



 **TravelBank**

The 2024 State of Business T&E Report

The Third Annual Review of TravelBank User
Data Across 45,000 Companies

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What does T&E look like in 2024?

In this report, TravelBank selected and analyzed travel bookings and over 300,000 random expense reports submitted on our platform from July 1, 2023 through June 30, 2024. By comparing these expenses to previous years, we see the evolution of how employees travel, do business, and go to work. The results surprised us.

2024 is the year of the autonomous business traveler. For the third report in a row, Uber remains the most-expensed merchant, and Lyft surged to second. And **general merchandise retailers became the most common merchants in business expense reports**, with Amazon, Home Depot, and Walmart now in the top 10.

So, what does T&E look like in 2024?

- General merchandise retailers – Amazon, Walmart, Costco, Target, etc. – are now the most commonly expensed merchants.
- Food delivery apps (and their fees) are now more common than in-restaurant meals.
- Fewer business travelers are opting for budget hotels or flights.
- Personal vehicles and ridesharing continue to dominate ground travel.

The Most Expensed Merchants Overall

Uber has been the most expensed merchant for three reports in a row, but this year they are joined by Lyft in #2. And **general merchandise retailers are now expensed more often than meals, hotel stays, and air travel.**

Rank	Most Expensed Merchants In 2024	Most Expensed Merchants In 2023
1	Uber	Uber
2	Lyft ↑	Delta Air Lines
3	Amazon ↑	Starbucks
4	Starbucks ↓	Amazon
5	Delta Air Lines ↓	The Home Depot
6	Marriott ↑	American Airlines
7	American Airlines ↓	Lyft
8	United Airlines ↑	Home2 Suites by Hilton
9	The Home Depot ↓	Marriott
10	Walmart ↑	Candlewood Suites

Retail

Amazon **was expensed more than 2x any other retailer**. Along with Walmart, Costco, Target, and Best Buy, employees are supplying their own needs without the hassles or delays (or bulk discounts) of official procurement. We were interested to also see CVS and Walgreens (#11) so high on the list.

Rank	Most Expensed General Retailers In 2024
1	Amazon
2	The Home Depot
3	Walmart
4	Costco
5	Hudson News
6	Target
7	Lowe's
8	Grainger
9	CVS
10	Best Buy

Ground

In 2019, personal vehicles were used in just 25% of trips. But since the pandemic, **the share of personal vehicle usage burgeoned to 64%** of ground transportation expenses in 2023, and continues to hold firm at 63% in 2024. This trend is cementing: most business travelers use their own cars and expense gas and mileage.

Ranking	SHARE IN 2024		SHARE IN 2023	
1	Personal vehicle	63%	Uber	64%
2	Uber	20%	Lyft	21%
3	Rental car	11%	Starbucks	7%
4	Lyft	5%	Walmart	5%
5	Taxi	2%	Shell	2%

Among ground merchants, the car rental market for business travelers remains dwarfed by ride sharing apps:

Rank	Share In 2024	
1	Uber	60.15%
2	Lyft	17.74%
3	National Car Rental	6.41%
4	MTA	3.98%
5	Curb Taxi App	2.80%
6	Avis	2.64%
7	Hertz	2.44%
8	Enterprise Rent-A-Car	2.24%
9	Various Limousine Services	1.2%
10	Amtrak	0.41%

