

Unreimbursed:

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



\$2 BILLION
left behind by U.S. workers

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.



When expense reporting is so cumbersome or the process doesn't feel worth the effort, employees will feel dissatisfaction with their jobs and more work stress, and that's a problem for business.

– Chelsea Pyrzenski, Chief People Officer at WalkMe

Creating a frictionless experience for employees to reduce paperwork and time spent on expense reporting is a key part of the reimbursement process. While many may believe employees are the sole beneficiary of accurate and timely expense reporting, it is an imperative for employers for:



Compliance organizations have policies in place to ensure compliance with tax laws and regulations, including keeping track of company spending. Proper expense reporting is part of these policies.



Budgeting expense reports provide valuable insight to make informed budget decisions.



Accountability reporting promotes transparency and accountability to ensure that employees – and the company – are spending money responsibly.



Employee experience companies must provide ideal means for employees to file accurate and timely expense reports to make the employee “whole,” thus driving positive employee experience.

32%

OF WORKERS are still submitting paper receipts to finance

58%

of workers in GERMANY claim the most stress from work expenses

58%

35–44 YEAR OLDS are most likely to leave money on the table

28%

of workers say unreimbursed expenses are **NEGATIVELY IMPACTING** finances this holiday season

79%

of workers face **CHALLENGES** when filing expenses

59%

agreed that **AI & PRODUCTIVITY TOOLS** have made expensing easier



THE MOST MONEY is left on the table in the USA at an average of \$31.04



THE LEAST MONEY is left on the table in Singapore at an average of \$20.35



THE MOST FORGETFUL about filing expense reports is Australia at 45%

About the Survey

Conducted in November 2023 in the U.S., U.K., Germany, Singapore, and Australia, the multinational survey polled more than 2,400 workers across a wide array of industries and working ages. The research, conducted by Propeller Insights and sponsored by WalkMe, surveyed those who incur reimbursable work-related expenses as part of their job and all worked full-time with three-quarters in a self-identified managerial or supervisory role.

About WalkMe

WalkMe's cloud-based digital adoption platform enables organizations to measure, drive and act to ultimately accelerate their digital transformations and better realize the value of their software investments. Our platform leverages proprietary technology to provide visibility to an organization's Chief Information Officer and business leaders, while improving user experience, productivity and efficiency for employees and customers. Alongside walkthroughs and third-party integration capabilities, our platform can be customized to fit an organization's needs.