



Q2 2011 T&E Spend Report



Overview:

Average Worldwide and U.S. T&E Spend Trended up in Q2 2011



The information in this report is based on an analysis of T&E expense report data from Concur, a leading provider of integrated travel and expense management services. With over 15 million users representing approximately 15,000 corporate clients and more than \$50 billion in spend, Concur is uniquely positioned to provide insight into travel and entertainment (T&E) expenses – an area of controllable spend that for most companies is second only to payroll.

Summary

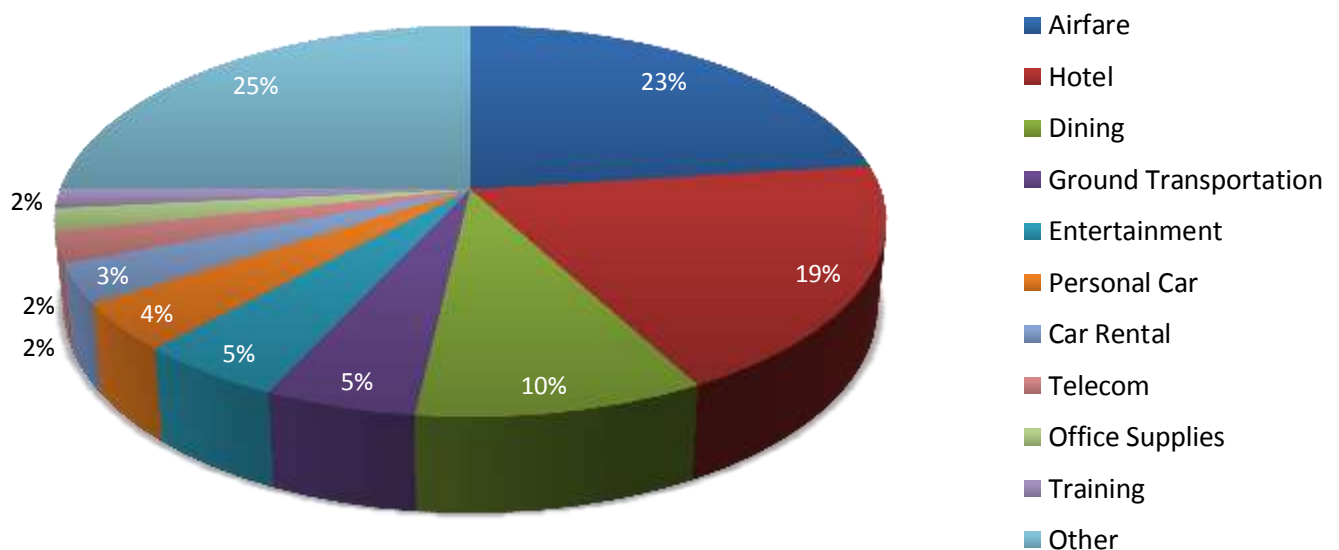
As a whole, T&E spend averages in the second quarter of 2011 were up both sequentially, as well as year-over-year, with meaningful increases in the major categories of air, hotel, personal car, and meetings. Highlights from this report include:

- The top three T&E categories – air, lodging and dining – comprised over 50% of total spend. Adding the next two categories – entertainment and ground transportation – brings the total to over 60%.
- Global air average spend – the top category of T&E spend – is up 9.3% from a year ago and 2.3% quarter-over-quarter.
- Car rental average spend was the only category down year-over-year, with the U.S. also showing a slight decrease in average dining spend.
- New York is the most visited U.S. city, as well as the most expensive city ranked by average nightly room rate and dining spend.