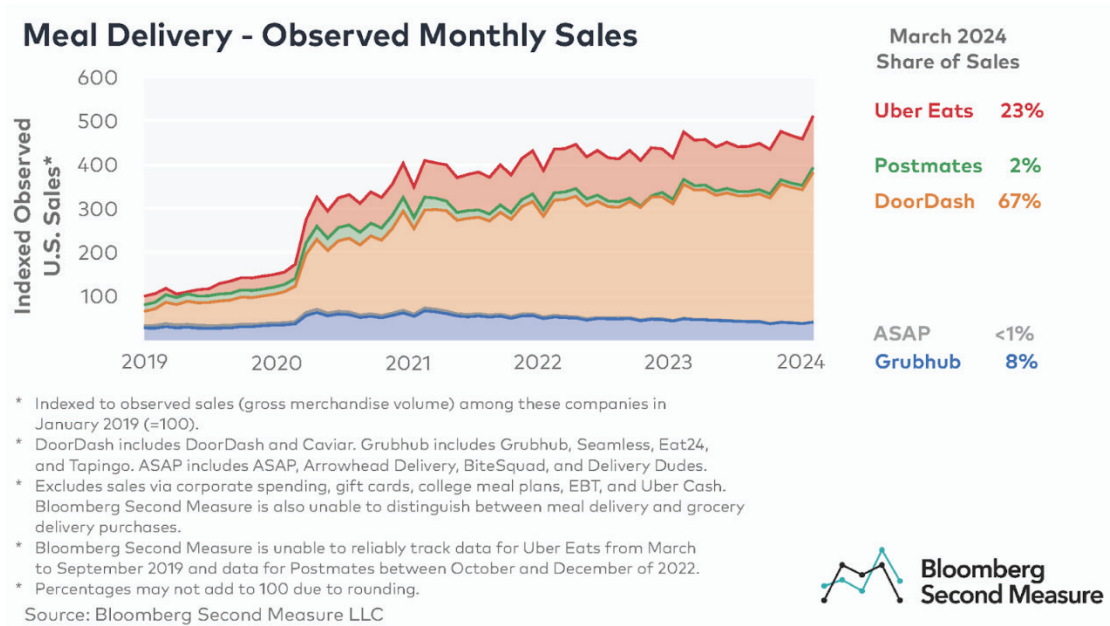
Uber continues to monopolize the ground transportation market, with 3x the share of #2 Lyft. New this year, the MTA (New York's Metropolitan Transportation Authority) and taxi app Curb had bigger market shares than any car rental merchant except National. And limos proved more popular than Amtrak.

Meals

For the second year in a row, **Starbucks was the top eatery for business meals**, and was more common than eateries 2-4 combined.

Rank	Popularity In 2024	Popularity In 2023
1	Starbucks	Starbucks
2	Uber Eats ↑	McDonald's
3	McDonald's ↓	Chick-fil-A
4	Chick-fil-A ↓	Uber Eats
5	Dunkin'	Dunkin'
6	Chipotle Mexican Grill ↑	Hooters
7	Wendy's	Wendy's
8	Hooters ↓	Chipotle Mexican Grill
9	H-E-B ↑	Publix
10	Publix ↓	Wawa

But this year, **UberEats became the second most popular merchant** for business meals. And UberEats enjoys outsized popularity among business travelers, whereas DoorDash has 67% of market share among the general U.S. population:



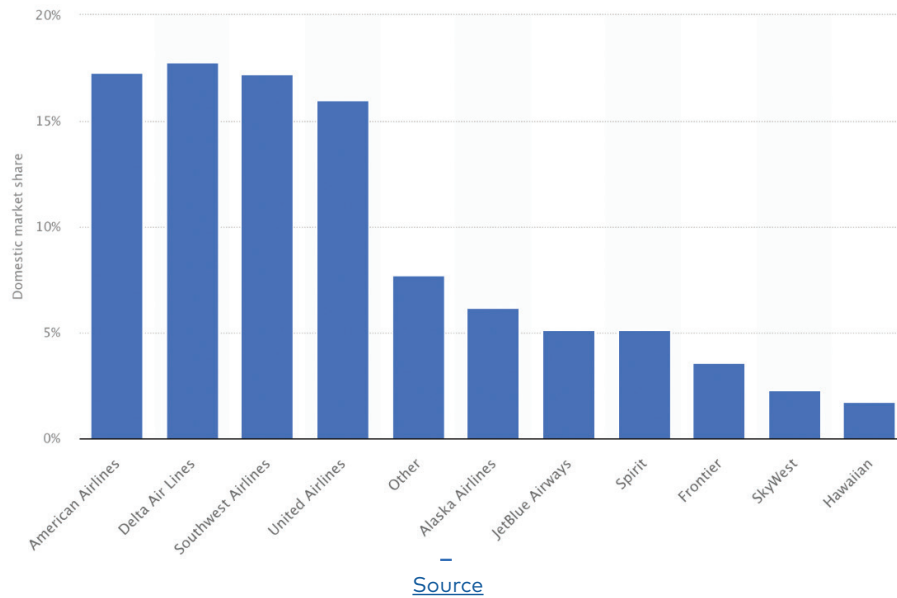
[Source](#)

Air

In the past year, **Delta Air Lines surged to 38% of market share**, making it the top choice of business travelers booking on TravelBank.

