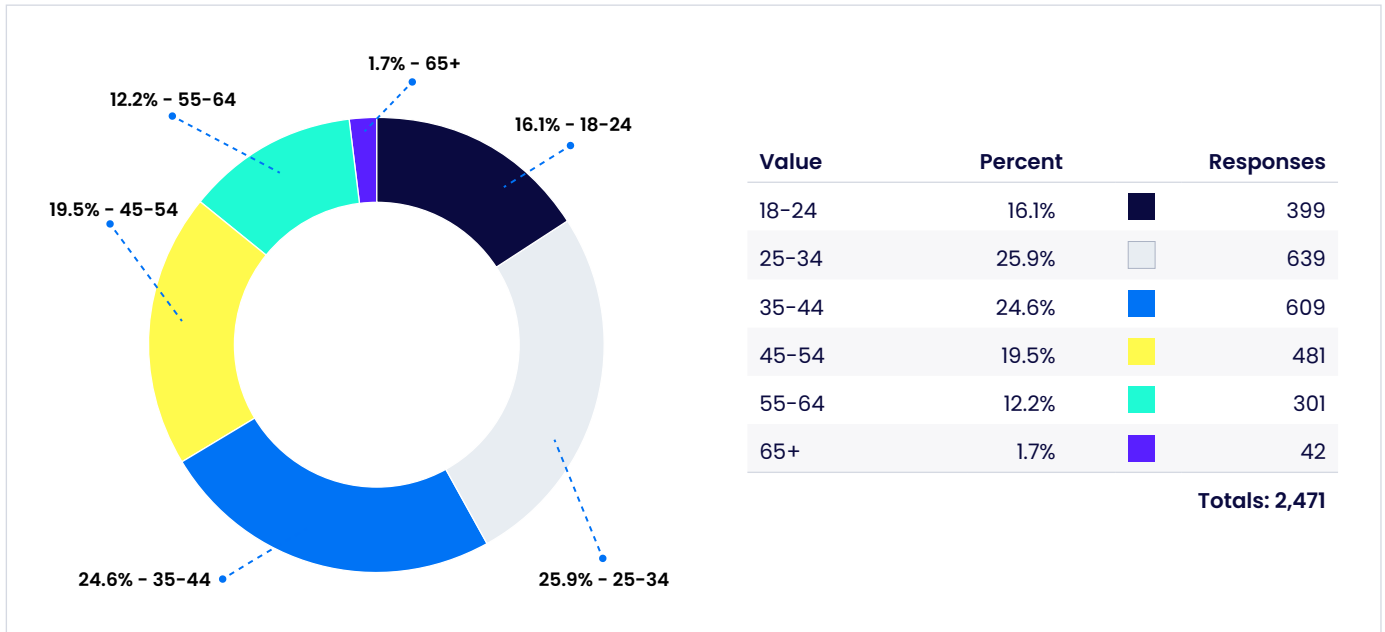


# Unreimbursed Expenses Survey

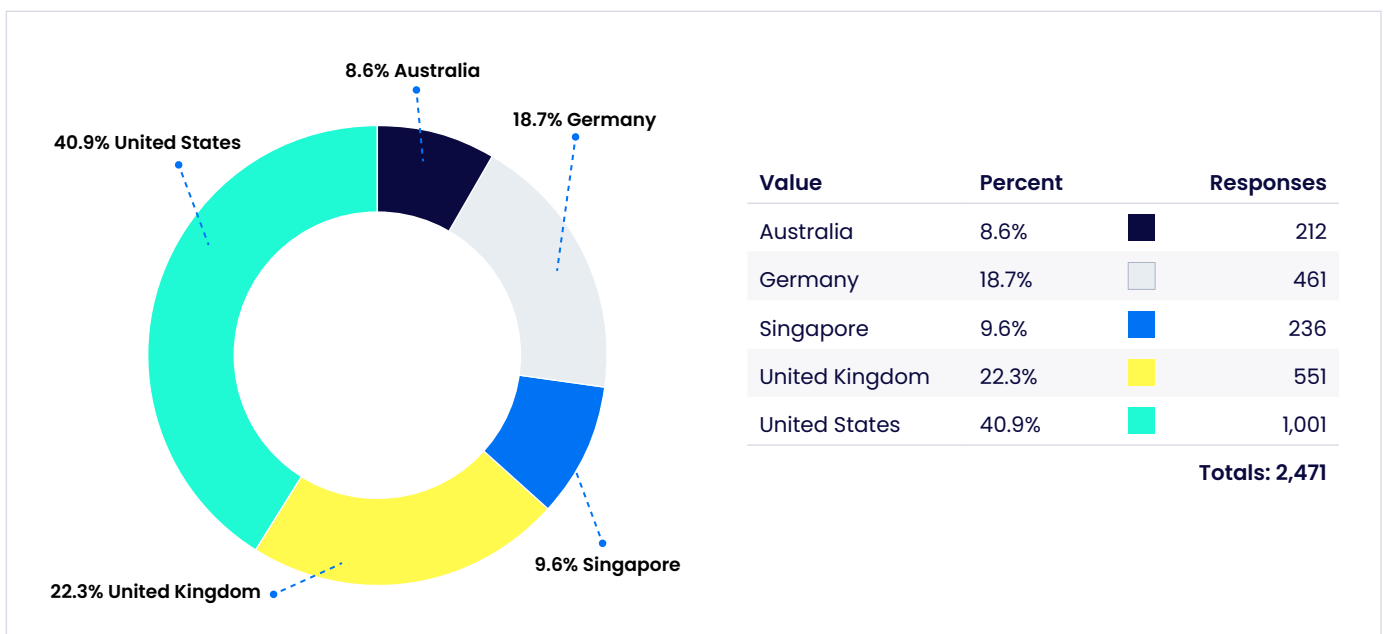
WalkMe Survey Shows Half of Workers Don't File Expense Reports, Leaving Billions of Dollars on the Table

A recent survey revealed that 50% of workers worldwide are not filing expense reports, leaving billions of dollars unclaimed. Around the world, the average amount left behind is \$26.25, causing job stress for 48% of respondents and negatively impacting the financial situation of 28% during the holiday season. The main reasons for not filing expense reports include time-consuming paperwork and cumbersome reimbursement processes. These findings are concerning as 63% of workers cannot afford a \$500 emergency expense, relying on employers for additional support. Simplifying the expense reporting process is crucial for compliance, budgeting, accountability, and enhancing employee experience, reducing dissatisfaction and work stress. Digital Adoption Platforms like WalkMe offer solutions to streamline expense reporting and improve both the employee and employer experience.

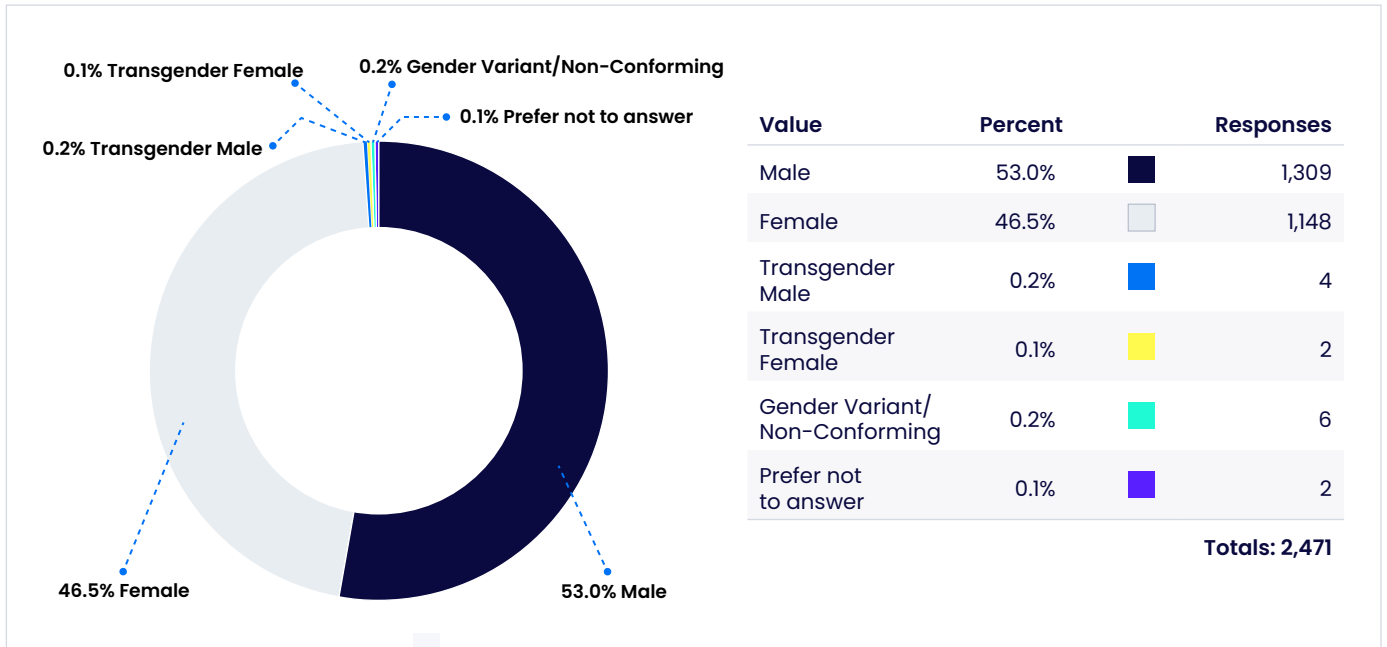
## 1. What is your age?



