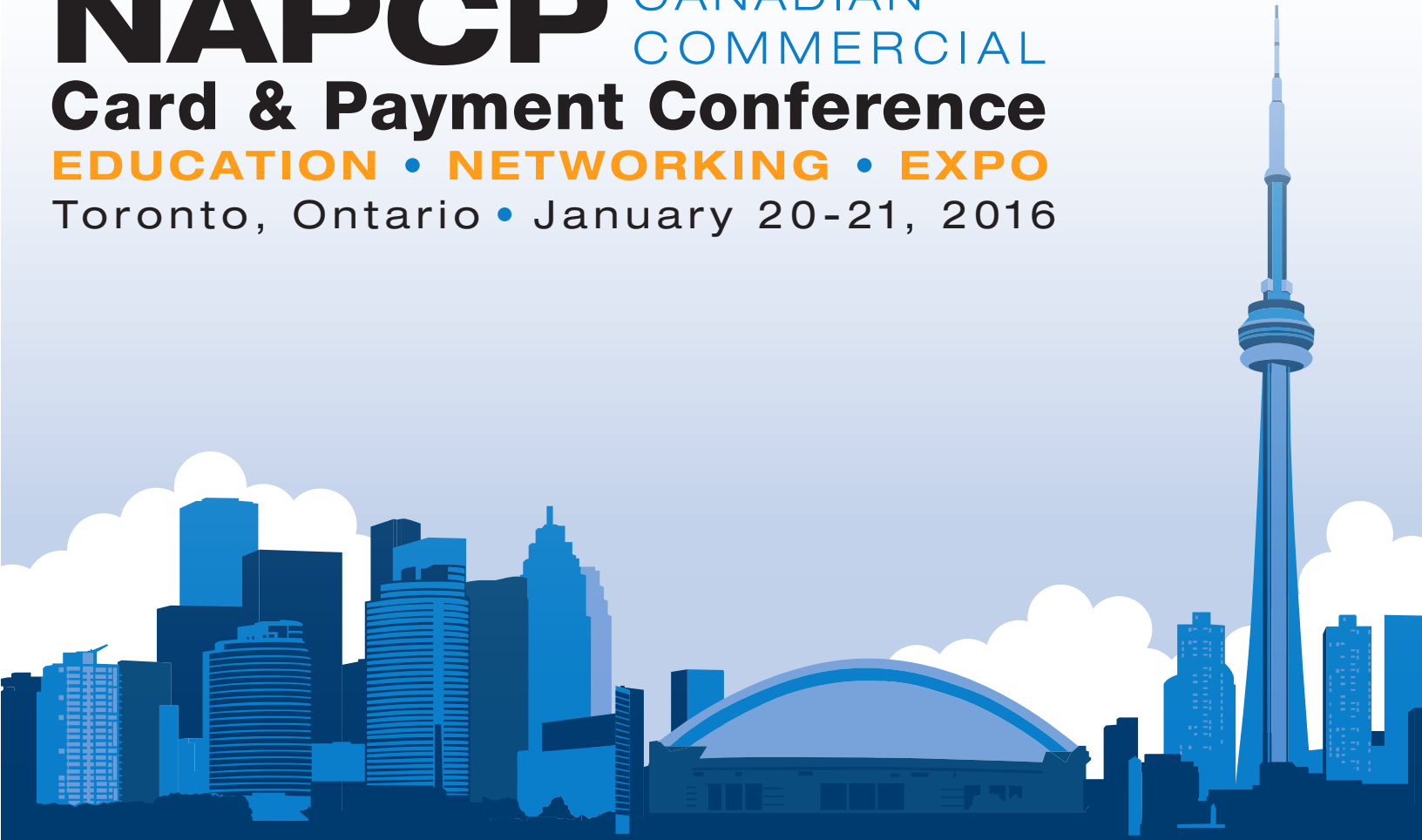


# 2016

## CONFERENCE PROGRAM

# **NAPCP** CANADIAN COMMERCIAL Card & Payment Conference

**EDUCATION • NETWORKING • EXPO**  
Toronto, Ontario • January 20-21, 2016



*Hosted by*

# **NAPCP**

*Lead Sponsor*



# **Scotiabank**<sup>®</sup>

# Agenda: Wednesday, January 20, 2016

TIME	SESSION	LOCATION
8:00-8:45 a.m.	Registration, Continental Breakfast, Exhibits Open	Exhibit Hall
8:45-10:00	<b>General Session</b> <i>Brought to you by Conference Lead Sponsor Scotiabank</i> - Opening Remarks, Kara Austrum, NAPCP - Putting Humor to Work for Less Stress and More Success! <i>Presented by Michael Kerr, Humor at Work, Calgary, Canada. As one of Canada's most sought-after and acclaimed speakers, Mr. Kerr will create a fun atmosphere to deliver practical content and inspiring ideas to help you create a culture that champions humor at work.</i>	Room 206CD
10:00-10:25	Coffee Break, Exhibits Open	Exhibit Hall
10:30-11:15	<b>Breakout Session #1</b> <ul style="list-style-type: none"> <li> <b>Building Blocks to Starting a Successful P-Card Program</b>  <i>Raushan Gross, Assistant Professor of Business Administration, Pfeiffer University</i> </li> <li> <b>Utilizing P-Cards to Make A/P More Efficient</b>  <i>Irene Wong, B. Eng., CPA, CGA, Manager, Accounts Payable, UHN - University Health Network</i> </li> <li> <b>Accelerate Your Program's Financial Value*</b>  <i>Scotiabank</i> </li> </ul>	Room 205A Room 206A Room 205B
11:30-12:15	<b>Breakout Session #2</b> <ul style="list-style-type: none"> <li> <b>Many Benefits of Compliance—Driving Results From Your Processes</b>  <i>Jack Reynaert, Manager Global Travel, Meritor Inc.</i> </li> <li> <b>Merging P-Cards and T&amp;E Cards into a One Card Program</b>  <i>Grant Goss, Team Lead - Travel, Business Expenses and Corporate Cards Enbridge Inc.</i> </li> <li> <b>Evolving Payment Efficiencies with P-Card and ePayables (EAP). Insights, Best Practices and Ways Your Network Can Help Grow Your Program*</b>  <i>MasterCard Canada ULC</i> </li> </ul>	Room 205A Room 206A Room 205B
12:15-1:00 p.m.	<b>Networking Lunch</b> <i>Brought to you by Conference Lead Sponsor Scotiabank</i>	Room 206CD
1:00-2:30	Roundtable Discussions/Dessert	Room 206CD
