

WORKFORCE SPEND

MANAGEMENT TRACKER™

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HUMANITARIAN
WORKERS FIND
**FINANCIAL
ORDER AMID
DISASTER
CHAOS**

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**Certify, Chrome River
Technologies to merge in \$1
billion deal**

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**What spending cards can
teach charter schools about
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WHAT'S INSIDE

Many companies treat expense analysis and reconciliation as an afterthought, with employee spending reviewed and reconciled only after receipts are submitted to their accounting departments. New products are now integrating spend management directly into company operation systems, though, reducing manual data input operations and enabling administrators to keep closer eyes on employees' expenditures.

Spend management solutions firm Jaggaer's new Jaggaer OneShop offering provides clients with localized catalog search results from a range of suppliers, for example. It [connects](#) to the Jaggaer One spend management platform, and gives users real-time negotiated pricing across catalog types to save time and money.

Similarly, a new feature from travel and expense (T&E) management provider SalesTrip [helps](#) managers evaluate employees' corporate travel spending against revenues generated by their business trips. It integrates with customer relationship management (CRM) platform Salesforce to compare and evaluate cost-effectiveness.

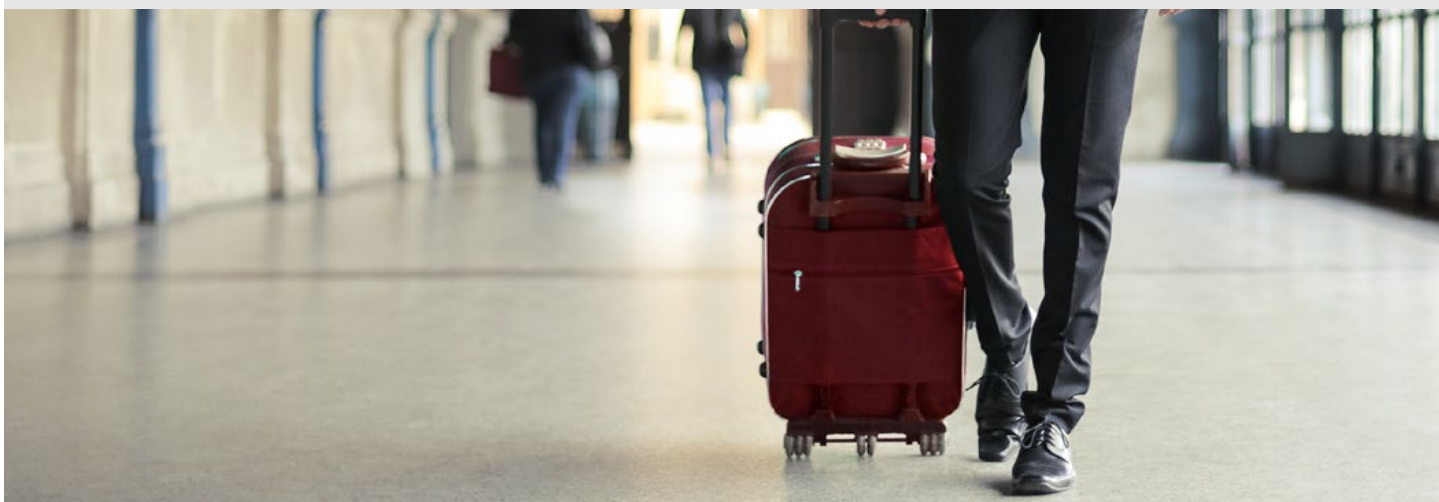
While some are releasing their own new options, several other T&E companies have realized they need help to innovate.

AROUND THE SPEND MANAGEMENT WORLD

A recent partnership could help small and medium-sized businesses (SMBs) tap into artificial intelligence (AI) for expense management operations.

Corporate travel management providers Direct Travel, Inc. and Serko, Inc. recently [announced](#) plans to expand upon their existing partnership, bringing the latter's Zeno T&E management system to the former's North American SMB clients. Zeno uses AI to recommend itineraries based on travelers' preferences, reduce booking time, lower expenses and help travelers adhere to corporate travel policies.

Expense management firm Webexpenses is also putting AI to use in the T&E space, recently [launching](#) a new





portfolio for auditing, invoice processing and travel systems. Among the features are Travel, which improves T&E policy booking compliance, and Payments, which can be used to issue reimbursements.