Top 10 Worldwide Spend Categories

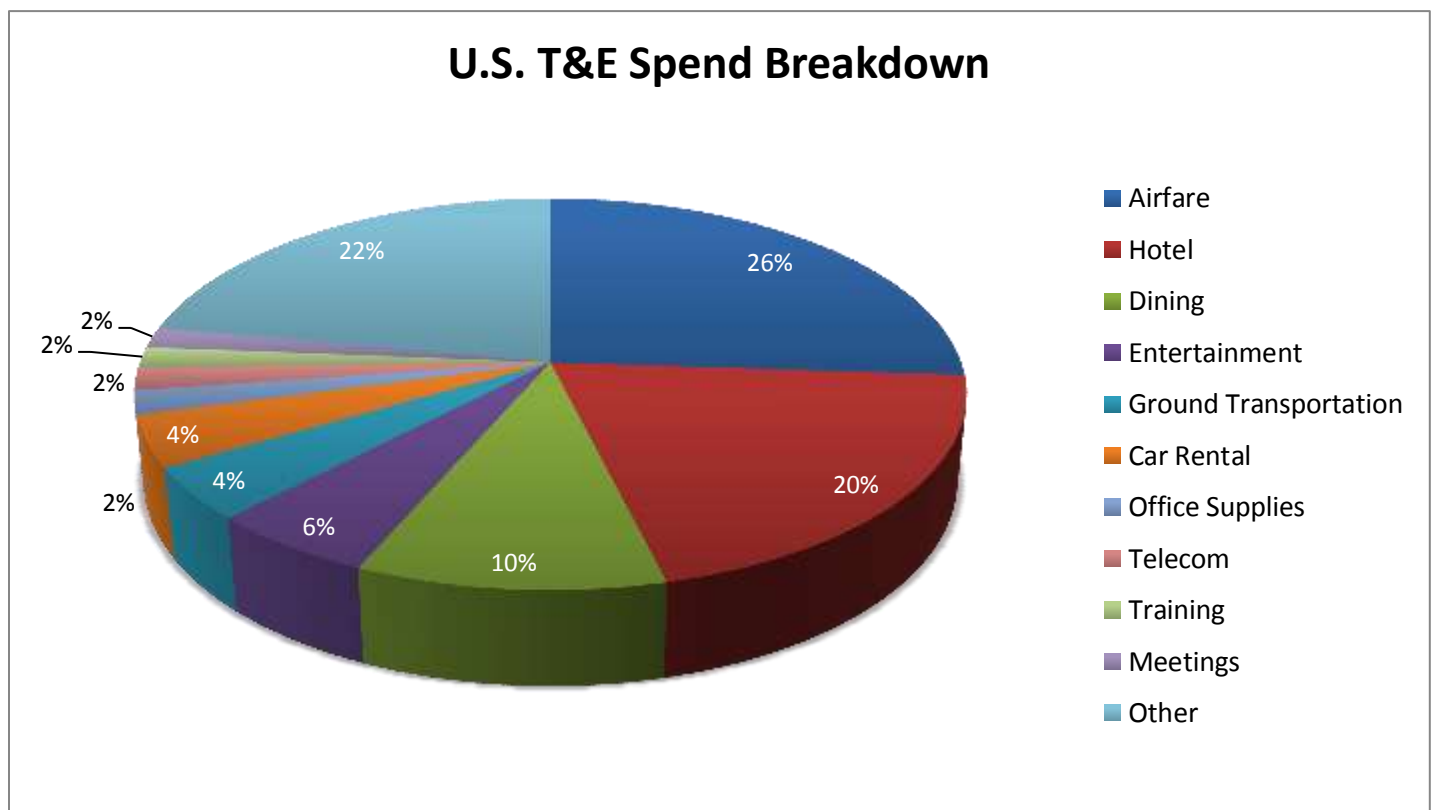
Category	% of Total Spend	Average Transaction Amount		
		Average	vs. One Quarter Ago	vs. One Year Ago
Airfare	23.0%	\$ 446.87	2.7%	9.3%
Hotel	19.2%	\$ 102.64	2.1%	5.6%
Dining	9.7%	\$ 38.76	(2.2%)	0.5%
Ground Transportation	5.1%	\$ 34.03	2.1%	5.9%
Entertainment	4.9%	\$ 105.54	1.0%	4.9%
Personal Car	4.0%	\$ 49.91	5.3%	4.2%
Car Rental	3.2%	\$ 186.85	(0.3%)	(0.3%)
Telecom	2.5%	\$ 76.36	1.0%	1.0%
Office Supplies	1.9%	\$ 110.22	3.8%	4.6%
Training	1.7%	\$ 357.64	(4.4%)	3.2%