2:45-3:30	<b>Breakout Session #3</b> <ul style="list-style-type: none"> <li> <b>Transforming Your Purchasing Card Program to Include a Rewarding ePayables Payment Option</b>  <i>Fidel Coutou, Sr. Director P2P Shared Services, Rogers Communications Partnership</i> </li> <li> <b>Empowering Cardholders and Increasing Compliance*</b>  <i>Janet M. Buck, Supervisor, Accounts Payable &amp; P-Card Program Administration, City of Toronto</i> </li> <li> <b>Succeeding in B2B Payables in the Canadian Commercial Marketplace*</b>  <i>Mark Silverman - Regional Head, Americas, PayTech Commercial AS</i>  <i>Sponsored by Visa Canada</i> </li> </ul>	Room 205A Room 206A Room 205B

Sessions designated with an \* are only offered once during the conference

TIME	SESSION	LOCATION
3:45-4:30	<b>Breakout Session #4</b>	
	<ul style="list-style-type: none"> <li>Building Blocks to Starting a Successful P-Card Program <i>Raushan Gross, Assistant Professor of Business Administration, Pfeiffer University</i></li> </ul>	Room 205A
	<ul style="list-style-type: none"> <li>Maximizing Supplier Relations and Increasing Working Capital to Drive Business Growth* <i>Robert Bast, Director - B2B Growth Strategy &amp; Enablement, American Express Canada</i></li> </ul>	Room 206A
	<ul style="list-style-type: none"> <li>Automated Monitoring and Resolution of Card Misuse* <i>CaseWare Analytics</i></li> </ul>	Room 205B

4:30-5:30	<b>Attendee Cocktail Reception, Exhibits Open (Final Time)</b>	Exhibit Hall
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5:30-7:00	<b>Networking Dinner</b> <i>Enjoy drinks and a sit-down meal while reviewing the day's sessions. Continue to make connections and exchange ideas while preparing for tomorrow's program. Sponsored by American Express Canada.</i>	Room 206CD
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## Agenda: Thursday, January 21, 2016

TIME	SESSION	LOCATION
8:00-8:45 a.m.	<b>Sit-Down Networking Breakfast</b>	Room 206B
8:45-9:30	<b>General Session</b> - An End-User Perspective: Where Ideas and Solutions Become Reality <i>Moderated by Katie Beatty, Community Engagement Specialist, NAPCP</i>	Room 206CD

9:45-10:30	<b>Breakout Session #5</b>	
	<ul style="list-style-type: none"> <li>Supplier Enablement and Enhanced Data* <i>Jason Straw, BluePay</i></li> </ul>	Room 205A
	<ul style="list-style-type: none"> <li>Utilizing P-Cards to Make A/P More Efficient <i>Irene Wong, B. Eng., CPA, CGA, Manager, Accounts Payable, UHN - University Health Network</i></li> </ul>	Room 206A
	<ul style="list-style-type: none"> <li>Simplifying the Management of Corporate Card Spend* <i>BMO Financial Group</i></li> </ul>	Room 205B

