



The 2023 State of Business T&E Report

The Second Annual Review of TravelBank
User Data Across 20,000 Companies

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What does T&E look like in 2023?

In the pandemic's wake, 81% of U.S. companies now operate either fully remote or in a hybrid capacity ([source](#)).

In this report, TravelBank selected and analyzed travel bookings and a random sample of 15,000 expense reports submitted on our platform from July 1, 2022 through August 24, 2023. By contrasting these expenses to pre-pandemic data, we see the evolution of how employees travel, do business, and go to work. The results surprised us.

Here's what you need to know:

- General merchandise retailers, such as Amazon, are now some of the most commonly expensed merchants.
- Personal vehicle usage nearly tripled since 2019, as far fewer business travelers and employees are expensing Uber, Lyft, and taxis.
- Food delivery and grocery stores are rising in popularity within the meals expense category.
- Fewer business travelers are opting for budget airlines.

The most expensed merchants overall

Ranking	Most Expensed Merchants In 2023	Most Expensed Merchants In 2019
1	Uber	Uber
2	Delta Air Lines ↑	Lyft
3	Starbucks	Starbucks
4	Amazon ↑	Walmart
5	The Home Depot ↑	Shell
6	American Airlines ↑	Amazon
7	Lyft ↓	McDonalds
8	Home2 Suites by Hilton ↑	Target
9	Marriott ↑	American Airlines

Business travel is very much back: **Uber remains the most-expensed merchant**, and Delta Air Lines and American Airlines surged to the #2 and #6 spot. But new this year, **general merchandise retailers are on the rise**, with Amazon now in the top 4 position.

Ground

One of the most dramatic changes in post-pandemic business travel is the exponential use of personal vehicles. Far more business travelers are now traveling in their own cars and expensing gas and mileage.

Ranking	Share In 2022-2023		Share In 2019	
1	Personal vehicle	64% ↑	Uber	37%
2	Uber	21% ↓	Personal Vehicle	25%
3	Rental car	7% ↑	Lyft	17%
4	Lyft	5% ↓	Taxi	12%
5	Taxi	2% ↓	Rental car	6%

From 2019 to 2023, the share of personal vehicle usage nearly tripled from 25% to 64% of ground expense reports. In the same time period, the share of business travelers using Uber fell by 16 points, Lyft by 12 points, and taxis by 10 points.

Among rental car merchants, Enterprise dethroned Hertz as the most popular merchant:

Ranking	Popularity In 2022-2023		Popularity In 2019	
1	Enterprise Rent-A-Car	↑	Hertz	
2	National Car Rental		National	
3	Avis	↑	Enterprise	
4	Hertz	↓	Avis	
5	United Rentals	↑	Budget	

And, interestingly, United Rentals is now a top-5 car rental merchant.

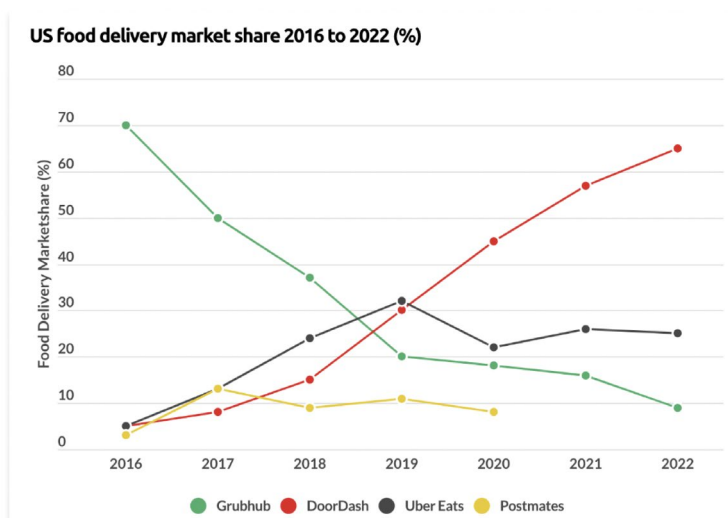
Meals

In 2023, **Starbucks** overtook **McDonald's** as the top eatery for business meals, and was more common than eateries 2-6 combined.

Ranking	Popularity Among TravelBank Business Travelers	Popularity Among All Domestic Consumers (source)
1	Starbucks ↑	McDonald's
2	McDonald's ↓	Starbucks
3	Chick-fil-A	Chick-fil-A
4	Uber Eats ↑	Taco Bell
5	Dunkin' ↑	Wendy's
6	Hooters ↑	Dunkin'
7	Wendy's ↓	Burger King
8	Chipotle Mexican Grill ↑	Subway
9	Publix ↑	Dominos

New this year, **UberEats** is now a **top 4 vendor**, reflecting remote workforce trends like lunch stipends and the explosion of delivery apps during the pandemic.

Grocery stores have also risen in popularity, with Publix and Wawa now in the top 10, continuing the theme of employee self sufficiency in home offices and on the road.