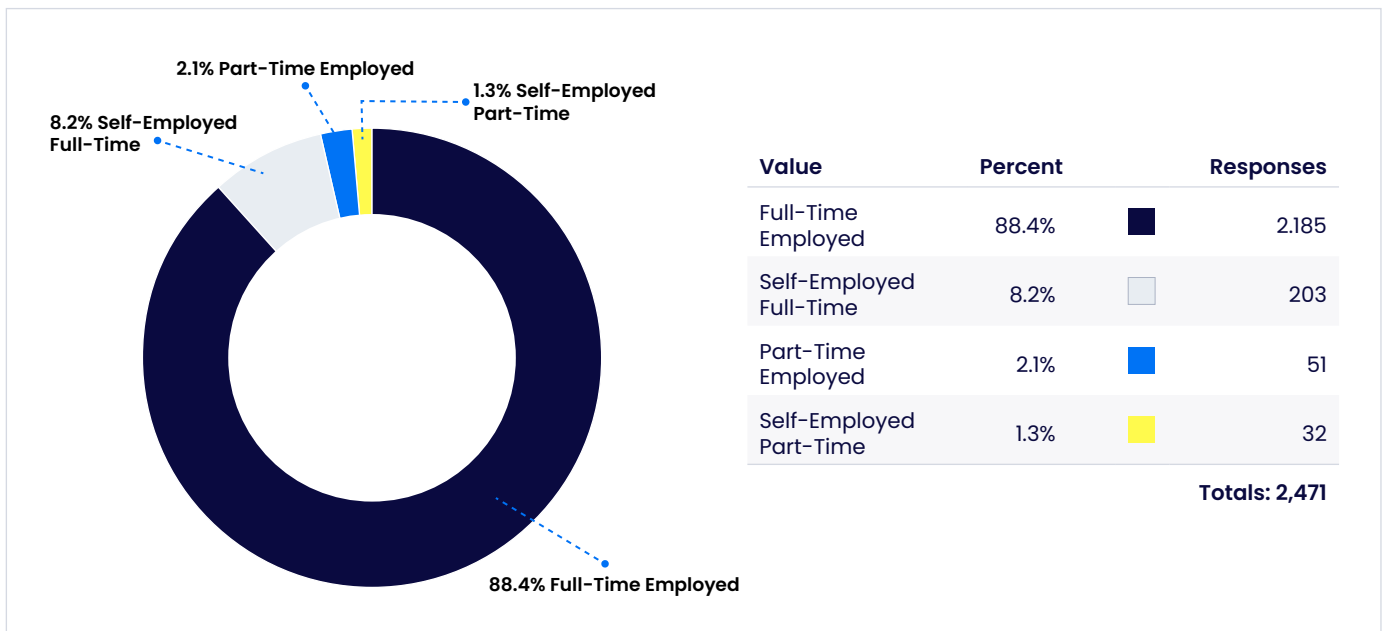
## 2. What country do you work in?



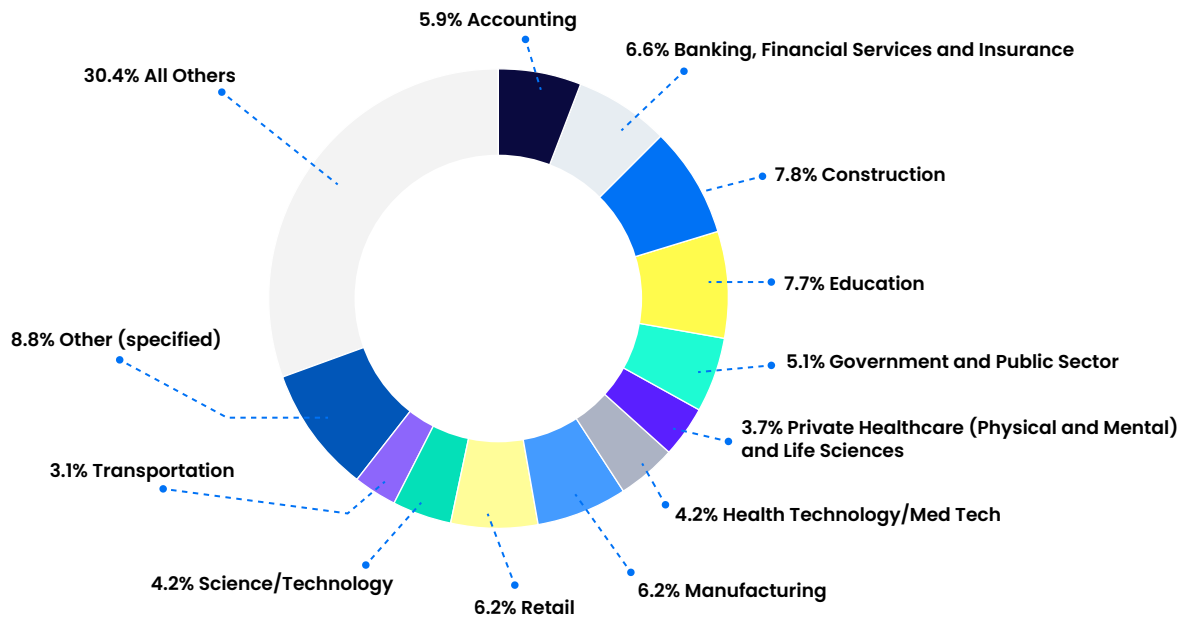
### 3. Which of the following, if any, most closely describes your gender?



### 4. What is your current employment status?



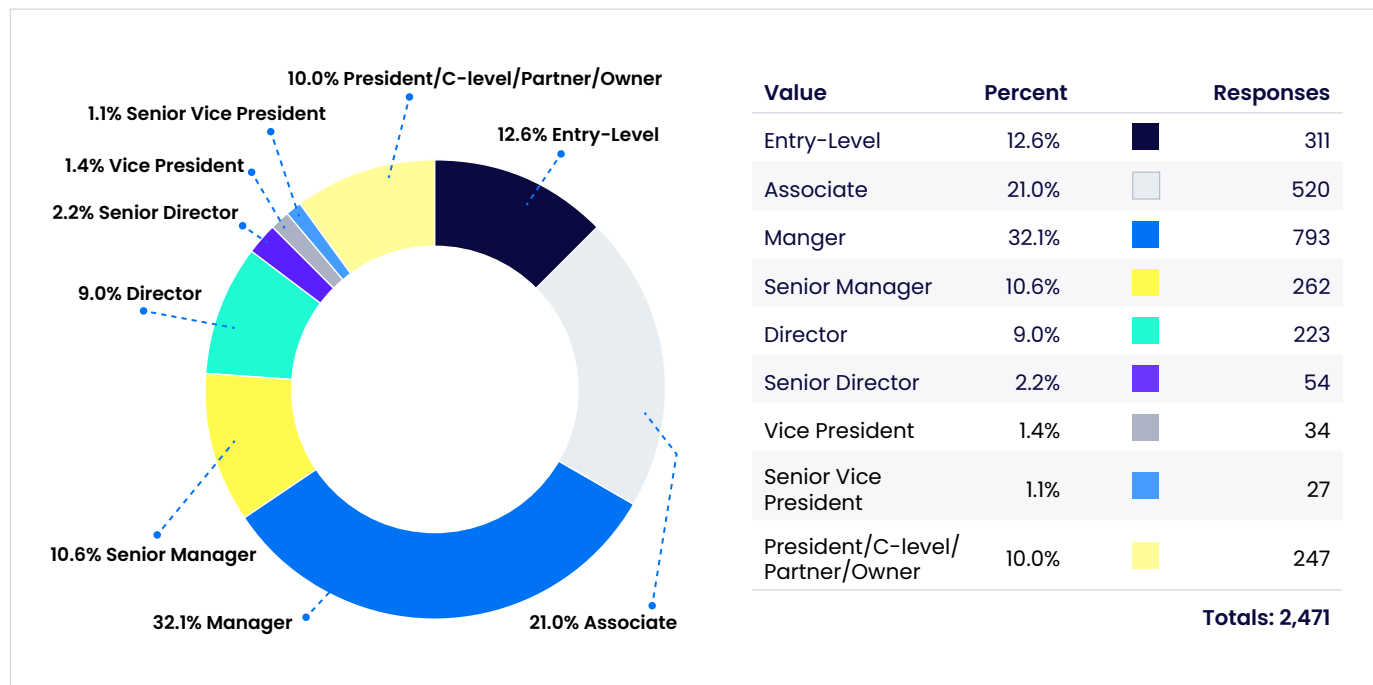
## 5. Which of the following best represents the industry you currently work in?



