

Insight. Action. Results.

**Expense:
Deploying the Tools & Processes to
Enable Your Success**

is a world leading travel technology and services provider offering more than twenty software utilities for online booking, reservation, data intelligence, and process automation. We provide patented savings maximization solutions, travel analytics consulting practice, extended management services to travel buyers all over the world. We complement all of these offerings with

Deploying the Tools & Processes to Enable Your Success

Presenters:



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Director, Business Development – Expense Solutions,
TRX, Inc.



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Product Manager
TRX, Inc.

Agenda

- > **The State of Corporate Travel 2011**
- > **What does End-to-End mean?**
- > **OBT and AEM Fundamental Value**
 - Online Booking Tool
 - Automated Expense Management
- > **Four Categories of E2E Value**
- > **Unique Challenges of E2E Delivery**

Corporate Travel in 2011

- > **Costs are projected to rise significantly**
 - Forecasted between 4% – 7.5% (GBTA)
- > **Companies of every size continue to scrutinize costs**
- > **Airline and hotel costs alone make up > 70% of total T&E costs**
 - Oil costs dramatically rising
- > **Ancillary fees are complicating travel cost control**
- > **Carrier distribution processes in question**
- > **Hotels have hinted rate negotiations will offer narrower savings**
- > **Managers increasingly expect technology to create efficiencies**

What is End-to End Travel and Expense Management?

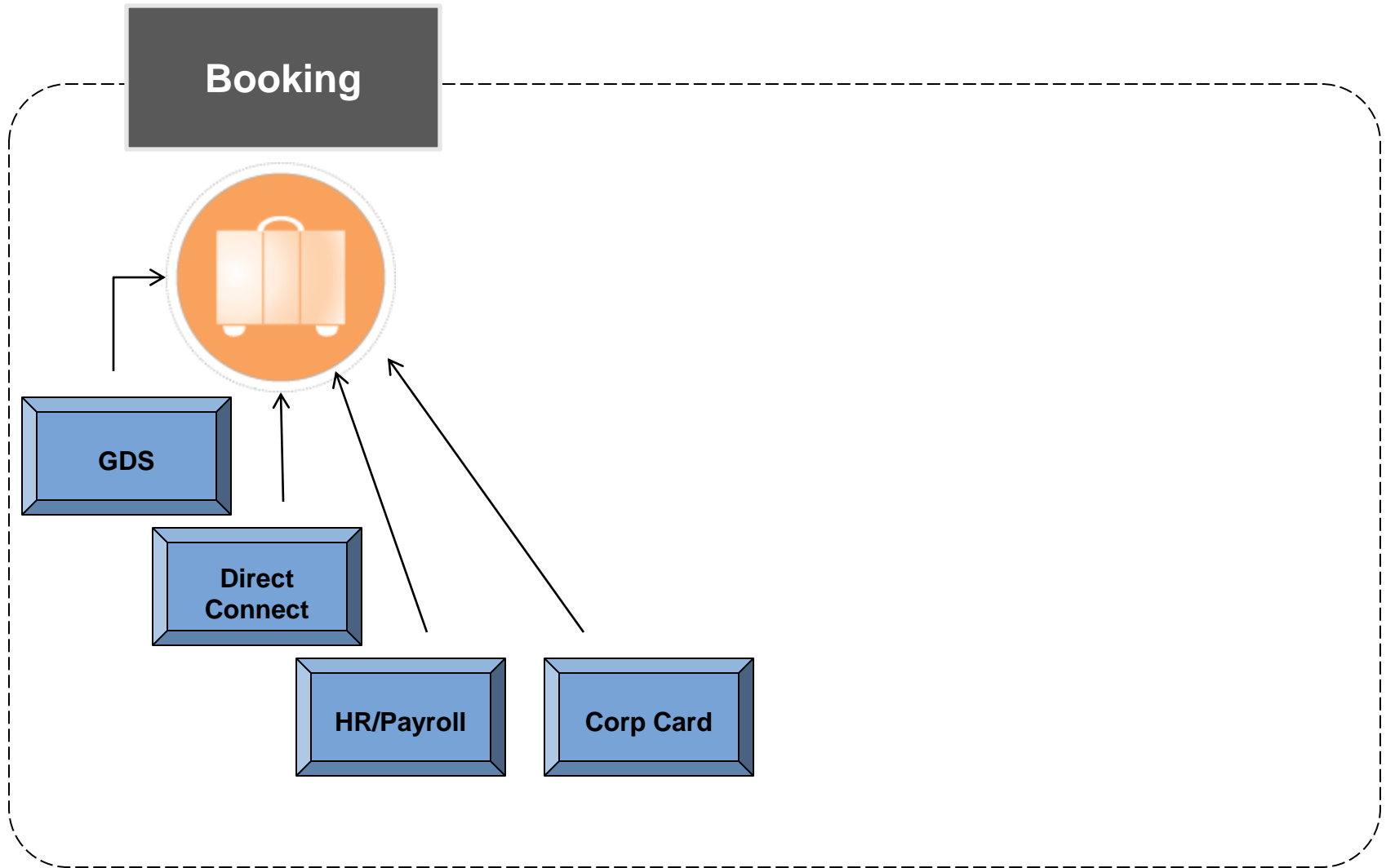
Definition:

Comprehensive integration and automation of travel processes across the entire business trip event horizon, from pre-trip planning to post-trip analysis.

