

Improve Business Outcomes & Drive Value With Best In Class Travel & Expense Management Software



**GLOBAL VALUE
ENABLEMENT**

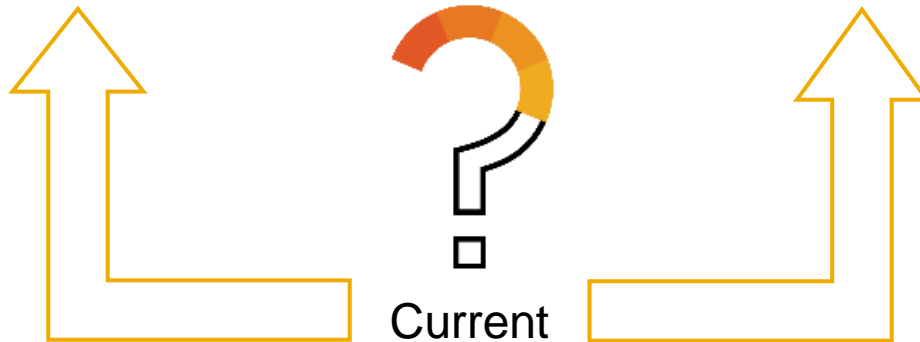
Business Outcomes You Can Have

Targeted Business outcome:

- Enhanced insight; improved transparency, better decision-making, increased internal controls, reduction of non-compliant (non-optimal) spend (Effectiveness)

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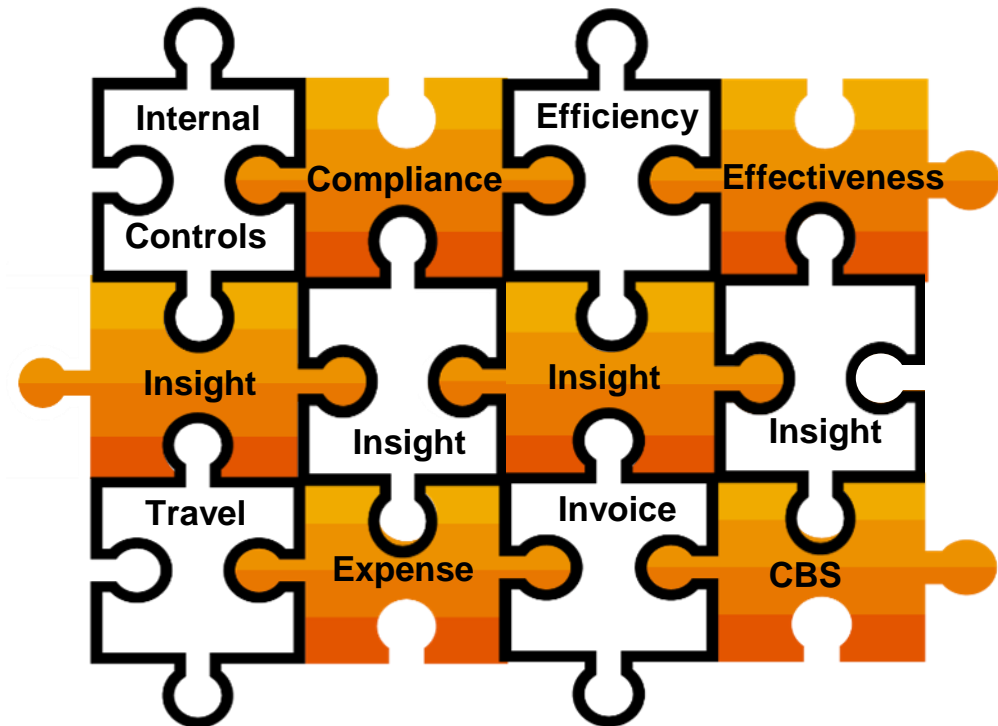
- Ensure processes are optimized “globally” from a user experience and **productivity** perspective (Efficiency)



What you
Don't Know
Can't Hurt You

Best in Class Travel and Expense Management Software Efficiency & Effectiveness

- Single source reporting enhancing comparisons between travel, expense, invoice and p-card transactions
- Spend automatically built into line items in expense report, including travel, mileage, cash spend and itemized hotel folios
- Itinerary, card feed, and folios/receipts automatically combine for cross-check validation
- Audit rules / Audit / AI applied globally to all expense and travel transactions to flag and/or block high-risk transactions for non-compliance risk
- Seamlessly connected partner app ecosystem providing enhancements for tax, regulatory, duty of care, etc...
- Etc.
- Improvement matters. How much?



