

# 2018 YEAR IN REVIEW

## Key business travel trends and expense benchmarks

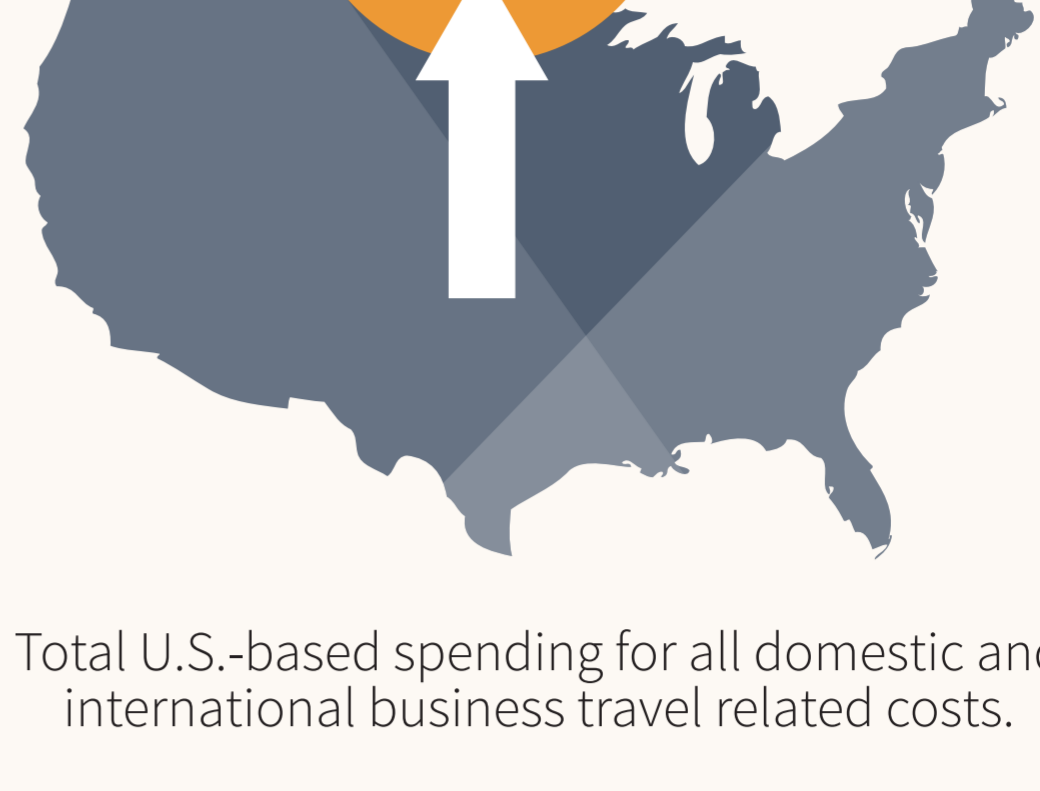
The SpendSmart™ Year in Review Report tracks T&E spending benchmarks drawn from more than \$3.3B in expense transactions processed by Certify in 2018. We identify the leading expense categories, most expensed brands, and those who are earning the highest ratings. Check out some of the highlights here—and download the full report at the end of the infographic.



### 2018 Trip Related Spending

Business travel continued to experience strong growth globally in 2018.

