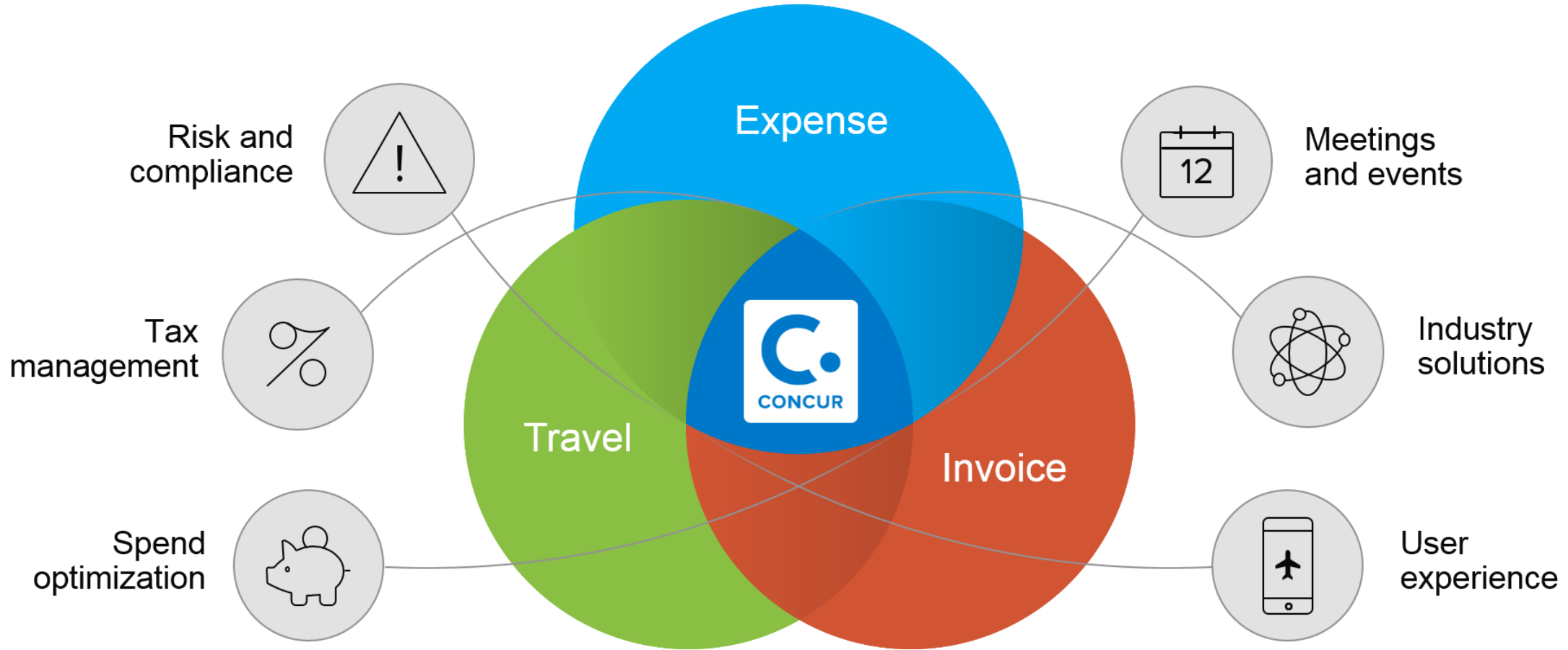
Create an
efficient AP
engine.





SOLUTION
SERIES

The Concur Platform





SOLUTION
SERIES

Concur Invoice

Pre-
authorize



Scan and
capture



Workflow
and
approvals



Payment



Reporting



Better Together

To better help your clients **manage their business' spend and gain efficiencies**, Concur Invoice handles the front-end and American Express handles the back-end.



