2019 Travel & Expense Management Trends

Travel and expense management is one of the most complicated areas for organizations in terms of the number of people, processes, and systems it impacts. Yet results from the *2019 Travel & Expense Management Survey* suggest that many organizations do not realize—or fail to fully appreciate—this inherent complexity.

Learn key highlights from this year's report below and download your copy here.

Survey Demographics

585 Finance Professionals

Company Size

23% **Enterprise:** More than 1,000 employees

40% **Mid-Market:** 101 - 999 employees

37% **Small Business:** Less than 100 employees

Job Title

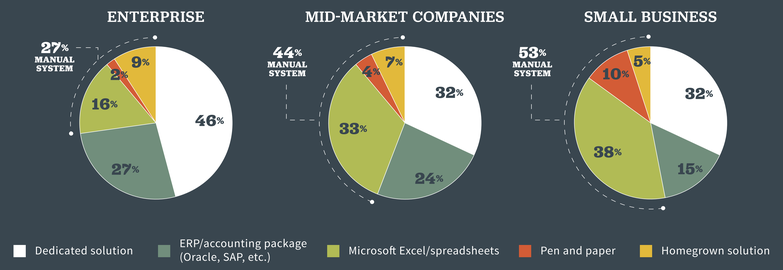
37% **Director-Level or Above** (CEO, CFO, etc.)

44% **Manager, Controller, or Accountant**

19% **Other** (Anyone below manager level)

Expense Management System by Company Size

A large proportion of organizations continue to rely on manual processes with an overall lack of automation.



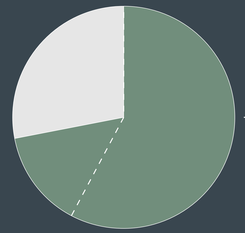
Average Cost to Process an Expense Report

5 Leading Organizational Pressures to Improve T&E Management This Year

1. **Poor visibility into T&E data**
2. **Lack of control over T&E spending**
3. **Need to reduce expense report processing costs**
4. **Inconsistent and lengthy reimbursement cycles**
5. **Frequent instances of non-compliant travel/expenses**

Top Pain Points for T&E Management in 2019

Travel Policies and Compliance

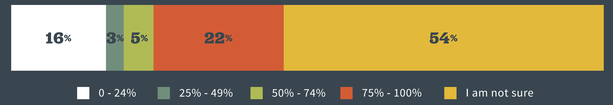


72% of companies have a formal T&E policy in place.

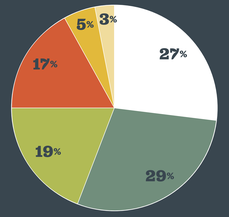
But **58%** of respondents report that their travelers' understanding of their T&E policy is, at best, **"decent, but in need of improvement"**.

Nearly Half of Organizations Report Less Than a 75% Rate of Compliance With Their T&E Policy

What percentage of submitted expenses are within policy?



How Organizations Enforce T&E Policy



Why Organizations Are Moving to Dedicated Expense Management Solution Providers

Simplifying the expense reporting process for employees and managers	82%
Providing an expense system accessible from anywhere (global, mobile capabilities, online)	35%
Improving employee compliance rates to corporate travel policies	34%
Reimburse employees faster	32%
Improving reporting and analytics around T&E spend	29%
Integrating multiple finance & HR systems into one system	19%
Increasing frequency of expense reports being submitted	10%
Improving VAT recovery	6%
Other	3%

Data Provided by:

Nearly 600 CFOs and financial professionals in North America who responded to a survey for the 2019 Travel and Expense Management Trends Report by Certify, Inc. www.certify.com

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