

# Certify SpendSmart™ Quarterly Report

Second Quarter, 2016

April 1, 2016 – June 30, 2016

The Certify SpendSmart™ Quarterly Report analyzes the most recent business expense and vendor ratings data from Certify users. The findings offer valuable insight into key spending trends for clients, financial professionals and suppliers to the T&E market.

## RESTAURANT SUMMARY

Includes all meal expenses for breakfast, lunch and dinner. Data indicates which vendor is most frequently expensed, the average amount per transaction and average satisfaction ratings.

## MOST EXPENSED RESTAURANTS

Vendor	Expense Percentage*	Average Cost
STARBUCKS	4.81%	\$11.55
MCDONALD'S	2.83%	\$8.75
PANERA BREAD	1.65%	\$39.52
SUBWAY	1.60%	\$16.09
DUNKIN DONUTS	1.31%	\$12.38
CHICK-FIL-A	1.13%	\$26.15
HMS HOST	1.03%	\$16.82
BURGER KING	0.72%	\$8.83
WENDY'S	0.70%	\$10.24
JIMMY JOHN'S	0.65%	\$36.80
CHILI'S	0.53%	\$34.66
APPLEBEE'S	0.52%	\$35.46
TACO BELL	0.49%	\$9.46
CHIPOTLE	0.45%	\$21.45
ARBY'S	0.41%	\$10.86

\*Expense percentage represents the number of expenses divided by the total number of expenses for the expense type.

## TOP RATED RESTAURANTS

Vendor	Average Rating*
CHICK-FIL-A	4.5
PANERA BREAD	4.3
JIMMY JOHN'S	4.2
STARBUCKS	4.2
CHIPOTLE	4.1
PIZZA HUT	4.1
CRACKER BARREL	4
DUNKIN DONUTS	4
OUTBACK STEAKHOUSE	4
OLIVE GARDEN	3.9
CHILI'S	3.8
SUBWAY	3.8
APPLEBEE'S	3.7
BUFFALO WILD WINGS	3.7
RUBY TUESDAY	3.7

\*Average rating represents the average 1 through 5 star rating for all expenses for each vendor, with 5 stars being the highest rating and 1 being the lowest.

## MOST EXPENSED RESTAURANT BY MEAL

Vendor	Meal Percentage*	Average Cost
<b>BREAKFAST</b>		
Starbucks	16.18%	\$9.56
<b>LUNCH</b>		
Subway	3.49%	\$12.78
<b>DINNER</b>		
McDonald's	1.81%	\$8.14

\*Meal percentage represents the total number of expenses for the vendor divided by total expenses for the expense type (Meal-Breakfast, Meal-Lunch, Meal-Dinner).

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## LODGING SUMMARY

Includes all room night expenses charged to the lodging category. Data shows the most frequently expensed vendors, average cost per expense and average user review ratings.

### MOST EXPENSED HOTELS

Vendor	Expense Percentage*	Average Cost
HAMPTON INN	9.29%	227.03
MARRIOTT	8.54%	244.87
COURTYARD BY MARRIOTT	6.87%	179.04
HOLIDAY INN EXPRESS	4.73%	221.27
HILTON GARDEN INN	4.59%	201.54
HILTON	4.06%	234.85
DOUBLETREE	3.87%	213.30
HOLIDAY INN	3.72%	184.54
HYATT	2.56%	238.97
FAIRFIELD INN	2.29%	211.25
COMFORT INN	1.67%	168.31
SHERATON	1.65%	242.81
EMBASSY SUITES	1.56%	269.34
RESIDENCE INN	1.18%	325.86
HOMEWOOD SUITES	1.08%	283.83

\*Expense percentage represents the number of expenses divided by the total number of expenses within the expense type.

### TOP RATED HOTELS

Vendor	Average Rating*
HILTON	4.3
MARRIOTT	4.3
WESTIN HOTELS	4.3
COURTYARD BY MARRIOTT	4.2
HILTON GARDEN INN	4.2

\*Average rating represents the average 1 through 5 star rating for all expenses for each vendor, with 5 stars being the highest rating and 1 being the lowest.

## CAR RENTAL SUMMARY

Includes all expenses charged to the car rental category. Data indicates the most frequently expensed vendors, average cost per expense and average user review ratings.

### MOST EXPENSED CAR RENTAL COMPANIES

Vendor	Expense Percentage*	Average Cost
NATIONAL CAR RENTAL	24.61%	\$187.11
ENTERPRISE RENT-A-CAR	16.34%	\$218.60
HERTZ	15.38%	\$201.25
AVIS CAR RENTAL	13.14%	\$190.99
BUDGET CAR RENTAL	4.20%	\$196.12

\*Expense percentage represents the number of expenses divided by the total number of expenses within the expense type.

### TOP RATED CAR RENTAL COMPANIES

Vendor	Average Rating*
NATIONAL CAR RENTAL	4.3
ENTERPRISE RENT-A-CAR	4.2
AVIS CAR RENTAL	4.1
HERTZ	3.9
BUDGET CAR RENTAL	3.8

\*Average rating represents the average 1 through 5 star rating for all expenses for each vendor, with 5 stars being the highest rating and 1 being the lowest.

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## AIRLINE SUMMARY

The airline summary includes all expenses for booked airfare. Data identifies which vendor is most frequently expensed, the average expense amount and the average satisfaction rating.

## MOST EXPENSED AIRLINES

Vendor	Expense Percentage*	Average Cost
DELTA	21.14%	\$427.41
AMERICAN AIRLINES	19.94%	\$306.83
SOUTHWEST AIRLINES	14.46%	\$297.22
UNITED AIRLINES	13.42%	\$413.02
ALASKA AIRLINES	1.39%	\$252.93

\*Expense percentage represents the number of expenses divided by the total number of expenses within the expense type.

## TOP RATED AIRLINES

Vendor	Average Rating*
JETBLUE	4.5
ALASKA AIRLINES	4.4
SOUTHWEST AIRLINES	4.3
DELTA	4.2
AMERICAN AIRLINES	3.7

\*Average rating represents the average 1 through 5 star rating for all expenses for each vendor, with 5 stars being the highest rating and 1 being the lowest.

## Want to learn more about the Certify SpendSmart™ Report?

Contact Certify at 1-888-925-0510 or visit [Certify.com/CertifySpendSmartReport.aspx](http://Certify.com/CertifySpendSmartReport.aspx)

## About Certify

Certify is a web-based provider of expense management and travel booking software. Using mobile software and web-based interfaces, Certify helps companies enforce travel and expense policies and streamline expense reporting while controlling overall costs.

## CERTIFY SUPPORT

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