

The Certify SpendSmart™ Quarterly Report analyzes the most recent business expense and vendor ratings data from Certify users. The findings offer valuable insight into key spending trends for financial professionals and suppliers to the T&E market. The SpendSmart Quarterly Report was first launched in the first quarter of 2013, and has since charted significant changes in the wider T&E landscape of North America.

## Most Expensed Vendors Overall

Data shows which vendors are most frequently expensed across business travel and expense categories, with average cost per transaction.



### UBER

Uber tops all other vendors, totaling **12.71%** of all expensed vendors with an average expense amount of **\$25.37**.

Vendor	Expense Percentage*	Average Cost
Uber	12.71%	\$25.37
Starbucks	4.01%	\$12.94
Lyft	3.75%	\$25.51
Amazon	3.63%	\$120.92
Delta	3.56%	\$437.61
American Airlines	3.43%	\$352.22
United Airlines	2.72%	\$375.99
Southwest Airlines	2.64%	\$293.72
Walmart	2.50%	\$55.19
Shell	2.37%	\$37.51

\*Expense percentage represents the number of expenses divided by the total number of expenses across all categories. Average costs may or may not include tips.

## Most Expensed Restaurants

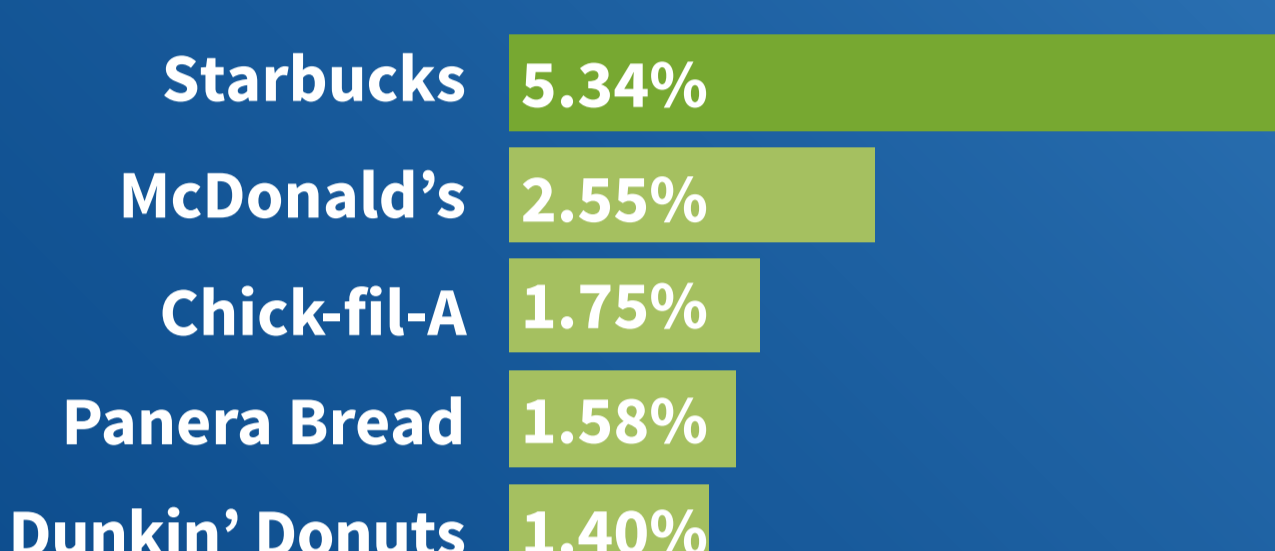


### STARBUCKS

Starbucks tops the list as the overall most expensed restaurant, with **5.34%** of all meal expenses with an average expense amount of **\$12.94**.

#### MOST EXPENSED RESTAURANTS

Percentages represent total meal expenses submitted, divided by total expenses per individual vendor

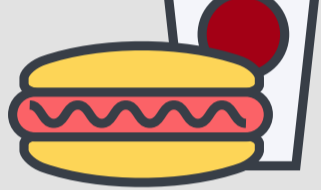


## Most Expensed by Meal Category



### BREAKFAST

Starbucks  
17.93%



### LUNCH

McDonald's  
2.83%



### DINNER

McDonald's  
1.68%

## Top Rated Restaurants

The top rated restaurants are determined by actual business travelers' ratings and reviews. Users rank vendors using star ratings (1 through 5 stars).