[\(source\)](#)

Air

In the past year, the top business airlines across TravelBank business travelers are United Airlines, American Airlines, Delta Air Lines, and Southwest Airlines:

Ranking	Popularity Among TravelBank Business Travelers		Popularity Among All Domestic Travelers (source)	
1	United Airlines ↑	23.53%	American Airlines	17.5%
2	American Airlines ↓	20.43%	Delta Air Lines	17.3%
3	Delta Air Lines ↓	18.82%	Southwest Airlines	16.9%
4	Southwest Airlines ↓	15.23%	United Airlines	15.9%
5	Alaska Airlines	8%	Alaska Airlines	6.3%
6	jetBlue Airways	4.54%	jetBlue Airways	5.5%
7	Air Canada ↑	2.51%	Spirit	5.0%
8	Spirit ↓	0.6%	Frontier Airlines	3.5%
9	Frontier Airlines ↓	0.45%	SkyWest	2.5%
10	British Airways ↑	0.4%	Hawaiian	1.9%

Based on TravelBank's user data, **United enjoys outsized popularity with business travelers.** And <1% of business travelers opt to fly budget airlines like Spirit or Frontier. This could reflect a **shift towards higher, but refundable, fare classes.** During the pandemic, businesses scrambled to recoup unused tickets, and many companies now encourage employees to book refundable fares when available and within policy.

Lodging

Business lodging remains dominated by the Marriott, Hilton, Hyatt, and IHG hotel groups.

Ranking	Popularity In 2022-2023	Popularity In 2019
1	Courtyard by Marriott ↑	Marriott Hotels
2	Marriott Hotels ↓	Hampton Inn
3	Hilton Hotels ↑	Courtyard by Marriott
4	Hampton Inn ↓	Holiday Inn
5	Holiday Inn Express ↑	Hilton Hotels
6	Holiday Inn ↓	Airbnb
7	Doubletree ↑	Hyatt Hotels
8	Hyatt Hotels ↓	Westin Hotels
9	Hyatt Place ↑	Comfort Hotels
10	Hilton Garden Inn ↑	Renaissance Hotels

Interestingly, following the pandemic, **Airbnb** has disappeared from top business lodging merchants.

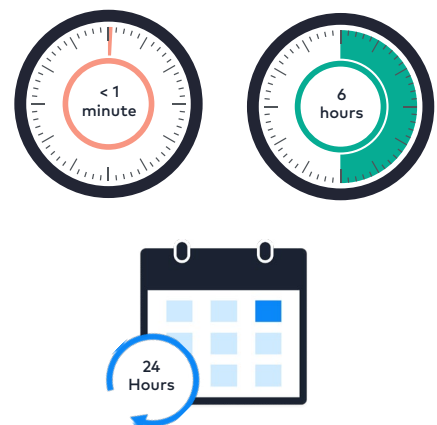
Software

In 2023, individually-expensed software is driven by Adobe licenses, AWS fees, and even some entertainment apps like Audible and Amazon Prime Video.

Ranking	Most Expensed Software In 2023	Most Expensed Software In 2019
1	Adobe	Google
2	Amazon Web Services	Dropbox
3	LinkedIn	Facebook
4	SiriusXM	GSuite
5	GitHub	Calendly
6	Dropbox	Typeform
7	Photo Rental Source	1Password
8	Audible	Intercom
9	Amazon Prime Video	DocuSign
10	GoDaddy	Sketch
11	Slack	GoGo
12	Zoom Video Communications	Adobe
13	Brightgauge	Zoho
14	Facebook	Invision
15	HubSpot	Microsoft

The average TravelBank expense report

- With Travelbank, it takes users **less than a minute** to complete an expense report.
- Thanks to TravelBank's automated approval flows, managers and finance teams can approve reports in minutes. On average, users this past year saw their report approved **within 6 hours**.
- TravelBank users qualify for reimbursement within **24 hours** of approval.



Can your reports do that?

In a survey of almost 2,400 Finance leaders across different industries, we found business travel expenses are one of the most difficult to control. And if your expense reports are processed manually, they can cost more than \$26 in person-power per report.

In contrast, business T&E management tools like TravelBank save time, reduce errors, and simplify reporting.

Squeeze spend

Minimizing wasted costs and using resources effectively is a continuous challenge. TravelBank streamlines expense tracking, improves accuracy and compliance, and empowers managers and Finance to correct spendy behaviors early.

The average TravelBank customer reduces:

- the total cost of their travel program by **15-25%**
- hotel spend by **18-41%**
- and flight spend by **10-14%**

Automate accounting

TravelBank automates manual tasks, enables enhanced control and operational efficiencies, and gives you access to reporting that provides greater visibility into budget and financial forecasting.

TravelBank integrates with Quickbooks, Bill.com, Xero, and Netsuite to automatically map expenses by category. Accounting can tabulate expenses automatically, without scrutinizing every receipt or hand entering totals into the general ledger.

Reduce errors

Simple data entry errors are costly, both in terms of the mistakes themselves and the hours of lost productivity finding and correcting them (or even manually entering expense information in the first place!). **TravelBank significantly reduces the risk of human errors** and omissions during expense reporting.

With TravelBank, Finance departments **save 5-10 hours/month** on reconciliation alone.

TravelBank provides a better experience through a truly all-in-one travel and expense management platform – backed by U.S. Bank – that helps organizations optimize costs and maximize productivity.

TravelBank delights the back office by getting the books closed faster and providing peace of mind that their employees are complying with policies and budgets, and the traveler by delivering a simple, modern booking and expense tool that takes the business out of business travel.

Learn why 20,000 companies rely on TravelBank to better manage T&E spend by visiting TravelBank.com >



With TravelBank, we now get visibility into travel before it happens and receipt compliance is close to 100%!

Rob Bailor, Senior Director of Finance



Our main goal was to automate redundant, manual, or inefficient processes. It probably took us 6x longer to work with Excel than TravelBank.

Marshall Thomason, Controller



TravelBank makes expense tracking so much easier and more accurate. Employees submit more receipts, too.

Laurie H.



 **TravelBank**

**The all-in-one
expense, travel, and
card solution.**

[Get a Demo](#)