Capture, Code, and Approve

Better visibility and control

Gain efficiencies and reduce errors

Shorten cycle times

Capture relevant data and reduce paper

Preauthorize spend



Make Payments

Increase float and cash flow

Extend payment terms with vendors

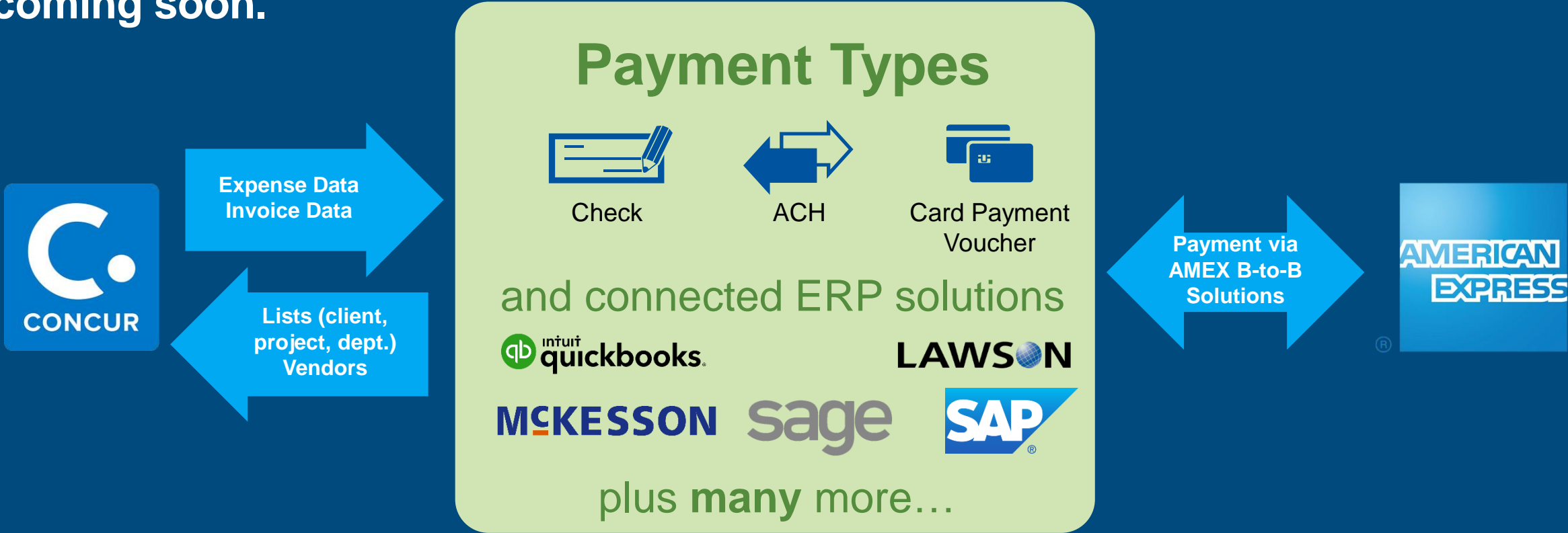
Earn valuable membership rewards points

Increase charge volume and rebates

Eliminate personal liability and credit issues

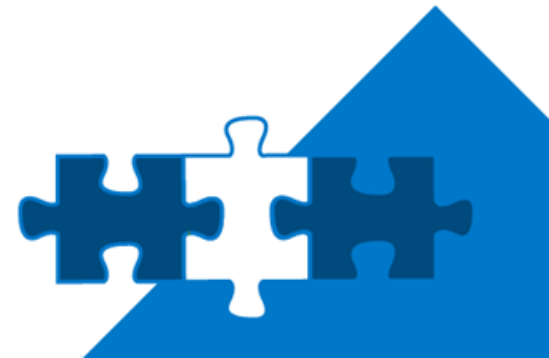
Invoice Vendor Payment Options

American Express B-to-B payment solutions via ERP available now for Invoice payments. American Express Corporate Card integration is coming soon.



Corporate Payment Solutions

Brian Ladd | Executive Director – LM Sales, American Express



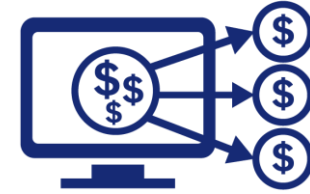
American Express Payment Solutions



T&E Card and Purchasing Card



Foreign Currency Exchange Products



Buyer Initiated Payments (BIP)



Corporate Meeting Card



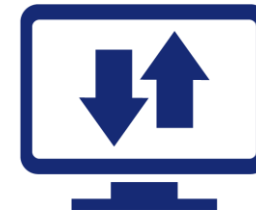
vPayment Next Generation (Virtual, Single-use Accounts)