Worldwide T&E Spend Breakdown



Top 10 U.S. Spend Categories

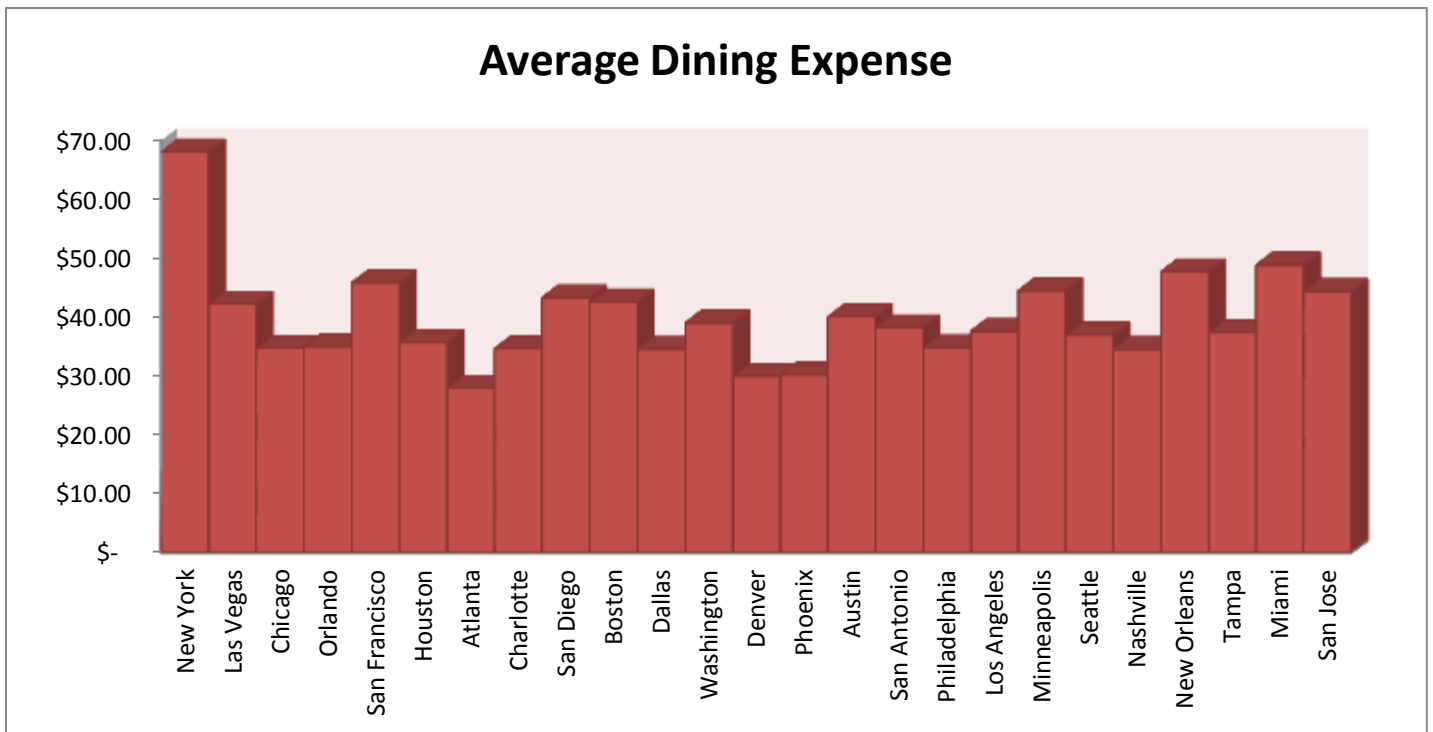
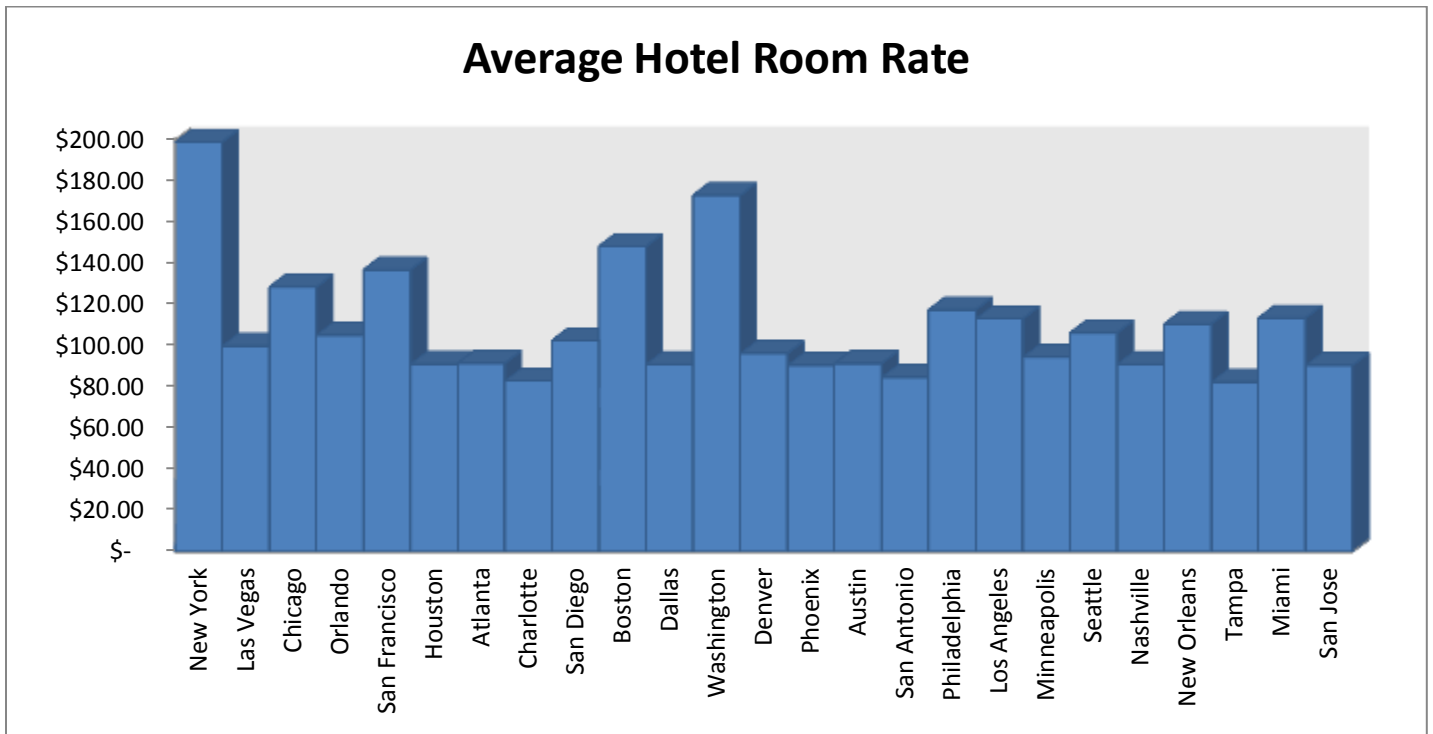
Category	% of Total Spend	Average Transaction Amount		
		Average	vs. One Quarter Ago	vs. One Year Ago
Airfare	26.1%	\$ 421.58	2.8%	5.7%
Hotel	20.1%	\$ 89.07	2.4%	4.5%
Dining	10.4%	\$ 37.52	(4.4%)	(1.6%)
Entertainment	5.6%	\$ 98.52	(0.6%)	0.3%
Ground Transportation	4.4%	\$ 35.84	0.2%	2.7%
Car Rental	4.2%	\$ 178.46	(1.2%)	(0.8%)
Office Supplies	2.0%	\$ 102.03	2.7%	3.3%
Telecom	1.9%	\$ 73.67	(0.4%)	(3.5%)
Training	1.7%	\$ 367.98	(5.1%)	0.9%
Meetings	1.7%	\$ 428.70	8.2%	7.7%



