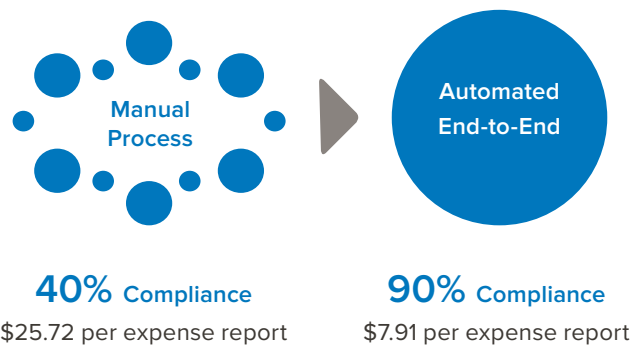


## ROI Proof Points

### Expense Automation: The cost to process a single expense report



Aberdeen reports that 8-12% of OPEX is T&E. 20% of T&E spend is non-compliant with company policy. It costs on average \$25.72 to process a single manual expense report.

#### Scenario: ABC Company

- OPEX = \$1m, T&E = \$100k, Out of policy spend = \$20k
- 100 Expense Reports/month = 1,200 p.a.  
Processing costs = \$31k

By fully automating~ your expense process you can achieve a 70% reduction of the processing cost and a 2.25 x improvement of policy compliance. That's a \$42k saving.

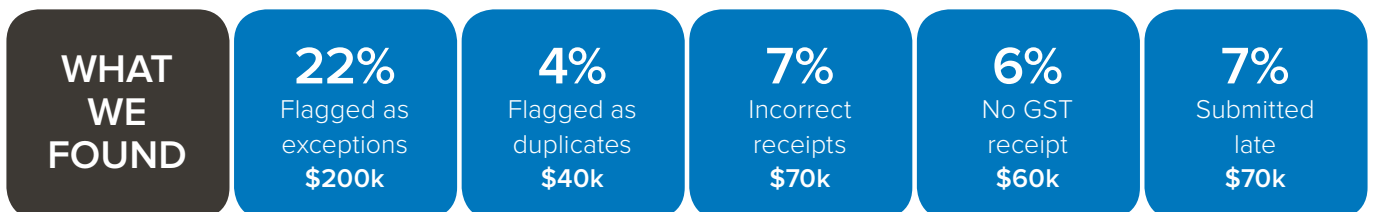
Source: Aberdeen 2012 T&E Report

### Expense Automation: Compliance Savings

- Selected 48 clients
- Est. \$86m T&E spend
- 12 months analysis



Avg. Spend by Company	\$ 1,798,473.20
Avg. Exceptions by Company	\$408,873.55
Avg. # Employees	185.42
Avg. Spend by Employee	\$9,699.63
Avg. Exceptions by Employee	\$2,205.16

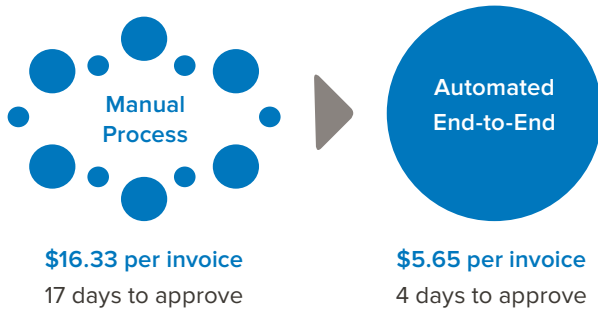


~Automation alone 51%; mobility provides a further 40%

## Expense Automation: FBT Real Time Reporting

	Scenario	50-50	Actual	Average Company Saving p.a. <b>\$10k</b>
<b>3 Meal Entertaining FBT Calculation Methods: Actual, 50:50 or 12 week log book</b>	<ul style="list-style-type: none"> <li>\$700 dinner expense</li> <li>2 employees</li> <li>1 employee travelling</li> <li>4 customers</li> </ul>	<ul style="list-style-type: none"> <li>Calculation \$350 x Gross Up Factor (2.06) x Tax Rate (46.5%)</li> <li>\$335.27</li> </ul>	<ul style="list-style-type: none"> <li>Calculation: \$200 x Gross Up Factor (2.06) x Tax Rate (46.5%)</li> <li>FBT Liability \$191.58</li> <li>43% less than 50:50</li> </ul>	

## AP Automation: The cost to process a single invoice



It costs on average \$16.33 to process a single manual invoice.