Taking a different stance, paycard provider Prepaid Technologies has [expanded](#) its own portfolio after acquiring dash from Karmic Labs. It gains access to dash's purchasing card portfolio and expense management solutions, among other assets, and can add these services to its existing Prepaid Technologies business purchasing card, as well as its reward and incentives-focused payroll and portfolio programs.

For more on these stories and other notable workforce spend market mergers and partnerships, check out the April Tracker's News and Trends section (p. 10).

DEEP DIVE: CHARTER SCHOOLS GET A LESSON IN SPENDING CARDS

Approximately 3.2 million students attended United States charter schools in 2017, according to some [reports](#). These independently operated institutions do not charge tuition, but still rely on public funding to

operate — and taxpayers, school officials and watchdogs all want to be assured that funds are spent appropriately. Charter school employees specialize in education, though, meaning they might struggle to act as procurement professionals. This month's Deep Dive (p. 15) outlines how workforce spend tools could provide them with a crash course in financial transparency.

FOR DISASTER WORKERS, WORKFORCE SPEND SOLUTIONS DELIVER RECONCILIATION RELIEF

Nonprofit humanitarian groups are expected to deliver financial transparency — in addition to much-needed resources like food, clean water and medical supplies — even in times of extreme chaos. Workforce spend solutions are now helping relief workers stay financially organized by enabling them to log disaster-related expenditures into expense reporting systems, according to Kate Dischino, vice president of emergency programs for [Americares](#). She outlines how these tools are professionalizing the nonprofit trade in the this month's Feature (p. 6).

FIVE FAST FACTS

\$3B

Projected value of the global SaaS expense management market by the end of 2024

95%

Share of Indian companies that have not implemented corporate cards outside their top 10 executives

\$1.7T

Estimated value of global business travel spending by 2022

45%

Portion of corporate travel managers that anticipate their firms will travel more in the next 12 months

65%

Share of employees still using personal cards to pay for corporate travel in 2019

HUMANITARIAN WORKERS FIND FINANCIAL ORDER AMID DISASTER CHAOS



WHEN DISASTERS STRIKE, HUMANITARIAN ORGANIZATIONS' AID WORKERS RUSH TO IMPACTED SITES TO PROVIDE FOOD, CLEAN WATER, SHELTER, MEDICAL SUPPLIES OR OTHER MUCH-NEEDED RESOURCES.

Nonprofits like [Americares](#) respond specifically to disaster-afflicted communities' medical needs, working to deliver medicine and related supplies to residents who need access to life-saving treatments for preexisting conditions or injuries sustained during the events.



Americares [responded](#) to 35 disasters in fiscal year 2018, its efforts reaching 24 countries and delivering 1.3 million prescriptions to communities worldwide – including Mozambique and Malawi, which were recently damaged by Tropical Cyclone Idai. Earlier this year, it also treated Venezuelan refugees who fled to Colombia as a result of their nation's civil unrest.

This kind of mission requires the right management tools to ensure funds are appropriately spent, a potentially tall

order when responding to disaster-related events. Paper receipts can get lost and transactions can be made in error, but the nonprofit uses a series of workforce spend solutions to ensure its funds are used correctly during times of disaster, said Kate Dischino, Americares' vice president of emergency programs. Its spending tools and strategy help keep track of expenses during times of extreme confusion and chaos, but cash continues to play an essential role for such humanitarian organizations.

STAYING FINANCIALLY ORGANIZED IN TIMES OF CHAOS

Nonprofit relief groups must quickly mobilize and gauge the immediate situation on the ground after a disaster strikes. For Americares, this means assessing an affected area's immediate health needs and allocating the medical resources and funds necessary for an effective response.

Once deployed, Dischino said having firm protocols and command structures is the first step toward ensuring that allocated funds are spent appropriately. This involves establishing a chain leader and a hierarchy of command with spending levels set for those who report to him or her.

Americares uses corporate cards with financial reporting capabilities that automatically log expenses in the group's expense reporting system, and debit cards that enable field-based staffers to more flexibly transfer funds. The latter provide an alternative if corporate credit cards are not accepted in the impacted region, Dischino explained,



and the group also uses cash if said area's financial infrastructure makes it difficult to use electronic options.

Being able to immediately enter purchases into an expense tracking system is especially beneficial to AmeriCares' field-based staffers, who also have access to a mobile app that can snap pictures of receipts. Responders welcome the ability to immediately file reports rather than store receipts in plastic bags to prevent them from getting lost or damaged.