**\$292b** ➔ **\$305b**  
2017 2018

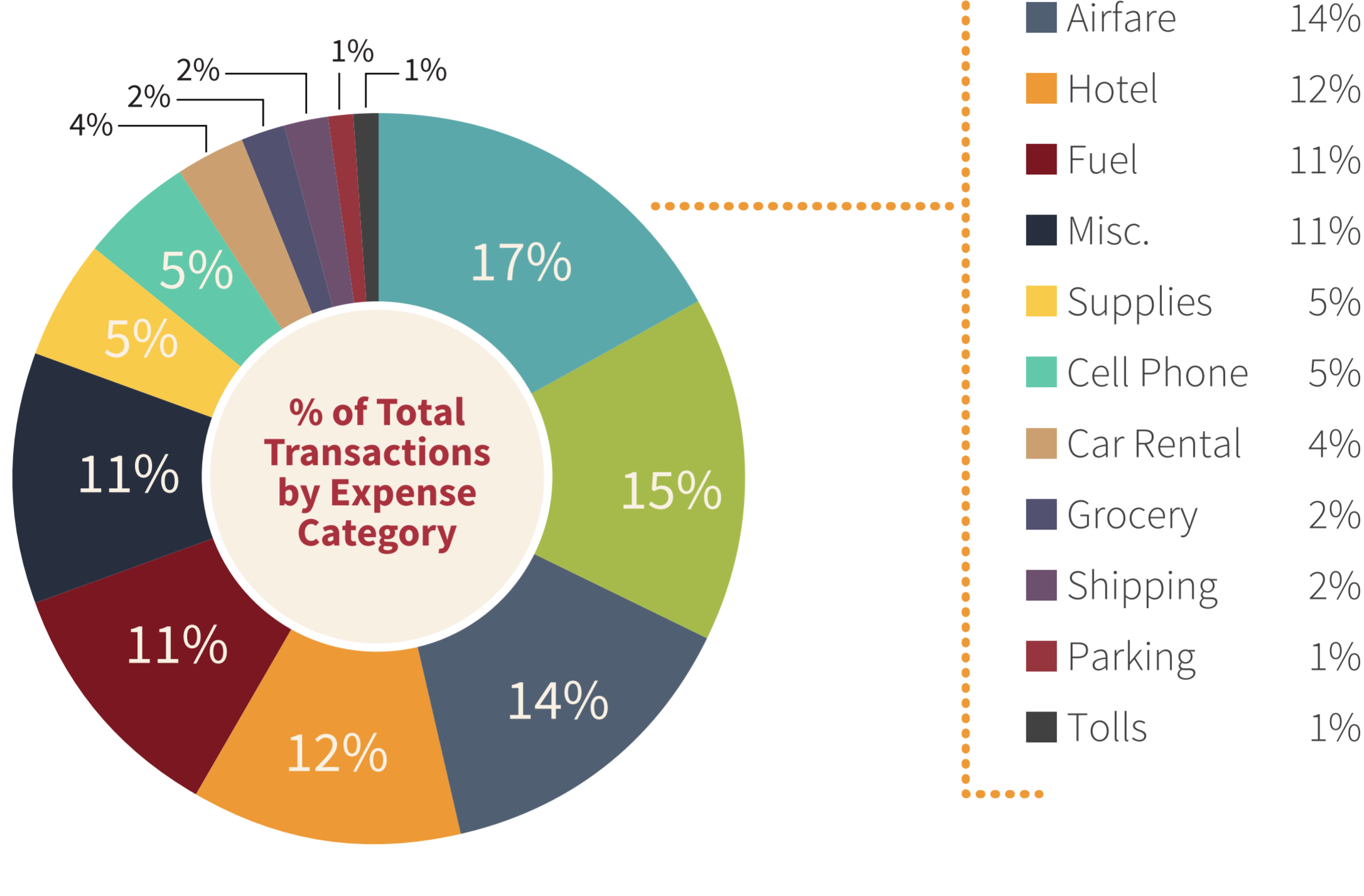


Total U.S.-based spending for all domestic and international business travel related costs.

\*Source: GBTA BTI Outlook: Annual Global Report and Forecast, 2018

### T&E Category Benchmark Averages in 2018

Percentage of total annual T&E transactions by expense category based on more than 50 million receipts and expenses processed by the Certify system in 2018.



### Average Expense Cost by Category

Average cost per expense based on more than \$3.3b in transactions processed by Certify in 2018.