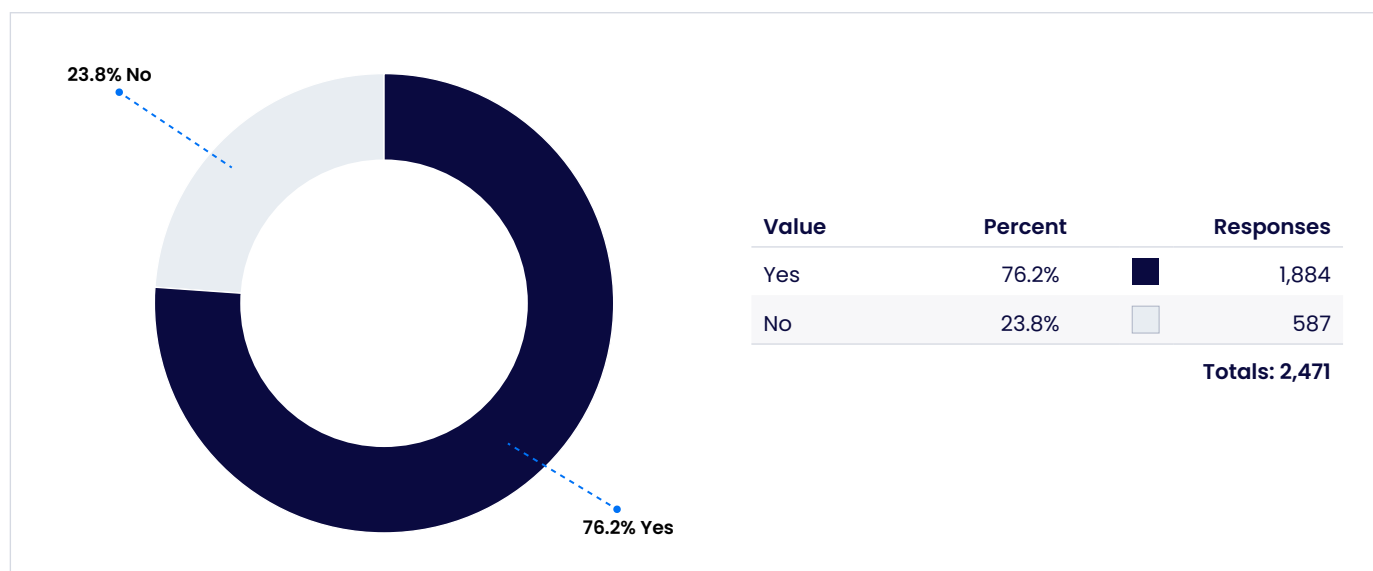
Value	Percent		Responses
Accounting	5.9%		147
Banking, Financial Services and Insurance	6.6%		164
Construction	7.8%		192
Education	7.7%		190
Government and Public Sector	5.1%		126
Private Healthcare (Physical and Mental) and Life Sciences	3.7%		91
Health Technology/MedTech	4.2%		105
Manufacturing	6.2%		154
Retail	6.2%		154
Science/Technology	4.2%		104
Transportation	3.1%		77
Other (specified)	8.8%		217
All Others	30.4%		750

**Totals: 2,471**

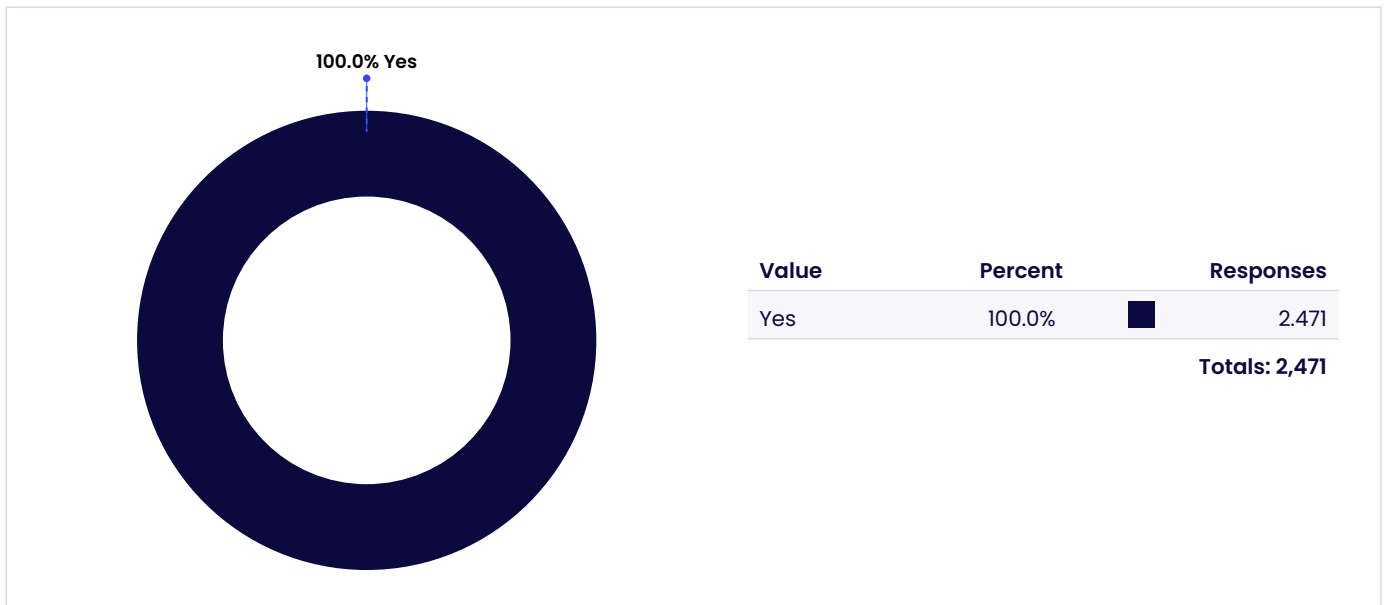
## 6. What is your current job title or management level?



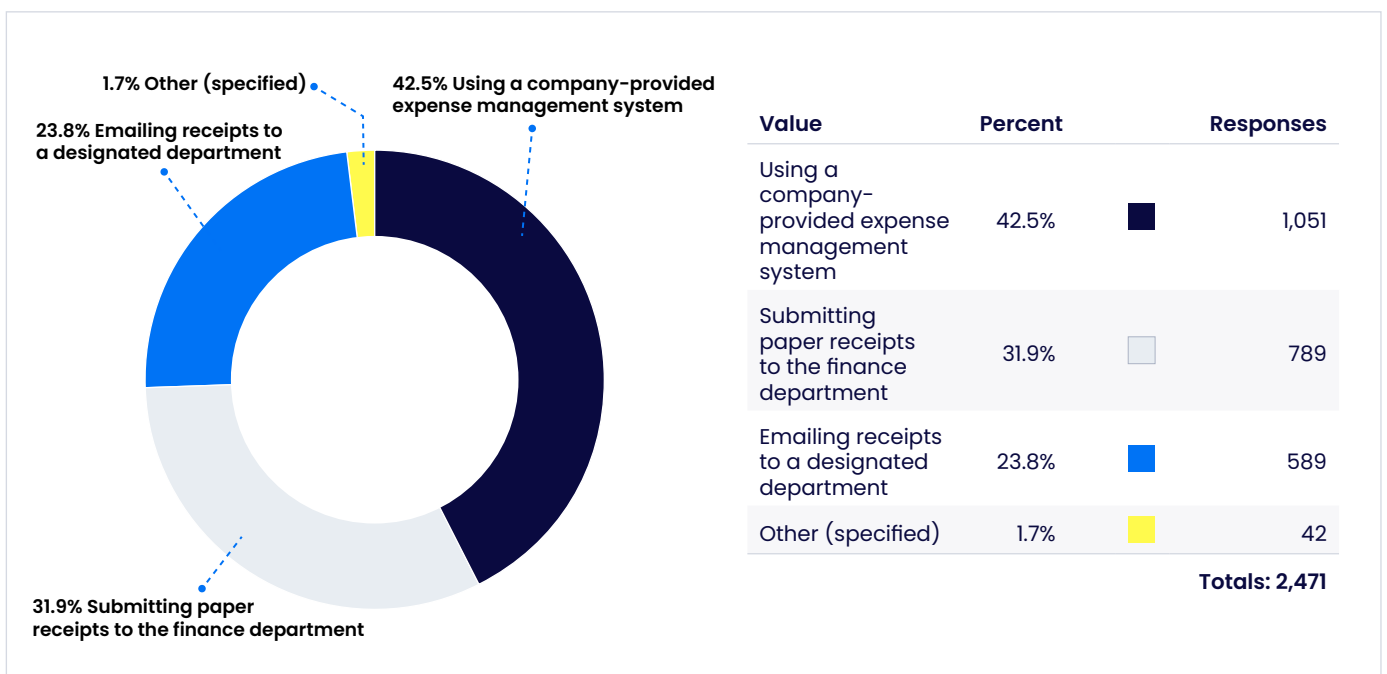
## 7. Are you employed in a managerial or supervisory role?



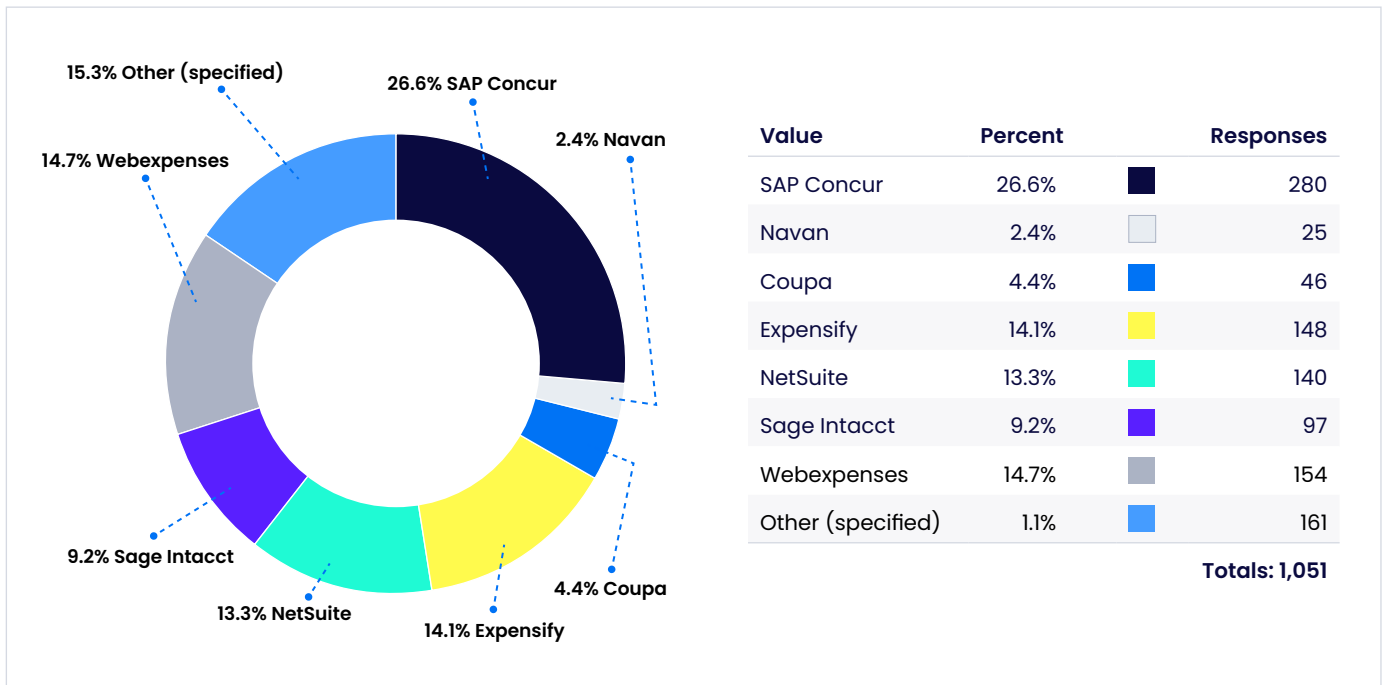
### 8. Do you incur reimbursable work-related expenses as part of your job?