#1 Top Rated Restaurant



Chick-fil-A



## Most Expensed Hotels

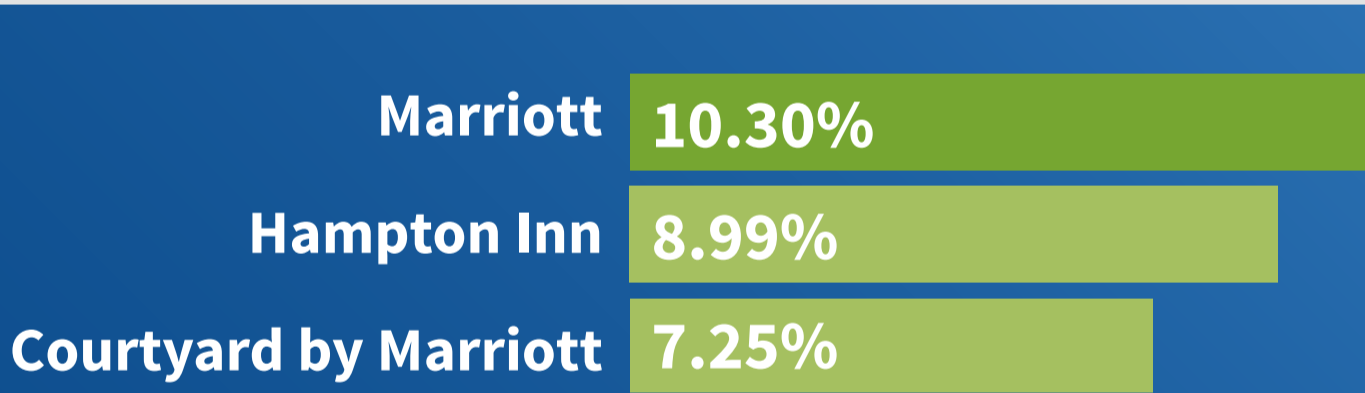
### MARRIOTT

Marriott tops all other lodging vendors, totaling **10.30%** of all lodging expenses with an average expense amount of **\$306.50**.