Global Proprietary Cards



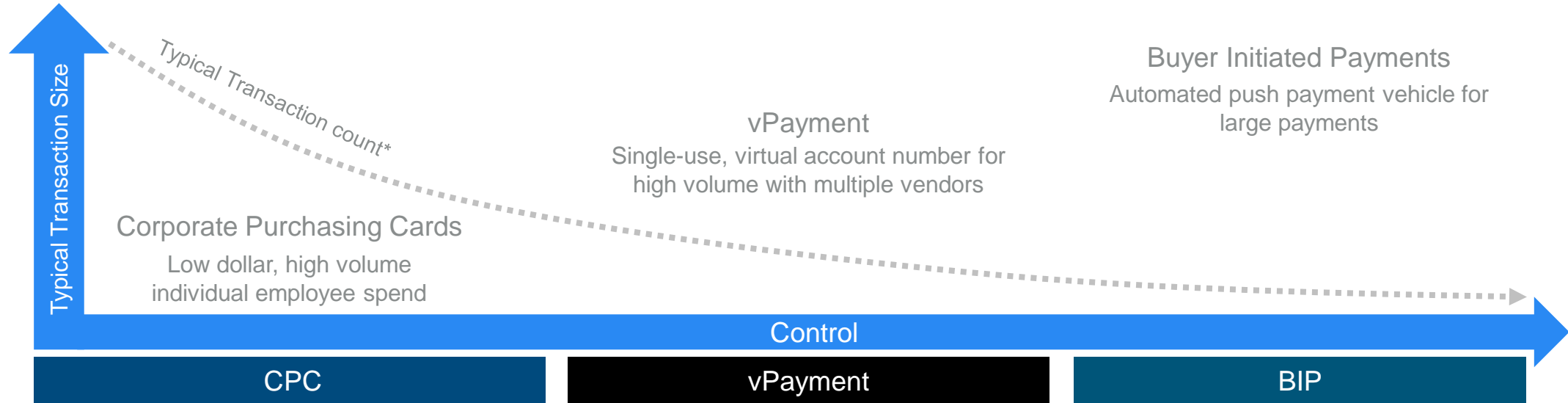
Business Travel Account (BTA)



Next-Generation Payment Solutions



B2B Spend Management



Enhance controls for procuring goods and services such as materials, supplies and equipment

DIFFERENTIATORS

- Preferred supplier restrictions and other upfront controls
- One-stop Web portal for all program management functions
- Supplier network allows for more robust data capture

Make faster payments to suppliers by replacing checks with a single use virtual account number

DIFFERENTIATORS

- Patented, tenured, proven solution
- Single-use virtual accounts with exact limits and date controls
- Buyer-defined reference fields for automatic reconciliation

Leverage our digital platform to efficiently pay suppliers and take advantage of our payment terms

DIFFERENTIATORS

- True push versus pull solution
- Closed loop network enables 100% protection
- Hands-free reconciliation, no manual intervention



SOLUTION
SERIES

Case Study

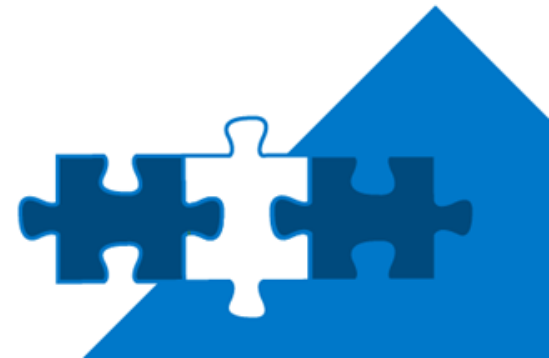


Efficiency, cash flow, timeliness.

And \$100 million in savings.