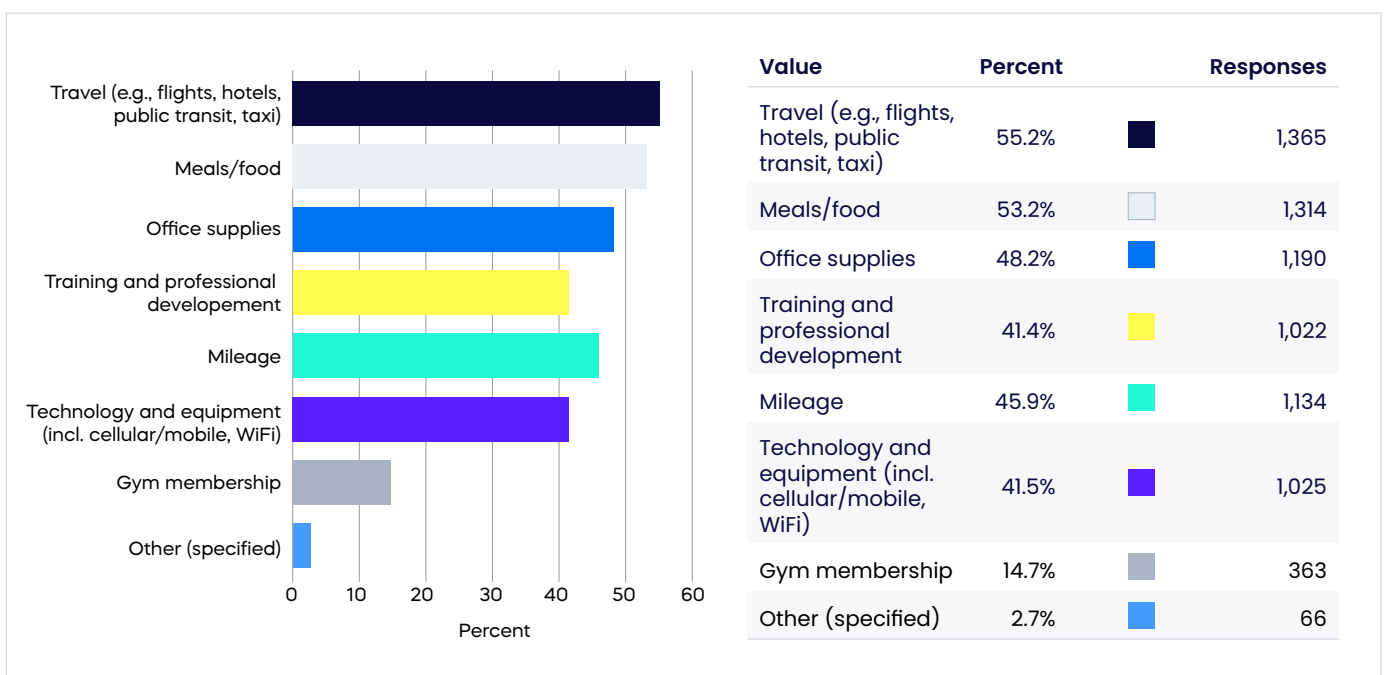
### 9. How do you typically file your work-related expenses?



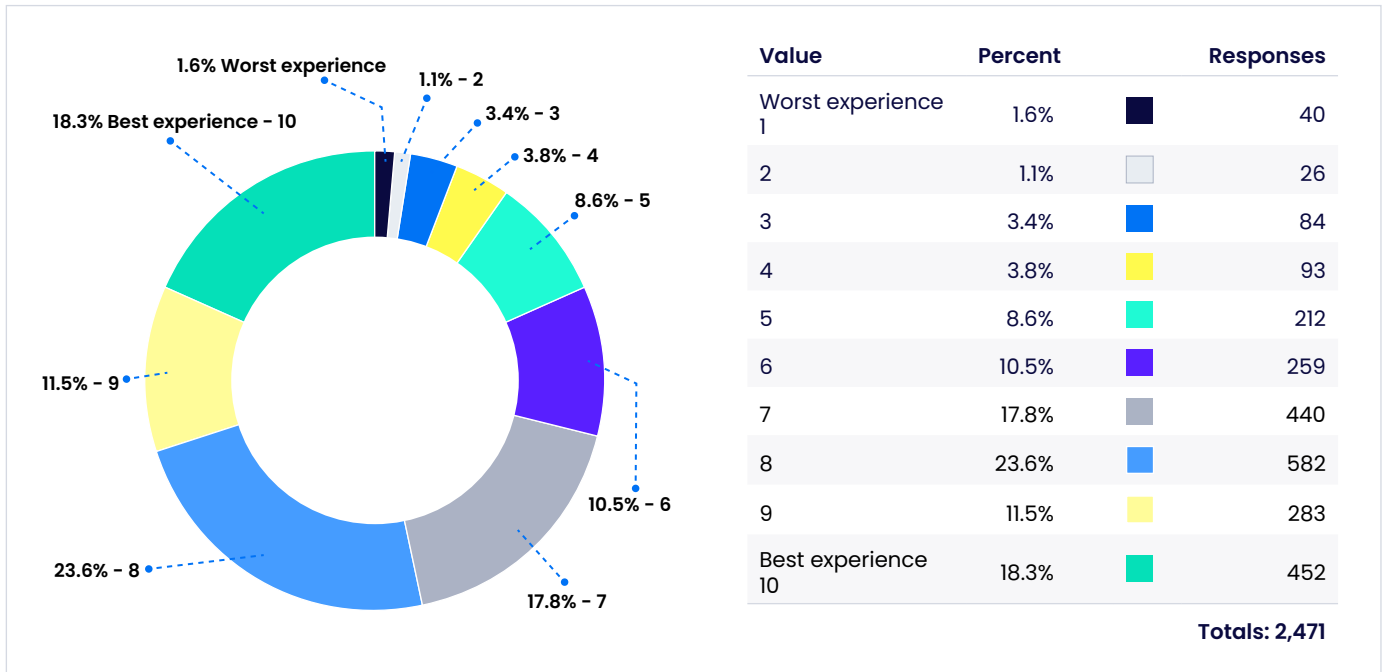
## 10. What system does your company use to manage expenses?



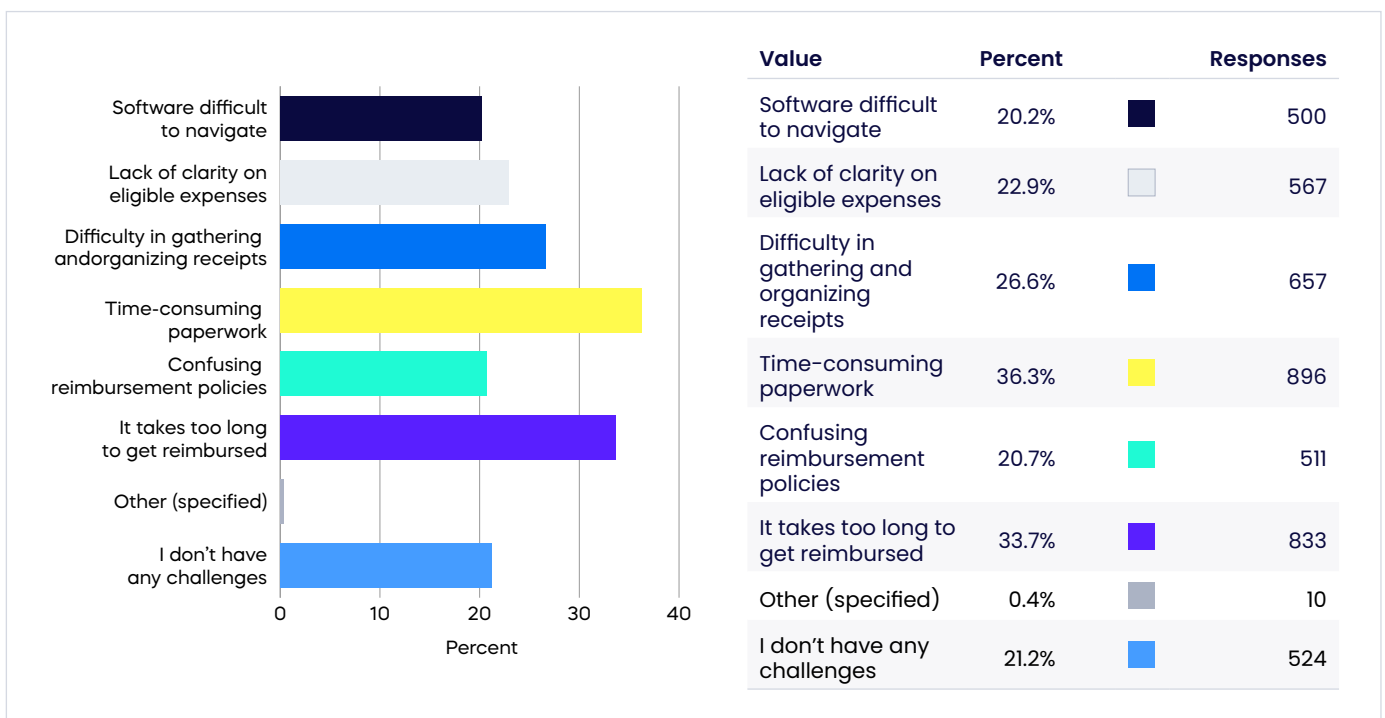
## 11. What types of work-related expenses do you usually incur? Selected all that applied.



