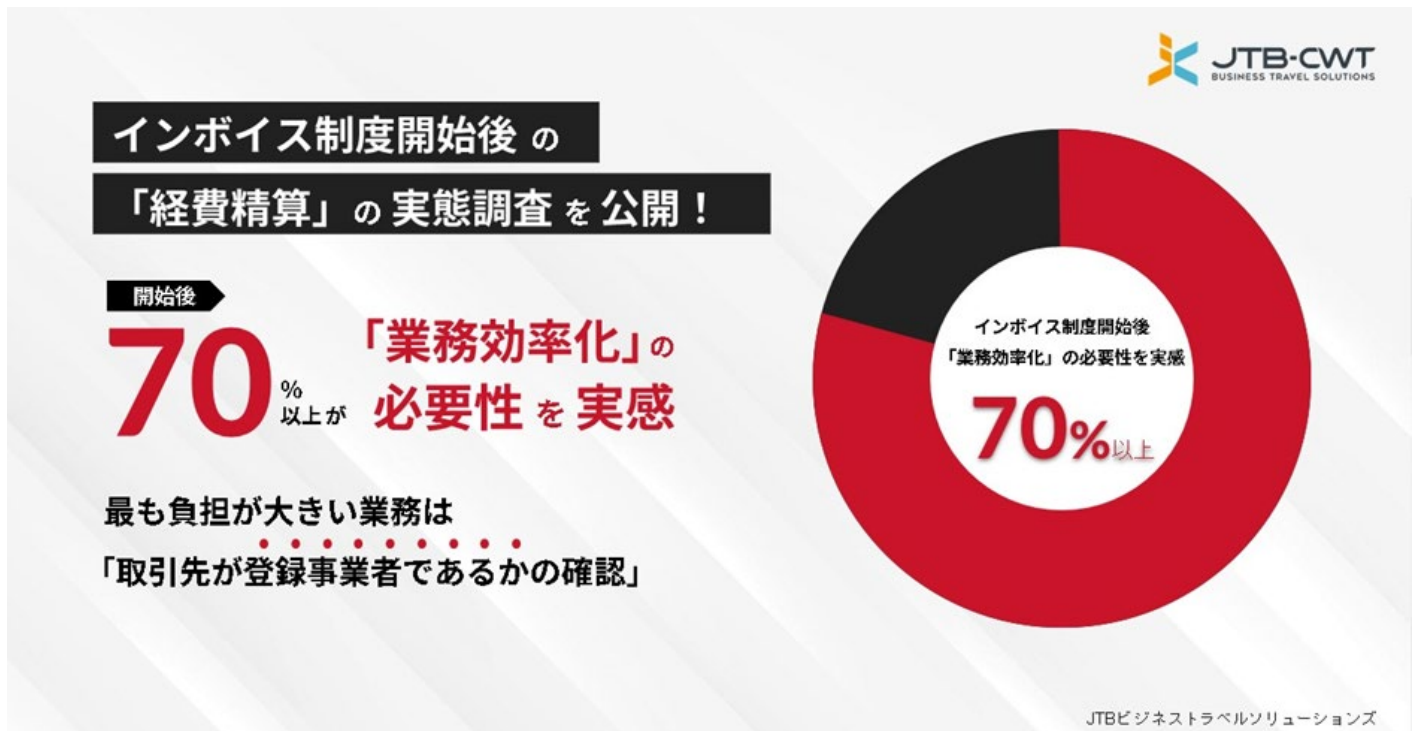


## Press Release

To all members of the media

March 6, 2024  
JTB Business Travel Solutions, Inc.

# Survey on "Expense Settlement" Reality After the Introduction of the Invoicing System Released! Over 70% Feel the Need for "Operational Efficiency" After Implementation



JTB Business Travel Solutions, Inc. (headquartered in Koto-ku, Tokyo; President & CEO: Masahiro Harada; hereinafter referred to as "JTB-CWT"), a JTB Group company that provides the expense settlement and business travel management solution "J'sNAVI NEO," has conducted a "Survey on Expense Settlement After the Introduction of the Invoicing System" targeting accounting, finance, and treasury personnel in companies.