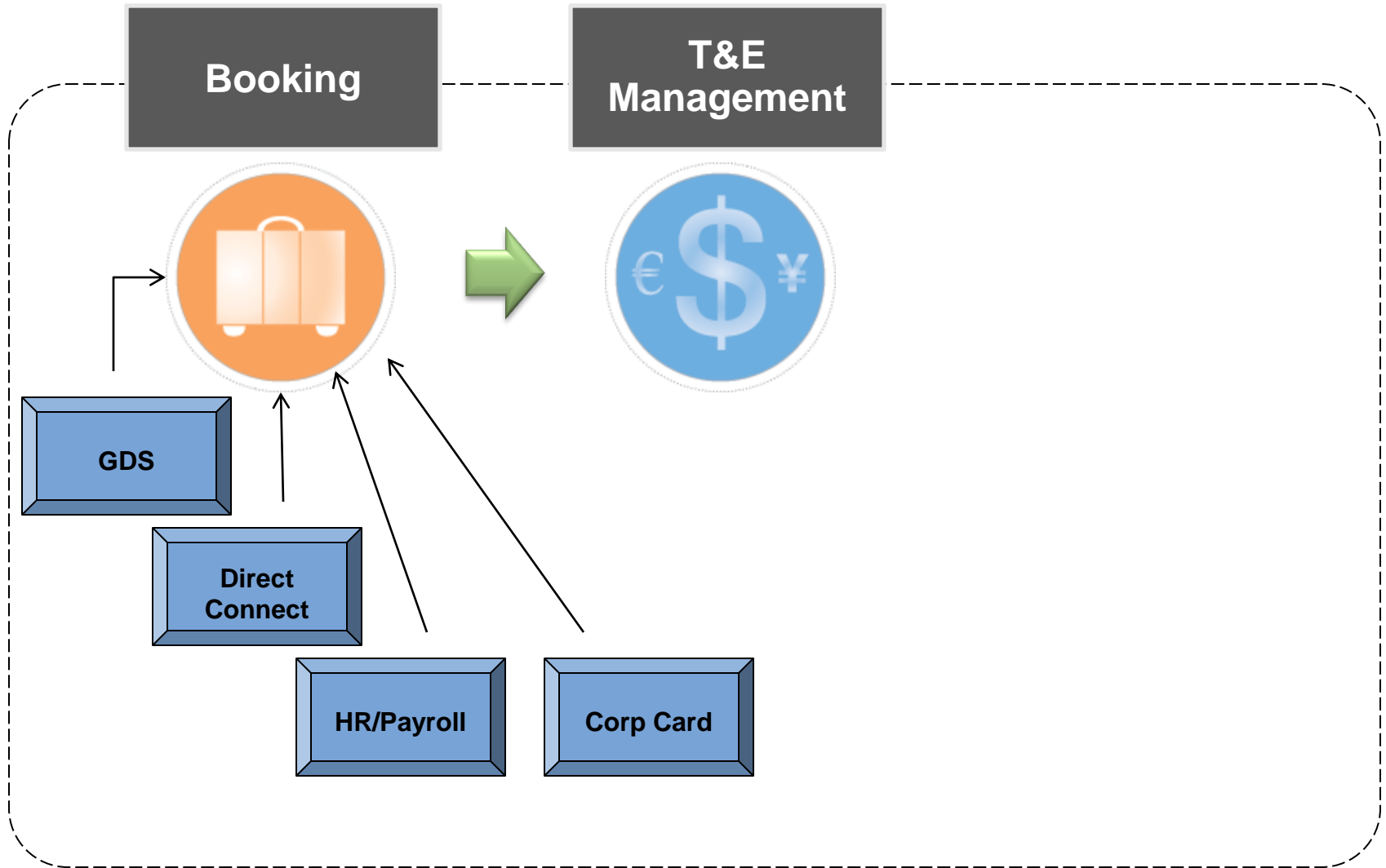
Minimally, E2E is commonly recognized as integration of an online corporate booking tool with an automated expense management tool.

“An end-to-end corporate T&E management solution that helps companies link the travel and expense management functions is a key differentiator between Best-in-Class companies and their competitors.” - Aberdeen 2008