Top 25 Most Visited U.S. Cities

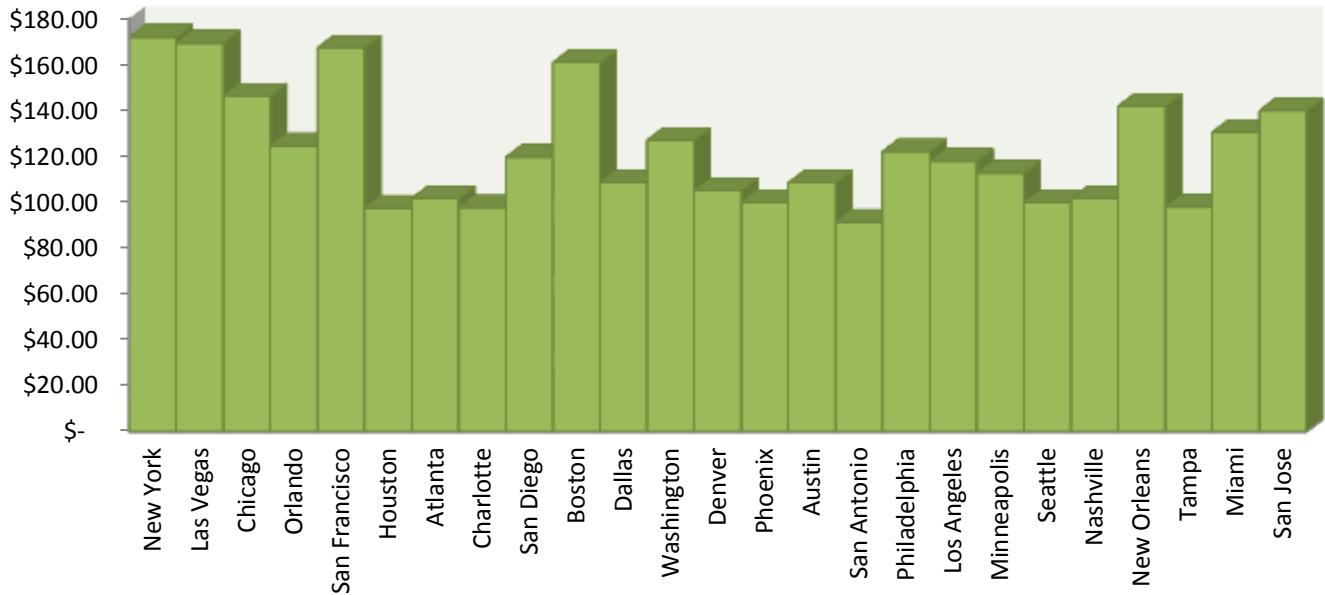
	Average Transaction Amounts			
City	Hotel Room Rate	Dining	Entertainment	Ground Transportation
New York, New York	\$ 198.32	\$ 68.13	\$ 171.95	\$ 35.99
Las Vegas, Nevada	\$ 99.70	\$ 42.20	\$ 169.33	\$ 29.14
Chicago, Illinois	\$ 128.13	\$ 34.73	\$ 146.29	\$ 32.15
Orlando, Florida	\$ 104.82	\$ 35.00	\$ 124.68	\$ 30.45
San Francisco, California	\$ 136.48	\$ 45.86	\$ 167.21	\$ 36.54
Houston, Texas	\$ 90.92	\$ 35.71	\$ 97.49	\$ 30.09
Atlanta, Georgia	\$ 91.25	\$ 27.99	\$ 101.60	\$ 46.02
Charlotte, North Carolina	\$ 82.65	\$ 34.68	\$ 97.70	\$ 27.63
San Diego, California	\$ 102.19	\$ 43.35	\$ 119.63	\$ 31.80
Boston, Massachusetts	\$ 147.86	\$ 42.63	\$ 160.87	\$ 38.24
Dallas, Texas	\$ 90.80	\$ 34.59	\$ 108.68	\$ 37.70
Washington, DC	\$ 172.56	\$ 39.04	\$ 127.05	\$ 39.64
Denver, Colorado	\$ 96.01	\$ 29.92	\$ 105.14	\$ 37.32
Phoenix, Arizona	\$ 90.26	\$ 30.21	\$ 100.02	\$ 41.36
Austin, Texas	\$ 91.13	\$ 40.10	\$ 108.45	\$ 32.82
San Antonio, Texas	\$ 84.46	\$ 38.24	\$ 91.39	\$ 31.30
Philadelphia, Pennsylvania	\$ 117.09	\$ 34.86	\$ 122.15	\$ 31.56
Los Angeles, California	\$ 112.74	\$ 37.64	\$ 117.86	\$ 39.55
Minneapolis, Minnesota	\$ 94.24	\$ 44.52	\$ 112.63	\$ 31.02
Seattle, Washington	\$ 105.89	\$ 37.00	\$ 99.93	\$ 36.59
Nashville, Tennessee	\$ 90.83	\$ 34.57	\$ 101.44	\$ 33.82
New Orleans, Louisiana	\$ 110.19	\$ 47.75	\$ 141.79	\$ 28.70
Tampa, Florida	\$ 82.18	\$ 37.39	\$ 97.87	\$ 32.92
Miami, Florida	\$ 113.09	\$ 48.89	\$ 130.47	\$ 27.71
San Jose, California	\$ 90.21	\$ 44.43	\$ 139.86	\$ 46.72