**Scenario: XYZ Company**

- 1 x AP Employee
- 1000 invoices/month = 12,000 p.a. Processing costs = \$196k

By fully automating your AP process you can achieve a 65% reduction of the processing cost and is 4 x quicker.

**That's a \$128k saving.**

Source: Aberdeen 2012 T&E Report

## AP automation: The real cost of a manual AP system

### Cause

- Late payment causing late fees or not getting all available discounts
- Inability to spot duplicate, bogus or incorrect invoices
- Inability to spot incremental rising costs or effectively manage liabilities and/or claims
- Manual data entry and rework

### Effect

- Paying more for bills and damaged supplier relationships**
- Increased risk or fraud and abuse, time to claw back money and cash is out of the business**
- Improperly maintained profit margins, incorrect P&L and Cash forecasting, poor business decisions**
- Lost productivity and efficiency**



## Opportunity Identification

### ▶ Number of Expense or Invoice Submissions

- What is the number of employees submitting expense claims each month?
- What is the number of invoices being processed by AP each month?

### ▶ Current Expense or Invoice Solution

- There's a range of Expense and AP Solutions companies use today, such as a manual process, Excel based or other accounting system. What does your company currently use?

### ▶ Contact Position or Role

- What part of the business does your contact work for? What are the different messages that you could share with them based on their position?

### ▶ The 'pain' in their existing process

- What are the area(s) that are in most need of improvement in your expense and AP process?
- Where do you see the current process not working as efficiently as it could?

### ▶ Travel Approval & Booking Process

- What is the process in your company when someone goes on a trip? How does this get approved?
- How is travel booked and paid for?

### ▶ Expense and Invoice Processing

- How are expenses submitted? How are invoices captured and approved?
- How long would you say an expense submission would take an individual?
- How long would you say your AP team would spend managing expenses and invoices (data entry, FBT tracking)?
- Have you ever had the situation where you haven't had enough cash to cover the invoice run?

### ▶ Employee Feedback

- What feedback do you hear the most that dissatisfies the travellers?
- When is the most challenging process for your Finance team?

### ▶ Close & Secure the Warm Referral

- If Concur could solve some of these problems, would it be worth 30 minutes of your time?



## Ideal Customer Profile

BUSINESS CHARACTERISTICS	BUYING CHARACTERISTICS	TECHNOLOGY CHARACTERISTICS
<ul style="list-style-type: none"><li>• Financial concerns e.g. investor scrutiny, insurgence of/seeking funding, recently fined/uncovered fraud, facing an audit/audit identified issues</li><li>• Experiencing high growth</li><li>• Has automation/modernisation initiatives in play</li><li>• Geographically dispersed</li><li>• High travel frequency</li><li>• Has client/project bill back expense</li><li>• No formal T&amp;E policy</li><li>• Executive changes</li></ul>	<ul style="list-style-type: none"><li>• Finance has buying power</li><li>• Buyer wears multiple hats is proactive, collaborative, owns the process and build consensus</li><li>• Influencer has used Concur previously</li><li>• Goals include technological advances</li><li>• Influencer wields considerable power on purchase decisions</li></ul>	<ul style="list-style-type: none"><li>• Is using cloud services e.g. Box, Google Docs, Office365, SFDC, Dropbox, Workday</li><li>• High mobile adoption</li><li>• Wants to integrate with other systems e.g. ERP, Accounting</li><li>• Active on social networks</li><li>• ERP system that lacks expense functionality</li></ul>



## Submit a Referral to Concur

<http://info.concur.com/forms/AdvisorReferral>

### Questions?

Contact your Channel Sales Manager

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