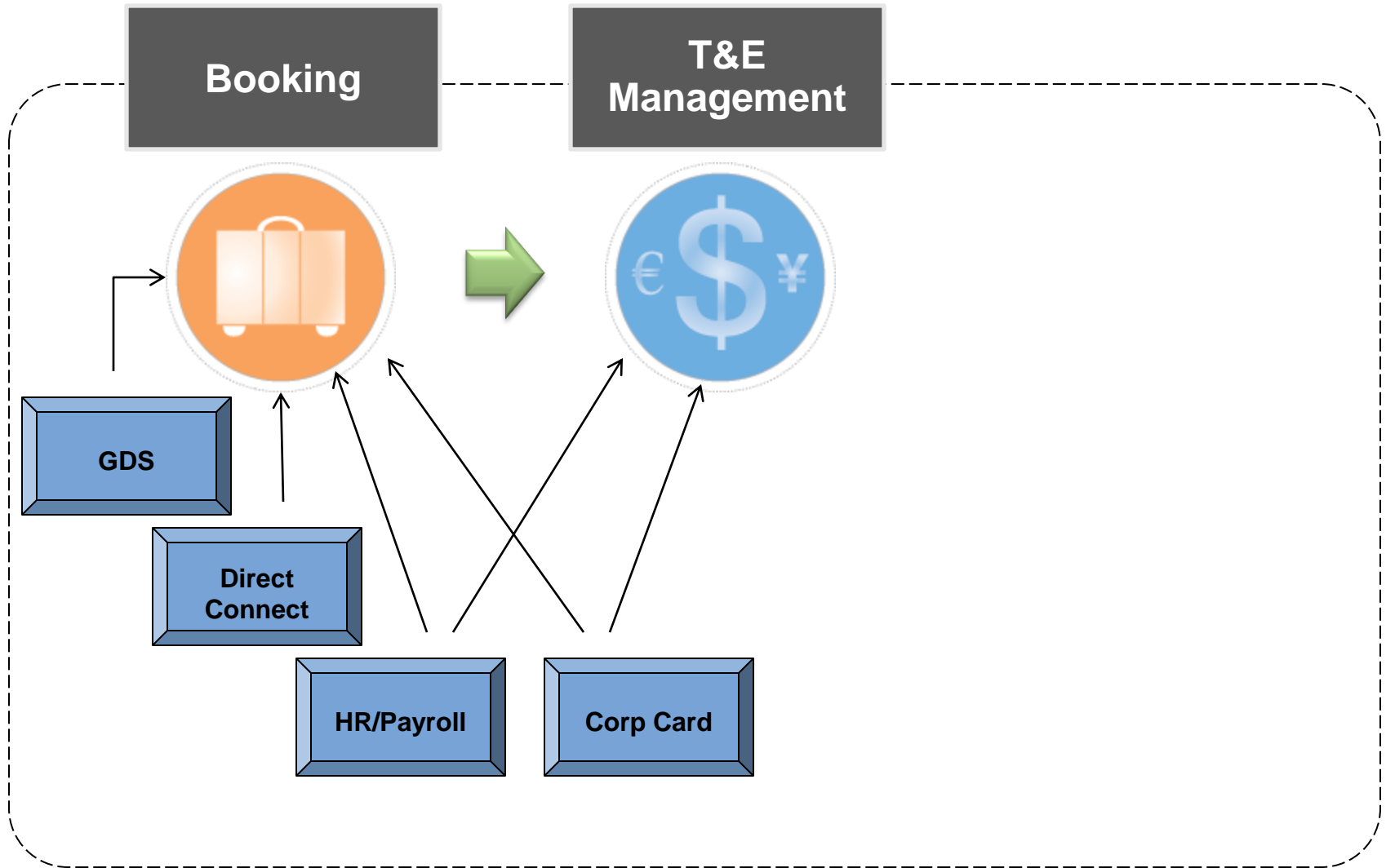
Integrated Travel and Expense Management



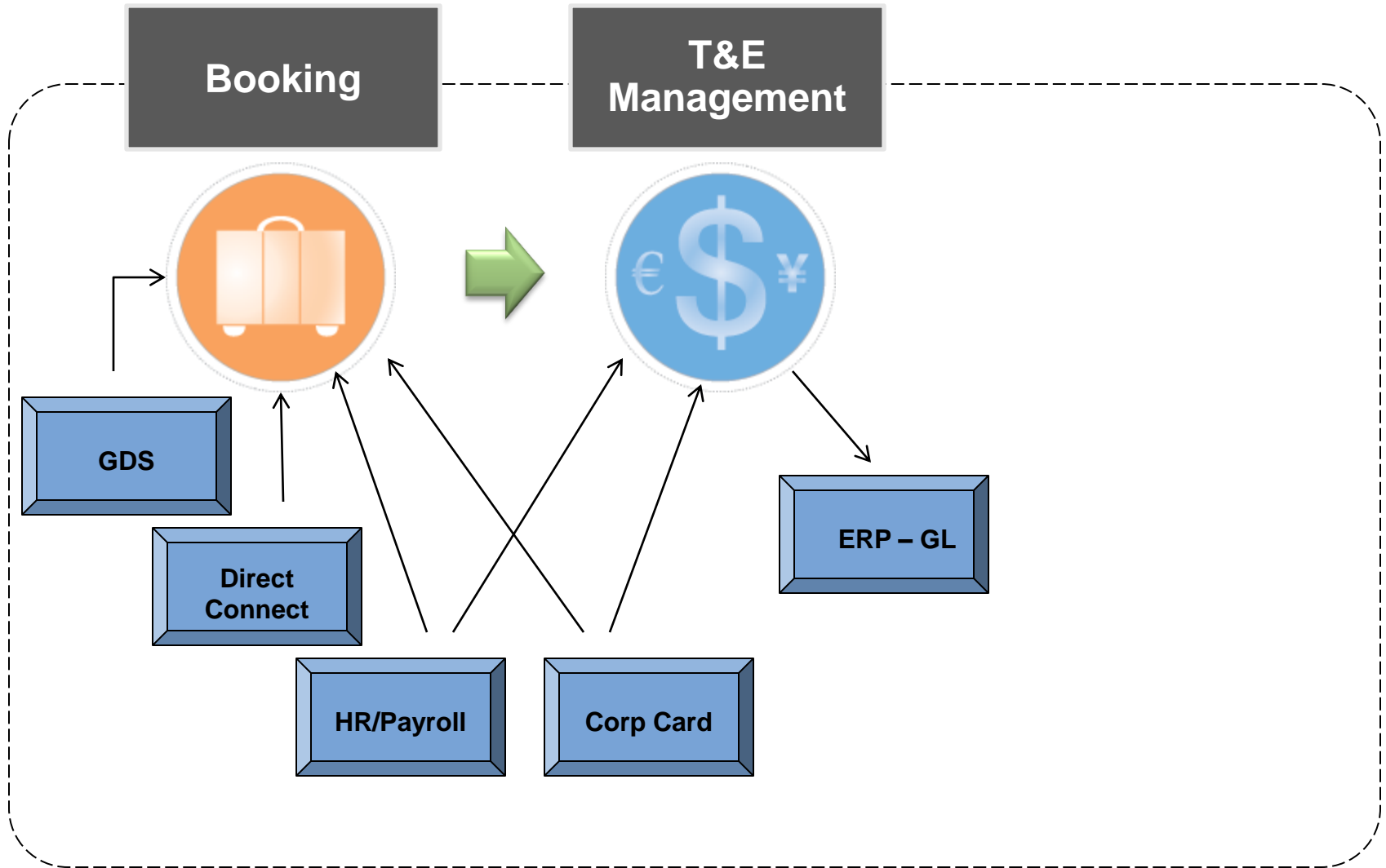
Integrated Travel and Expense Management