10:45-11:30	<b>Breakout Session #6</b>	
	<ul style="list-style-type: none"> <li>Incorporating ePayables Into Your AP Process <i>Katie Beatty, Community Engagement Specialist, NAPCP</i></li> </ul>	Room 205A
	<ul style="list-style-type: none"> <li>Many Benefits of Compliance—Driving Results From Your Processes <i>Jack Reynaert, Manager Global Travel, Meritor Inc.</i></li> </ul>	Room 206A
	<ul style="list-style-type: none"> <li>P-Card &amp; Corporate Card Expense Reporting Integration 2.0* <i>Chris Harley, VP Sales, DATABASICS, Inc.</i></li> </ul>	Room 205B

11:45-12:30	<b>Breakout Session #7</b>	
	<ul style="list-style-type: none"> <li>Merging P-Cards and T&amp;E Cards Into a One Card Program <i>Grant Goss, Team Lead - Travel, Business Expenses and Corporate Cards, Enbridge Inc.</i></li> </ul>	Room 205A
	<ul style="list-style-type: none"> <li>Transforming Your Purchasing Card Program to Include a Rewarding ePayables Payment Option <i>Fidel Coutou, Sr. Director P2P Shared Services, Rogers Communications Partnership</i></li> </ul>	Room 206A
	<ul style="list-style-type: none"> <li>Incorporating ePayables Into Your AP Process <i>Katie Beatty, Community Engagement Specialist, NAPCP</i></li> </ul>	Room 205B

Sessions designated with an \* are only offered once during the conference

# Sessions and Speakers

Breakout Session descriptions begin on **Page 5**

Provider Breakout or Demonstrations descriptions begin on **Page 9**

Roundtable descriptions can be found on **Page 12**

## General Sessions

Alphabetical by session title

### **An End-User Perspective: Where Ideas and Solutions Become Reality**

An end-user panel moderated by NAPCP Community Engagement Specialist **Katie Beatty** and featuring panelists **Fidel Coutou**, **Rogers Communications Partnership**; **Grant Goss**, **Enbridge Inc.**; and **Jack Reynaert**, **Meritor Inc.**

Jan. 21, 8:45-9:30 a.m.

Join us for an exciting panel discussion where we will examine viewpoints on how to manage effective Commercial Card and payment strategies in this fast-changing industry. Traditional payment strategies have changed dramatically over the years and are still changing. From check processing to ePayables, constant new solutions and ideas are knocking on our door. Our discussion will have a broad focus leveraging the panel's expertise and knowledge about managing a streamlined and efficient program while keeping up with these latest trends in the industry. Join the panel as they discuss these and other Commercial Card topics, such as:

- compliance and control tips and practices
- efficiencies and cost savings
- incorporating virtual payments to expand program growth
- best practices for program optimization

About the speakers: **Katie Beatty** has more than 10 years of experience of incorporating and implementing payment strategies for large financial institutions and government entities with the focus of process improvement and cost savings.

**Fidel Coutou** has been a Shared Service professional for more than 20 years and has been with Rogers for seven years. She has also worked with Primus Telecommunications and SHL Systemhouse. She has been known to be a champion of the paperless environment and received an innovation award for automation at SHL Systemhouse. She is also very involved with providing her peers with opportunities for networking and started the first Canadian Chapter of the Institute of Financial Operations (IFO) and served as the President of the Ontario Chapter for 10 years. She is a past Chairman of the IFO and served as Chair of the Canadian Conference. Fidel spends a lot of her spare time mentoring young adults.

**Grant Goss** joined Enbridge in 2014, managing corporate supply chain categories including Travel and Corporate Cards. Currently in the final stages of completing his Supply Chain Management Professional designation, Grant has spent 20 years on both sides of the fence, as a buyer and supplier of corporate services. He has served in various capacities on several association boards, advisory councils and corporate councils.

**Jack Reynaert** entered into the travel industry in 1977, while attending the University of Michigan where he majored in Economics, minoring in Geography and Psychology. Currently at Meritor, he implemented sweeping changes to the company's travel program, including a Corporate Credit Card program, mandating compliance and incorporating individual charge and corporate liability central pay, which is fully integrated with Concur Expense—capturing 98% of potential rebate vs. 0% in prior state. Jack served as president and chairman of the Michigan Business Travel Association and is the recipient of the Global Business Travel Association's Business Travel Professional Service Award.