■ Higher than 2017  
■ Lower than 2017

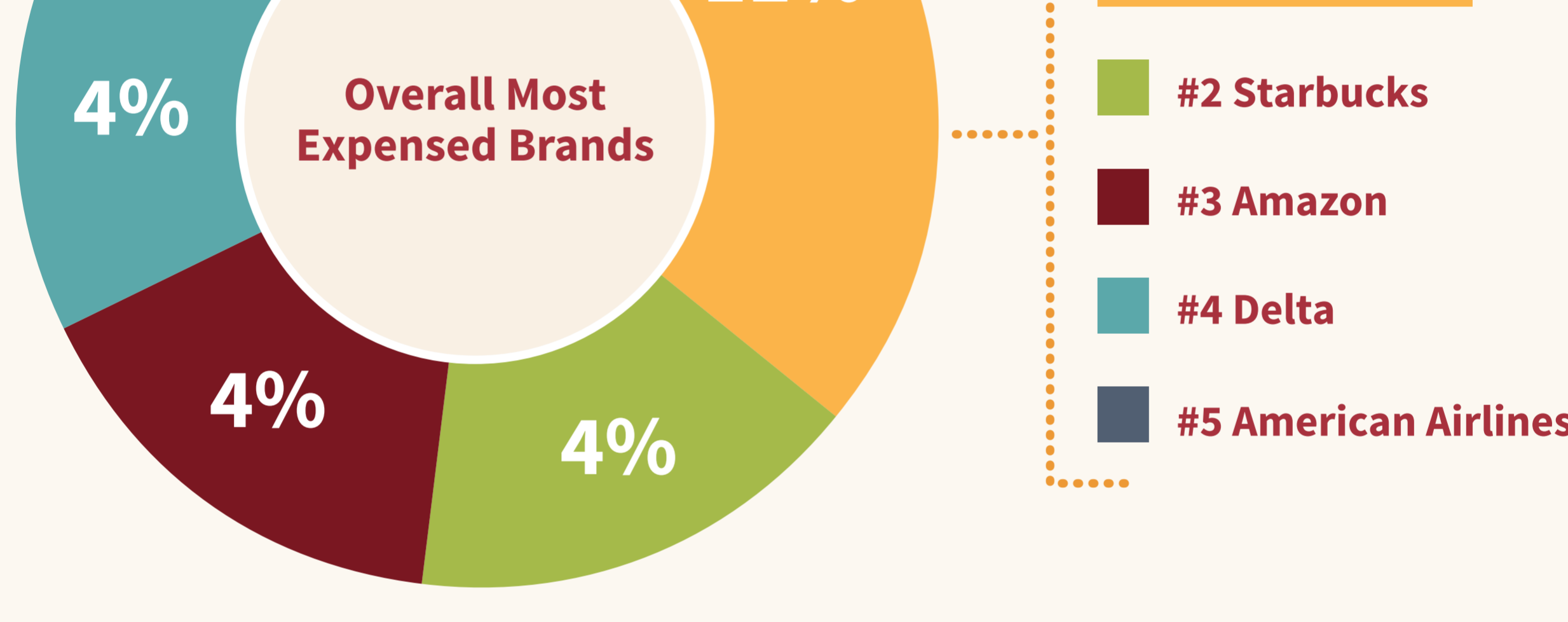
\*Ride hailing includes taxis and sharing economy vendors.