The Invoicing System (Qualified Invoice Preservation Method) was implemented in October 2023. A major change brought about by the introduction of the Invoicing System is the need to obtain and store invoices (qualified invoices) that meet specific requirements for input tax credit. Many companies are now required to issue and obtain such invoices.

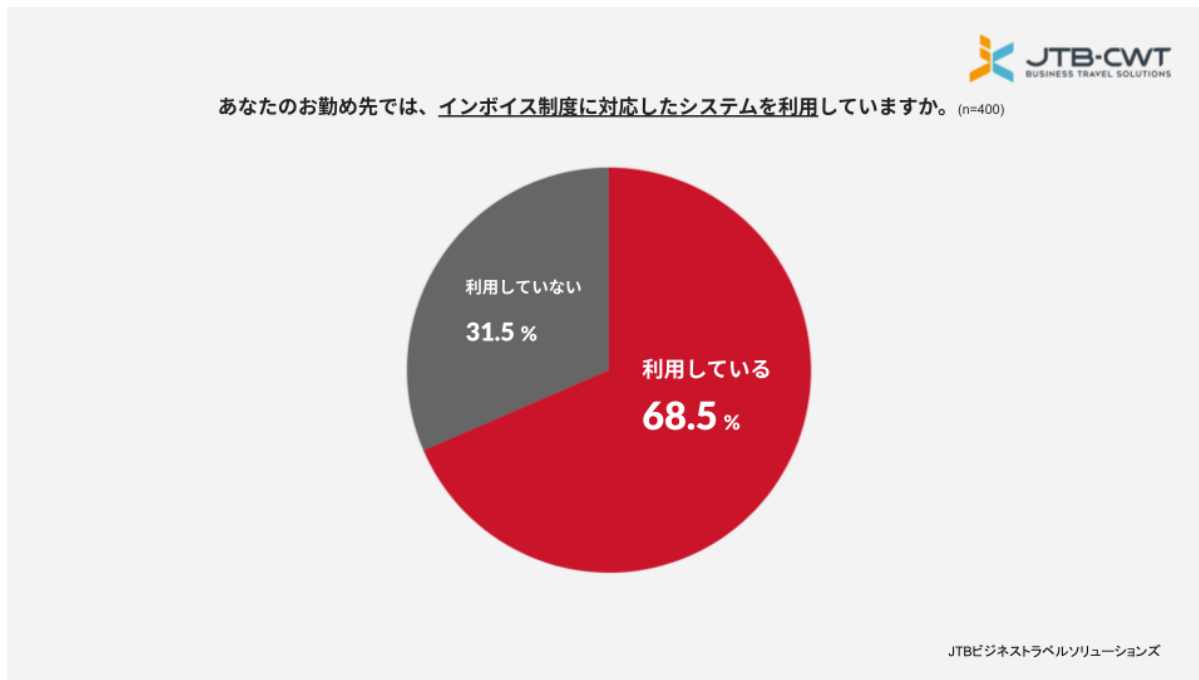
This survey investigated the status of compliance with the Invoicing System in corporate expense settlement and related issues. It revealed the reality of the burden on expense settlement operations due to the Invoicing System and the challenges faced.

### ▼ Survey Items

- Usage rate of systems compliant with the Invoicing System
- Current expense settlement mechanisms and satisfaction levels
- Operations felt to be most burdensome in expense settlement after the implementation of the Invoicing System
- Need for efficiency in expense settlement operations
- Challenges in expense settlement

### [Survey Results]

◆ About 70% of companies use systems compliant with the Invoicing System (Figure 1).