## Putting Humor to Work for Less Stress and More Success!

*Presented by Michael Kerr, Humor at Work*

*Brought to you by Conference Lead Sponsor  
Scotiabank*

*Jan. 20, 8:45-10:00 a.m.*



One of Canada's most sought-after speakers, Michael will create a fun atmosphere to deliver practical content and inspiring ideas to help you create a culture that champions humor at work.

Participants will leave the session ready to implement the following concepts:

- how humor can help drive individual, team and organizational success and why there's nothing trivial about humor, fun and happiness in the workplace
- how humor can lower absenteeism rates, promote a safer workplace, and be part of a successful workplace wellness program
- how humor is both a tool FOR great success AND the product of greater success
- why humor is considered one of the top catalysts for creative thinking

*About the speaker: **Michael Kerr's** sessions are frequently rated as the most impactful and relevant of any session presented at an event. Listed as one of Canada's most in-demand speakers, he is a Certified Speaking Professional (CSP), best-selling author, and one of only 22 speakers to be inducted into the Canadian Speakers' Hall of Fame. Building on his experience as a "recovering senior manager," Michael travels the world researching, writing and speaking about what makes a great workplace, well...great! He is known as one of North America's leading authorities on how to create a more positive and inspiring workplace: the kind of workplace that drives phenomenal success.*

## Breakout Sessions

*Alphabetical by session title*

### Building Blocks to Starting a Successful P-Card Program

*Presented by Raushan Gross, Assistant Professor of Business Administration, Pfeiffer University*

*Jan. 20, 10:30-11:15 a.m.*

*Jan. 20, 3:45-4:30 p.m.*

Join Raushan as he leads you through the strategies to consider as you begin your journey in starting a Commercial Card program.

You will leave this session with information including:

- understanding how/where P-Cards fit into the payment strategy and the related benefits, such as efficiency, cost savings, reporting and visibility on spend and more—what we call the value proposition
- how to construct an organizational P-Card policy that supports strategic goals, encourages supplier support, and gains the trust of end users and upper management
- how to develop and implement P-Card processes that link all areas of the organization to maintain financial controls, card usage visibility and financial accountability

**Pfeiffer  
University**

Number of cards:  
3,000 - 4,000  
Card program types  
managed by the  
speaker: P-Card,  
Travel Card

*About the speaker: **Raushan Gross** is an assistant professor of business administration at Pfeiffer University in Charlotte, North Carolina. He has worked in the financial industry for more than 10 years, and as a Procurement Card Administrator and Purchasing Agent for a local government municipality, where he was responsible for leading, implementing, training, and designing Procurement Card processes and procedures. He holds a master's in business administration degree and a Duke University Certificate in Nonprofit Studies. He is a candidate for a PhD in Business and Leadership from Regent University, Virginia Beach, Virginia.*

## Empowering Cardholders and Increasing Compliance

Presented by: Janet M. Buck, Supervisor, Accounts Payable & P-Card Program Administration, City of Toronto

Jan. 20, 2:45-3:30 p.m.

Moving from 10% to 100% compliance! P-Card programs, at all levels, are struggling with cardholder acceptance and compliance. The City of Toronto took a look at its program and zeroed in on areas that needed reinforcement. We looked at the tools currently in the hands of the cardholders and made changes so they could always be compliant. How are we doing that? Embracing technology, interactive teaching, reassuring senior management with visible proof and enforcing the “rules.”

You will leave this session understanding that:

- programs are a “work in progress”
- cardholders need simple rules and streamlined processes
- technology is our friend
- management needs “good news” stories (KPIs)

About the speaker: **Janet M. Buck** has been employed in a number of the City of Toronto’s divisions since 1982 and has held various senior staff and supervisory positions within Accounts Payable, Accounts Receivable/Revenue, Funds Management/Banking and General Finance. In 2004, Janet became Program Administrator and implemented the City of Toronto’s first corporate P-Card program as well as the P-Card module. The program’s portfolio currently consists of 1,500+ P-Card and Fuel Cards with an average yearly spend of \$7.6 million. She was the project lead for Corporate SAP Implementation and continues that role for the P-Card program. Janet is a member of the NAPCP and was a presenter at the 2015 NAPCP Canadian Conference in Toronto.

### City of Toronto

Number of cards:  
1,659  
Annual # of  
transactions: 45,000  
Card program types  
managed by the  
speaker: P-Card, Fleet

## Incorporating ePayables Into Your AP Process

Presented by: Katie Beatty, Community Engagement Specialist, NAPCP

Jan. 21, 10:45-11:30 a.m.

Jan. 21, 11:45 a.m.-12:30 p.m.

You probably know that ePayables can help process invoices faster, reduce errors, save money and automate approvals. But it can also go beyond increased efficiency, offering real-time access to business information that offers valuable insight. Learn how to incorporate a successful ePayables solution to your program and identify the key building blocks that will secure a firm foundation.