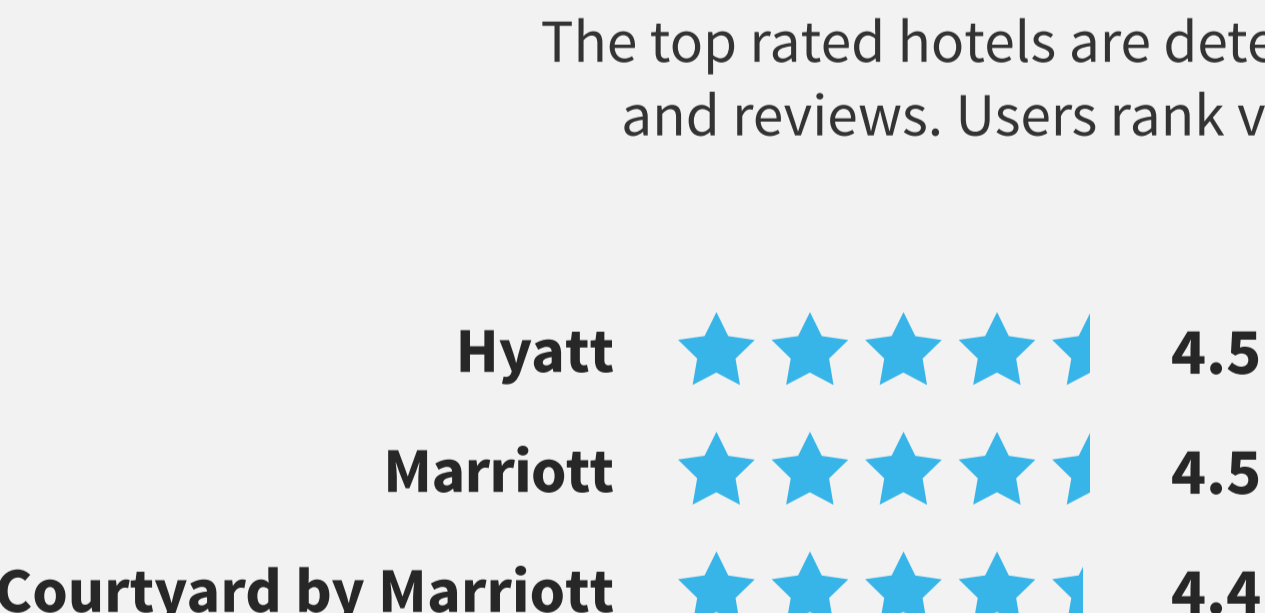
#### MOST EXPENSED HOTELS

Percentages represent total lodging expenses submitted, divided by total expenses per individual vendor

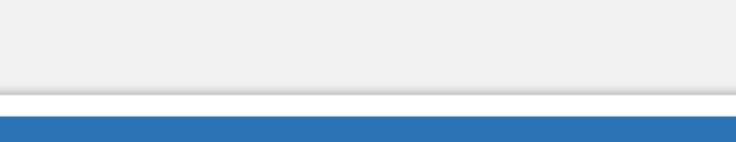


## Top Rated Hotels

The top rated hotels are determined by actual business travelers' ratings and reviews. Users rank vendors using star ratings (1 through 5 stars).

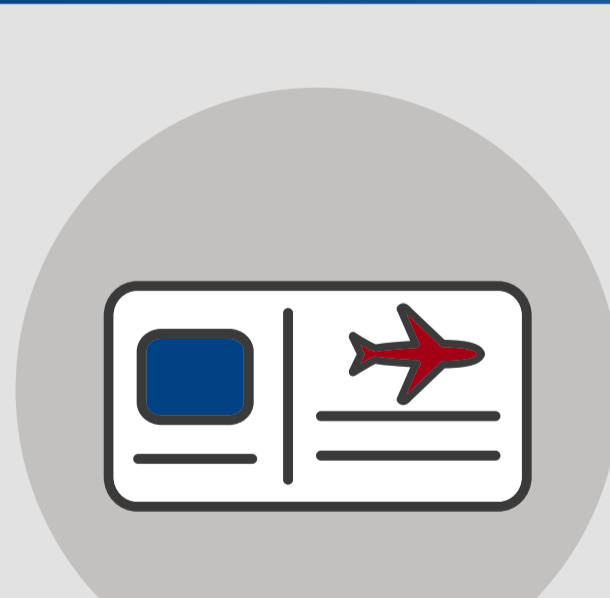


Tied for #1 Top Rated Hotel



Hyatt | Marriott

## Most Expensed Airlines

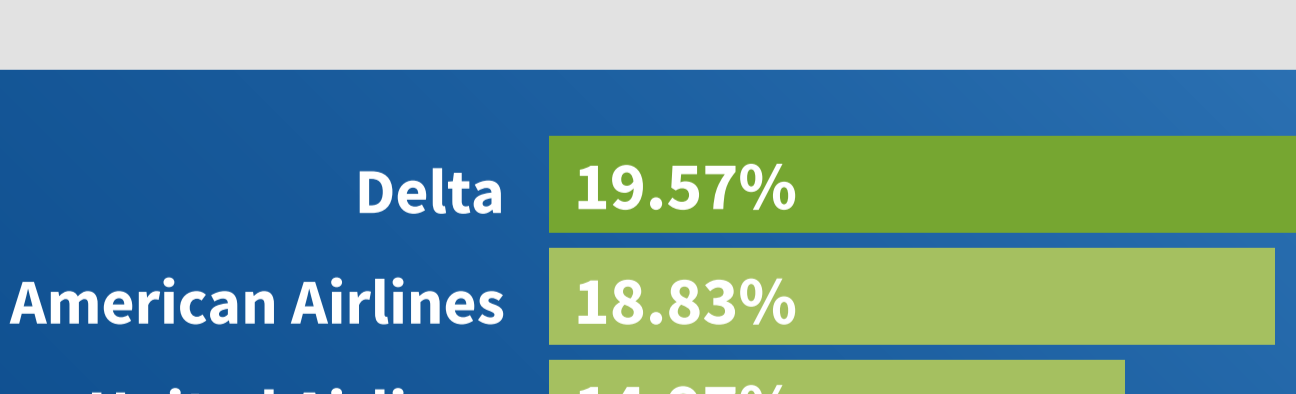


### DELTA

Delta tops the list for most expensed airline with **19.57%** of all airline expenses with an average expense amount of **\$437.61**.