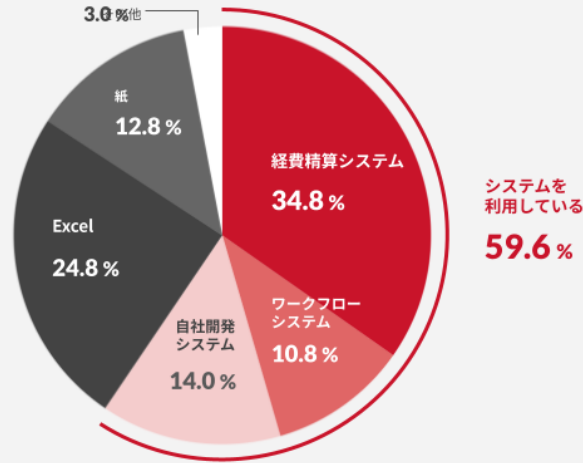
(Figure 1).

As shown in Figure 1, 68.5% of companies use systems compliant with the Invoicing System, significantly outnumbering those that "do not use systems."

◆ About 60% of all respondents use systems for expense settlement (Figure 2).

In terms of satisfaction with each mechanism, "Expense settlement systems" and "Workflow systems" rank at the top (Figure 3).

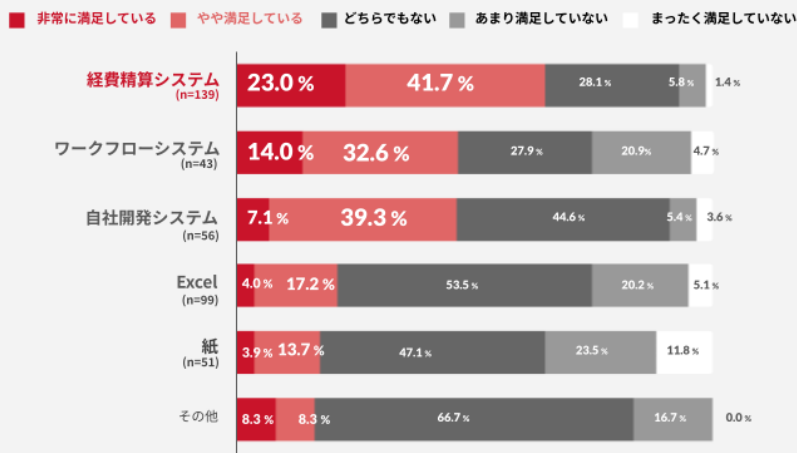
あなたのお勤め先での、現在の経費精算の仕組みを教えてください。



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(Figure 2).

現在の経費精算の仕組みに満足していますか。



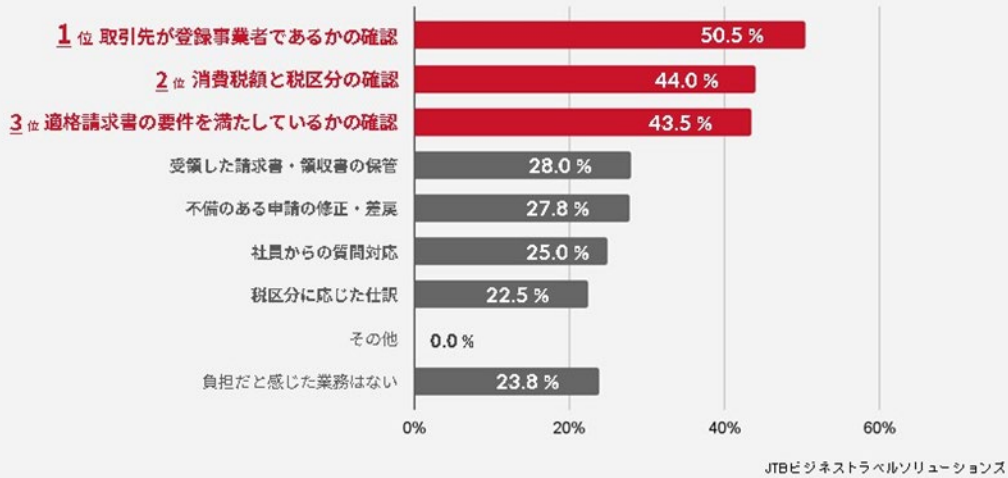
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(Figure 3).