Attend this session and learn:

- to identify and assess the various ePayables models
- how ePayables fit into your payment strategy and steps to successful integration
- when you should use a traditional P-Card and when to use ePayables
- how to document the benefits to your organization and anticipate the impact on your suppliers

About the speaker: **Katie Beatty** has more than 10 years of experience of incorporating and implementing payment strategies for large financial institutions and government entities with the focus of process improvement and cost savings.

### The NAPCP

The NAPCP is a membership-based professional association committed to advancing Commercial Card and Payment professionals and industry practices worldwide.

## Many Benefits of Compliance—Driving Results From Your Processes

Presented by: Jack Reynaert, Manager Global Travel, Meritor Inc.

Jan. 20, 11:30 a.m.-12:15 p.m.

Jan. 21, 10:45-11:30 a.m.

After engineering a stellar Corporate Card program—with strong business partners—what do you do when users fail to adopt the new processes? Learn how to identify the spend opportunities for your program and your target market. Identify ways to drive compliance in order to achieve desired results, which will lead to the success of your program.

Attendees will leave with the knowledge of being able to:

- effectively sell the value of your new program
- establish a regular tracking and reporting process
- close the gaps between non-compliance and optimal results
- measure and report on the cost of program bypass
- share the success from internal savings to the benefits of compliance

About the speaker: **Jack Reynaert** entered into the travel industry in 1977, while attending the University of Michigan where he majored in Economics, minoring in Geography and Psychology. Currently at Meritor, he implemented sweeping changes to the company's travel program, including a Corporate Credit Card program, mandating compliance and incorporating individual charge and corporate liability central pay, which is fully integrated with Concur Expense—capturing 98% of potential rebate vs. 0% in prior state. Jack served as president and chairman of the Michigan Business Travel Association and is the recipient of the Global Business Travel Association's Business Travel Professional Service Award.

### Meritor Inc.

Number of cards:  
1,300  
Annual # of  
transactions: 300,000  
Card program types  
managed by the  
speaker: P-Card,  
Travel Card, One Card,  
Fleet, ePayables

## Merging P-Cards and T&E Cards into a One Card Program

Presented by: Grant Goss, Team Lead – Travel, Business Expenses and Corporate Cards, Enbridge Inc.

Jan. 20, 11:30 a.m.-12:15 p.m.

Jan. 21, 11:45 a.m.-12:30 p.m.

How many different cards does your organization use? How many cards do your cardholders have to keep track of and mostly, remember which card to use for what? Merging your card programs together will streamline work flow, create a better payment strategy and could reduce payment processing costs.

Attendees will leave with the knowledge of being able to:

- understand core benefits of implementing a One Card program
- recognize how to effectively address challenges or drawbacks of One Cards
- determine what liability your organization should choose
- show effective reporting of spend

About the speaker: **Grant Goss** joined Enbridge in 2014, managing corporate supply chain categories including Travel and Corporate Cards. Currently in the final stages of completing his Supply Chain Management Professional designation, Grant has spent 20 years on both sides of the fence, as a buyer and supplier of corporate services. He has served in various capacities on several association boards, advisory councils and corporate councils.

### Enbridge Inc.

Number of cards:  
8,000  
Annual # of  
transactions: 270,000  
Card program types  
managed by the  
speaker: P-Card,  
T&E, One Card, Fleet,  
ePayables, Ghost

## Supplier Enablement and Enhanced Data

Presented by: Jason A. Straw – Director, Business Development, BluePay Canada ULC

Jan. 21, 9:45-10:30 a.m.

Excellent opportunities exist to increase the size and value of P-Card programs. The onboarding of Strategic Suppliers for P-Card acceptance is one. A strategic supplier enablement campaign increases success for program growth.

A component of your campaign must ensure that internal stakeholders support your initiative by focusing on their needs for administrative efficiency and user-friendliness. Suppliers' willingness to accept cards is a vital first step. The passing of enhanced (invoice-level) data with card transactions supports your stakeholders' needs for efficiency and value. Best-in-class technical solutions with your suppliers will increase support of the card as a payment tool which will elevate organization success.

Attendees of this session will leave with the following knowledge and insights:

- understand the true value of enhanced data
- understand the components of an enhanced data enablement campaign
- understand the stakeholder ecosystem with roles and responsibilities
- recommended best practices for campaign success

About the speaker: **Jason Straw** joins BluePay intent on growing market share by enabling organizations to accept Commercial Cards for payment, while providing suppliers user-friendly solutions and guidance for acceptance enablement. This ensures issuers receive enhanced data on transactions and its resultant benefits. Jason's 27 years of experience communicating benefits for efficiency initiatives spans an impressive range of industries and stakeholder responsibilities. Prior to BluePay, Jason worked for 13 years with a major North American financial institution managing large and complex Commercial Card programs.