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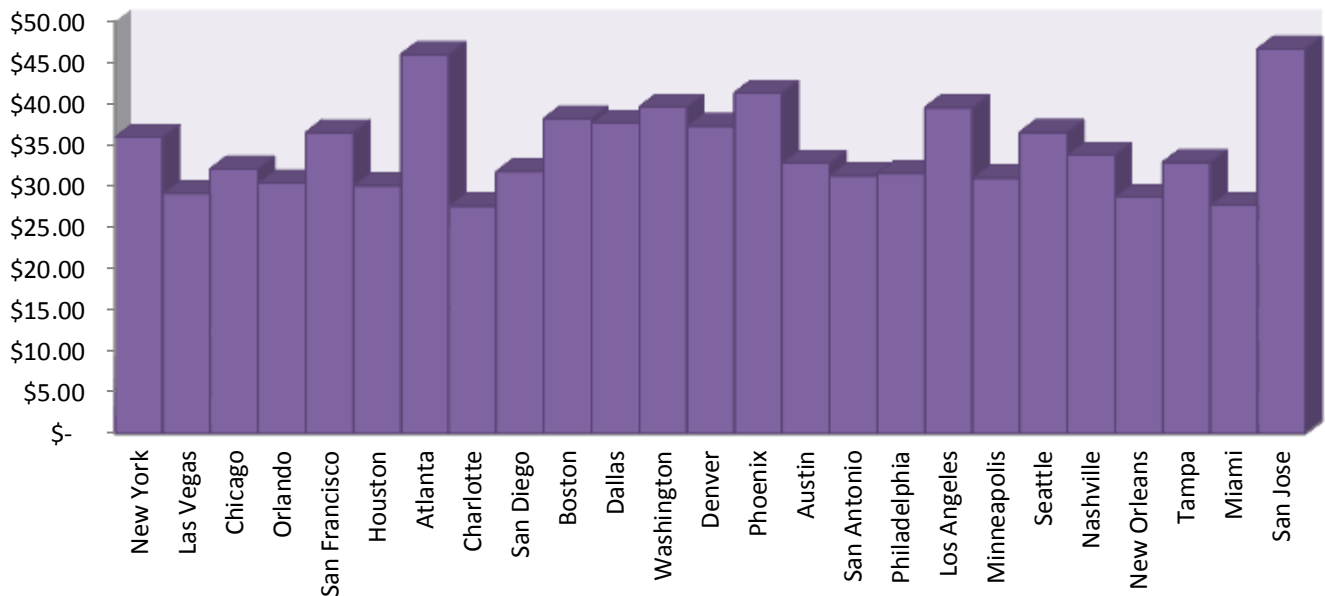


Top 25 Most Visited U.S. Cities

Average Entertainment Expense



Average Ground Transportation Expense



About This Report

The Concur T&E Spend Report is compiled and consolidated from the actual expenses of several thousand Concur clients, representing millions of business travelers and billions of dollars of travel spend.

Transaction Amounts

All transaction amounts are specified in U.S. dollars (USD). Non-USD expenses are converted to USD using the OANDA exchange rate for the date of the transaction.

Hotel transaction amounts represent the daily room rate within an itemized hotel folio.

Dining transactions typically represent a personal breakfast, lunch or dinner expense.

Worldwide vs. U.S. T&E Spend

Worldwide T&E spend represents the consolidated spend from Concur clients across the globe, including North America, Europe, and Asia. U.S. T&E spend represents a subset of worldwide spend that occurred within the United States.

Top 25 Most Visited U.S. Cities

The top 25 most visited U.S. cities are determined and ordered by the number of hotel room nights expensed within the quarter in those cities.

About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur's adaptable Web-based and mobile solutions help companies and their employees control costs and save time.

Learn more at www.concur.com