Rank	Share In 2024	Share In 2023
1	Delta Air Lines ↑	United Airlines
2	American Airlines	American Airlines
3	United Airlines ↓	Delta Air Lines
4	Southwest Airlines	Southwest Airlines
5	Alaska Airlines ↓	Alaska Airlines
6	Spirit Airlines ↑	jetBlue Airways
7	jetBlue Airways ↓	Air Canada
8	Frontier Airlines	Spirit Airlines
9	British Airways	Frontier Airlines
10	Other	British Airways

This year's data also reflects an **ongoing rejection of budget airlines for business travel**, now totaling 4% of business trip fares booked on the TravelBank platform, compared to 16% market share among the general U.S. population:



Lodging

Marriott dominated business lodging this year with 5 of the top 10 merchant positions.

Rank	Popularity In 2024	Popularity In 2023
1	Marriott Hotels ↑	Courtyard by Marriott
2	Hampton Inn ↑	Marriott Hotels
3	Hilton Hotels & Resorts	Hilton Hotels
4	Hyatt Hotels ↑	Hampton Inn
5	DoubleTree ↑	Holiday Inn Express
6	Fairfield Inn & Suites by Marriott ↑	Holiday Inn
7	Courtyard By Marriott ↓	Doubletree
8	Residence Inn by Marriott ↑	Hyatt Hotels
9	SpringHill Suites by Marriott ↑	Hyatt Place
10	Holiday Inn ↓	Hilton Garden Inn

And this year, more budget-friendly hotels like Hilton Garden Inn, Holiday Inn, and Courtyard by Marriott became less popular than premium hotels.

Software

In 2024, individually-expensed software is **driven by Microsoft and Adobe licenses.**

Rank	Popularity In 2024	Popularity In 2023
1	Microsoft ↑	Adobe
2	Adobe ↓	Amazon Web Services
3	Apple ↑	LinkedIn
4	LinkedIn ↓	SiriusXM
5	Canva ↑	GitHub
6	SiriusXM ↓	Dropbox
7	Amazon Web Services ↓	Photo Rental Source
8	Dropbox ↓	Audible
9	Zoom ↑	Amazon Prime Video
10	Intuit ↑	GoDaddy
11	Amazon Kindle ↑	Slack
12	Comcast ↑	Zoom
13	New York Times ↑	BrightGauge
14	GitHub ↓	Facebook
15	HubSpot	HubSpot

Compared to 2023, we're seeing fewer instances of enterprise-critical software like AWS, GitHub, GoDaddy, and HubSpot being individually expensed; suggesting a trend towards centralized procurement of business-wide applications. And we remain intrigued that news and entertainment services like SiriusXM, Amazon Kindle, and the New York Times remain highly expensed.

What Are the Costs of Frustrating T&E Management?

Submitting and managing T&E reports is never going to “spark joy.” But that doesn't mean employees should suffer through antiquated processes or tools. In 2024, TravelBank commissioned Forrester Consulting to conduct a [Total Economic Impact™ study](#) to evaluate TravelBank's potential total cost of ownership and ROI.

The study found that TravelBank generated \$482k in benefits and savings over 3 years.

Here's how:

Reduce Travel Spend by 10% with Better Visibility

Lack of visibility into T&E spend is a major pain point for organizations trying to manage their travel and expense spend. Better visibility into T&E spend not only allows organizations to make smarter decisions, but also manage budgets and optimize spend more efficiently.

The Forrester study found that TravelBank **reduced travel spend by 10%** because TravelBank's analytics give leadership visibility to improve T&E policy and negotiate preferential deals with repeat vendors. Travelers can easily see and choose the most cost-effective travel decisions, and since TravelBank estimates costs for future travel, management can make informed decisions when greenlighting future trips.