12. How would you rate your company's current expense management system on a scale of 1-10 with 1 being the worst experience and 10 being a great experience?

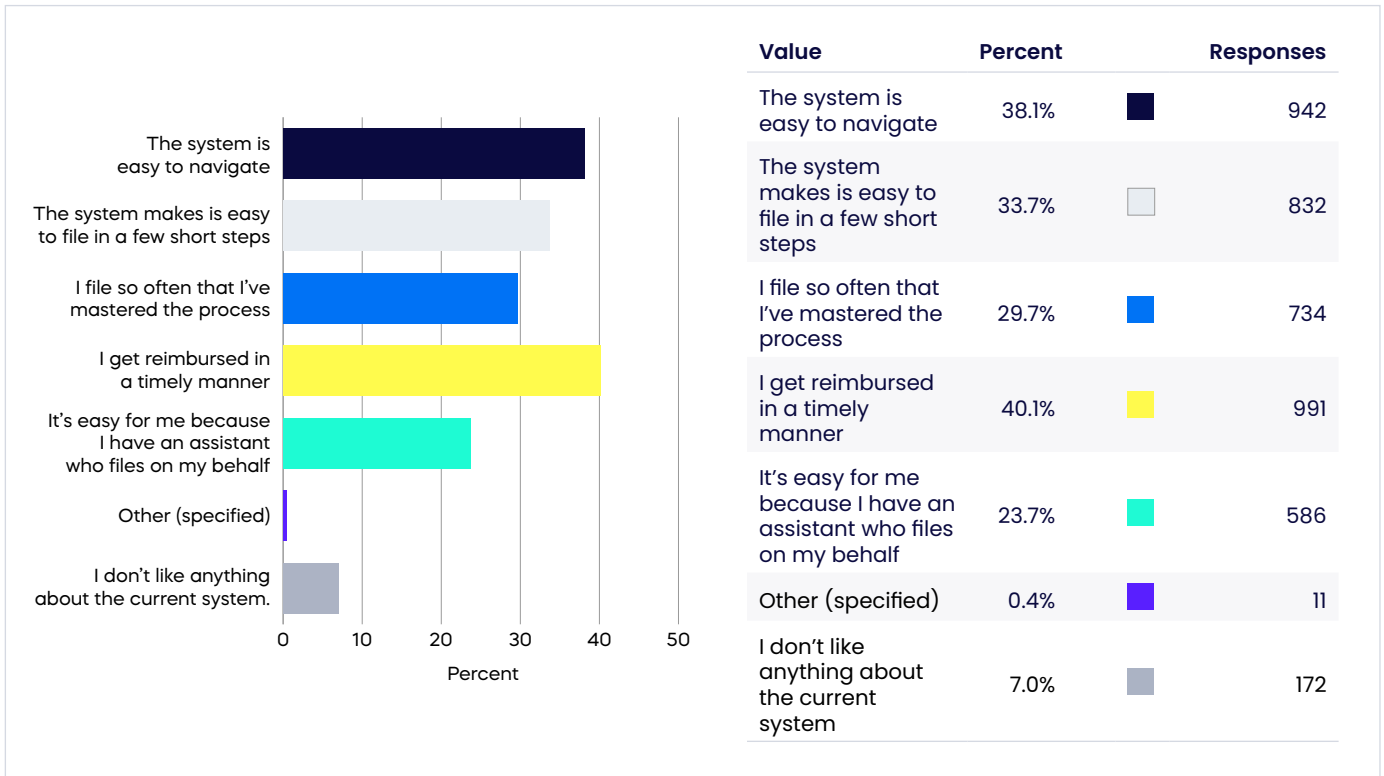


13. What challenges, if any, do you face when filing work-related expenses? Select all that applied.

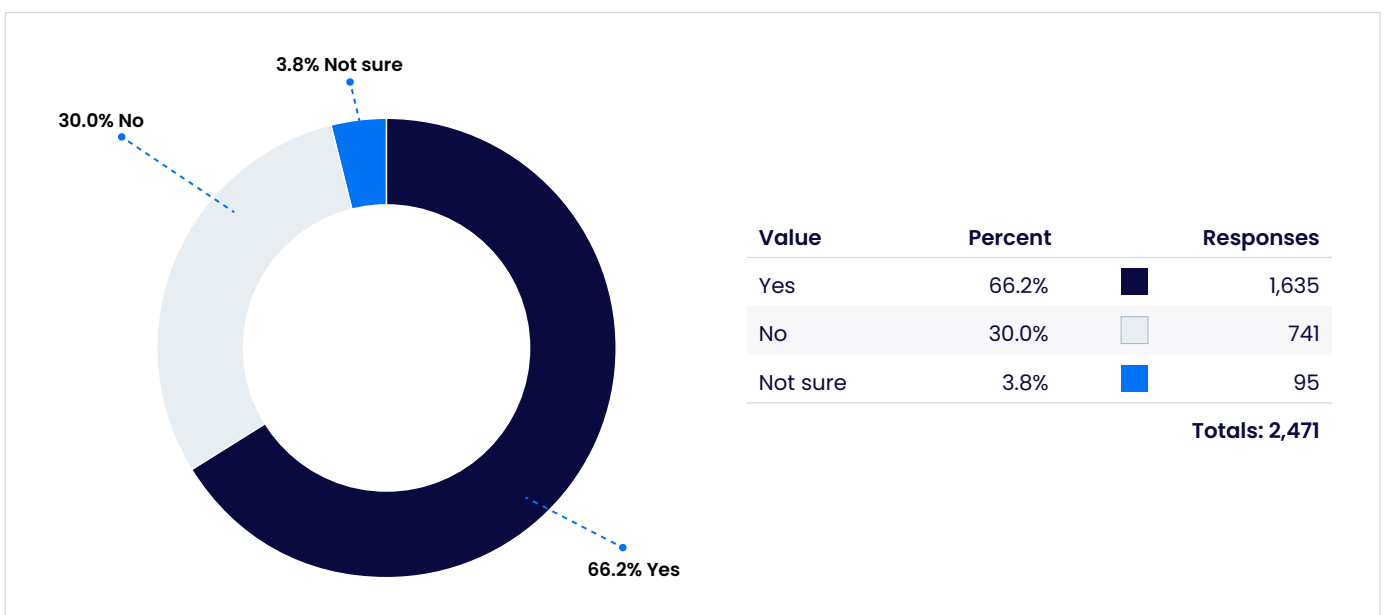




### 14. What do you like about your company's current expense management system? Selected all that applied.



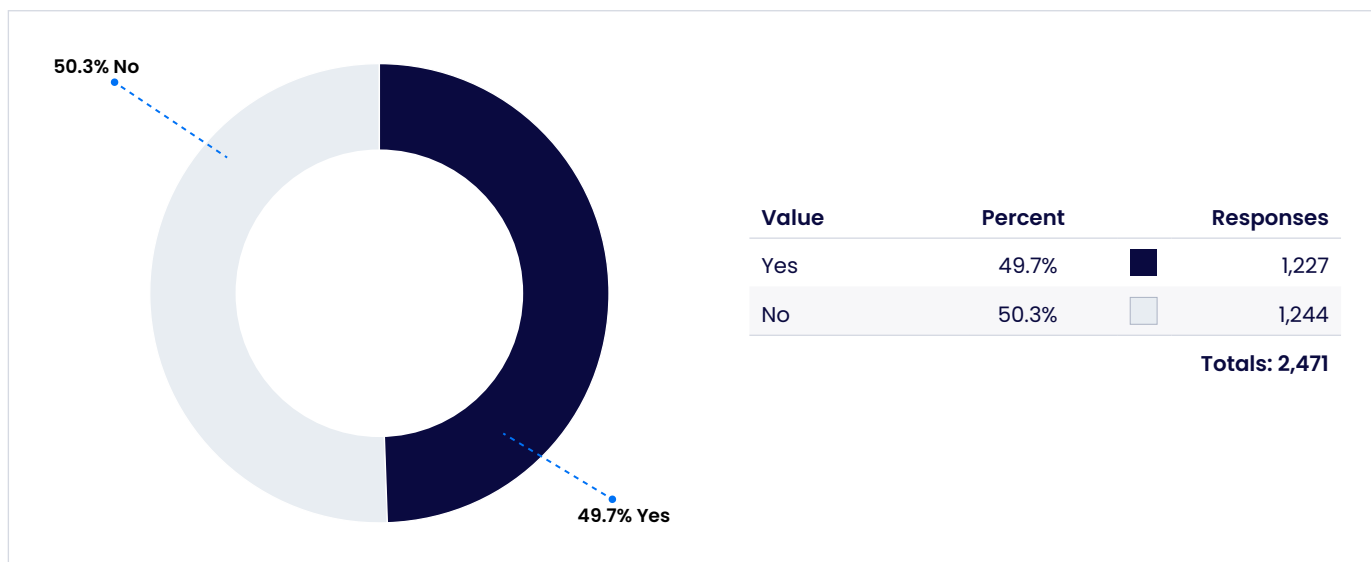
### 15. Have you received proper training on how to file work-related expenses?



