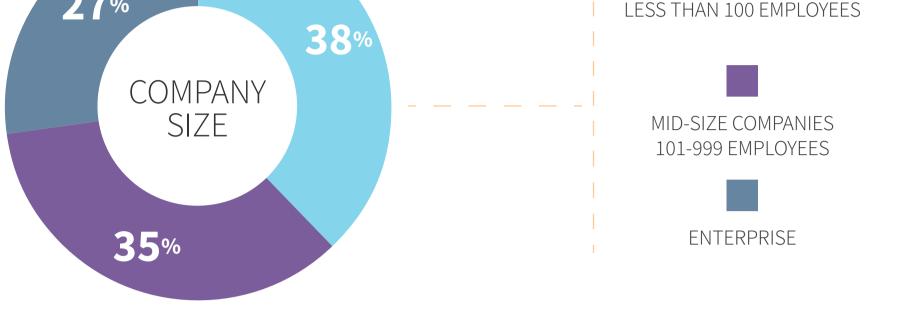


Expense Management

Outlook and Benchmarks Companies spend 6-12% of their annual budgets on T&E, yet a remarkable number continue to rely on manual management processes.

The 2018 Expense Management Trends Report by Certify, Inc. surveyed more than 500 CFOs, controllers and accountants from outside its customer base. Here are some of the key insights:

Survey Demographics



27% LESS THAN 100 EMPLOYEES

SMALL BUSINESS

outside the Certify customer base:

500+ accounting professionals from

17% DIRECTOR LEVEL OR ABOVE WITH EXPENSE REPORTING

RESPONSIBILITY (CEO, CFO, ETC.)

WEB-BASED SOLUTION

(CERTIFY, CONCUR, IBM)

EXCEL/SPREADSHEETS

(ORACLE, SAP, ETC.)

42%

SMALL

ERP/ACCOUNTING PACKAGE

MICROSOFT

JOB TITLE MANAGER, CONTROLLER OR ACCOUNTANT 44% OTHER (ACCOUNTING STAFF, CONSULTANT, ADMINISTRATIVE, ETC.)

Expense Management Today **How Does Your Organization Currently Manage Expense Reporting?**

34%

18%

ENTERPRISE

10% PEN AND PAPER 6% HOMEGROWN SOLUTION

17%

of businesses process expense reports using some

form of a manual system

5% 5% 2% 12% 13% 28% 39% 39% 10% 12% 32% 34%



EMPLOYEES LOSING PAPER RECEIPTS/ SUBMITTING WITHOUT RECEIPTS

EMPLOYEES FAILING TO SUBMIT REPORTS ON TIME

TIME IT TAKES TO RECONCILE, REVIEW, AND APPROVE REPORTS

ERRORS ON EXPENSE REPORTS (INCORRECT CODES, AMOUNTS, ETC.)

What Are the Top Pressures Driving Your

Organization to Improve T&E Management?

MID-SIZED

RECONCILING THE DATA 30%

50%

50%

39%

31%

POOR

VISIBILITY INTO

EXPENSE DATA

NEED TO REDUCE EXPENSE PROCESSING COSTS

FREQUENT

TRAVEL/EXPENSES

NON-COMPLIANT

LENGTHY

REIMBURSEMENT

CYCLES

LACK OF

CONTROL OVER

T&E SPENDING

51%

47%

43%

26%

24%

CURRENTLY

IMPLEMENTED

GENERAL LEDGER

CRM

(SALESFORCE, SUGARCRM, ETC.)

50%

19%

52%

21%

28%

20%

30% _{29%}

21%

12%

7%

IT IS THE RESPONSIBILITY OF THE EMPLOYEES

SYSTEM AUTOMATICALLY FLAGS OUT OF POLICY

MANUALLY, ONLY REVIEWING EXPENSES WITH

OUR T&E POLICY IS NOT ENFORCED

6 MONTHS

86%

14%

0%

0%

27%

55%

12%

ALL

SMALL

MID-SIZED

ENTERPRISE

COMPANIES

BUSINESS

TO COMPLY WITH T&E POLICY

EXPENSES FOR REVIEW

A HIGH VALUE

66% SIMPLICITY/EASE OF USE FOR EMPLOYEES

EXPENSE MANAGEMENT AUTOMATION

MOBILE APPLICATIONS AND ACCESSIBILITY FOR BUSINESS TRAVELERS

INTEGRATION WITH HR/FINANCE SYSTEMS

FUNCTIONALITY TO ENFORCE CORPORATE TRAVEL POLICIES

INTEGRATED TRAVEL BOOKING/MANAGEMENT SOLUTION

RAPID DEPLOYMENT AND ONBOARDING/IMPLEMENTATION TIMES

Must-Have Expense

Management Features

36% REPORTING AND INSIGHT INTO SPEND

Data Integrations The most popular integrations currently being used with T&E management systems:

WILL

IMPLEMENT

60%

25%

20%

33%

17%

NO PLAN TO

IMPLEMENT

A/P

MEETING MANAGEMENT

(EVENT PLATFORM)

DETERMINED BY ANNUAL

BASED ON INTERNAL HISTORICAL

FOLLOW U.S. GSA PER DIEM RATE GUIDELINES

%+/-

-3%

-17%

-3%

-5%

BUDGETING PROCESS

SPENDING TRENDS

WE DO NOT HAVE POLICY

SPENDING MAXIMUMS

OTHER

39%

26%

15%

7%

Looking Ahead

22%

26%

12%

2%

55%

59%

26%

15%

CREDIT CARD FEED ERP (ORACLE, SAP, ETC.) WORKFORCE MANAGEMENT (CORPORATE OR PERSONAL) 18% 18% 12% 14% 68% 70%

Controlling T&E Spending

of companies have

a travel policy in place

How Does Your Company Set T&E

Policy Maximums—For Meals, Hotels,

and Airfare?

2018 2017 MANUALLY CHECK EACH EXPENSE, MATCHING **41%** 38% IT TO CORPORATE POLICY

How Does Your Company Enforce

Travel Policy?

More than three-quarters of companies planning to upgrade their expense management process will do so within the next 12 months				
Small Business Is Fastest to Pivot				
WITHIN THE NEXT	7-12	13-24	25-36	

MONTHS

MONTHS

46% **15**% 8%

MONTHS

9% 9% 37%

travel & expense made easy

More than 500 responses by CFOs and finance professionals in North America to Certify, Inc.'s annual For media inquiries, please contact Kevin Wolf of TGPR, kevin@tgprllc.com or call (650) 483-1552.

Data Provided By: 2018 Expense Management Trends Survey. www.certify.com **certify**