

3 August, 2009

Dear Etap-On-Line Customer,

In today's economic environment, it's important that the solutions you use to manage your travel and expenses are backed by industry experience and a commitment to helping you drive costs out of your business. In this spirit, we are pleased to announce the union of two market-leading companies. Today, Concur, the global leader of employee spend management solutions, announced it has acquired Etap-On-Line.

As market-leading companies, we understand how important the investments you've made in your systems and processes are to your success. We are committed to providing you with a higher level of service and support for your Etap-On-Line solutions that you've come to expect, from the same service team you've been working with in the past. Concur has a proven track record in delivering high customer satisfaction, and plans to increase investments to ensure Etap-On-Line customers continue to have an outstanding experience.

The collective strengths and expertise of Concur and Etap-On-Line will offer you superior value in the products and services you need to help you reduce costs, increase efficiencies and increase employee satisfaction – now and in the future. Working together, existing solutions will be enhanced and new services will enable you to better manage your organization's employee spend.

We are excited about the new opportunities this acquisition offers all our customers. The companies have combined to deliver a significantly stronger team to serve you. You can continue contacting customer support for ongoing service. If you have additional questions about Concur and Etap-On-Line, please contact us at +33 (0)1 70 91 10 00 or [contact@etaponline.fr](mailto:contact@etaponline.fr).

Sincerely,

Etap-On-Line Leadership Team