"It's absolutely chaotic when you go into a disaster area," Dischino said. "The mobile app and these new technologies offer a level of organization that the responder is able to utilize."

KEEPING TABS ON DISASTER SPENDING

Access to resources that help responders stay organized goes a long way toward tracking disaster money spent in the field. Relief workers' long hours make it challenging

to deliver on the necessary reporting and reconciliation tasks, Dischino explained. They now have access to a mobile app that allows them to input notes or digitally upload images of receipts into the reporting system, which then categorizes each purchase. This can help workers focus on delivering humanitarian relief efforts rather than tracking expenses.

"Many folks in the field are working 12- to 15-hour days and, when they come home at the end of the night, the last thing they want to do is look at those expenses," she said. "Anything we can do to make that process less of a burden is critically important."

The availability of fast-acting reconciliation solutions also helps nonprofits more efficiently tackle reconciliation tasks without having to rely on additional staffing resources.

"On the back-end side, one thing is that nonprofits — particularly humanitarian organizations — are pushed to do more with less," Dischino added, noting the tools that

Americares uses result in cost savings by automating such tasks and reducing the need for manual reviews. “The amount of manpower needed on that back end has been exceptionally reduced, and the speed at which they’re processed is much faster.”

As these tools become more prevalent among nonprofits and humanitarian organizations, she expects public perceptions to shift as well.

“I think the world of humanitarian aid is professionalizing,” Dischino said. “Many organizations are using tools that are similar, so I think folks who are coming from one organization to another are quick to adapt.”

The right expense management tools can mean relief workers spend less time on financial reporting and more on delivering relief to the disaster-ravaged communities they set out to help. Those that can organize and track spending are a valuable assets — particularly in chaotic settings.

UNDER THE HOOD

Kate Dischino, vice president of emergency programs for Americares, explains why the nonprofit still incorporates cash into its field-based disaster relief spending solutions in addition to the two other payment card solutions in its toolkit.

“As you can imagine with credit cards, sometimes you go into the field and there’s no power. There are times — although it’s a third option — when it’s a cash environment and, to be able to respond to an emergency, that’s the only option for payment.

We would love to operate in a cashless environment, but the reality of our work is that we have to keep [cash] as a third [payment] option. Absolutely [we are] moving in that [cashless] direction, and we will do everything we can to limit the amount of cash transactions, but we always hold [cash] as an option because sometimes it’s the only option.”

KATE DISCHINO

vice president of emergency programs for
[Americares](#)

NEWS & TRENDS

MERGERS & PARTNERSHIPS

PAYLEASE, CASS INFORMATION COLLABORATE ON RESIDENTIAL BILLING MANAGEMENT

Property billing solutions provider PayLease is unveiling new spend management moves, recently forming a collaborative partnership with utility invoice solutions firm Cass Information Systems, Inc. The effort will [provide](#) multiproperty owners and operators with greater insights and transparency into complex payables as well as each property's spending patterns.

PayLease will rely on Cass' solutions to enhance its Utility Expense Management and Resident Billing Solutions under the partnership. The products will be used to improve operational efficiencies, reduce utility costs by automating firms' utility accounts payable (AP) processes and track properties' energy consumption. Resident Billing helps multifamily properties recover tenants' utility costs and improve revenues.

CERTIFY, CHROME RIVER ANNOUNCE MERGER

A pair of expense management solution providers recently announced a different type of partnership. Certify and Chrome River Technologies are [merging](#) in a deal valued



at greater than \$1 billion, combining Chrome River's solutions with Certify's portfolio of travel, expense and invoice management products Abacus, Captio, Nexonia and Tallie. The addition enables Certify to offer solutions that meet a wide range of client segments and needs, and merging combines its experience in serving mid-market and SMBs with Chrome River's to address large enterprises' needs.

The merger provides solutions to more than 11,000 customers located across 100-plus countries and in more than 60 languages. K1 Investment Management will hold a majority stake in the new entity, with existing shareholders holding minority interests.

FLEETCOR BUYS NVOICEPAY TO EXPAND CORPORATE PAYMENTS

In other acquisition news, global commercial payments provider FLEETCOR has [announced](#) an agreement to acquire automated AP solutions firm Nvoicepay. The latter's products provide more than 400 business clients with a user interface enabling them to electronically pay suppliers. Its offerings, combined with FLEETCOR's existing card processing services suite, will allow businesses to pay domestic and international payments, according to a news release. The deal came just weeks after FLEETCOR reported a double-digit increase in Q4 2018 revenues, coming in above Wall Street's estimates.