### BluePay

BluePay is a leading provider of technology-enabled payment processing for merchants and suppliers in North America, and offers robust security features such as tokenization and point-to-point encryption.

## Transforming Your Purchasing Card Program to Include a Rewarding ePayables Payment Option

Presented by: Fidel Coutou, Sr. Director P2P Shared Services, Rogers Communications Partnership

Jan. 20, 2:45-3:30 p.m.

Jan. 21, 11:45 a.m.-12:30 p.m.

It's time to think outside the P-Card box. How can you transform a mature P-Card program to include an ePayables payment option, taking steps to capture large ticket items? Transformation can occur without change to the current P-Card model and without extra effort required to increase the transaction counts.

Attendees will leave with the ability to:

- maintain a traditional P-Card Program while incorporating an ePayables Push Method Model
- provide a mutually beneficial ePayables solution that benefits both the organization and the vendor
- maximize days payable outstanding (DPO) while growing rebates
- create a process that will yield a large outcome with little effort

About the speaker: **Fidel Coutou** has been a Shared Service professional for over 20 years and has been with Rogers for seven years. She has also worked with Primus Telecommunications and SHL Systemhouse. She has been known to be a champion of the paperless environment and received an innovation award for automation at SHL Systemhouse. She is also very involved with providing her peers with opportunities for networking and started the first Canadian Chapter of the Institute of Financial Operations (IFO) and served as the President of the Ontario Chapter for 10 years. She is a past Chairman of the IFO and served as Chair of the Canadian Conference. Fidel spends a lot of her spare time mentoring young adults.

### Rogers Communications Partnership

Number of cards:  
6,800  
Annual # of transactions: +250,000  
Card program types managed by the speaker: P-Card, Travel Card, One Card, Fleet, ePayables-BIP



## Utilizing P-Cards to Make A/P More Efficient

Presented by: Irene Wong, B. Eng., CPA, CGA, Manager, Accounts Payable, UHN - University Health Network

Jan. 20, 10:30-11:15 a.m.

Jan. 21, 9:45-10:30 a.m.

Managers are often being asked to do more with less nowadays. How can A/P managers make A/P more efficient when automation may not be an option available to you? In this session, we will share how we reduce costs and generate revenues using the P-Card and the Ghost Card.

After this session, attendees will be able to:

- differentiate between P-Cards and Ghost Cards
- understand the benefits of P-Cards and Ghost Cards
- understand the setup and payment workflow using a Ghost Card
- identify the common challenges when using a Ghost Card and ways to overcome them

About the speaker: **Irene Wong, CPA, CGA**, joined the University Health Network (UHN) in 2006 and most recently took over the accounts payable department—a department that processes 11,000+ invoices monthly and manages 2,200+ P-Cards across UHN—with a focus to achieve efficiencies. Leveraging the P-Card and Ghost Card usage was instrumental to generate extra revenue that can be invested in improvement initiatives. The department has recorded a 20% increase in discount and rebate revenue in the past three years.

### University Health Network (UNH)

Number of cards:  
2,200  
Annual # of  
transactions: 78,000  
Card program types  
managed by the  
speaker: P-Card,  
Ghost Card

## Provider Breakout or Demonstrations

Alphabetical by company name

### Maximizing Supplier Relations and Increasing Working Capital to Drive Business Growth\* | End-Users Only |

Presented by: Robert Bast, Director - B2B Growth Strategy & Enablement, American Express Canada, Conference Sponsor

Jan. 20, 3:45-4:30 p.m.

Attendees will receive insightful tips on improving their bottom line through more effective growth-focused cash flow management. Robert will help draw attention to opportunities to improve company payment processes and resource allocation and how to take advantage of the best expense management tools in place so that companies can reinvest money back into the business.

Attendees will learn:

- how to streamline payment processes
- how to improve cash management/generate more working capital
- how to identify best-fit suppliers and improve buyer-supplier relationships

### American Express Canada

Through its Global Corporate Payments division, American Express offers a suite of B2B and T&E payment solutions that help organizations streamline the payment process.

## **Simplifying the Management of Corporate Card Spend | End-Users Only |**

*Presented by: Conference Sponsor BMO Financial Group*

*Jan. 21, 9:45-10:30 a.m.*

Managing corporate card spend is more complex than ever before. Many organizations do not have the comprehensive insights or flexible tools needed to easily capture and understand spend data, improve policy compliance and identify cost savings. BMO Financial Group will deliver a live demonstration of its new Spend Dynamics tool, an easy-to-use, seamless global platform that allows organizations to capture, manage and report on all types of corporate card spend. Attendees will learn how to use the standard suite of reports and how to run fast, custom analysis to uncover savings to reinvest in the business, flag rogue spending and ensure spend is within policy.

