

2021 Travel and Expense Management Trends

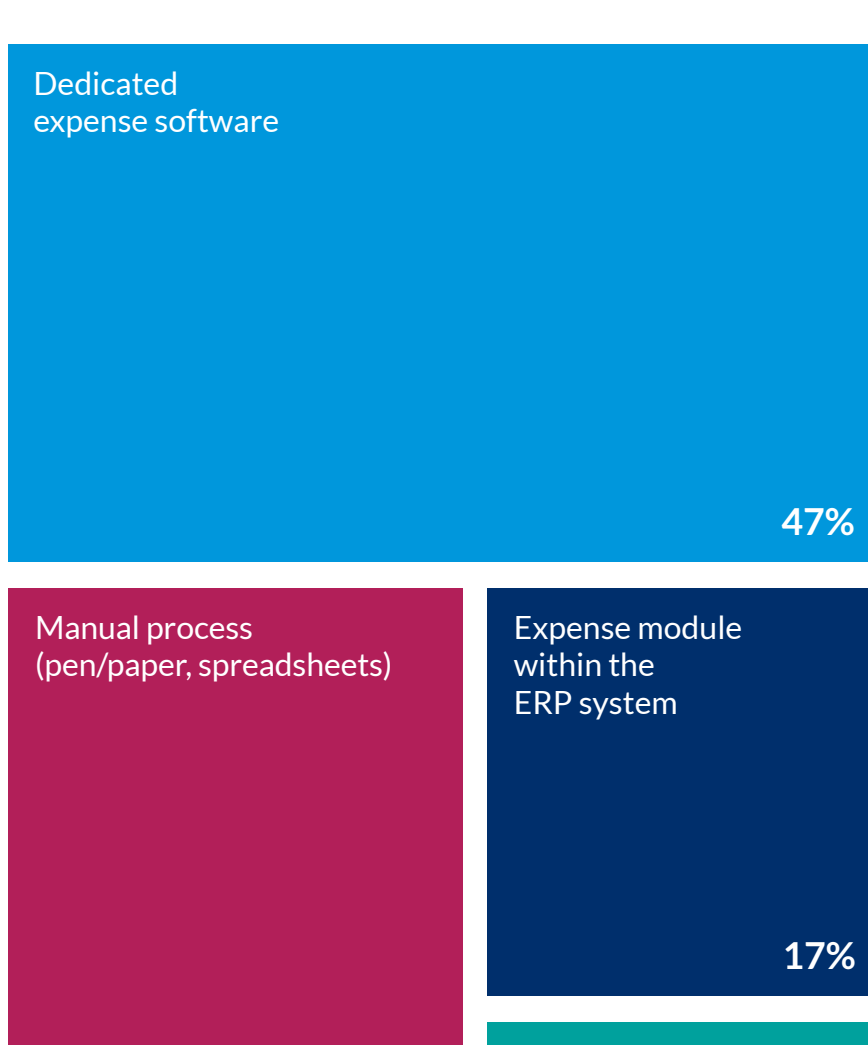
Throughout a year like no other, organizations of all sizes scrambled to maintain continuity as lockdowns fell around the globe. While travel and expense management is complex even under normal circumstances, digitizing processes to adapt became an immediate need. Results from the 2021 *Travel and Expense Management Trends Report* reflect the shift to working from home and the push to improve experiences for employees.

Review this year's infographic or [download a full copy of the report](#).

Dedicated Solutions Grow in Popularity

More organizations are employing dedicated expense solutions than ever before. This year, we chart the further decline of manual processes as finance becomes increasingly digitized.