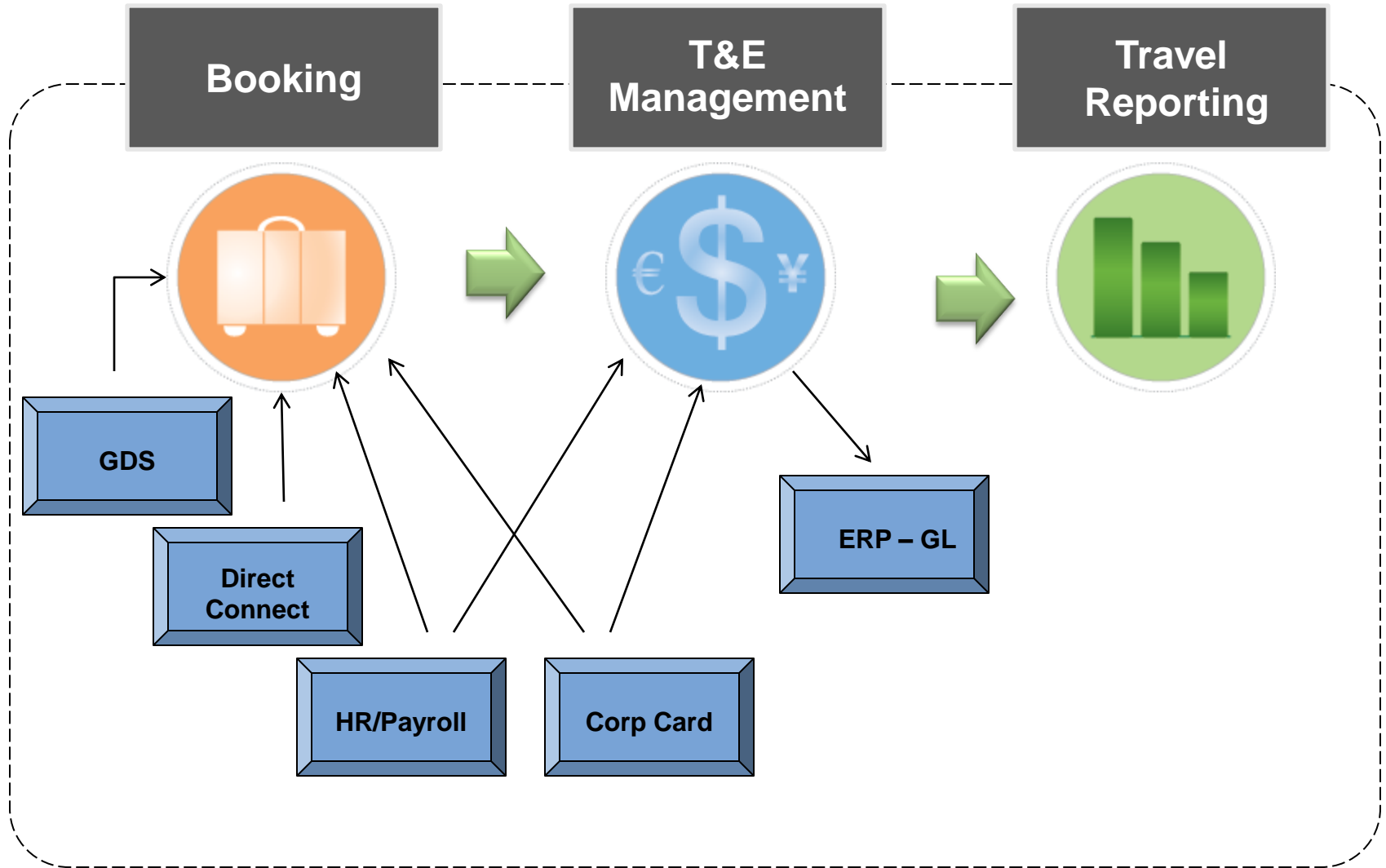
Integrated Travel and Expense Management