After attending this demonstration, attendees will be able to:

- minimize the complexities of Corporate Card management
- better control all types of Corporate Card spend comprehensively and within policy
- identify needed cost savings to drive real business improvements and free up staff

### **BMO Financial Group**

BMO Financial Group is a highly diversified North American financial services organization providing treasury management solutions, always focused on one thing—our clients' financial success.

## **Automated Monitoring and Resolution of Card Misuse | End-Users Only |**

*Presented by: Conference Sponsor CaseWare Analytics*

*Jan. 20, 3:45-4:30 p.m.*

Today's growing use of P-Cards can expose organizations to abuse, misuse and fraudulent activities. The CaseWare for P-Cards solution continuously monitors all transactions and identifies control exposures, such as split and duplicate transactions and unauthorized cardholders within purchasing card programs. This approach to revenue protection trumps periodic audit sampling and eliminates all "blind spots" in your purchasing process (P-Cards, T&E, AP, etc.) by incorporating an automated workflow and collaborative remediation strategy that leaves no opportunity for issues to be concealed.

Attendees will learn how to:

- automate monitoring of 100% of transactions across multiple data sources such as HR, AP and P-Card data, etc.
- distribute actionable insights to business stakeholders and track status of resolution
- conduct comprehensive risk and control assessments to discover root causes and improve the business process

### **CaseWare Analytics**

An industry leader in providing technology solutions for finance and compliance professionals, CaseWare has over 400,000 users in 130 countries, and delivers tremendous value across industries and continents.

## **P-Card & Corporate Card Expense Reporting Integration 2.0**

*Presented by: Chris Harley, VP Sales, DATABASICS, Inc., Conference Sponsor*

*Jan. 21, 10:45-11:30 a.m.*

Join expense reporting solution provider, DATABASICS, for an insightful presentation and demonstration on several key benefits to integrate and automate P-Card and Corporate Card processing via an expense solution. The session will focus on four specific areas of process improvement: cost allocation, advanced policy and workflows, reporting and mobile application.

Attendees of this session will:

- hear a case study from a P-Card corporate user
- gain insights into key benefits for processing P-Card and Corporate Card via an expense reporting solution
- see a demonstration of P-Card and Corporate Card data integrating into an expense solution for real-time reconciliation and reporting

### **DATABASICS**

DATABASICS Inc. has provided solutions to automating corporate and P-Cards since 2007 and provides cloud-based, next-generation expense reporting, timesheet management and invoice processing automation.

## **Evolving Payment Efficiencies with P-Card and ePayables (EAP). Insights, Best Practices and Ways Your Network Can Help Grow Your Program | End-Users Only |**

*Presented by: Conference Sponsor MasterCard Canada, ULC*

*Jan. 20, 11:30 a.m.-12:15 p.m.*

Hear the latest findings for how P-Card and ePayables are being used in Canada today. Learn how those findings can be applied to your program. Leverage the MasterCard network Solutions and Services to enhance, evolve and grow your existing payment card programs. This will leave attendees with a succinct view of what the best programs are doing today and how the networks are adding resources to help them achieve their goals.

At the end of this session, attendees will be able to:

- understand how their program stacks up against others in Canada
- understand the opportunities or gaps that exist
- prescribe how people administrators can leverage their bank partners and networks
- educate users about the array of tools and resources available

### **MasterCard**

MasterCard is a technology company in the global payments industry, operating the world's fastest payments processing network, connecting the financial community in more than 210 countries.

## **Accelerate Your Program's Financial Value | End-Users Only |**

*Presented by: Conference Lead Sponsor Scotiabank*

*Jan. 20, 10:30-11:15 a.m.*

This session will explore how the client's card program can be maximized through the use of different card and cardless solutions. Visa Payables Automation is key to the success of increasing the program spend, and streamlining the payment process. Rebate payment and process savings are maximized through the use of this tool. Critical components for a successful card program are internal communication with key stakeholders, vendor communication and strong negotiation strategies. A focused approach to implementation and supplier enablement led by our partners at Visa ensures a quick realization of spend.

Attendees will gain valuable information and tips on:

- importance of scalable supplier enrollment
- taking advantage of ePayables
- identifying the size of your opportunity

### **Scotiabank**

Scotiabank is one of North America's premier financial institutions and Canada's most international bank. We provide financial solutions in more than 55 countries and to 23 million customers.