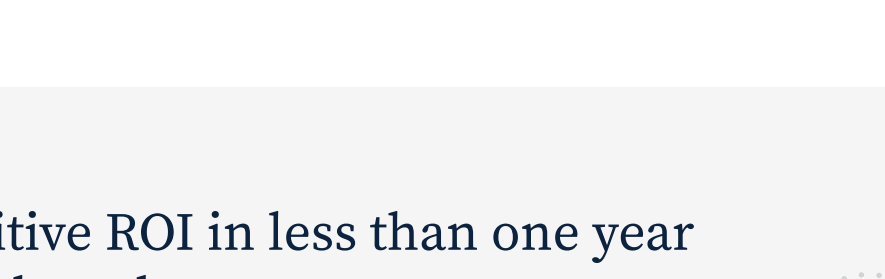
Manual vs. dedicated expense management 2017-2021



Expense management systems 2021



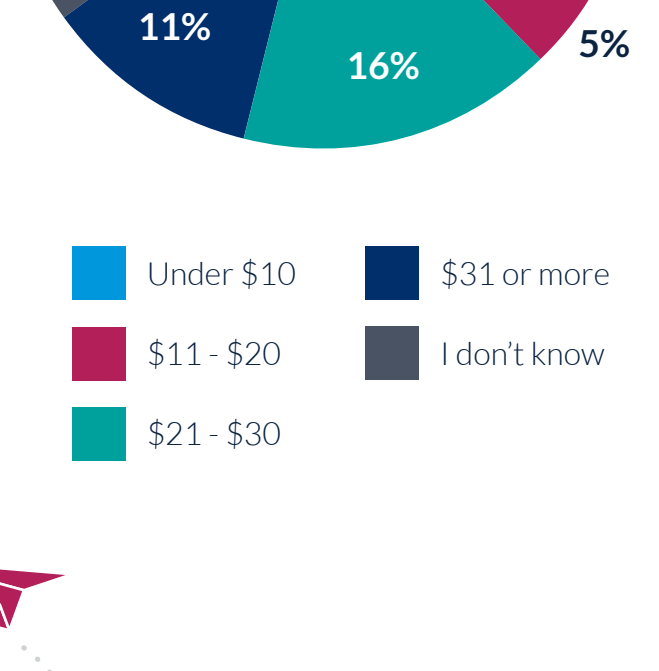
Expense management system by company size



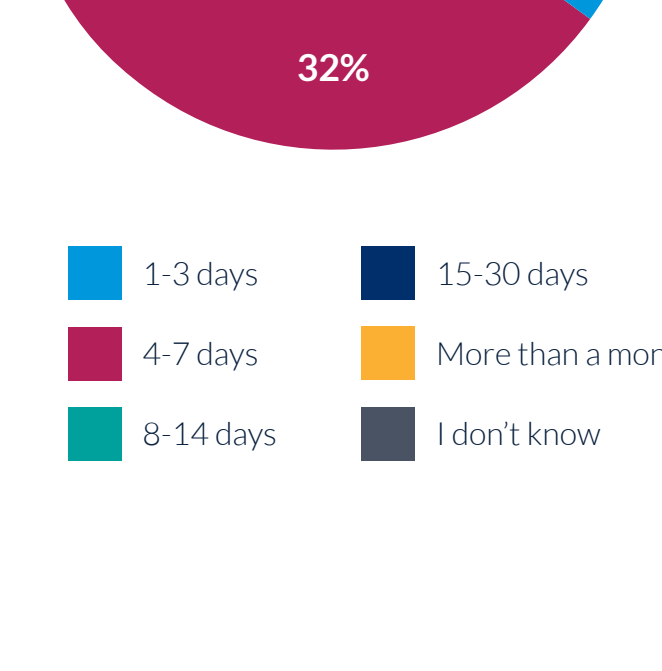
TRENDS FACT #1

46% of companies achieved positive ROI in less than one year after switching to a cloud-based expense system