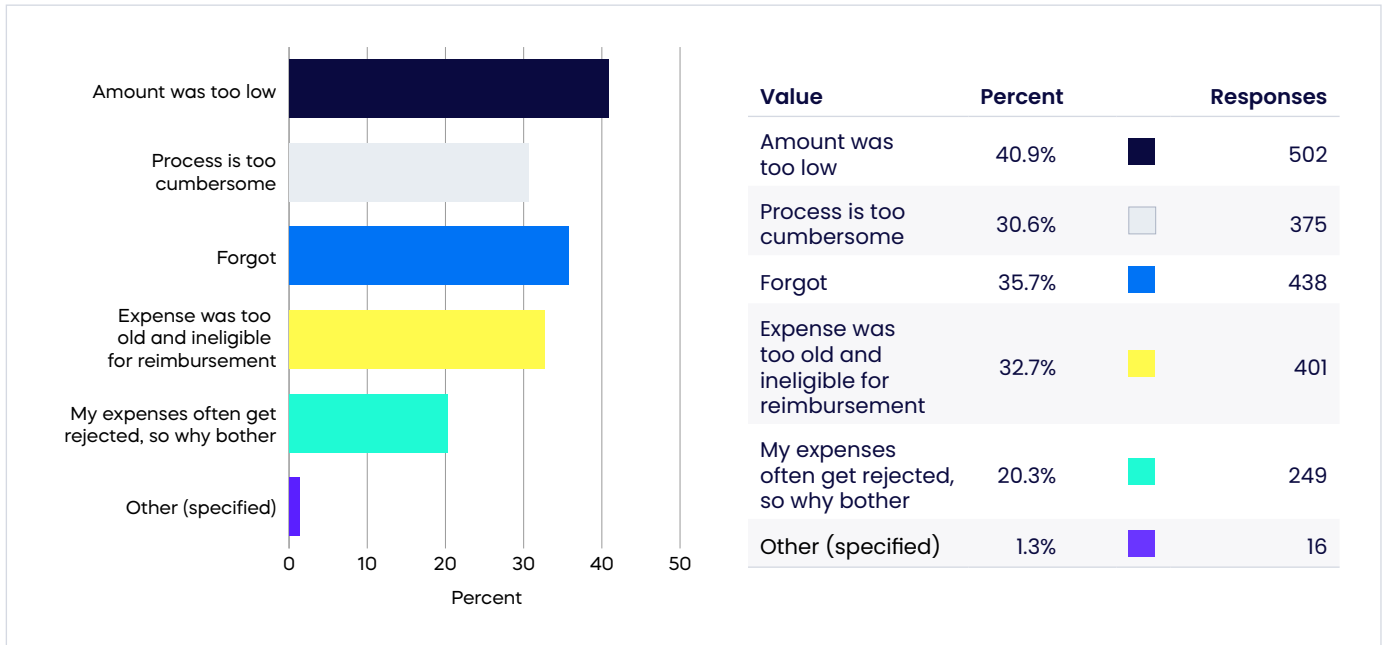
16. On average, how much money do you estimate you spend on work-related expenses per month?



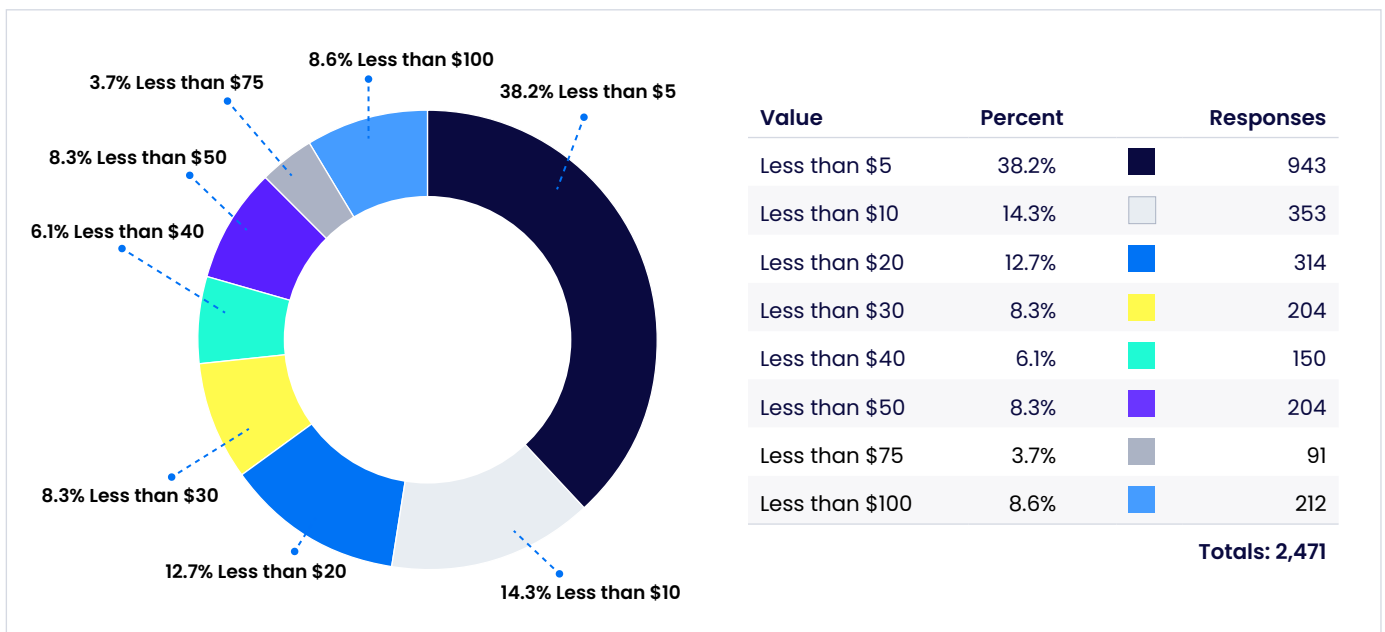
17. Have you ever not filed an expense report for money due back to you?



### 18. Why didn't you file an expense report? Selected all that applied.



### 19. At what dollar amount is it not worth your time to file an expense report?



## 20. Do you find work expenses are a contributor to job-related stress?



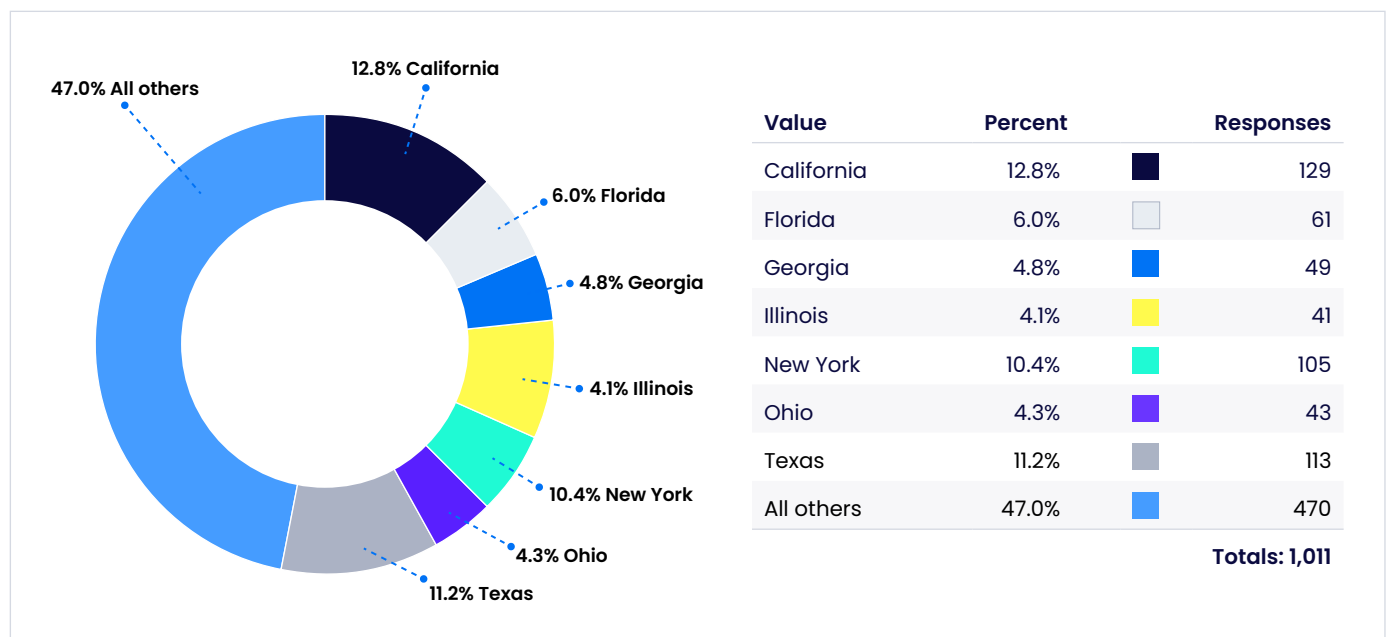
## 21. Have unreimbursed expenses negatively impacted your financial situation during the 2023 holiday season?