PREPAID TECHNOLOGIES ACQUIRES DASH

Business payment solutions provider Prepaid Technologies recently gained access to a suite of purchasing card solutions, thanks to its own [acquisition](#) of Karmic Labs' dash. The dash brand includes a purchasing card portfolio, expense management solution and other select assets, allowing Prepaid Technologies to add the solutions to its existing payroll programs, business purchasing cards, rewards, incentives and per diem card portfolio offerings. The deal also brings the company several members of Karmic Labs' team.

Prepaid Technologies provides customers with a mobile-focused platform that enables business owners to transfer money to cards and accounts in real time. The funds can be used to make everyday purchases, and administrators gain insights into how the funds are spent to exercise greater control over reconciliation processes.

BOSCH PACKAGING TECHNOLOGY TAPS JAGGAER FOR LOGISTICS

In Germany, pharmaceutical, food and confectionery technology supplier Bosch Packaging Technology has [selected](#) spend management solutions firm Jaggaer to assist with its logistics and procurement processes. Bosch had been searching for a partner since it began seeking a buyer for its packaging technology division last year.

Jaggaer's industry-focused direct spend management tool includes modules for supplier relationship management (SRM), supply chain management (SCM) and logistics. It will be used to enable seamless enterprise resource planning (ERP) integration and provide greater transparency and efficiency across Bosch's procurement processes.

NEW SPEND MANAGEMENT TOOLS

JAGGAER DEBUTS ONESHOP SPEND SOLUTION

Jaggaer has also launched a new spend management solution, OneShop, that delivers real-time and localized catalog search results and product information from suppliers connected to the Jaggaer One spend management platform. It is the first full-suite spend management platform developed as a native technology and integrated into the solution, according to [reports](#), and is designed to simultaneously provide insight into hosted and punchout catalogs during online shopping transactions. The

feature's real-time negotiated pricing across catalog types aims to save shoppers both time and money, providing them access to greater price transparency and the ability to compare to prices on a single screen.

WEBEXPENSES LAUNCHES NEW PRODUCT LINE

Another company is also launching new tools. Global expense management software provider Webexpenses has [announced](#) a suite for auditing, invoice processing, and payment and travel offerings that can be used individually or in conjunction with its original solutions. Webexpenses Travel taps AI to improve T&E policy-compliant travel bookings, while its Processing solution improves visibility and removes manual input through invoice approval, capture and management. Its Payments platform can be used with other products for "simple, secure online employee reimbursements and transactions," and Audit will improve compliance with company policies and optimize tax deductions.

TRAVEL EXPENSE MANAGEMENT SOLUTIONS

SALESTRIP TARGETS T&E MANAGEMENT

Corporate T&E management technology firm SalesTrip is taking its own steps to ease frictions in the industry by [introducing](#) what it calls the "next phase" of related solutions. In a recent interview with PYMNTS, Eoin Landers, SalesTrip's vice president of product, said the first iteration focused on automation and reducing manual data entry for expense reports and processes, while the second provided managers with visibility into employee spend data. Landon believes the industry is now headed toward a new era — one in which managers can identify

how much employees spend and compare those figures to the revenues business trips generate.

This was previously difficult because of data siloing, Landers explained, but companies must be able to interconnect and analyze CRM expense data if they want to analyze expenses against business won. SalesTrip integrates with CRM platform Salesforce to do just that, enabling managers to analyze whether employee business trips are cost-effective, compare employee spending habits, organize results-based incentives and provide concrete data so employees can better understand spending expectations.

DIRECT TRAVEL, SERKO EXPAND TRAVEL MANAGEMENT PARTNERSHIP

Other firms are partnering to bring their T&E management solutions to market. Corporate travel management providers Direct Travel, Inc. and Serko, Inc. recently [announced](#) they would be expanding their existing agreement, a





move that brings the latter's Zeno T&E management solution to the former's North American SMB clients.

Zeno gives customers access to actionable insights and category managers, insights that can provide decision-makers with greater travel booking, travel booker, cost and savings insights to find program improvement opportunities. The tool uses AI to recommend itineraries based on individual traveler preferences, reduce booking time, lower expenses and contribute to travel policy adherence.