As shown in Figure 2, about 60% of companies use systems for expense settlement. Among these systems, "Expense settlement systems" are the most commonly used at 34.8%. Figure 3 shows satisfaction levels for each expense settlement mechanism, with "Expense settlement systems (64.7%)" and "Workflow systems (46.6%)" having the highest satisfaction rates. In contrast, "Excel" and "Paper" have satisfaction rates of about 20%, showing a significant difference compared to system usage.

◆ After the implementation of the Invoicing System, the most burdensome task in expense settlement is "Confirming whether the business partner is a registered business" at 50.5%, followed by "Confirming consumption tax amounts and tax categories" and "Verifying if the invoice meets the requirements of a qualified invoice" (Figure 4).

インボイス制度施行後、経費精算で負担の大きいと感じた業務を教えてください。(n=400)



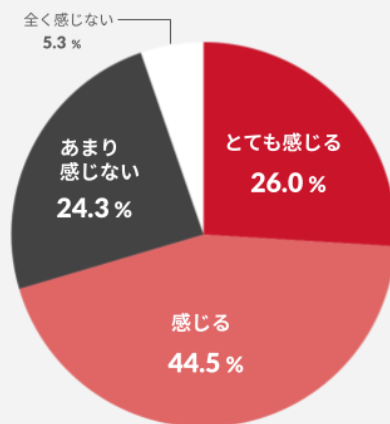
(Figure 4).

As shown in Figure 4, 50.5% of accounting, finance, and treasury personnel responded that "Confirming whether the business partner is a registered business" is the most burdensome task in expense settlement after the implementation of the Invoicing System. Many also cited "Confirming consumption tax amounts and tax categories (44.0%)" and "Verifying if the invoice meets the requirements of a qualified invoice (43.5%)" on invoices and receipts.

It became clear that the verification work required by the implementation of the Invoicing System has become a significant burden on expense settlement operations. Reducing the time spent on these tasks is considered one key to improving operational efficiency.

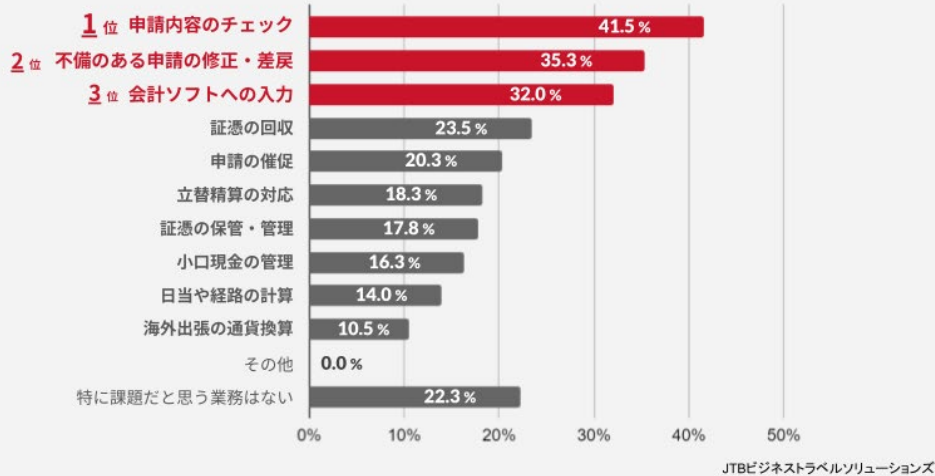
◆70.5% of accounting personnel responded that "operational efficiency" in expense settlement compliant with the Invoicing System is necessary (Figure 5). Multiple challenges were cited, including "Checking application contents" and "Correcting and returning applications with deficiencies" (Figure 6).