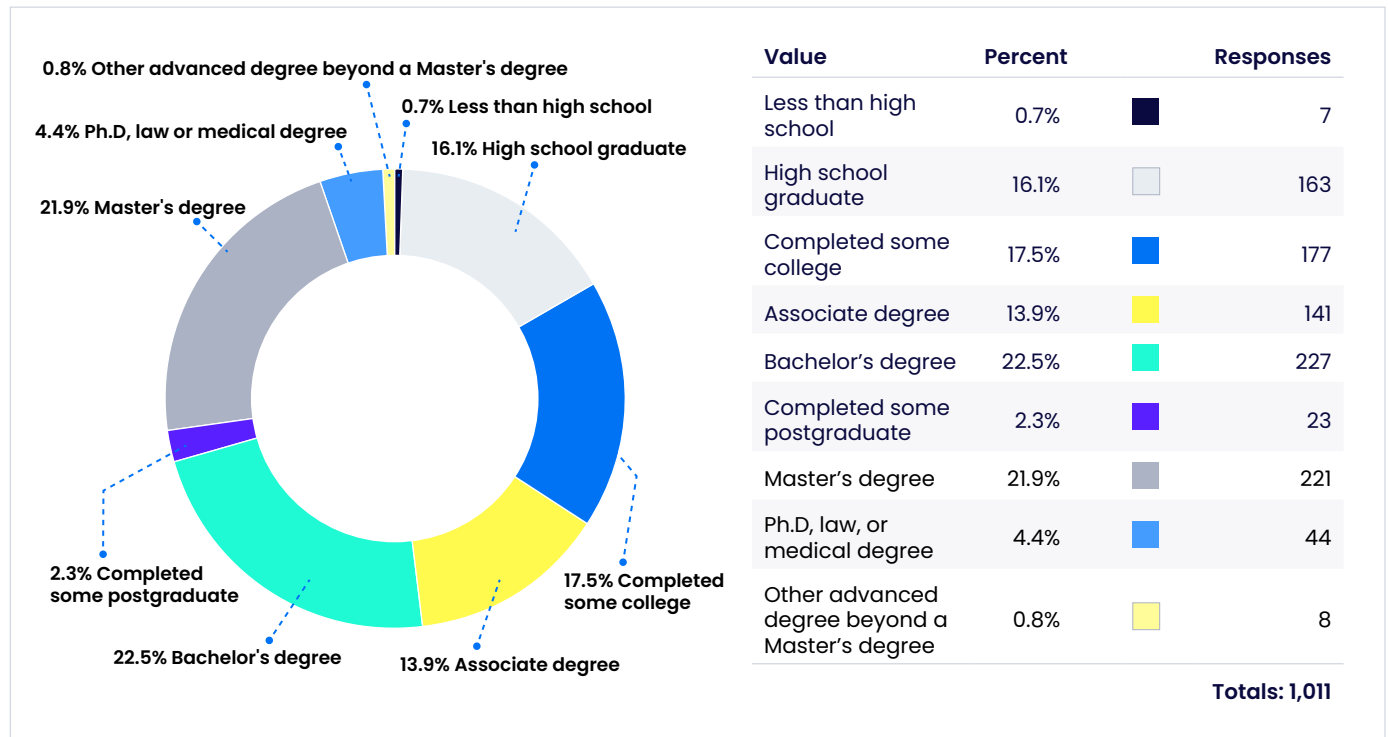
## 22. To what extent do you agree or disagree with the following statements?

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Responses
I believe AI and productivity tools have made expensing easier for me.	Count	600	850	762	180	79	2,471
	Row %	24.3%	34.4%	30.8%	7.3%	3.2%	
It takes less time to file my expenses compared with five years ago.	Count	682	970	578	192	49	2,471
	Row %	27.6%	39.3%	23.4%	7.8%	2.0%	
My employer has been proactive in seeking to make expensing simpler and more straightforward for employees.	Count	677	1,039	513	181	61	2,471
	Row %	27.4%	42.0%	20.8%	7.3%	2.5%	
<b>Totals</b>							<b>2,471</b>

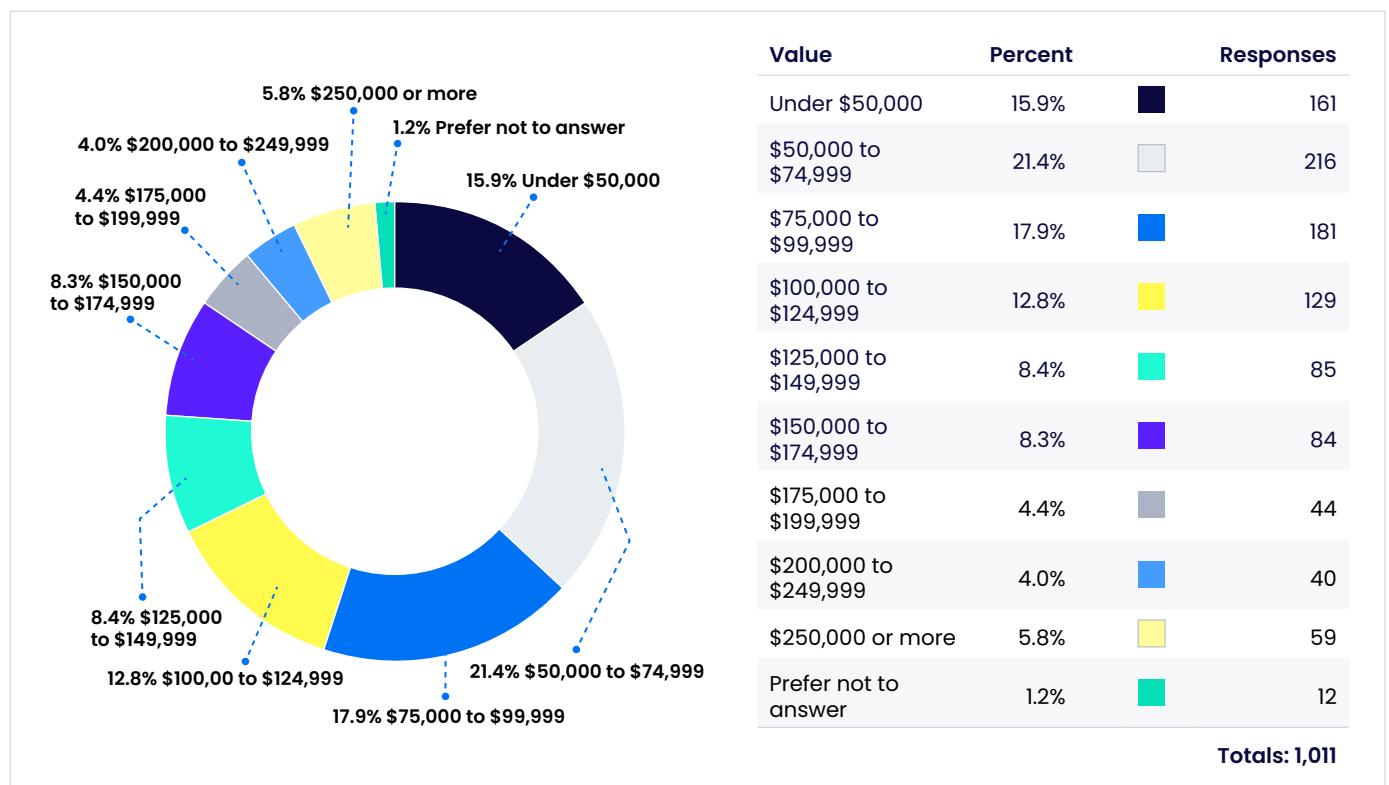
## 23. What state do you currently work in?



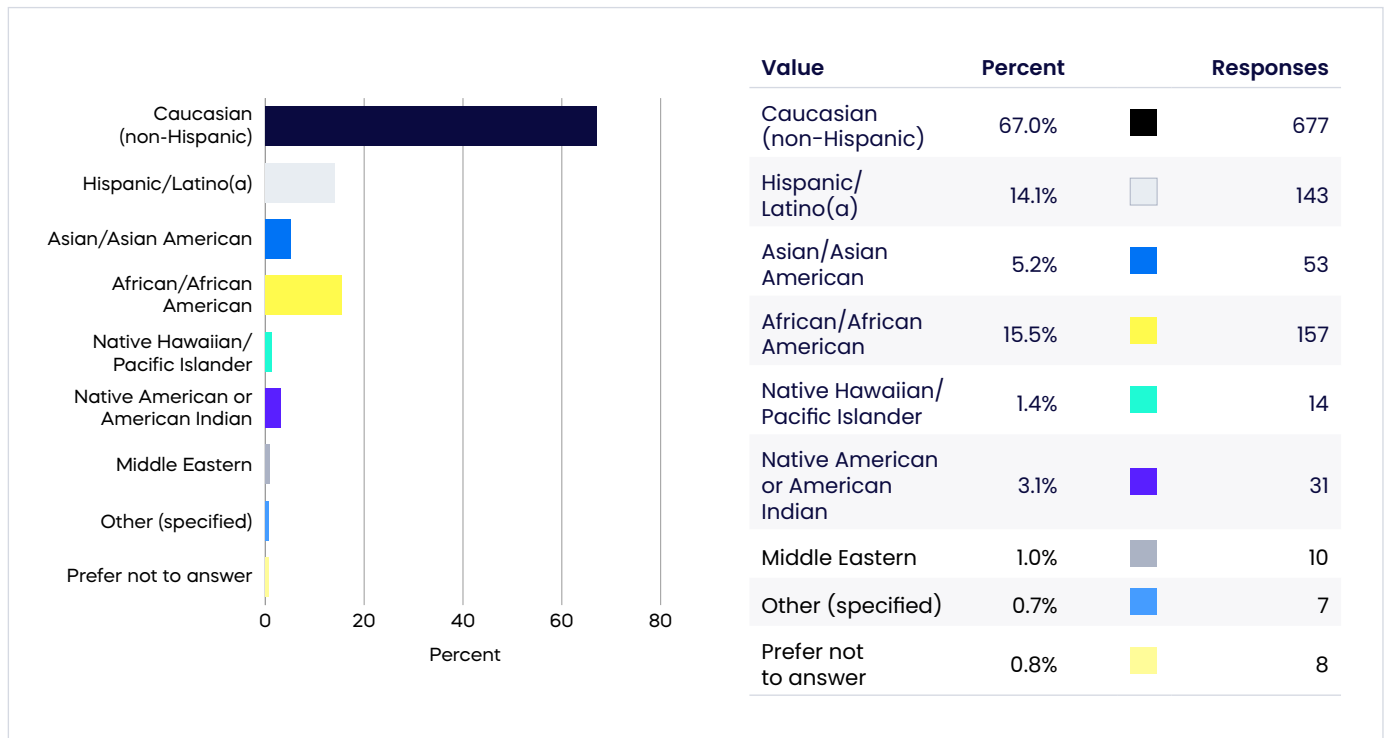
## 24. What is the highest level of education you have completed?