INTERNATIONAL TRAVEL NEEDS

TRAVELPORT, JAPAN AIRLINES PAIR ON GLOBAL DISTRIBUTION SOLUTION

Another partnership in the travel sector sees Japan Airlines joining forces with travel commerce platform Travelport to run the Axess global distribution system. The solution will offer Japan-based travel agencies corporate, mobile and online travel booking and expense management tools,

according to a [news release](#), in addition to Travelport's Galileo and Apollo global distribution platforms. The firms have a preexisting relationship that dates back to 2012, and Travelport will hold a majority stake in the soon-to-be-renamed Travelport Axess product. The deal is expected to finalize this June.

SOUTH AFRICA SEES GROWING BUSINESS TRAVEL DEMAND

A recent annual Airplus International [study](#) found that corporate business travel is on the rise worldwide. The market is projected to reach \$1.6 trillion in 2020 and 45 percent of surveyed corporate travel managers expect their companies will travel more frequently in the next year. This trend can also be seen in South Africa, according to Flight Centre Business Travel (FCBT), which reportedly saw a 15 percent bump between 2017 and 2018 and steady growth into 2019.

Market expansion is not without its concerns, however. Travel managers worry about the costs associated with business travel's growth, and 51 percent report their companies' related expenses will likely increase in 2019. FCTB

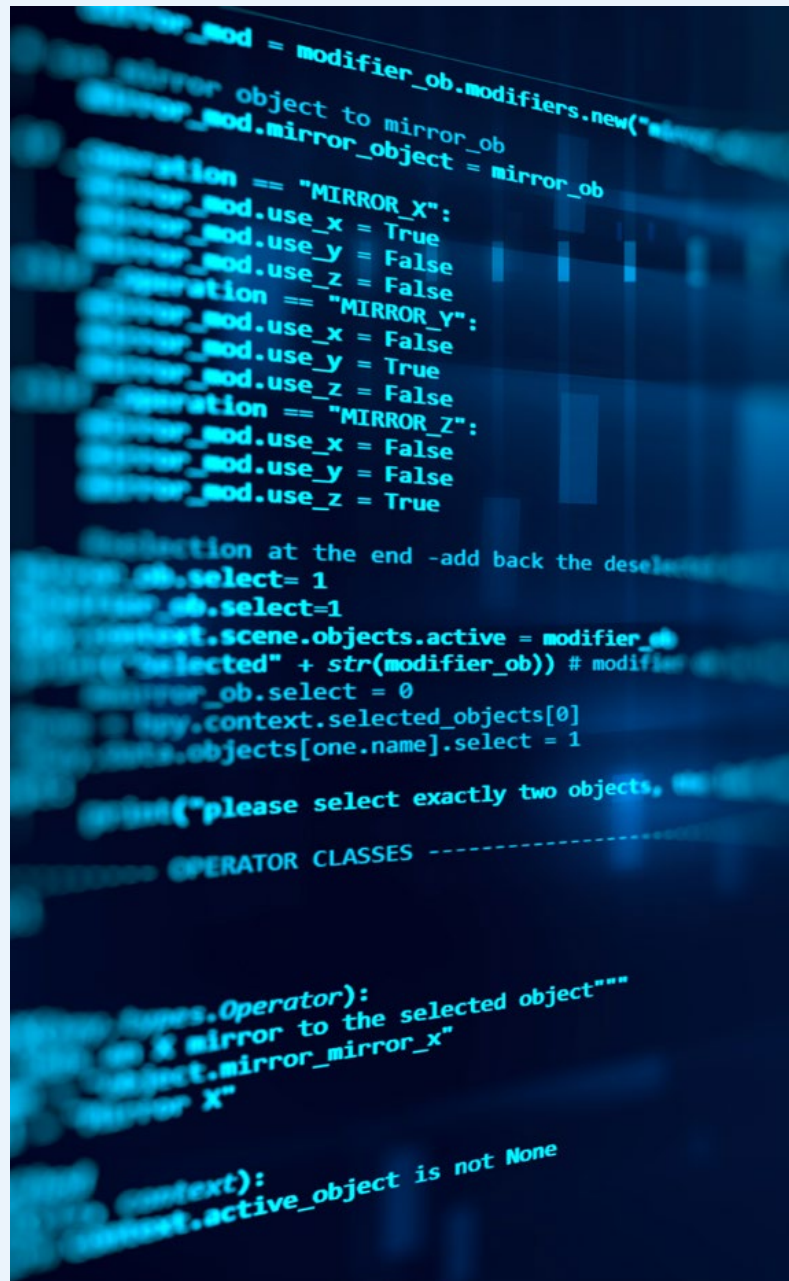
brand leader Andrew Grunewald said a “solid travel program can go a long way in alleviating pressure on travel managers and companies,” and that being diligent, sticking to a budget and understanding the scope of charges can improve T&E policy compliance.