### Average General Expense Cost Dropped

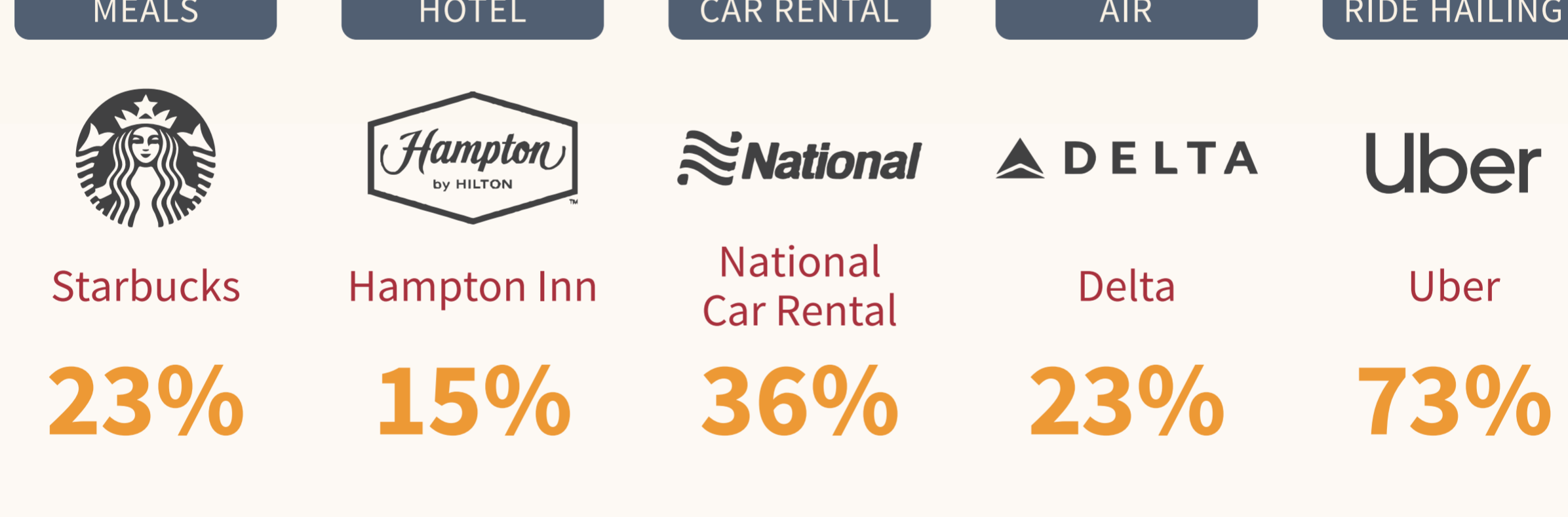
**\$104** ➔ **\$79**  
2017 2018

### Most Expensed and Best Loved Brands in 2018

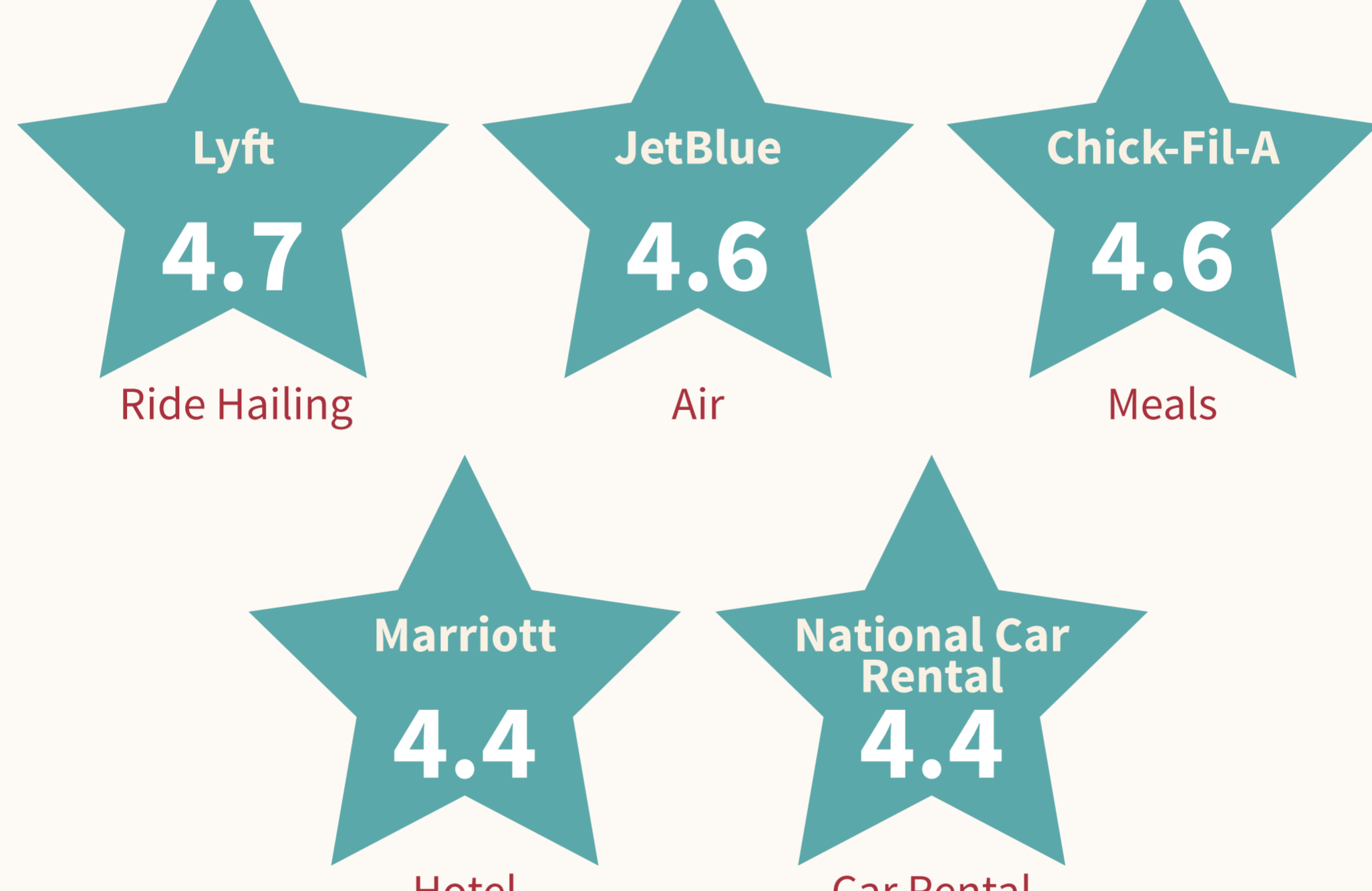
The highest rated brands and most popular vendors by share of expense receipts.