あなたは、経費精算業務について「業務効率化」の必要性を感じていますか。(n=400)



(Figure 5)

経費精算において、あなたが課題だと感じる業務をお答えください。(n=400)



(Figure 6)

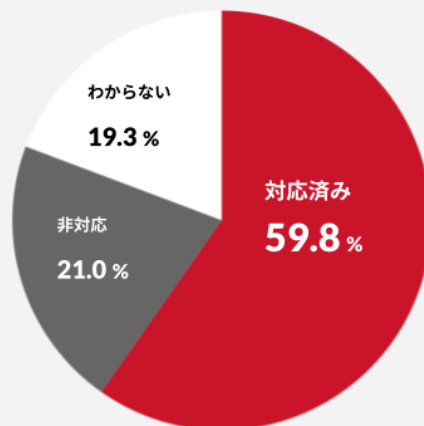
As shown in Figure 5, 70.5% of accounting personnel responded that "operational efficiency" in expense settlement is necessary.

Figure 6 shows that the challenges particularly in need of efficiency improvement are "Checking application contents (41.5%)," "Correcting and returning applications with deficiencies (35.3%)," and "Inputting into accounting software (32.0%)."

In expense settlement operations, it appears that verifying whether documents submitted by employees comply with the Invoicing System, correcting application contents, and following up on reapplications are significant burdens. Therefore, to improve the efficiency of expense settlement operations, it is important to reduce deficiencies in employee applications, such as input errors and missing receipts or invoices.

◆Regarding the amended Electronic Books Preservation Act, about 60% of companies have implemented electronic storage for electronic transactions, which is now mandatory (Figure 7).

あなたのお勤め先での、電子取引の電子保存への対応状況を教えてください。(n=400)



(Figure 7)

As shown in Figure 7, only 59.8% of companies have "implemented" electronic storage for electronic transactions, which became fully mandatory from January 1, 2024, while 21.0% of companies are still "non-compliant."

[Overall Conclusion]

This survey revealed that after the implementation of the Invoicing System, the workload for accounting, finance, and treasury personnel in "expense settlement" operations has increased. The most burdensome tasks are new verification processes required by the Invoicing System, such as confirming whether business partners are qualified businesses and whether vouchers meet the requirements of qualified invoices. To improve the efficiency of expense settlement operations, it is important to reduce the time spent on these verification tasks.

Moreover, it was found that 37.6% of companies are still using paper and Excel for expense settlement operations. However, considering the survey results on satisfaction with expense settlement mechanisms and the need for operational efficiency, it is expected that systemization will be increasingly required in the future.

▼Download more detailed survey results here

<https://www.jsnavineo.com/whitepaper/>

\*On the linked page, please check "Survey Report on Expense Settlement Reality After the Introduction of the Invoicing System" and click the "Download Useful Materials" button.

[Survey Overview]

Survey method: Internet research

Target: Men and women aged 20-65 nationwide, accounting, finance, and treasury personnel in companies

Survey period: January 10-15, 2024

Number of responses: 400

**About J'sNAVI NEO**

"J'sNAVI NEO" is an expense settlement and business travel management solution that integrates an expense settlement system with an online business travel booking system. By centralizing previously dispersed expense settlement and business travel management tasks, it achieves operational efficiency and labor savings. It also includes standard features for Invoicing System compliance, such as checking business registration numbers.

Official website: <https://www.jsnavineo.com>

**JTB Business Travel Solutions, Inc.**

Representative: Masahiro Harada, President & CEO

Location: NBF Toyosu Canal Front, 5-6-52, Toyosu, Koto-ku, Tokyo

Established in: August 2000

Corporate website: <https://www.itb-cwt.com/>

<Contact for press inquiries>

Corporate Planning Department, JTB Business Travel Solutions, Inc.

TEL: +81-(0)3-5548-8284

<Contact for inquiries from the press, customers, and companies>

T&E Solutions Department, JTB Business Travel Solutions, Inc.

TEL: +81-(0)3-5548-8447

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