EBIX BIDS TO BUY CORPORATE TRAVEL COMPANY YATRA

Software-as-a-service (SaaS) provider Ebix is making its own plans to expand into the travel industry. The provider is currently working to [acquire](#) Indian online corporate travel agency Yatra, reportedly extending an offer valued at approximately \$336 million. It hopes to take the company private by mid-May.

Ebix's acquisition bid is its latest move to build a group that cross-sells travel-related services — including foreign exchange solutions — to corporate clients and consumers. One of its subsidiaries, EbixCash, offers currency exchange services in Southeast Asia and has more than 110,000 distribution outlets, 8,000 corporate clients and 9,000 employees. Ebix is reportedly considering merging that subsidiary with Yatra, should the purchase go through.

Charter schools are a hot-button issue nationwide, and that's partly because of their funding structures. Approximately 3.2 million students [attended](#) these privately run schools in the fall of 2017. Charter schools receive public education funds in exchange for not charging tuition, and often supplement this income by turning to fundraising, grants and donations.



DEEP DIVE:

SPENDING CARDS HELP CHARTER SCHOOL PROCUREMENT MAKE THE GRADE

Although they operate with a greater level of autonomy, these schools are still expected to be accountable for their expenses and demonstrate transparency. This means donors, grant issuers and taxpayers — in addition to the traditional public schools that protest that charter schools [siphon](#) key funding away from them — want to be sure the funds charter institutions receive are being put to good use. Procurement and spend management [strategies](#) are important to helping these schools comply with reporting requirements, prepare for audits and show judicial usage.

The following Deep Dive examines the challenges charter school employees face in keeping track of said funds, including how workforce spend solutions can provide educators with a lesson in financial transparency.

THE URGENT CASE FOR TRANSPARENCY

Charter schools vary widely in governance and practices, but there have been high-profile cases of spending fraud.

A vast portion of Arizona's charter schools regularly falsified or failed to provide spending data from 2016 to 2017, according to nonprofit organization Arizonians for Charter School Accountability, with approximately 42 percent underreporting administrative expenditures. Meanwhile, other outlets reported that the founder of an Arizona charter school chain [made](#) millions in profits by channeling state-provided school funds into his own businesses.

Such scandals make transparency and visibility into above-board institutions' usage of public and donated funds even more important. Their fiscal well-being also requires them to prove that every dollar is spent appropriately, but clear spend tracking and management can be challenging. This is especially true in cases where employees whose primary duties are education-focused are making purchases on behalf of their schools.

SPEND MANAGEMENT CARDS

Like other small organizations, one- or two-school charter operations may rely on [petty cash](#) for purchases. The

problem is that this approach can result in time-consuming recordkeeping processes that see employees manually filling out spending-related paperwork to be used during future budget reconciliation processes.

These staff members might also need lessons in how to responsibly spend and track work expenses, too, as teachers and administrators are often not trained procurement professionals. They may not be aware of how to find the best deals when asked to make purchases on behalf of their schools, for example, and might instead [fall](#) into a consumer shopping mindset and miss out on larger-scale purchasing benefits like supplier discounts or negotiated group purchasing rates.

Charter schools can tackle these issues by providing employees with procurement expense management cards. Limits can be placed on the cards to ensure they're only used with approved vendors — such as those with which the school has negotiated favorable prices and shipping rates — which can spare teachers from guessing how much they are allowed to spend and on which items. This also saves administrators the time they would have spent fielding questions from confused teachers.

Procurement cards can also be used to carefully [track](#) spending in real time, enabling clearer record keeping and allowing administrators to instantly disburse funds as needed. Easy-to-use financial tools mean charter schools can take such burdens off their administrators and teachers, too, helping them quickly get the goods they need without distractions from their main purpose: teaching children and keeping day-to-day school operations running smoothly.

The right financial tools can mean teachers and charter school administrators remain focused on educating students. Clear tracking makes life simpler for their organizations, too, providing the budgetary and spending transparency needed to put taxpayers, grant issuers and other funders at ease.



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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.

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