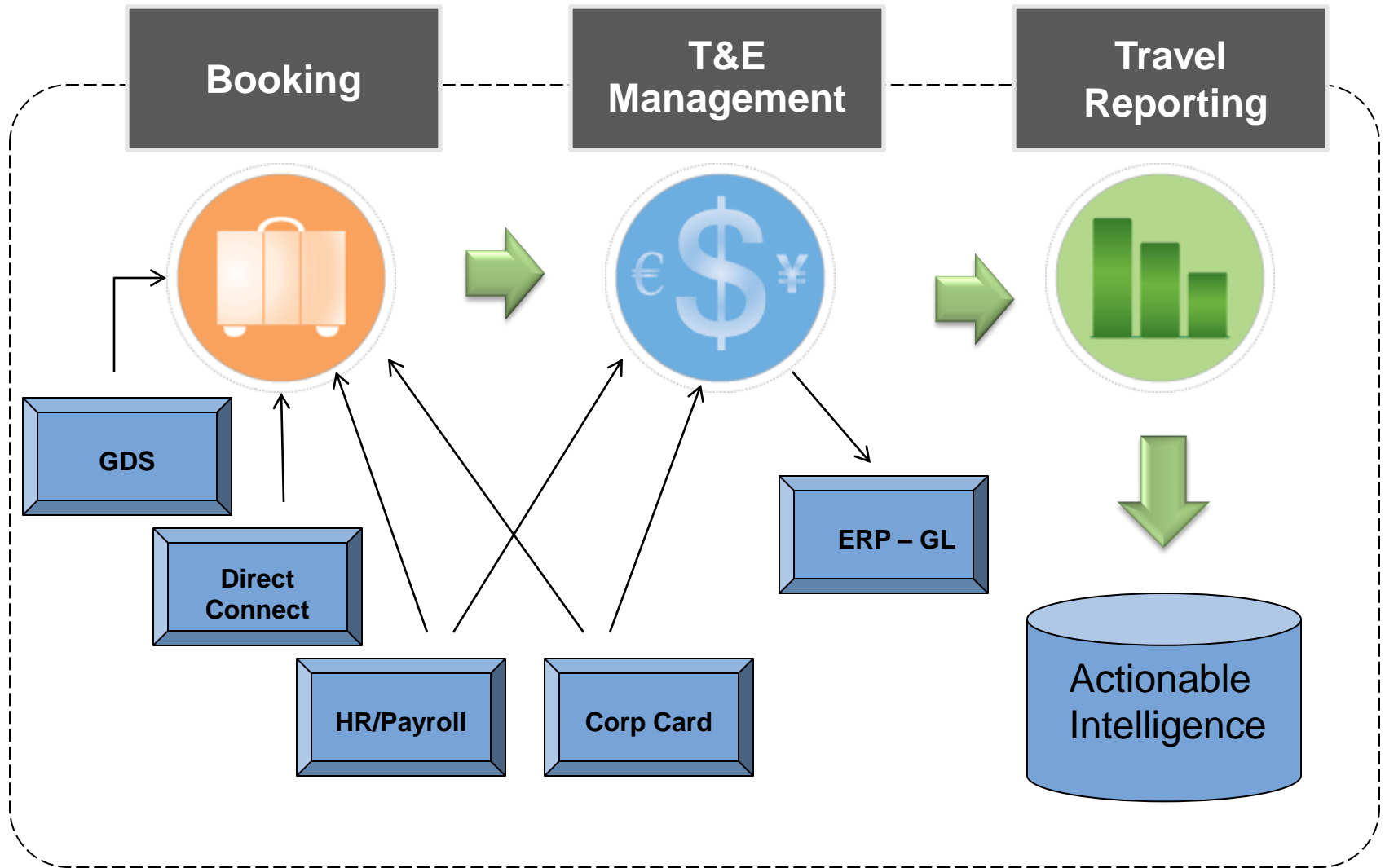
Integrated Travel and Expense Management



