

WORKFORCE SPEND

MANAGEMENT TRACKER™

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HOW BUYQ OFFERS
CHARTER SCHOOLS
**LESSONS IN
EFFICIENT
WORKFORCE
SPENDING**

– Page 6 (Feature Story)

**Seventy-six percent of corporate
survey respondents require
commercial card use for T&E**

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**How U.S. charities can
spread holiday cheer with
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WHAT'S INSIDE

Employees who are regularly given field assignments must monitor many factors as they travel for work, including business-related essentials like laptops, smartphones, work notes and chargers. Once their trips end, some employees might regret not logging another essential: mileage.

Failure to log mileage could make it difficult for workers to receive compensation for putting miles on their personal vehicles or to seek reimbursement for gas. However, several recently released solutions could make it easier for employees to keep track of how many miles they've driven for work, benefiting both employees and employers when mileage reports are submitted.

For example, Everlance, which offers an app that lets employees automatically report work-related travel, recently announced an [integration](#) with cloud-based accounting platforms Xero and FreshBooks. According to Everlance, the integration removes friction – and frustration – from reporting mileage and allows workers and small to mid-sized businesses (SMBs) to focus on their work instead.



The Microsoft Garage program recently debuted Spend, a mileage tracking app that automatically tracks work-related travel. Spend can be linked to specific credit or debit cards or bank accounts and automatically tracks work-related expenses for reimbursement or tax purposes.

Other spend management players are relying on corporate and virtual cards to enable faster reimbursements and streamline field-based financial controls.

AROUND THE WORKFORCE SPEND MANAGEMENT WORLD

Some employees want to be reimbursed for more than just mileage expenses – they also expect compensation for work-related meals. To that end, food delivery service Uber Eats recently launched Uber Eats for Business. The service, which integrates with commercial cards, allows employees to order food and expense the transaction to their employers while streamlining food-related expenses.

The gig economy is also taking a bite out of workforce spend solutions – specifically, virtual cards. American Express recently launched a solution called American Express Go, which helps mid-sized and large companies [handle](#) temporary workers' and recruits' expenses using virtual cards. The solution helps temporary and freelance workers simplify work-related purchases and avoid waiting for reimbursement.

SMBs also see the potential benefits of corporate cards. FinTech firm Plastiq is offering companies a [card solution](#) that smooths business-to-business (B2B) payments. The solution automatically identifies the most appropriate payment rails for different payments, and it can help companies use cards to pay for services, such as employees' rents.

Another new card solution helps film crews more carefully track field spending. The solution, known as Pcard+, was [released](#) by payroll and human resources software solution provider Cast & Crew. According to a press release, film and entertainment companies can receive mobile alerts via the solution. Additionally, funds are automatically reloaded, allowing crews to make purchases as necessary.

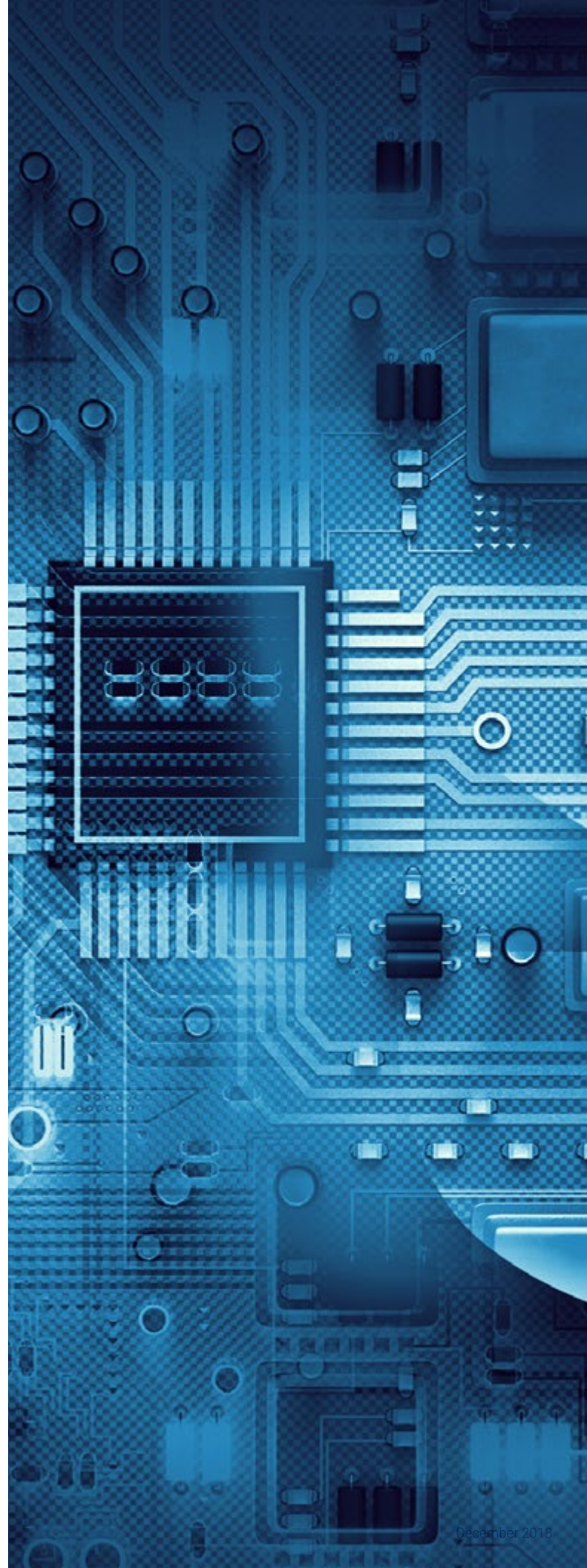
Read more about workforce spend management changes in the Tracker's News and Trends section (p. 10).