## 25. Which of the following categories best describes your household income before taxes?



26. To which of the following ethnic groups do you belong?  
Selected all that applied.



## 27. Why didn't you file an expense report (*Country Breakdown*)? Selected all that applied.

Segment	Value	% of Total	Responses	
United States	Amount was too low	42.1%	17.4%	213
	Process is too cumbersome	36.6%	15.1%	185
	Forgot	33.2%	13.7%	168
	Expense was too old and ineligible for reimbursement	36.4%	15%	184
	My expenses often get rejected, so why bother	27.1%	11.2%	137
	Other (specified)	1.4%	0.6%	7
	<b>Totals Responses</b>		<b>73%</b>	<b>506</b>
United Kingdom	Amount was too low	37.8%	7.8%	96
	Process is too cumbersome	23.2%	4.8%	59
	Forgot	37.8%	7.8%	96
	Expense was too old and ineligible for reimbursement	29.9%	6.2%	76
	My expenses often get rejected, so why bother	15%	3.1%	38
	Other (specified)	1.6%	0.3%	4
	<b>Totals Responses</b>		<b>30%</b>	<b>254</b>
Australia	Amount was too low	36.6%	2.8%	34
	Process is too cumbersome	23.7%	1.8%	22
	Forgot	45.2%	3.4%	42
	Expense was too old and ineligible for reimbursement	28%	2.1%	26
	My expenses often get rejected, so why bother	15.1%	1.1%	14
	Other (specified)	0%	0%	0
	<b>Totals Responses</b>		<b>11.2%</b>	<b>93</b>
Singapore	Amount was too low	45.5%	3.7%	45
	Process is too cumbersome	31.1%	2.7%	33
	Forgot	35.8%	3.1%	38
	Expense was too old and ineligible for reimbursement	43.4%	3.7%	46
	My expenses often get rejected, so why bother	23.6%	2%	25
	Other (specified)	1.9%	0.2%	2
	<b>Totals Responses</b>		<b>15.4%</b>	<b>106</b>
Germany	Amount was too low	42.5%	9.3%	114
	Process is too cumbersome	28.4%	6.2%	76
	Forgot	35.1%	7.7%	94
	Expense was too old and ineligible for reimbursement	25.7%	5.6%	69
	My expenses often get rejected, so why bother	13.1%	2.9%	35
	Other (specified)	1.1%	0.2%	3
	<b>Totals: 2,471</b>		<b>31.9%</b>	<b>268</b>



## 28. At what dollar amount is it not worth your time to file an expense report (Country Breakdown)?

Segment	Value	% of Total	Responses	
United States	Less than \$5	31.8%	13%	322
	Less than \$10	12.1%	4.9%	122
	Less than \$20	12.2%	5%	123
	Less than \$30	11.3%	4.6%	114
	Less than \$40	6.7%	2.8%	68
	Less than \$50	9.6%	3.9%	97
	Less than \$75	5.5%	2.3%	56
	Less than \$100	10.8%	4.4%	109
		<b>Total Responses</b>	<b>40.9%</b>	<b>1,011</b>
United Kingdom	Less than \$5	49.2%	11%	271
	Less than \$10	14.3%	3.2%	79
	Less than \$20	10.3%	2.3%	57
	Less than \$30	6.5%	1.5%	36
	Less than \$40	5.3%	1.2%	29
	Less than \$50	5.1%	1.1%	28
	Less than \$75	2.9%	0.6%	16
	Less than \$100	6.4%	1.4%	35
		<b>Total Responses</b>	<b>22.3%</b>	<b>551</b>
Australia	Less than \$5	44.8%	3.8%	95
	Less than \$10	21.2%	1.8%	45
	Less than \$20	9.9%	0.8%	21
	Less than \$30	6.6%	0.6%	14
	Less than \$40	4.7%	0.4%	10
	Less than \$50	4.2%	0.4%	9
	Less than \$75	1.9%	0.2%	4
	Less than \$100	6.6%	0.6%	14
		<b>Total Responses</b>	<b>8.6%</b>	<b>212</b>

28. At what dollar amount is it not worth your time to file an expense report  
(Country Breakdown)? (continued)

Segment	Value	% of Total	Responses	
Singapore	Less than \$5	51.7%	4.9%	122
	Less than \$10	12.3%	1.2%	29
	Less than \$20	11.9%	1.1%	28
	Less than \$30	3%	0.3%	7
	Less than \$40	4.7%	0.4%	11
	Less than \$50	9.7%	0.9%	23
	Less than \$75	1.7%	0.2%	4
	Less than \$100	5.1%	0.5%	12
	<b>Total Responses</b>			<b>9.5%</b>
Germany	Less than \$5	28.9%	5.4%	133
	Less than \$10	16.9%	3.2%	78
	Less than \$20	18.4%	3.4%	85
	Less than \$30	7.2%	1.3%	33
	Less than \$40	6.9%	1.3%	32
	Less than \$50	10.2%	1.9%	47
	Less than \$75	2.4%	0.4%	11
	Less than \$100	9.1%	1.7%	42
	<b>Total Responses</b>			<b>18.6%</b>

## 29. Do you find work expenses are a contributor to job-related stress (Country Breakdown)?

Segment	Value	% of Total	Responses	
United States	Yes	52%	21.3%	526
	No	42.4%	17.4%	429
	Not sure	5.5%	2.3%	56
<b>Total Responses</b>			<b>41%</b>	<b>1,011</b>
United Kingdom	Yes	38.1%	8.5%	210
	No	53.5%	11.9%	295
	Not sure	8.3%	1.9%	46
<b>Total Responses</b>			<b>22.3%</b>	<b>551</b>
Australia	Yes	35.4%	3%	75
	No	59.4%	5.1%	126
	Not sure	5.2%	0.4%	11
<b>Total Responses</b>			<b>8.5%</b>	<b>212</b>
Singapore	Yes	45.8%	4.4%	108
	No	45.8%	4.4%	108
	Not sure	8.5%	0.8%	20
<b>Total Responses</b>			<b>9.6%</b>	<b>236</b>
Germany	Yes	55.7%	10.4%	257
	No	34.5%	6.4%	159
	Not sure	9.8%	1.8%	45
<b>Total Responses</b>			<b>18.6%</b>	<b>461</b>

### 30. Have you ever not filed an expense report for money due back to you? (Age Breakdown)?

Segment	Value	% of Total	Responses	
18-24	Yes	50.6%	8.2%	202
	No	49.4%	8%	197
<b>Total Responses</b>			<b>16.2%</b>	<b>399</b>
25-34	Yes	49.3%	12.7%	315
	No	50.7%	13.1%	324
<b>Total Responses</b>			<b>25.8%</b>	<b>639</b>
35-44	Yes	57.6%	14.2%	351
	No	42.4%	10.4%	258
<b>Total Responses</b>			<b>24.6%</b>	<b>609</b>
45-54	Yes	48%	9.3%	231
	No	52%	10.1%	250
<b>Total Responses</b>			<b>19.4%</b>	<b>481</b>
55+	Yes	37.3%	5.2%	128
	No	62.7%	8.7%	215
<b>Total Responses</b>			<b>13.9%</b>	<b>343</b>

### 31. Have unreimbursed expenses negatively impacted your financial situation during the 2023 holiday season (*Age Breakdown*)?

Segment	Value	% of Total	Responses	
18-24	Yes	31.6%	5.1%	126
	No	52.4%	8.5%	209
	Not sure	11%	1.8%	44
	Not applicable	5%	0.8%	20
<b>Total Responses</b>			<b>16.2%</b>	<b>399</b>
25-34	Yes	31.6%	8.2%	202
	No	54.8%	14.2%	350
	Not sure	9.4%	2.4%	60
	Not applicable	4.2%	1.1%	27
<b>Total Responses</b>			<b>25.9%</b>	<b>639</b>
35-44	Yes	33.8%	8.3%	206
	No	53.7%	13.2%	327
	Not sure	8.9%	2.2%	54
	Not applicable	3.6%	0.9%	22
<b>Total Responses</b>			<b>24.6%</b>	<b>609</b>
45-54	Yes	22%	4.3%	106
	No	63.4%	12.3%	305
	Not sure	7.5%	1.5%	36
	Not applicable	7.1%	1.4%	34
<b>Total Responses</b>			<b>19.5%</b>	<b>481</b>
55+	Yes	15.2%	2.1%	52
	No	77%	10.7%	264
	Not sure	2.9%	0.4%	10
	Not applicable	5%	0.7%	17
<b>Total Responses</b>			<b>13.9%</b>	<b>343</b>