### Most Expensed Brands by Category



### The Highest Rated Brands by Category



Average rating represents the average 1 through 5 star ratings for all expenses for each vendor, with 5 stars being the highest rating and 1 being the lowest.

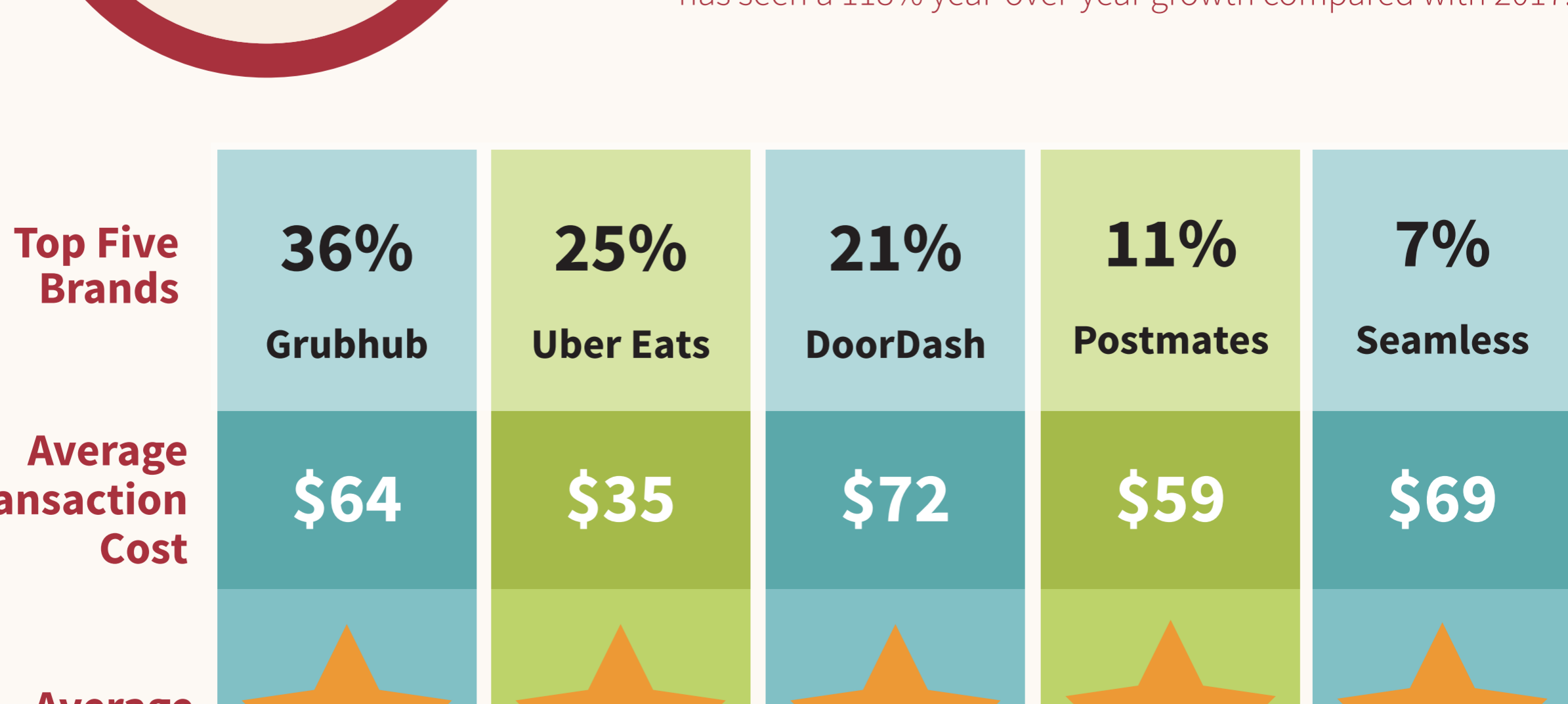
### Ground Transportation Trends

Uber continues to hold the top spot for ride hailing, even as Lyft's user ratings grew to 4.7 out of 5 stars. Taxis are trying to keep up, but demand is dwindling.



### Food Delivery Grows

Another signal of shifting business traveler preferences is the gravitation to digital brands that provide the convenience of a warm meal delivered right to one's hotel or office. The category has seen a 118% year-over-year growth compared with 2017.



Want to learn more about the Certify SpendSmart™ Report? Contact Certify at 1-888-925-0510 or visit [www.certify.com/CertifySpendSmartReport.aspx](http://www.certify.com/CertifySpendSmartReport.aspx)



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