DEEP DIVE: NONPROFITS AND RELIGIOUS GROUPS SEEK EFFICIENCY SOLUTIONS

During the holiday season, nonprofit and religious organizations step up their fundraising efforts for charitable causes. These groups must demonstrate a high level of accountability, however, and workforce spend solutions can help them track spending and remove the friction from waiting for reimbursements. This month's Deep Dive (p. 15) outlines how these groups can use workforce spend tools to track field-based spending and assure donors that they are investing in financially sound organizations.

FLEXIBLE SPEND SOLUTIONS BECOME CHARTER SCHOOL TEACHERS' PETS

There are approximately 7,000 public charter schools across the U.S. that must demonstrate to regulators that they are also financially sound organizations. Charter schools, which serve roughly 3.2 million students, take a more independent approach to education, meaning they also have more independence when it comes to purchasing. In this month's feature story (p. 6), Marco Rafanelli, co-founder and CEO of charter school purchasing organization [BuyQ](#), tells PYMNTS how workforce spend solutions can offer charter schools greater expense tracking to help them stay focused on education while maintaining transparency and keeping them focused on education.



FIVE FAST FACTS



20%

Reported global increase in “bleisure” trips reported during the 2016–2017 cycle



46%

Share of both American and European travelers who report using corporate cards for personal purchases



24%

Increase in commercial card spending by corporates in the Asia-Pacific region



48%

Portion of companies in India without a system to detect travel and expense management fraud



18%

Share of larger enterprises that are still managing employee expenses with spreadsheets

FOR CHARTER SCHOOLS,

A WORKFORCE SPEND TUTORIAL



ACCORDING TO THE LATEST FIGURES,

the U.S. public school system is responsible for [overseeing](#) approximately 50 million students' educations. Because they are funded by taxpayers, public schools must spend funds wisely and appropriately to remain transparent.

This can be especially true for public charter schools. These schools are publicly funded but operate independent of traditional public schools, [adhering](#) to specific school and local or district authority guidelines. According to the National Alliance for Public Charter Schools' latest [figures](#), approximately 7,000 charter schools are currently educating more than 3.2 million students in 43 states and the District of Columbia.

These schools have greater autonomy than traditional public schools, but they also face more scrutiny from local regulators. Given charter schools' requirements and expectations, it's no wonder that some are turning to flexible workforce management solutions to help them manage spending. To better understand charter schools' challenges, PYMNTS spoke with Marco Rafanelli, CEO and co-founder of [BuyQ](#), a group purchasing organization that specifically caters to the charter school market.

"From a business standpoint, from an operations standpoint, [charter schools are] very independent," Rafanelli said. "And with that independence comes independence in operations areas, such as purchasing."

