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forgetting to ask for receipts, losing receipts or simply forgetting to submit the expense claim. One in three employees say they refrain from submitting expense claims ...

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North American employees are losing out on more than \$10.7 billion of unclaimed expenses every year, two-thirds of the \$15.5 billion globally. An independent multi-

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responses from each country.

A summary of key findings are:

North American employees:	US	Canada
Regularly don’t expense everything	17%	23%
Lose an average per year	US\$390	US\$284
Lose a total average per country	US\$9.7 billion	US\$1 billion
Are frustrated with employers’ expense processes	32%	27%
Wait over one month for payment	10%	13%
Left short while waiting for expense claims	37%	20%
Feel financially taken advantage of through expense claim process	42%	21%

A number of reasons were cited for failing to claim expenses including low value, forgetting to ask for receipts, losing receipts or simply forgetting to submit the expense claim. One in three employees say they refrain from submitting expense claims because the process is too frustrating and time consuming. The same amount have to wait for more than one month for their expenses to be paid after making a claim, though overall most expenses are paid within a month.

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and Belgium (20%) agreed, compared to only 10% in Germany and the Netherlands. Of the employees surveyed that said yes, 28% (average across countries) feel this has a negative influence on their feelings towards the company.

“The one thing that creates sustainable competitive advantage and long-term strength for a company is the workforce. The people are the company. Research shows that employees who are engaged significantly outperform those who aren’t,” said Kara Walsh, Chief Human Capital Officer at Unit4. “While employee engagement is driven by many factors, the companies that provide a caring and open workplace environment will win today’s war for talent. With recruiting costs running approximately 1.5 times annual salary, the ability to engage and retain valuable employees has a significant impact on an organization’s bottom line.”

Accounting

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