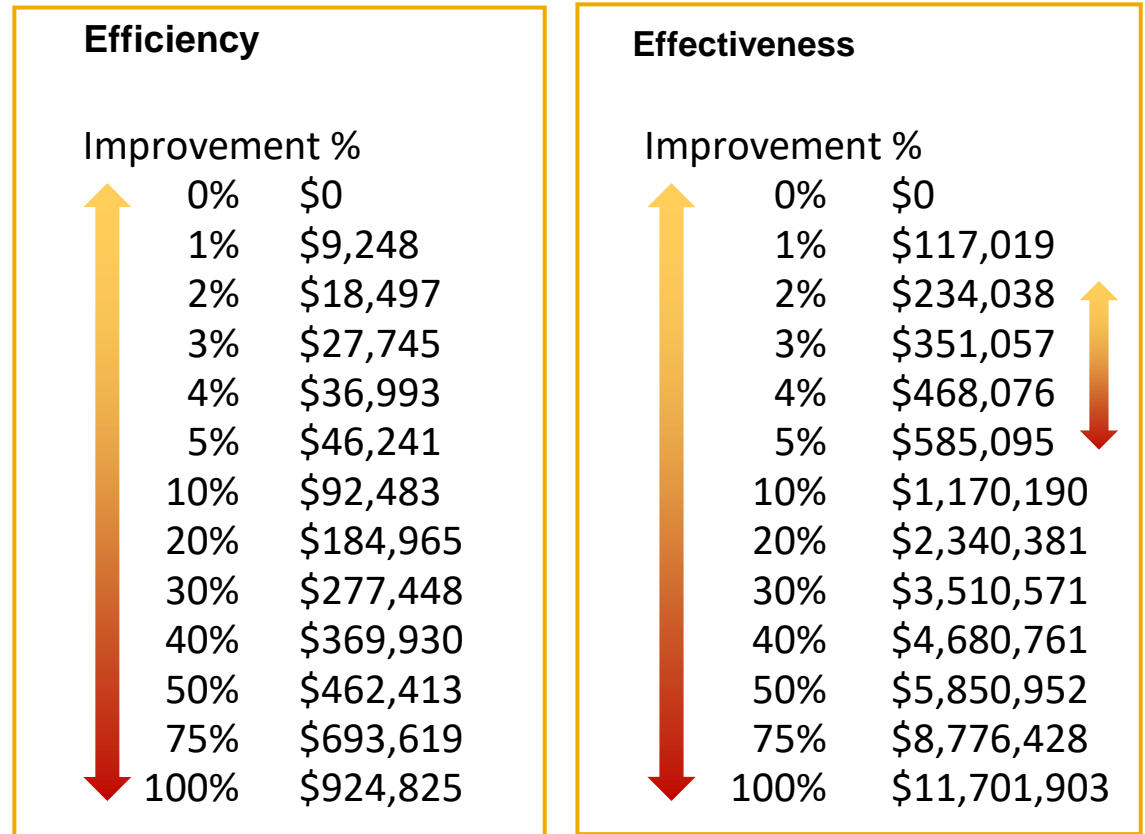
What You Should Expect From Best in Class Travel & Expense Management

- Single source reporting enhancing comparisons between travel, expense, invoice and p-card transactions
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Estimating process cost

Number of Expense reports 12,331
 Estimated per unit cost X \$75 (Example)
 Estimated annual cost \$924,825

Annual Spend \$11,701,903

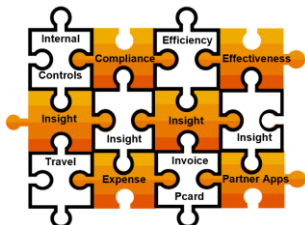


Data Integrity

- Vendor / Expense Type / Amount / Purpose
- 210,131 transactions; \$11,701,903 in spend
- 76K non-mileage transactions missing vendor (\$2.2MM)
- \$3.5MM in hotel spend; 29K entries
- \$3.8MM in spend at major hotels, 7 expense types
- Hotel tax: 11K entries; \$75K (2.1%)
- Hotel expensed vs booked: +\$393K
- \$107K in “Gift” spend not in Gift expense type
- 260 individual meals (11%) over \$75 (\$44K)
- Miscellaneous spend is .63% of total spend

Recommendations

- Require Vendor field completion
- Set and reach targets for Concur Travel usage to improve hotel itemization and drive Expenselt use
- Enhance reporting to better identify cause of the delta between hotel bookings and expensed amounts
- Enhance reporting and internal controls (connected lists) to reduce risk on attendee meal spend
- Capture usage on non-card items (23%)

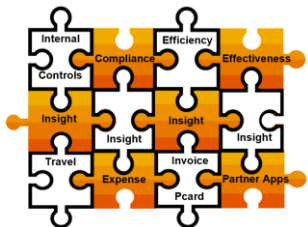


Findings-Internal Controls

- Total manager-approved spend: \$9.76MM; 11,893 reports; 90,954 line items
- Top 10 (of 318) managers approved over \$4.6MM in expense report volume
- 90,954 line items; 55,963 required receipts; 20,069 receipts viewed (35.86%); \$7.1MM not viewed
- \$642K of meal receipts not viewed
- 10 audit rules; 2583 times, \$2.38MM
- \$145.19 not paid
- Insufficient hotel itemization

Recommendations

- Address the disconnect between time spent submitting receipts vs receipts not being viewed
- Require hotel itemizations and drive use of tools to assist

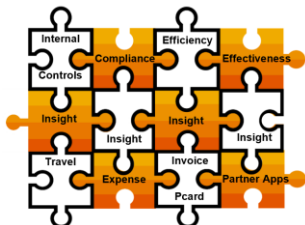


Findings-Mileage

- 5051 individual transactions; 4046 w/o route data
- 36 drivers logging over 5000 miles per year
- 179 transactions over \$250 (\$78K)
- 278 transactions under \$10

Recommendations

- Require route data on transactions
- Consider FAVR mileage program for drivers over 5000 miles per year
- Use reporting and dashboards to determine optimizing ground transportation options
- Provide tools to limit the time spent logging and hand-entering mileage
- Consider ride-share opportunities



General Recommendations

- Consider enhancing / clarifying and communicated travel and spend policies and procedures
- Consider (or enhance) a pre-spend approval and/or budgeting process for expense and/or travel
- Drive data flowing into T&E Management Software (card data, receipts, eReceipts, itineraries, pre-approvals, Pcard, invoice, etc.)
- Enhance internal controls
- Require Vendor field completion
- Capture usage on non-card items and hotels (23%)
- Address the disconnect between time spent submitting receipts vs receipts not being viewed
- Require hotel itemizations and provide tools to assist
- Require route data on transactions
- Provide tools to limit the time spent logging and hand-entering mileage
- Consider ride-share opportunities