CHARTER SCHOOL SPENDING LESSONS

Rafanelli said BuyQ was inspired by his own experience of working with charter schools in Colorado. He learned that they often lack the collective purchasing power available to traditional public schools. The company addresses these hurdles by offering charter schools combined purchasing power, negotiating vendor discounts and providing them better value and pricing on purchases.

"We saw that there was a need across the country for charter schools to have more options – more purchasing options – and have access to better pricing, better terms and conditions on the things they are buying," he said.

Traditional public schools usually enter contracts with specific classroom supply vendors, but charter schools often don't have the option of negotiating on vendors or prices. Rafanelli said BuyQ, however, provides the group purchasing capabilities that charter schools need to effectively and efficiently purchase supplies.

He claimed that the solution also helps vendors navigate the "opaque" charter school market to help them connect with potential customers. Charter schools might be able to purchase needed products and services, he said, but they may be unaware of or unable to access the same discounts available to traditional schools.

“ The result of independence is [that] charter schools are somewhat on their own ... They find themselves sourcing products they need like an SMB would. ”



BuyQ's goal is to bring together all parties involved in charter schools' purchasing processes. The service also offers a request for proposal (RFP) process that can help charter schools comply with relevant federal regulations.

"Hopefully, in the end, that all adds up to ... more dollars to spend on mission-critical expenditures for the school," he said.

TEACHING CHARTER SCHOOL TRANSPARENCY

Rafanelli noted that the independent nature of charter schools often makes their roles similar to those of SMBs. Many charter schools have discovered, however, that independence can be a double-edged sword.

"The result of independence is [that] charter schools are somewhat on their own," he said. "They find themselves sourcing products they need like an SMB would."

Unlike SMBs, however, charter schools must demonstrate that they are appropriately spending public funds. They could also be required to demonstrate that they used a transparent RFP process for procurements.

"Charter schools are using public funds, and they need to be stewards of those public funds," Rafanelli said. "So they will typically put in place their own policies that govern how they use funds."

BuyQ's services also help charter schools achieve transparency by ensuring all purchases are appropriate. He said the solution can, for example, ensure that charter schools adhere to the stipulations attached to grants and federal funds.

"It checks those compliance boxes and allows [charter schools] to confidently make purchases knowing the vendor and vendor's products have been selected via a compliance-friendly process," he said.

Rafanelli added that the service could also help staff focus on educational services, instead of back-end needs, which provides additional benefits to charter schools.

"It can reduce the administrative time [spent] and the burden around purchasing," he explained, "by focusing on other areas of spend where contracts might not be available."

CHARTER SCHOOL SPENDING BASICS

In addition to offering procurement solutions, BuyQ helps charter school staff use flexible spending cards for day-to-day purchases. Employee expense management and prepaid card platform PEX supplied the cards, which enable teachers to more effectively shop for school supplies. These cards are useful because charter school teachers might not know which purchases and vendors are approved, and any unauthorized expenses can create complications for teachers and staff.

“There’s typically not a lot of control over those expenditures,” he said. “It can breed confusion on the staff level. ‘Where should I spend my money? Is this an appropriate amount to spend?’”

Flexible payment cards, however, can help staff purchase what they need while giving administrators and accounting departments greater control and insight into how funds are spent.

“[Prepaid cards allow for] good visibility, expectation-setting and appropriate controls for those staff members,” Rafanelli said. “It just adds a whole level of control and clarity in an area that, I would say, has been quite muddy in the past.”

Charter school teachers take an independent approach to educating students about history, science, literature and mathematics, and while this independent educational model comes with its own unique spending and transparency challenges, workforce management tools could provide the tutorial educators need to pass the efficiency test.

UNDER THE HOOD

What is the major pain point that workforce tools can help charter schools address?

“A major point is control and oversight of expenditures that ... are paid for by the school but made by employees. [They happen] outside that school’s normal purchasing channels, so they are not made by a central purchasing person or a business manager or someone within the operations and finance department. [Flexible spending cards can give charter schools] oversight and control over [these expenses to] get a better sense of when and where those expenditures are being made and help employees make good decisions on when and where to use those funds. Most charter schools don’t have ... procurement software or procurement-to-pay systems in place. This kind of tool helps them manage at least one area of spend.”