## **Succeeding in B2B Payables in the Canadian Commercial Marketplace**

*Presented by: Mark Silverman – Regional Head, Americas PayTech Commercial AS*

*Sponsored by: Conference Sponsor Visa Canada*

*Jan. 20, 2:45-3:30 p.m.*

The use of Commercial Cards in the Canadian marketplace is definitely growing, but how much? And in what specific areas? And how does this growth compare to Commercial Card penetration in other global markets? Using recent research, this session will provide attendees a comprehensive look at how cards are being used for travel and purchasing in Canada, and what the landscape could look like moving forward.

At the end of this session, attendees will have a better understanding of:

- what is the overall state of the Canadian Commercial Card marketplace
- navigating the challenges to increased card penetration
- what factors impact B2B card acceptance
- global client Commercial Card best practices and expectations

### **Visa Canada**

Visa is a global payments technology company that connects consumers, businesses, financial institutions, and governments in more than 200 countries and territories to fast, secure and reliable electronic payments.

# Roundtable Discussion Sessions

Alphabetical by session title

## **B2B Acceptance**

Sponsored by: Conference Sponsor Visa Canada

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# NAPCP Staff Contacts

**Amy Allen, Marketing and Communications Manager**  
amy\_allen@napcp.org, (952) 546-1880, ext. 5

**Laura Flandrick, CPCP, Managing Director**  
laura\_flandrick@napcp.org, (952) 546-1880, ext. 2

**Kara Austrum, Meetings and Events Manager**  
kara\_austrum@napcp.org, (952) 546-1880, ext. 7

**Diane McGuire, CPCP, Managing Director**  
diane\_mcguire@napcp.org, (952) 546-1880, ext. 1

**Katie Beatty, Community Engagement Specialist**  
katie\_beatty@napcp.org, (952) 546-1880 ext. 9

**Myra Smith, Administrative Manager**  
myra\_smith@napcp.org, (952) 546-1880, ext. 4

**Terri Brustad, CPCP, Manager of Content Services**  
terri\_brustad@napcp.org, (952) 546-1880, ext. 6

## About the NAPCP and Membership

The NAPCP is a membership-based professional association committed to advancing Commercial Card and Payment professionals and industry practices worldwide. The NAPCP is a respected voice in the industry, serving as an impartial resource for members at all experience levels in the public and private sectors. The NAPCP provides unmatched opportunities for continuing education and peer networking through its conferences, Regional Forums, webinars, website, virtual demonstrations, newsletters and regular communication. The association sponsors research and publishes timely and relevant white papers, survey results and other documents. The NAPCP also offers a Certified Purchasing Card Professional (CPCP) credential.

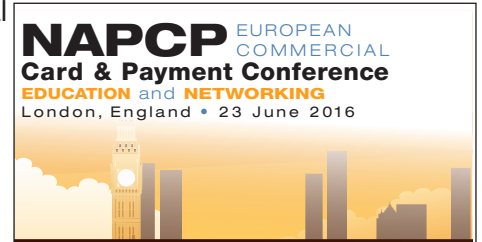
Membership in the NAPCP provides access to the educational and networking resources you need to build and manage a world-class Purchasing Card program. **If you are not already a member, join by Thursday, February 11, 2016, and receive \$100 off the membership fee. See below for instructions.**

## Global and Virtual Events



The NAPCP hosts events worldwide, including annual conferences and Regional Forums. In addition to our 2016 conferences, we are co-hosting a Regional Forum in Leeds, United Kingdom, on March 9, 2016, and one in Frederick, Maryland, on May 11, 2016. To register for any of these events, visit us at [napcp.org](http://napcp.org). For those who prefer virtual events, we have those, too. Many webinars are free to complimentary subscribers.

Don't miss the opportunity to connect with important industry trends, new products and peer-to-peer insights. Be sure to check our online events calendar regularly for newly scheduled events, and investigate our online library of additional webinars.



## 24/7 Access to Resources and eNetworking

As a complimentary subscriber to our website or as an NAPCP member, you have access to varying degrees of our rich content. You'll find the tools, resources and eNetworking platforms to help you manage your programs, compare product types, learn about best practices and grow professionally. In our library of sample resources (available to members only), you can download everything from templates and forms to letters and spreadsheets uploaded by your peers worldwide. Extend your network beyond this conference with our members-only eNetworking tool, designed to allow an exchange of Commercial Card (and related) tips, guidance and education. And for further virtual networking, join your peers in our LinkedIn groups ("NAPCP - Advancing Commercial Card and Payment Practices Worldwide" and "NAPCP Conference Attendees") and follow us on Twitter: @NAPCP\_org.

# NAPCP

[www.napcp.org](http://www.napcp.org)

12701 Whitewater Drive, Suite 110  
Minnetonka, Minnesota 55343 USA

+1 952-546-1880 ext. 4

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