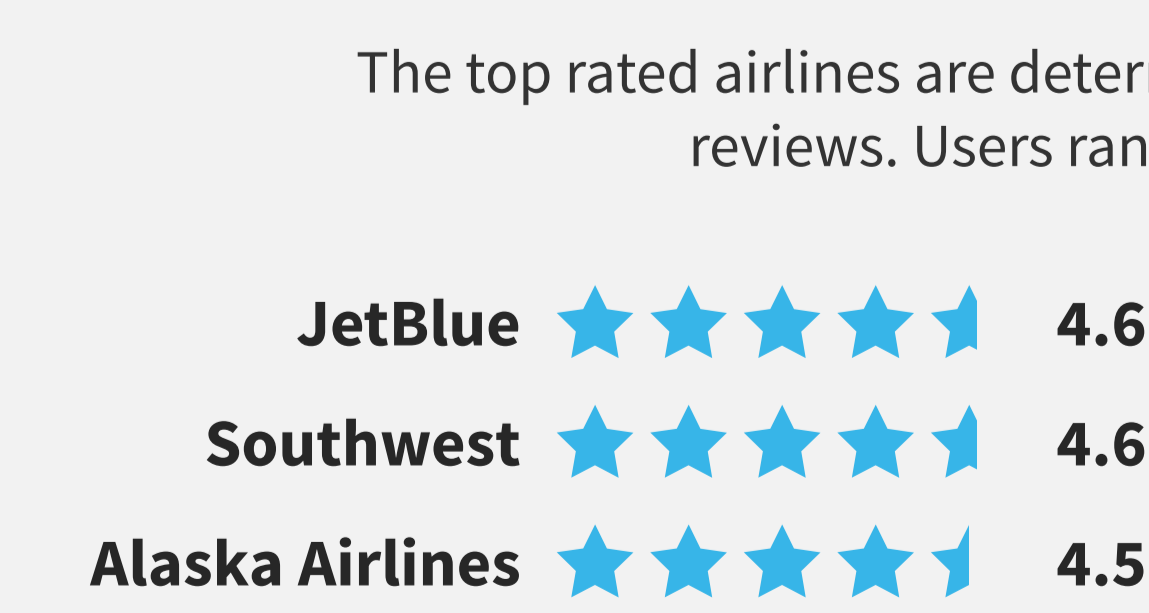
#### MOST EXPENSED AIRLINES

Percentages represent total airfare expenses submitted, divided by total expenses per individual vendor

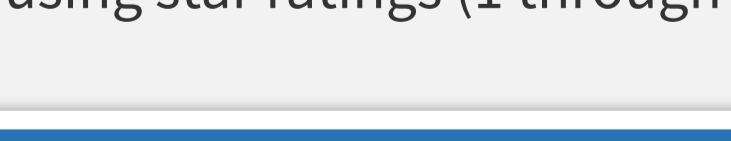


## Top Rated Airlines

The top rated airlines are determined by actual business travelers' ratings and reviews. Users rank vendors using star ratings (1 through 5 stars).



Tied for #1 Top Rated Airline



JetBlue | Southwest

Expense percentage represents the number of expenses divided by the total number of expenses within the expense type. Average ratings are calculated from Certify's voluntary user rating system, with 5-stars being the highest rating and 1-star being the lowest.

All data reported and displayed has been provided by the quarterly Certify SpendSmart Report.

**About This Report:** The Certify SpendSmart Report provides a quarterly snapshot of the current spend trends of business travelers in North America with all data compiled from actual expense data from submitted expense reports.

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For more information about the Certify SpendSmart™ Report or to download the full report visit:

[www.certify.com/CertifySpendSmartReport.aspx](http://www.certify.com/CertifySpendSmartReport.aspx)