MARCO RAFANELLI,
CEO and co-founder of [BuyQ](#)

NEWS & TRENDS

KEEPING TABS ON TRAVEL EXPENSES

IXARIS TAPS VISA TO TARGET B2B PAYMENTS IN ONLINE TRAVEL MARKET

B2B payments solutions provider Ixaris is turning to a well-known partner to introduce new European market solutions. The company recently [collaborated](#) with Visa Europe to promote virtual payment adoption in the B2B market. According to a news release, the company will continue working with Visa Europe to encourage virtual card adoption in the online travel market. Research indicates that online travel agencies (OTA) spend an average of 20 percent of their gross profits on manual payment processes, which can cut into their bottom

lines. Additionally, 84 percent of OTAs said payments are a strategic priority and one-third were unsure how much payments cost them.

BOSCH TAPS AMADEUS, CHROME RIVER FOR DIGITAL TRAVEL SOLUTIONS

Elsewhere in the space, a trio of companies are [working](#) to improve travel and expense management operations. Global technology and services supplier Bosch recently announced that it will release its own travel solution, adopting solutions from global travel solutions provider Amadeus and payment solution provider Chrome River to improve its operations. Bosch will also adopt Amadeus' online booking tool, cytric Travel & Expense, and the Amadeus Mobile platform. These offerings will help the company better track its global travel spend and let employees monitor their trips' progress. Chrome River's expense management tool will also integrate with the cytric solution.

Bosch is adopting the new solution to give its employees a more seamless travel booking and expense reporting process. According to a news release, the new solution will enable the company to digitize its travel expenses in Germany, Austria, Switzerland and France. Bosch plans to expand the solution to its global operations.



VISA



MILEAGE MATTERS

NEW SPEND APP HELPS WORKERS TRACK MILEAGE

Other recent developments are helping employees monitor their work-related mileage. One such solution, Spend, was recently [developed](#) through the Microsoft Garage program. The app helps workers automatically track travel expenses and spares them from saving receipts for their work-related trips.

It can be linked to a specific credit card, debit card or bank account, and tracks work-related purchases and reimbursements for tax purposes. Users can review and classify each expense as either business or personal, and the app can generate reports for different periods of time. Spend is currently only available through the App Store.

EVERLANCE LINKS MILEAGE, EXPENSE TRACKING APP INTO XERO

Spend is seeing some competition from another new [solution](#), however. Everlance, which makes it easier for employees to report work-related travel expenses, recently surpassed 500,000 users, and a new partnership with Xero and FreshBooks will allow those users to sync

their mileage and expense management information to those accounts. This marks Everlance's first direct integration with cloud accounting platforms.

The app determines users' favorite locations and commutes through GPS data, and it can also process credit card details to determine their favorite merchants and create business expense rules. App users can also bring Everlance data into their account systems, and vice versa.

CHANGING OF THE CARD

PNC BRINGS COMMERCIAL CARDS TO CANADA

Some companies are eager to address work-related spending with new payment card solutions. PNC Bank, for example, recently launched a commercial corporate card suite for the Canadian market. A [news release](#) stated that the bank's Canadian division, PNC Bank Canada Branch, made the move. The cards give companies greater insight into spending by logging and tracking transactions. Businesses can also set customized permissions and features, or impose daily, monthly or per-transaction spending limits.

The cards also allow companies to monitor fraud or employee misuse and offer loss coverage and emergency services and support, the release noted. They also provide back-office workflow tools and online data delivery solutions, including automated trade allocation, reconciliation and general ledger integration. The solution offers Canada-specific features that include insurance benefits for that nation's market, rebates paid in Canadian dollars and English/French dual-language service and support.



PLASTIQ LANDS FUNDING FOR TOOL BROADENING SMBS' USE OF CARDS

Across the border, one California-based FinTech recently secured funding for its own card solution. PlastiQ [announced](#) it had netted \$27 million in a recent venture capital funding round for its solution, which allows businesses and consumers to make credit card payments even if the receiving party does not accept cards. In those cases, PlastiQ facilitates payment using the most appropriate payment rail.

A news release noted that payment acceptance frictions are a significant hurdle for card adoption in the B2B payment space. The company said the solution promotes B2B payment adoption and the use of commercial cards in accounts payable (AP). Additionally, the offering can help companies make payments for expenses, such as rent, that are not normally made using cards.