Integrated Travel and Expense Management



Integrated Travel and Expense Management



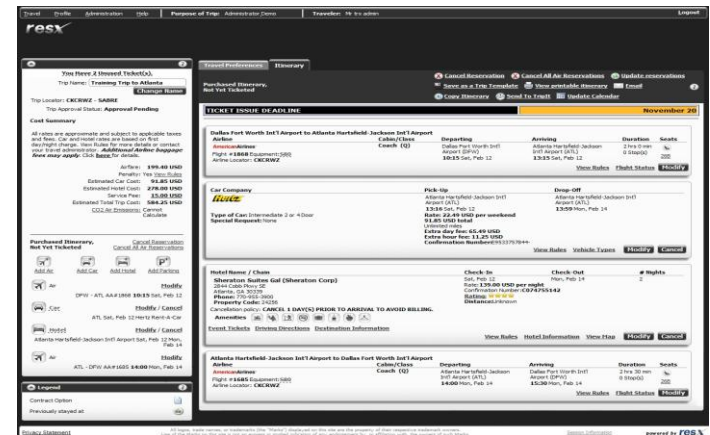
Online Booking Tool Value Proposition

> Pure Cost Reduction

- Reduced transaction costs
 - \$11.50 versus \$30.70 on average – Business Travel News
- Streamlined back and mid-office processes
- Improved attachment rates
- Lowest available fares
- Reduced “spoilage” on unused tickets

> Control, Compliance, Visibility

- Policy definition, compliance monitoring
- Increased corporate card adoption
- Audit trails
- Elimination of errors
- Preferred vendor usage
- Changing behavior through visibility



Automated Expense Management Value Proposition

Pure Cost Reduction



- ✓ Decrease T&E costs 37% on average
- ✓ Reduce reimbursement time by 69%
- ✓ Eliminate paper processes
- ✓ Improve policy adherence
- ✓ Enable vendor negotiation
- ✓ Drive error reduction

Improved Control, Compliance, Visibility

- ✓ Policy definition, compliance monitoring
- ✓ Audit trails
- ✓ Elimination of fraud
- ✓ Legislative compliance

