



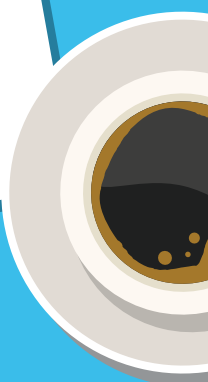
INTRIGUING INCIDENTALS

In-depth analysis reveals some interesting – and shocking – truths about business travellers’ behaviour when it comes to payments and expenses



12%
the decrease in average room rates seen after virtual payments
Source: HRS

US\$1.9 billion
the potential cost of expense fraud in America
Source: Chrome River



DRIVEN BY PROCESS

Employees who submit expenses manually in hard copy are more than *twice as likely* to commit fraud than those using automated solutions

Source: Chrome River





SLAP ON THE WRIST

More than **75%** of those caught committing expense fraud said a warning was the most severe consequence

Source: Chrome River

56%

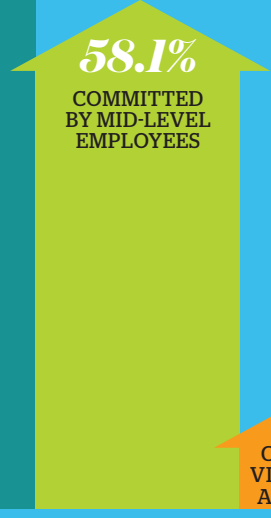
are allowed to use rewards points accrued on company cards

Source: Carlson Wagonlit Travel Business Travellers Study



FREQUENT FAKERS

A study by Chrome River of **1,200** business travellers in the US, UK and Australia, revealed the most likely culprits of expense fraud



Source: Chrome River

ON THE COMPANY DIME

Nearly half of travellers have knowingly used their business credit card for personal purchases, with those in the UK the most likely to do so

UK	58%
SWEDEN	57%
GERMANY	42%
SPAIN	40%
FRANCE	39%
ITALY	35%

Source: Carlson Wagonlit Travel Business Travellers Study

RESISTING CHANGE

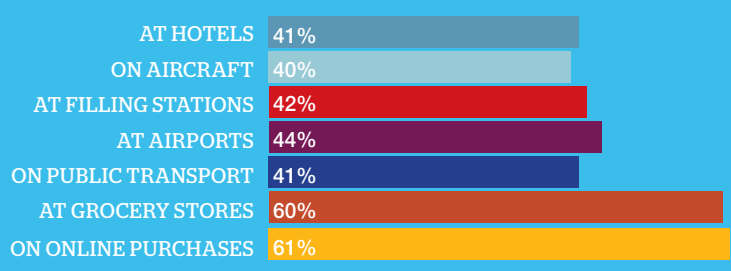
Despite **32%** being aware of new forms of payment, many business travellers don't utilise them



Source: Carlson Wagonlit Travel Business Travellers Study

LIKELY EXPENSES

European business travellers are more likely to use their personal credit card at certain locations:



Source: Carlson Wagonlit Travel Business Travellers Study

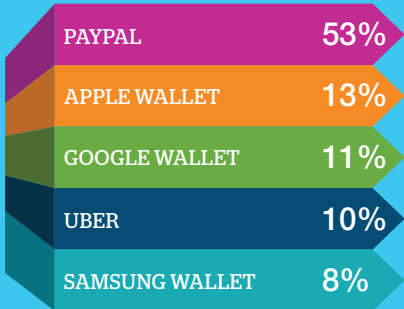


ONLY **25%**
have been caught submitting a false expense report

Source: Chrome River

POPULAR PAYMENTS

Of those employees who do utilise virtual payments, the most used providers are:



Source: Carlson Wagonlit Travel Business Travellers Study

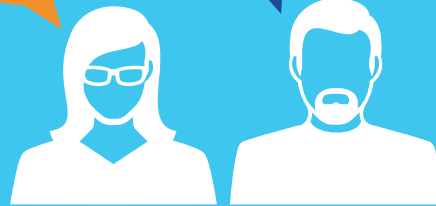
WOMEN ARE 30.8% MORE LIKELY TO PAD A REPORT BY LESS THAN US\$100

MEN ARE FOUR TIMES MORE LIKELY TO PAD AN EXPENSE REPORT BY US\$1,000

MEN ARE TWICE AS LIKELY TO COMMIT EXPENSE FRAUD THAN WOMEN

BATTLE OF THE SEXES

Men tend to cheat on their expenses more than women



Source: Chrome River

TURNING UP

Hotel no-show rates drop dramatically when virtual payments are introduced

BEFORE IMPLEMENTING VIRTUAL PAYMENTS:

4.1%

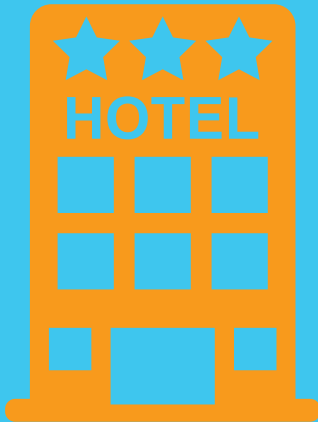
AFTER:

3.5%

DIFFERENCE:

15% drop

Source: HRS



THINKING AHEAD

Travellers tend to book hotels earlier when their company introduces virtual payments

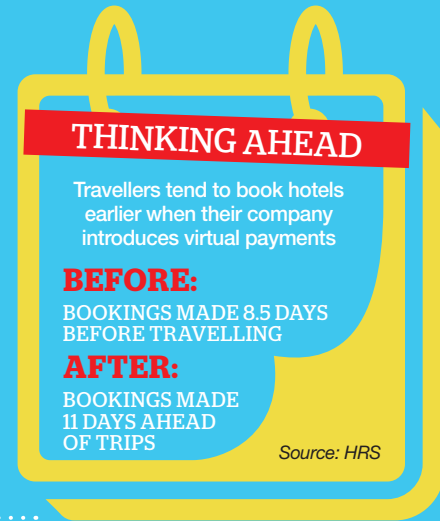
BEFORE:

BOOKINGS MADE 8.5 DAYS BEFORE TRAVELLING

AFTER:

BOOKINGS MADE 11 DAYS AHEAD OF TRIPS

Source: HRS



STUCK IN THEIR WAYS

Many of the **2,000** business travellers surveyed by CWT continue to use their personal credit cards to make purchases on business trips

6 IN 10 BUSINESS TRAVELLERS have a business credit card provided by their employer

ONLY ONE-THIRD always use them for purchases on business trips

4 IN 10 always use their personal credit cards when travelling for business

Source: Carlson Wagonlit Travel Business Travellers Study

MOST EXPENSED

Of the more than **10 million** receipts processed by Certify, certain providers stood out as the most popular

HOTEL CHAINS		AIRLINES	
Hampton Inn	9.33%	Delta	19.92%
Marriott	8.46%	American Airlines	19.59%
Courtyard by Marriott	7.43%	United Airlines	14.26%

Source: Certify Spendsmart Report, January-March 2018