PEX ANNOUNCES SOLUTION FOR INSTANT CARD FUNDING REQUESTS

Others, like workforce spending platform PEX, are upgrading their existing payment card solutions with new capabilities. The company recently [announced](#) a

new feature, PEX Requests, which enables cardholders to quickly request and receive funds directly onto their cards. Business prepaid cardholders can use the PEX mobile app or website to request funds. Administrators are instantly notified of the request and can work remotely using the app or the website to approve the request, pushing the funds to the card within seconds. With PEX Requests, managers can provide employees with empty payment cards, knowing that they will be able to remotely load the cards as needed, PEX said. The company also stated that the solution supports easier employee spending auditing and oversight.

CAST & CREW RELEASES NEW EXPENSE MANAGEMENT SOLUTIONS

Additional payment card and expense management solutions are ready for their close-ups. Cast & Crew, an entertainment industry payroll and human resources software provider, recently [launched](#) several new digital accounting products. The company is upgrading and renaming its accounting software product PSL, which will now be called PSL+ and will offer a new interface, custom reports and multifactor authentication

Cast & Crew also released PO+, a digital purchase order solution that integrates with PSL+ to offer users real-time insights into costs, and PCard+, a business debit card and expense management solution that lets businesses monitor spending on the go. The PCard+ solution can also provide mobile alerts and automatically reload funds to ensure that they are available to field-based production crews.

ASIA CORPORATES REPLACE ACH WITH CARDS, CITI FINDS

Beyond North America, corporate card adoption is increasing in the Asia-Pacific region, according to a new [report](#) from Citi. The financial services giant's Asia Pacific Commercial Cards Survey 2018 found that the region's businesses were expanding their commercial





card programs and moving away from legacy payment solutions. Citi determined that businesses were turning to commercial cards for greater spending and cash flow visibility. The study also highlighted how corporate cards can streamline financial control and governance, as well as promote financial efficiency.

Businesses' commercial card spending increased by 24 percent in 2017, according to the survey, while overall B2B spending rose by roughly 50 percent. The report noted that the most common spend category was travel and expense management, which was cited by 76 percent of respondents. Over one-third of respondents, meanwhile, said they do not have a procurement card or a virtual card account. Many noted that they planned to adopt one to replace ACH transactions, checks and other traditional payment methods, however.

VIRTUAL CARD REALITY

AMERICAN EXPRESS LAUNCHES GO FOR GIG WORKERS

While some companies delay virtual card investments, others want to use them in the expanding gig economy. American Express, for example, recently [announced](#) the

launch of American Express Go, which helps mid-sized and large companies use virtual cards to manage the business expenses of temporary workers, recruits and others.

The solution provides a virtual card that can be used online or over the phone. Virtual card numbers can also be printed on a plastic card for in-person purchases. The company said the new solution enables temporary and freelance workers to use company funds for work-related purchases and allows them to make those transactions without waiting for reimbursement. The solution also aids reconciliation efforts by controlling spending and capturing data.

COUPA TURNS TO BARCLAYCARD TO AUTOMATE SUPPLIER PAYMENTS

Meanwhile, spend management solution provider Coupa recently released a different virtual card service. The company [collaborated](#) with U.K. credit card issuer Barclaycard on the new solution, which automates the supplier-paying process. The new solution, Coupa Pay, streamlines payment reconciliations for one-time purchases through virtual card capabilities.

The offering creates a unique digital Barclaycard card number within the Coupa system for each purchase, and it automatically connects that card number to the appropriate

purchase order. The solution aims to make payments more secure and eliminates the need to reconcile payments from a monthly statement.

UBER EATS GETS CONNECTED TO EXPENSE REPORTS

Food delivery service Uber Eats also wants help employers track their employees' dining expenses. The company recently [launched](#) Uber Eats for Business, which allows employees to order food and charge the transactions to their employers. The new offering is available through Uber for Business and gives employers greater control over when and where their employees order food. Businesses can streamline the expense process when workers pay for their own food, and the platform can integrate commercial cards. The solution also supports customizable meal programs for businesses, recurring meal orders and geofencing limits.

Employers receive a single monthly bill that breaks down various teams' spending. Uber Eats appears to be using the solution to compete against other services with similar B2B offerings, such as Grubhub, Deliveroo and Foodpanda.