Average cost to process an expense report



Average expense report processing time



TRENDS FACT #2

42% expect duty of care costs to increase in 2021

Top 5 pain points for T&E management in 2021



Top 5 leading organizational pressures to improve T&E management in 2021



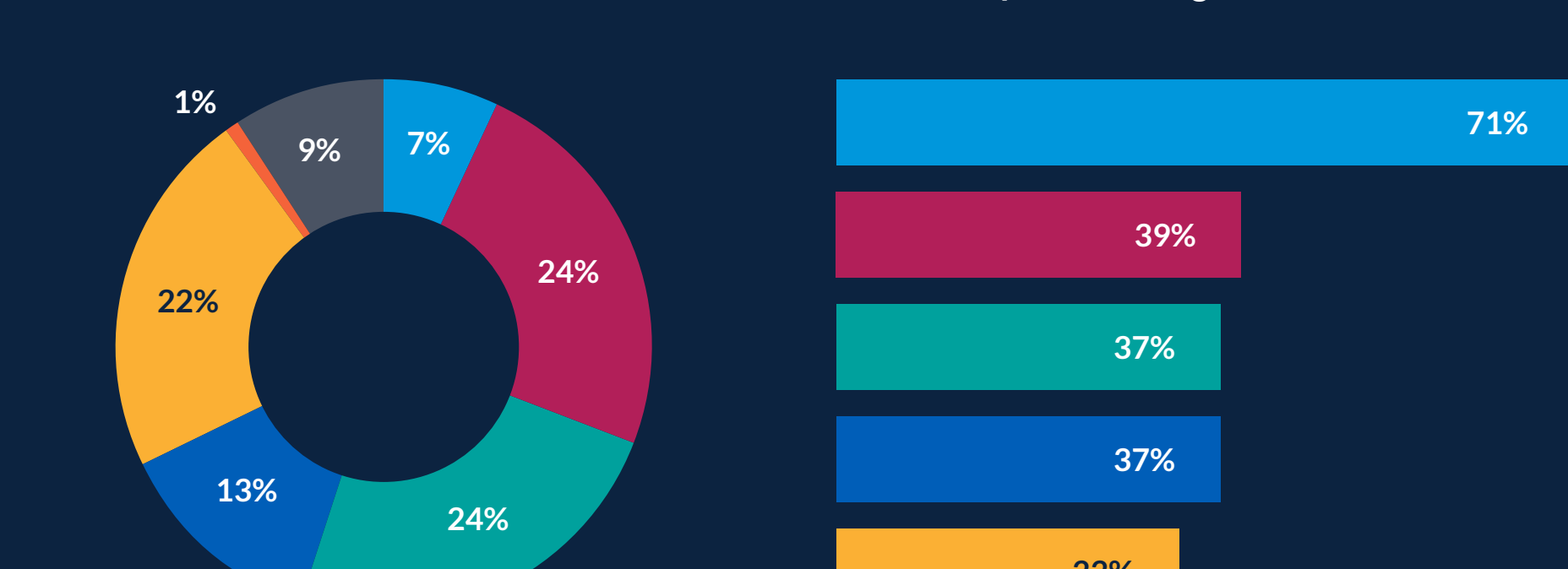
TRENDS FACT #3

Only 5% of organizations use expense data for vendor negotiations

Travel and Expense Policy

78% of respondents reported the presence of a formal T&E policy. Proof that having a policy is only part of solution, 58% reported their travelers' understanding of it as, "decent—but in need of improvement."

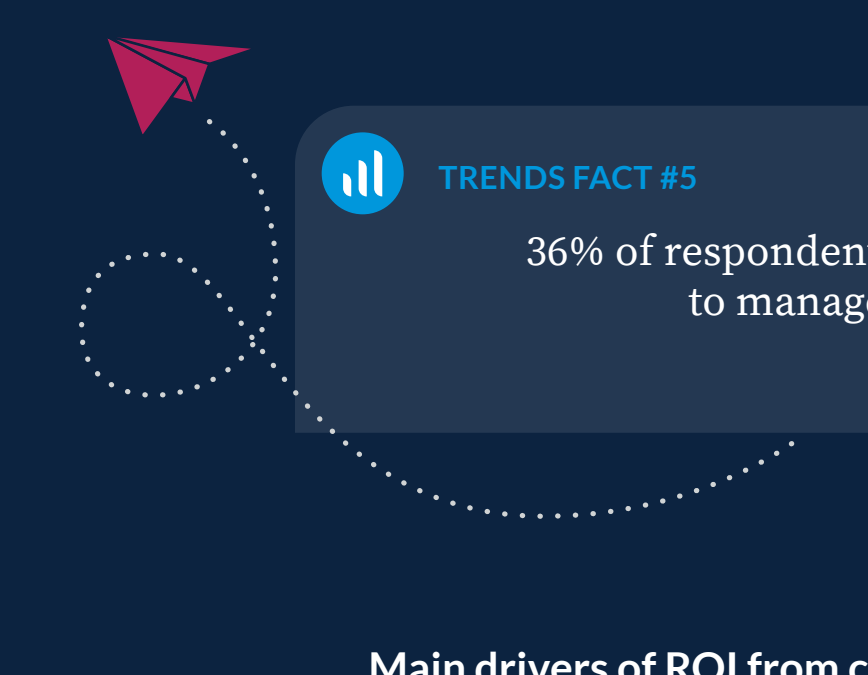
Percentage of submitted expenses within policy