“Our goals with TravelBank were to better plan our T&E budgets, really get our arms around people expensing out-of-policy, and to know exactly where spend is going to better plan for the future.”

- Director of Procurement, Education

Save 15% of Time Booking, Managing, and Reporting on T&E

Expense and travel management are plagued by inefficient processes that waste significant time for employees, managers, and accounting. Organizations can improve efficiency by replacing time-consuming, manual T&E processes with TravelBank.

The Forrester study found that **TravelBank's user-friendly interface trimmed 15% of the time spent approving requests, submitting expenses and receipts, and creating reports.**

“If you asked me how much we spent on something, it used to take a month to do an analysis. Now it takes an hour.”

- Director of ERP Solutions, Healthcare

Grow T&E Policy Compliance from 40% to 91%

Many organizations struggle with low adherence to T&E policies, and don't have the means to track overspend in a timely manner.

The Forrester study found that **TravelBank grew policy compliance from 40% to 91%** by increasing employee awareness of policies and helping managers identify out-of-policy spending.

For organizations using TravelBank, more employees book directly through the app and are guided by up-to-date and easy-to-follow policies. And managers are alerted to out-of-policy spend when it happens.

"Before, if someone booked out-of-policy we might find out, we might not. It might have taken me two or three months to catch. Now we get alerted immediately if someone is out of policy."

– Director of ERP Solutions, Healthcare

Save 40% on T&E Management Tools

The Forrester study found that TravelBank's competitive pricing – compared to the high cost of legacy solutions – immediately saves 40% on subscriptions for T&E management tools.

"Our previous solution was too rigorous a system for what we needed. It was too painful to use and administer for what little we put into play. We were charged for every report, and paying for things we didn't need or want. For us, it was wasteful."

– Treasurer, Real Estate

Learn why more than 45,000 companies use TravelBank's all-in-one travel, expense and corporate card management software > [Read the study](#)



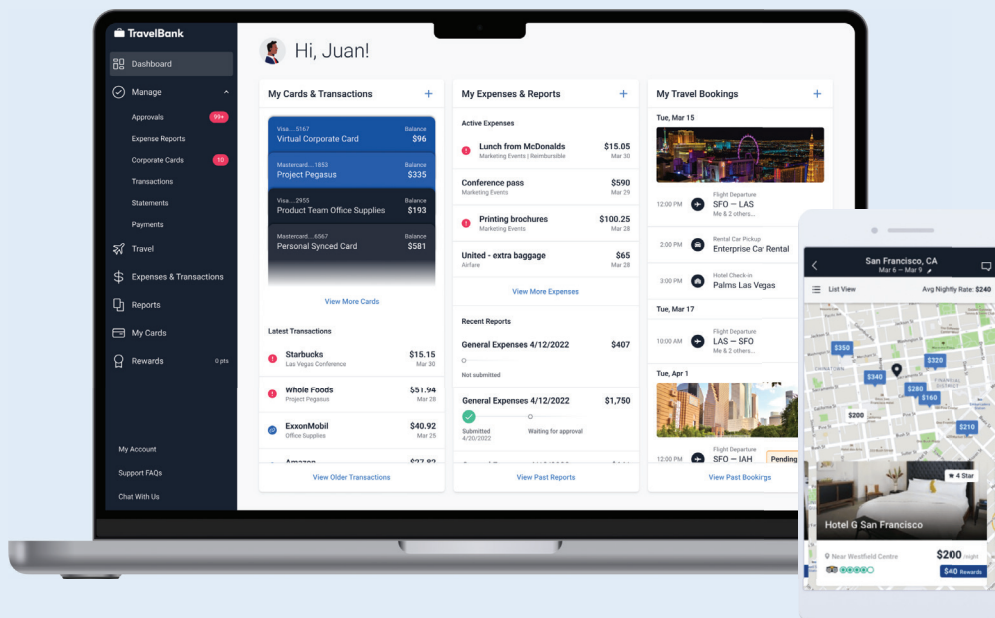
About TravelBank

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. Learn more at TravelBank.com



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

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