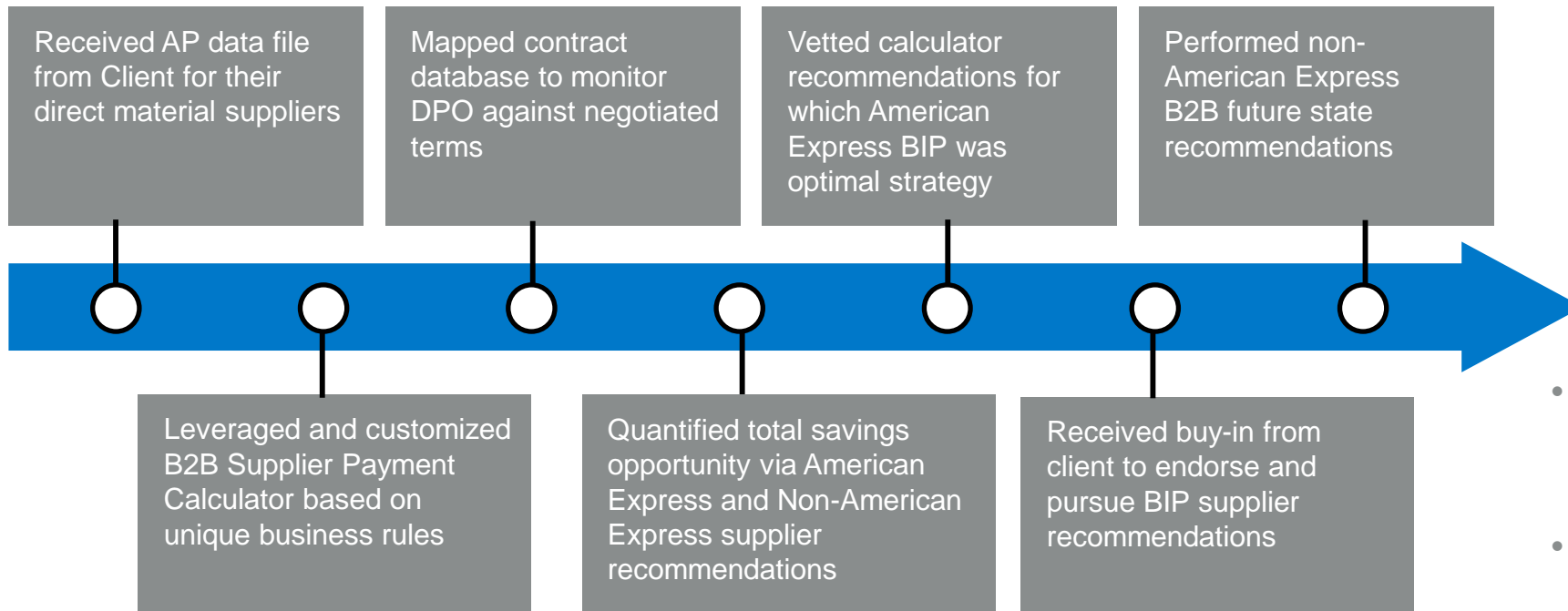
S&P 500 Company implements American Express BIP as a part of a successful supply chain transformation.

Published Nov. 23, 2015



Collaboration Case Study

Fortune 1000 Company sought to transform the company's supply chain management process to save \$66 MILLION over three years.



KEY OUTCOME:

Savings in ONE year:

\$100M

- *Slowing down payment of vendors to improve cash on hand. (Cash outlay extended to 45 days instead of 15)*
- *Reducing the manual paper check process*
- *DPO improved by 20 days*

SLOWING DOWN TO IMPROVE DAYS CASH ON HAND.

PAYING VENDORS TOO QUICKLY LEFT THE COMPANY WITH LITTLE FOR THEMSELVES.

When Behan joined the team, she was faced with an expensive, labor-intensive payment process that hampered cash flow and the business's overall financial strength.

- 12,000 vendors were tagged for "immediate payment"
- 100% of spend was processed by check
- 80% of vendors had less than 30-day terms

"Our inflows were exceeding 100 days, and since we were paying so quickly, we had a significant opportunity to narrow the gap through BIP and extend our DPO while maintaining DSO with our vendors."

~Linda Behan

THE AHA MOMENT.

WHAT CAN WE LEARN HERE?

The problem was nothing new to Behan, and neither was the answer. She had successfully led a number of such transformations before, including a global rollout of the American Express Buyer Initiated Payment (BIP) program at her previous employer. And once again, she put her trust in American Express.

To Behan, spend analysis was critical, but even more crucial was the partnership with the American Express team and the best practices they brought to the table. In the end, the analysis all pointed to BIP.

"American Express leads the market in credibility. If there's a best practice, they know it. Give them the chance to run analytics on your payments. You're going to get a lot of 'aha' moments, and even if you don't go with their recommendations, you're going to learn something."