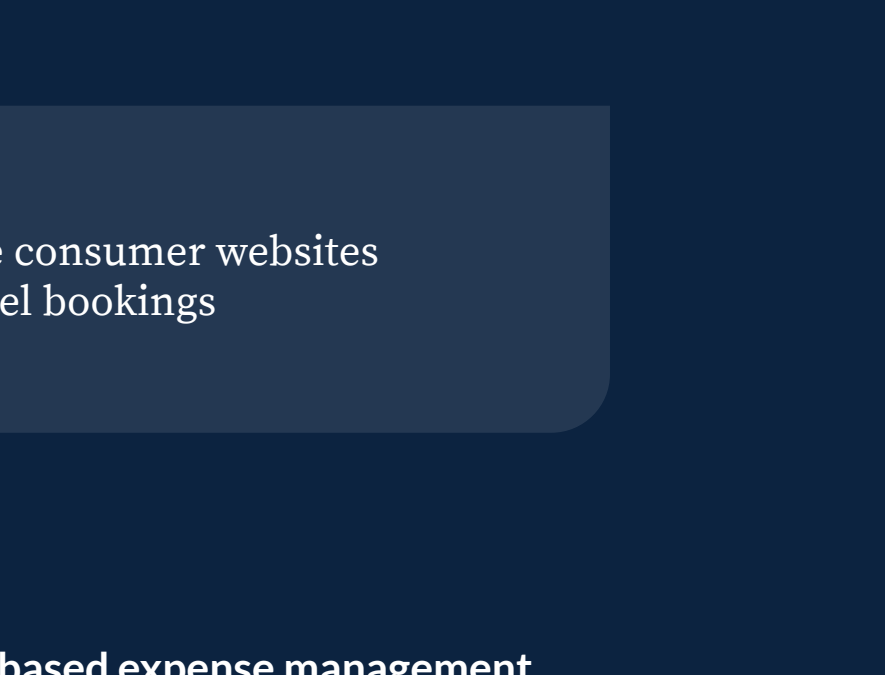
TRENDS FACT #4

68% use a manual method to enforce T&E policy

T&E policy enforcement methods



Top reasons for moving to a dedicated expense management solution



TRENDS FACT #5

36% of respondents use consumer websites to manage travel bookings

Main drivers of ROI from cloud-based expense management



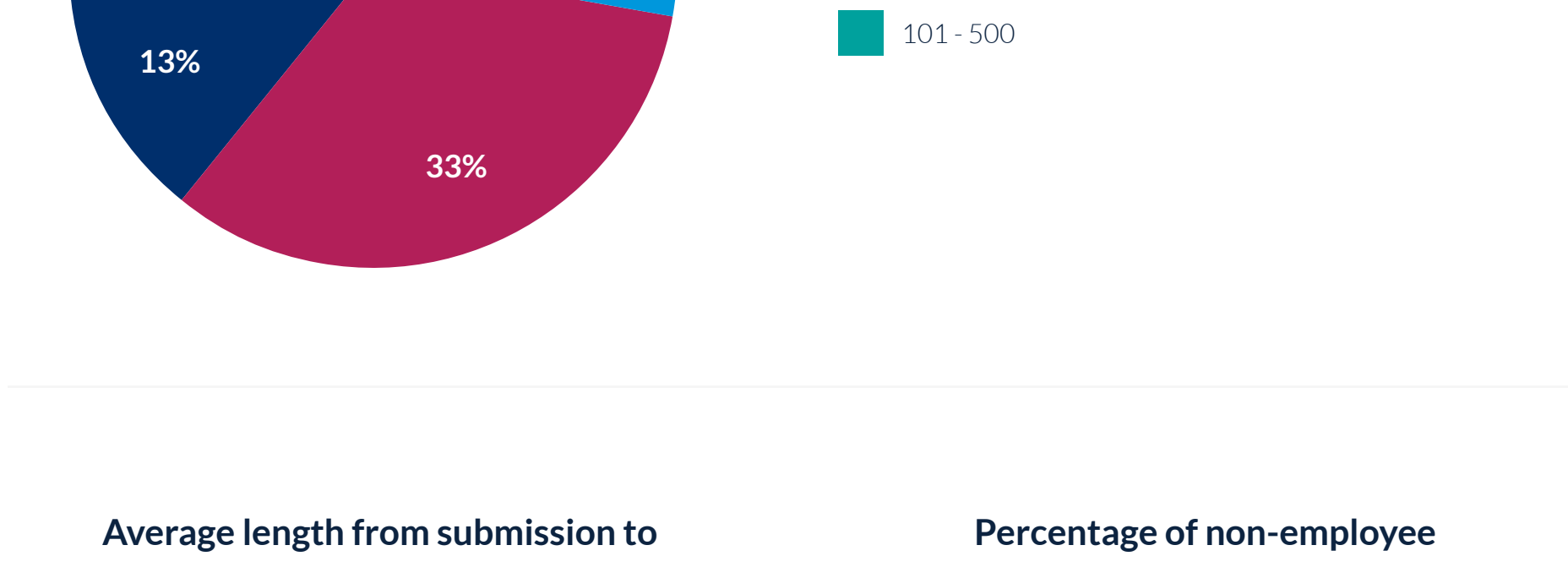
TRENDS FACT #6

"Ease of use" was cited by 59% of respondents as the most important factor when selecting a cloud-based expense system

Managing Non-Employee Spend

Companies pressed to maintain positive cash flow may have turned to a flexible workforce to fill gaps without adding too much weight to extended salary commitments.