Similar Objectives, Related Processes

OBT

Cost Reduction

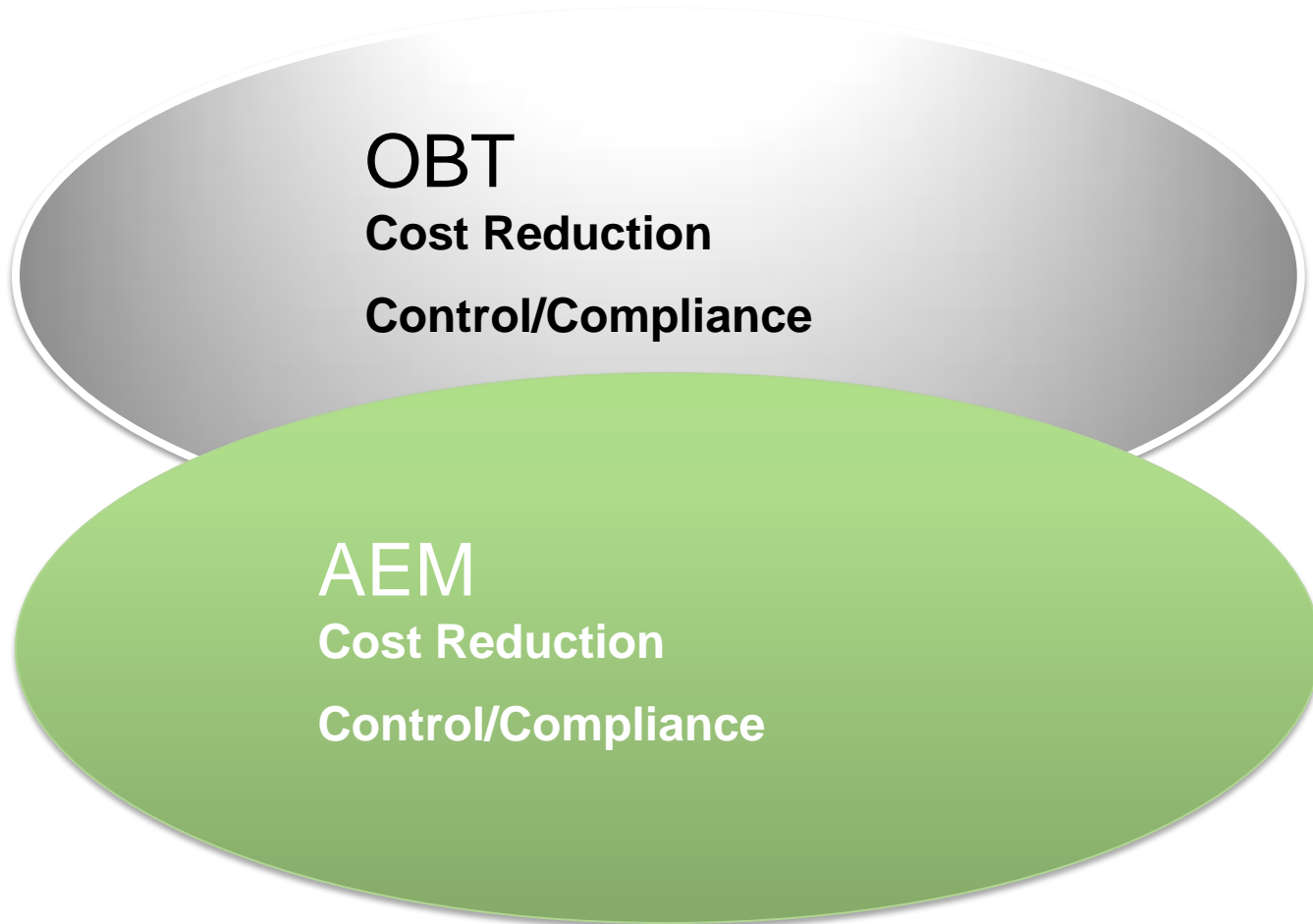
Control/Compliance

AEM

Cost Reduction

Control/Compliance

Value Expands Through Integration



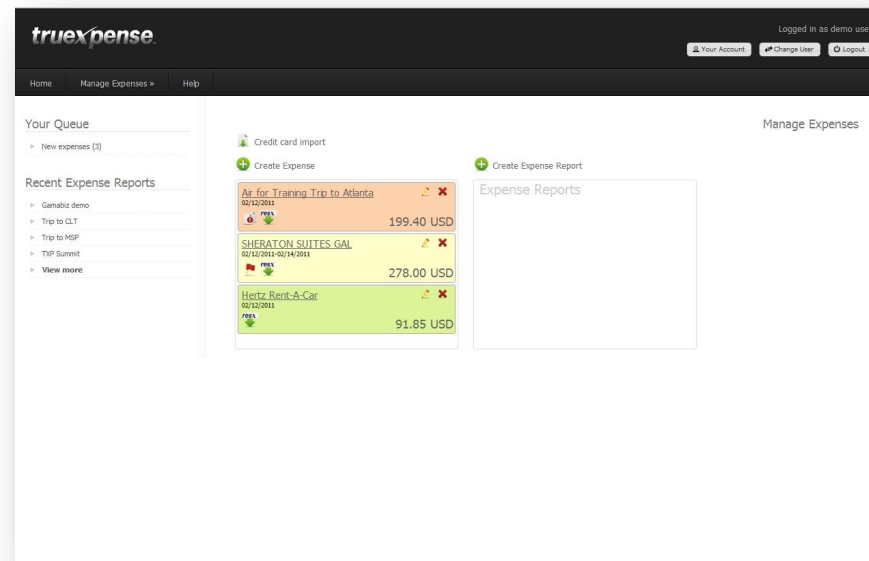
How Does E2E Amplify Benefits?

- > **Automates passing of travel transaction data**
- > **Unifies T&E Corporate Policies and processes**
- > **Promotes adoption of preferred processes**
- > **Provides comprehensive T&E data**

Automate Passing of Travel Transaction Data

> Pre-build Expense Report

- Alert/remind travelers
- Logically link trip related transactions
- Reduce report production time
- Reduce errors
- Unify transaction data: booking data, corporate card data, and policy rules



Unify T&E Corporate Policies and Processes

- > **Effective communication of corporate policies**
- > **Effective control**
 - Automated restrictions
 - Visual guilt
- > **Effective monitoring and benchmarking of policy adherence**
- > **Unify initiation and management of user population**
- > **Allow creation of controlled pre-approval processes**

Promotes Adoption of Preferred Processes

- > **Making the traveler's life easier drives behaviors without enforced mandates**
 - OBT
 - \$10 savings in cost of transaction booking – BTN, 2009
 - Enforced vendor limitations
 - Essentially all OBT cost reduction benefits amplify
 - Corporate Cards
 - Expense report submission timeliness

Provide Comprehensive T&E Data

- > **Requested reimbursement is all inclusive**
- > **Complex and comprehensive data**
 - Requires strong reporting tool
 - Ancillary fee analysis
 - Name normalization
 - Booked versus actual
 - Hotel folio and level-3 card data
- > **Vendor negotiation**
- > **Corporate card rebates**
- > **Internal bench-marking and policy management**

The Challenge

- > **Technology capability**
- > **Technology integration**
 - Closed or open?
 - “Intelligent Design” development flexibility
- > **Maintaining ease of use**
- > **Controlling and predicting system costs**
- > **Requires robust reporting technology**

Category:

Lodging



Import from RESX

Booked at 567 USD.



Name:

SHERATON ATLANTA HOTEL

Trip dates:

05/24/2011

05/27/2011

Amount:

599.99

United States Dollar



Expense history

Name of hotel:

Sheraton Corp

Allocations:



Standard



Bill to internal resource (Department)



Bill to external resource (Client, Vendor, etc)

Pay to:

Checking

Notes:

Receipt

Receipt upload:

Browse...

Save

[Cancel](#)

Note: A blue field name denotes a required field.

Simplicity.....

The screenshot displays the TrueXpense web application interface. At the top left is the **truexpense** logo. On the top right, it indicates the user is logged in as a demo user, with buttons for **Your Account**, **Change User**, and **Logout**. A navigation bar below the logo contains **Home**, **Manage Expenses >**, and **Help**.

The main content area is divided into several sections:

- Your Queue**: Includes a link for **New expenses (3)**.
- Recent Expense Reports**: Lists several reports with expandable arrows:
 - Gamabiz demo
 - Trip to CLT
 - Trip to MSP
 - TXP Summit
 - View more**
- Manage Expenses**: A link in the top right of the main area.
- Expense Management Tools**: Three buttons are visible:
 - Credit card import** (with a download icon)
 - Create Expense** (with a plus icon)
 - Create Expense Report** (with a plus icon)
- Expense Reports List**: A table of recent reports:

Expense Description	Date	Amount
Air for Training Trip to Atlanta	02/12/2011	199.40 USD
SHERATON SUITES GAL	02/12/2011-02/14/2011	278.00 USD
Hertz Rent-A-Car	02/12/2011	91.85 USD
- Expense Reports**: A large empty box with the title **Expense Reports**.