EXPENSE MANAGEMENT MEETS AI

INFOR PARTNERS WITH ITEMIZE ON EXPENSE MANAGEMENT SOLUTION

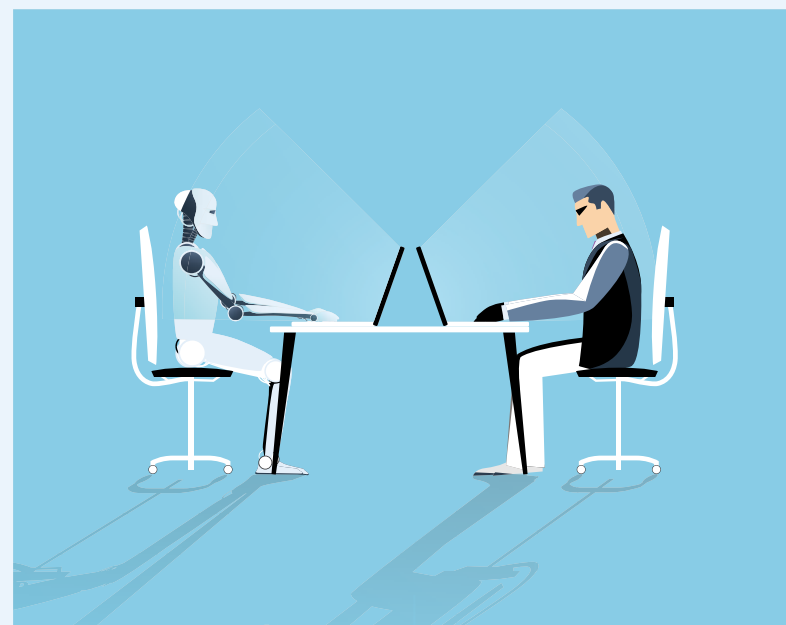
Some companies, meanwhile, are turning to artificial intelligence (AI) to improve their expense management. Infor, which provides cloud-based, industry-specific solutions, recently announced that it will work with Itemize, a provider of document data extraction solutions. The pair will partner on an embedded solution that automatically captures receipt data through cloud-based technology and AI. The data is then transferred into the Infor Expense Management system.

According to Infor, the solution's will reduce the number of steps employees must take to enter receipt data and manually track expenses, and companies using the solution can utilize mobile and cloud technologies to manage employees' spending. These solutions, according to a [news release](#), allow employees to make purchases without hindering the speed of business.

APPZEN RAISES \$35M FOR AI-BASED EXPENSE MANAGEMENT SOLUTION

AppZen is also [eyeing](#) AI as an expense management solution. The company recently raised \$35 million in a Series B funding round led by Lightspeed Venture Partners. Other investors include Redpoint Ventures and Resolute Ventures.

AppZen's platform uses AI technology to analyze employees' expenses and alert employers if transactions violate company policy. The solution can also track employees' travel to determine whether business charges are appropriate. AppZen CEO Anant Kale noted that the solution can review 100 percent of a business's expenses.



DEEP DIVE:

HOW **SPEND MANAGEMENT SOLUTIONS** **HELP CHARITABLE ORGANIZATIONS SPREAD CHEER**

The holiday season is in full swing, and many people are reconnecting with their families and friends or scrambling to find the perfect gifts.

But the “season of giving” also gives nonprofit and religious organizations, which often help many communities and causes, a chance to raise money and awareness. For instance, they can offer aid to the impoverished, relief to disaster-torn areas, and assistance for education and artistic endeavors.

Recent data shows that these organizations raised an impressive amount of funding last year. As outlined in the [Giving USA 2018](#) report, charities in the U.S. raised roughly \$410 billion – 5 percent more than the previous year’s total. This figure includes donations from individuals, foundations and corporations, along with other entities.

A strong 2018 economy indicates that nonprofits could see yet another year of solid fundraising ahead. But as these organizations demonstrate their fundraising

strengths, they might also consider turning to spend management solutions to help record how their money is being spent.

While \$410 billion is an impressive sum, nonprofit and religious organizations process these amounts differently than for-profit companies do. Donated funds are typically invested into a group’s charitable programs, research or services, and many groups spend a share of their donations on operational costs, which include staff and supplies.

Transparency is a necessity for charitable organizations. Donors want to understand where their money is going, and groups must be able to demonstrate that they are responsibly handling funds. The following Deep Dive looks at nonprofit organizations’ regular expenses and examines how workforce spend solutions could help them remain accountable and financially efficient while still fulfilling their humanitarian efforts.