Non-employee expense management systems



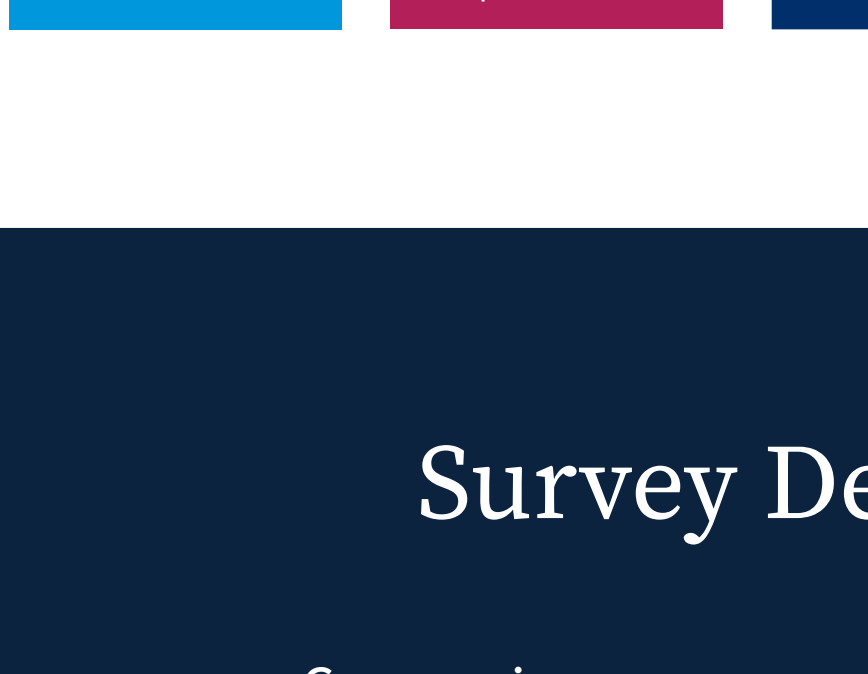
TRENDS FACT #7

52% of organizations use a manual process to manage non-employee expenses

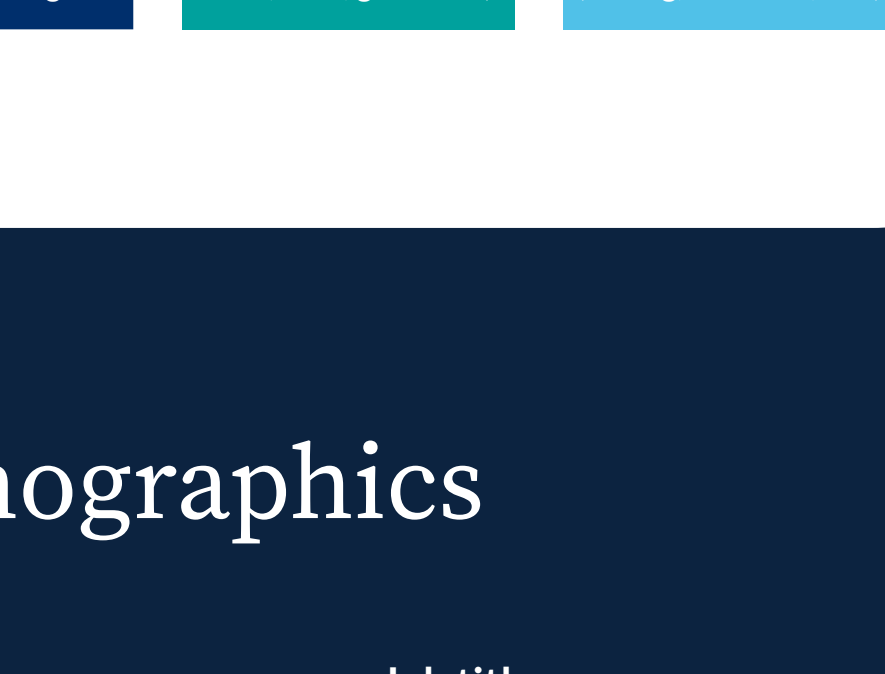
Volume of expense reports processed annually for non-employees



Average length from submission to reimbursement for non-employees



Percentage of non-employee expenses within policy



TRENDS FACT #8

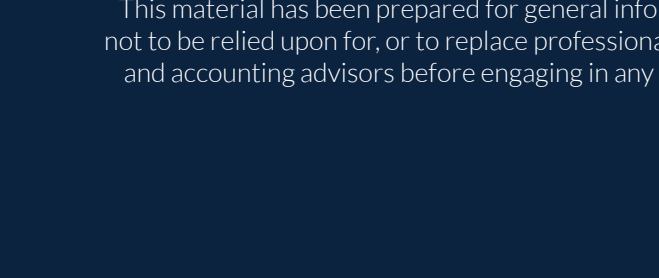
Accounting is most often responsible for approving non-employee expenses

Top 5 pain points related to managing non-employee expenses

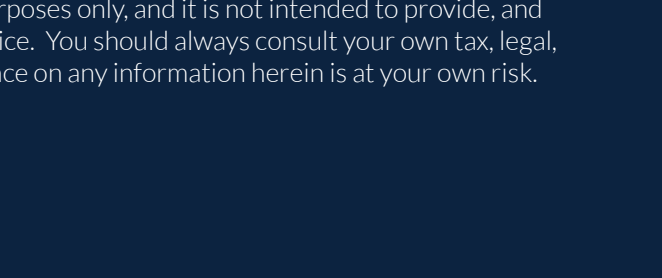


Survey Demographics

Company sizes



Job title



Data Provided By:

Over 500 CFOs and financial professionals in North America responded to a survey for the 2021 *Travel and Expense Management Trends Report* by Emburse.

Learn more at www.emburse.com

For media inquiries, contact media@emburse.com or (888)781-0088 x468

Disclaimer: This material has been prepared for general informational and educational purposes only, and it is not intended to provide, and not to be relied upon for, or to replace professional tax, legal, or accounting advice. You should always consult your own tax, legal, and accounting advisors before engaging in any transaction. The use or reliance on any information herein is at your own risk.