



# 2004 Corporate Travel Card Benchmark Survey

**Streamline your travel expenditure process and make the most of your travel card.**



## **A comprehensive look at how organizations use their travel cards.**

In 2004, a broad spectrum of organizations, including Visa Issuers and their clients, worked with RPMG Research Corporation to develop a detailed portrait of the value that travel card programs deliver. Over 700 companies that were customers of one of 14 major commercial bankers or members of the National Business Travel Association took part.

The survey provides valuable insight into how different sizes and types of companies are using travel cards to achieve organizational and cost efficiencies. In particular, the study looks at the goals and policies that help to drive travel card program success, and at the many characteristics of high-performing programs.

How does your travel card program compare? The 2004 Corporate Travel Card Benchmark Survey Results brings together a broad array of findings and insights to help you find out.

**“The use of electronic expense reports pre-populated with travel card data is associated with a 56% increase in processing efficiency and an over 40% decrease in the cycle time to reimburse expenses.”\***

## **How does a typical organization use travel cards today?**

On average, a company gives travel cards to 23% of its employees and uses those cards to capture over 70% of its travel spending.

## **And what is the most important travel card feature?**

“Global card acceptance” is far and away the most important feature of the travel card.

\*Source: 2004 Corporate Travel Card Benchmark Survey Results.

## **Travel card spending is expected to rise — and travel card benefits add up.**

Of the \$193 billion that researchers estimate North American companies spend on travel each year, some \$120 billion is captured on travel cards. Over 83% of survey participants expect this number to increase over the next five years. According to participants, key drivers of this increase are likely to include the greater convenience, enhanced travel spending data, and other benefits that travel cards deliver. Regardless of these drivers, the report estimates that annual travel spending would increase almost 23% to \$147 billion if “low capture” organizations simply adopted policies and procedures similar to those used by the majority of companies surveyed.

Beyond enhanced data and increased convenience, companies can derive other, substantial organizational and cost efficiency benefits from their travel card programs. For example, a full 39% of companies surveyed report that they routinely use their travel cards to negotiate lower prices with their suppliers, reducing their travel budgets by an average of 9% as a result. In addition, 47% of respondents use travel cards to help eliminate petty cash accounts, saving an average of \$30 for every such transaction request they eliminate.

## **Find out what high performing programs have in common.**

Among the most successful travel card-using organizations, key similarities rise to the surface. These organizations are more likely to support their programs with:

- a higher level of top management support, a more liberal travel card distribution policy, and significantly higher levels of spending at the individual cardholder level.
- travel card policies and procedures distributed to employees, mandatory initial training for cardholders, and ongoing methods for communicating travel card program changes and updates.
- creative ways to exploit the card’s usefulness, such as by integrating card use into cost reduction and vendor management priorities, using expense management and travel card technology, and adjusting business processes to encourage card use.
- an automated expense reporting system and bar coding technology for expense report tracking.

**Request more information on the 2004 Corporate Travel Card Benchmark Survey by simply contacting your Visa Member financial institution today.**

## **Capture more transactions electronically.**

The percentage of spending captured on travel cards is highest (about 86%) when an organization distributes its company travel card widely and also mandates its use.

**For information about other business resources from Visa, visit [www.visa.com/commercial](http://www.visa.com/commercial).**