THE BUSINESS OF NONPROFIT BUSINESSES

Religious and nonprofit organizations' missions differ from those of for-profit businesses, but they face many of the same expenses. Like for-profit businesses, these organizations must pay their staff and executives, as well as provide benefits such as healthcare. They also have to pay for utilities, such as telecommunications, rent, heat and electricity.

Unlike for-profit companies, however, nonprofit organizations do not follow a revenue-generating model that helps them collect money for these expenses. Instead, these organizations must often use a share of their donations to cover costs.

To raise money and awareness for their efforts, many organizations hold public events. But these events often require hiring temporary staff and vehicle and facility rentals, and they can incur their own charges.

Some organizations have turned to business credit cards to help cover these expenses, as they can prevent staff or volunteers from using their own money to make purchases on behalf of organizations. Business card funds are withdrawn immediately from the organization's account and are reported to accountants.

Business credit cards help guarantee that an organization's funds are being spent appropriately. Instead of reviewing receipts or expense reports, financial administrators can review spending patterns online to ensure that spending stays within budget and that staff members are only using cards for approved purchases.

Nonprofit and religious organizations' employees could also benefit by adopting smarter workforce spend tools, which would also prevent workers or volunteers from using their own money to pay for charitable products. They can also spare them from waiting for reimbursements and for checks to be delivered — a process that can take several days or weeks.



Organizations can bolster their recruitment efforts by helping workers sidestep financial costs. Workers who aren't required to incur financial cost — and wait to be repaid — are more likely to keep working with the organization.

What's more, additional complications can arise when workers use their own payment cards to cover organizations' expenses. For instance, some cards allow cardholders to receive points for purchases. Some nonprofit groups and religious organizations, however, might not approve of cardholders benefiting personally from purchases made on behalf of the group. Many of these potential conflicts can be avoided if business cards are used.

RISE OF SMARTER SPEND SOLUTIONS FOR CHARITABLE CAUSES

In the past, many nonprofit and religious organizations addressed field-based expenses and out-of-pocket purchases through traditional spend solutions. But the rise of smarter payment solutions could prompt some organizations to add new tools to their arsenal.

Some organizations have relied on petty cash to handle unexpected expenses. But such systems require a money manager to be available to give staff and volunteers cash. Cash could also be stolen, especially if it's stored at a field-based event or a region hit by a disaster.

Corporate cards can also give executives greater control over their expenses. They can eliminate lengthy waiting times for reimbursements and provide transparency into spending, while also giving executives real-time control over how, when and where funds are spent. Cards can be managed via mobile apps and deactivated if administrators suspect misuse.

As nonprofit and religious organizations pursue their charitable efforts, they will need to ensure that funds are tracked at all times. Nonprofit organizations may be in the charity business, but they can't afford to lose track of their funds. They must show donors that they're using their funds for their stated charitable missions. The right workforce spend tools can help these organizations track their funds while keeping staff and volunteers happy and engaged.

During the season of giving, workforce spend tools can go a long way toward keeping these organizations transparent and effective as they make the world a better place.



about

PYMNTS.com

[PYMNTS.com](https://pymnts.com) is where the best minds and the best content meet on the web to learn about "What's Next" in payments and commerce. Our interactive platform is reinventing the way in which companies in payments share relevant information about the initiatives that shape the future of this dynamic sector and make news. Our data and analytics team includes economists, data scientists and industry analysts who work with companies to measure and quantify the innovation that is at the cutting edge of this new world.



PEX, a New York-based FinTech company founded in 2006, is the leader in next-generation expense management solutions disrupting the outdated and inefficient ways companies enable employee spending. The PEX Platform allows businesses to more simply and safely enable employees to spend while maintaining control in ways they never could have before. We combine the ability to establish budgeting controls, via the PEX Admin software interface, with the ability for employees to spend via the feature rich PEX Visa® Prepaid Card. PEX APIs are being used by enterprise clients to enable high transaction volumes for thousands of employees. Our efforts are driving a shift in the way companies manage employee spending, and we are rapidly replacing traditional corporate cards and reimbursement-based expense approaches. Today, PEX services thousands of businesses nationwide across a variety of industries. For more information, visit www.pexcard.com.

We are interested in your feedback on this report. If you have questions or comments, or if you would like to subscribe to this report, please email us at workforcespend@pymnts.com.

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