New Legislation

> Patient Protection Affordable Care Act

- Payments made by medical suppliers to a physician or teaching hospital.
- Virtually anything from food to airfare to gifts

Category:

Entertainment



Name:

Entertainment Expense

Date:

04/08/2011

Amount:

45.00

United States Dollar

Name of the related
drug, device, or
supply:

HeartPump11

National Provider
Identifier:

NPI012345

Specialty:

Cardiology

Provider Name:

Heart Specialists of Atlanta

Business Address:

123 Peachtree, Atlanta, GA

Pay to:

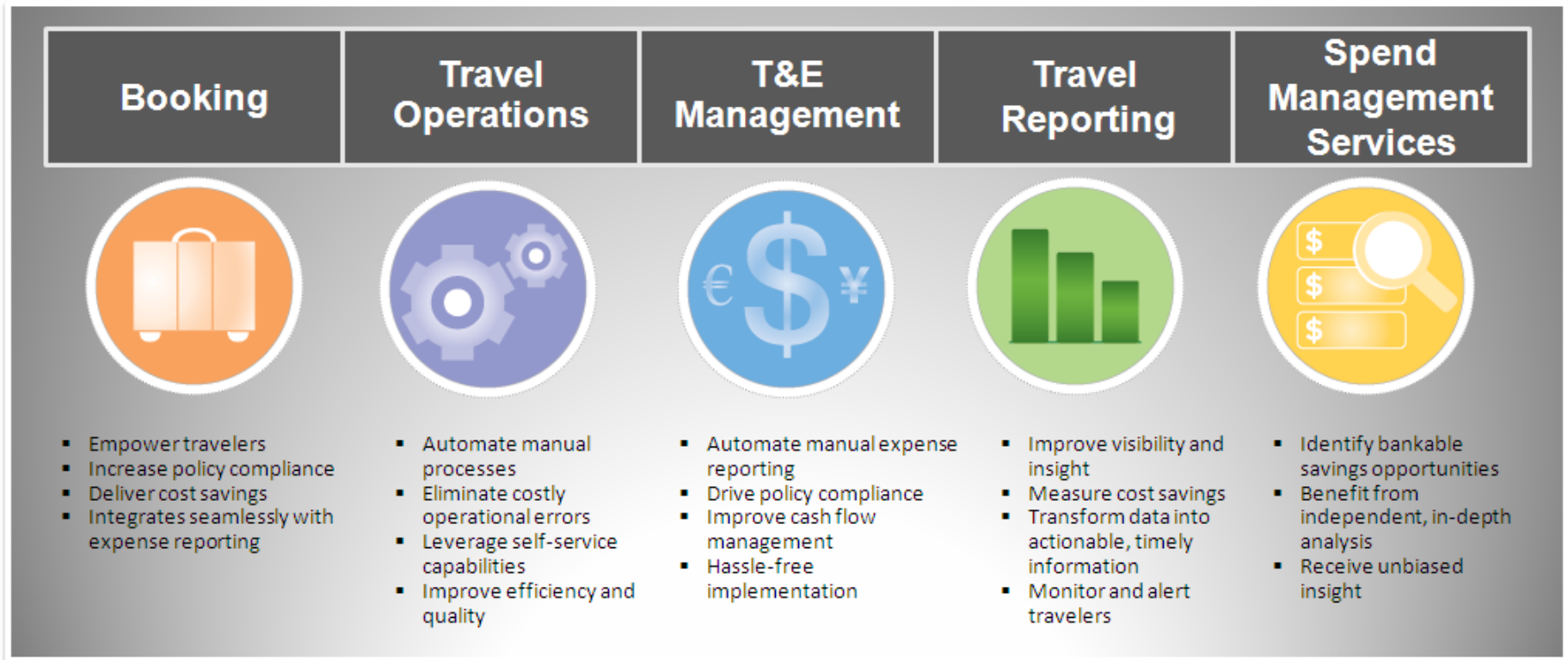
Checking account ending in 1863

Notes:

New Legislation

- > Cash payments to vendor/supplier over \$600
- > If you spend more than \$600 with supplier and the supplies are not purchased with a debit or credit card then you must file a 1099 for that supplier and provide them with a copy.
- > Requires the FEIN, not just the name of the supplier.
- > Effective beginning in 1/1/2012.
- > We are working with our customers to help them track and report on expense details required to meet new federal requirements.

TRX End-To-End Travel Procurement Chain



Where we are headed

Even easier ways to collect expense receipts and get them into TRUEXPENSE.

Benchmarking of expenses.

The future of mobile booking and expense management.

Bar none the most powerful analytics to ever be included in an expense management tool.

Get action, insight, and results starting today...

We can have a “sandbox” TRUEXPENSE environment ready for you to use by the end of today.

We will work with you to find a solution to your travel and expense management problems.

Questions? Ready for more? GETTXP@trx.com or talk to us after this presentation.

THANK YOU