~Linda Behan

A black and white photograph of a business meeting. In the foreground, a man with a beard and glasses, wearing a suit and tie, is looking towards the right. In the background, another man in a suit is partially visible, looking towards the left. A blue banner is overlaid on the right side of the image.

YOU'RE GOING TO GET
A LOT OF 'AHA'
MOMENTS

The American Express BIP solution.

“Our implementation team was responsible for assessing vendor opportunities and managing the sales and outreach effort. They were incredibly professional, knowledgeable and really good at patiently walking the business through the rollout.”

~Linda Behan

With Behan’s knowledge of the American Express BIP solution, she saw an immediate opportunity to intelligently address payment terms, efficiency and cash flow that could help spark growth opportunities across the enterprise. Working in close collaboration with the American Express team, she felt BIP would:

- Help reduce manual processes by reducing checks
- Provide an opportunity to improve working capital management*
- Leverage the American Express billing cycle to help improve DCOH**

HERE’S WHY IT WORKED.

A push to 60 days pulled vendors in. Behan helped launch the program by pushing payment terms for all vendors to 60 days, then offering BIP as an option for earlier payment. Getting paid sooner was a benefit her vendors were interested in, and they responded very positively to the program.

A proactive team approach. The American Express team worked closely with representatives from across the company—from IT and opportunities assessment, to vendor engagement and client management—bringing all their learning from previous implementations.

Critical communication. Throughout the process, the company maintained clear lines of communication with all affected parties, starting with letters from the CFO. Vendors were told why the BIP process was being implemented and how it would work. The same message was also delivered to the internal team to ensure alignment.

“We haven’t received a single complaint from vendors. It’s been a great experience.”

~Linda Behan

* The number of days by which your DPO is extended will depend on when during your American Express Card billing cycle you charge a transaction to a supplier. The date the transaction is posted to your account, and the date you pay the amounts due on your American Express billing statement will determine the number of days you extend which may be less than 14 days.

**The number of days by which your DPO is extended will depend on when during your American Express Card billing cycle you charge a transaction to a supplier. The date the transaction is posted to your account, and the date you pay the amounts due on your American Express billing statement.

THE POSITIVE RESULTS OF OUR RELATIONSHIP.

BIP IS NOW AN EASIER PAYMENT OPTION INSIDE THE COMPANY'S ERP SYSTEM. IT'S A SINGLE CLICK WITH ALL INTERNAL CONTROLS STAYING THE SAME AS OTHER PAYMENT METHODS, YET IT OPENS A SECURE, CONNECTED AND INTUITIVE AUTOMATED PLATFORM. EVEN MORE IMPORTANTLY, IN THIS SITUATION, THE NUMBERS SPEAK FOR THEMSELVES:

- Net cost to the business decreased by 25%
- DPO improved by 20 days
- Cash outlay extended to 45 days (up from 15)

The company's supply chain transformation was a success, making less work of the payment process and increasing the capacity to focus on what matters most. With Behan's leadership and initiatives—including implementing BIP—the company shot past its original goal and saw a \$100 million return in year one.

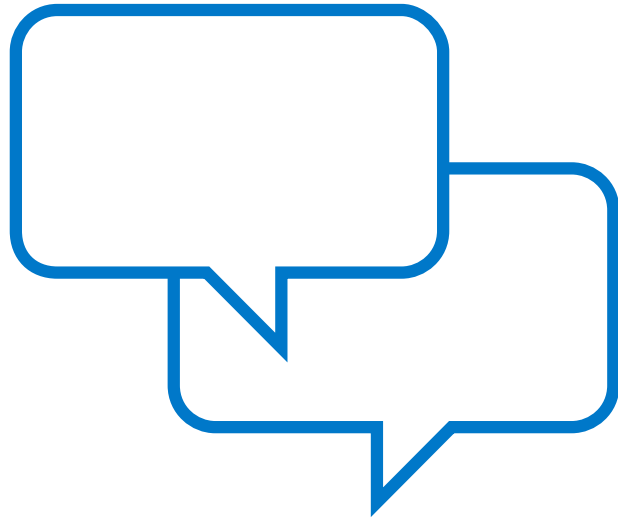
“When choosing your partners, it's important to understand the marketplace. American Express has an outstanding reputation as a business—for their professionalism and their ability to maintain controls. That's very comforting for a business. They did a great job.”

~Linda Behan





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Q&A

