

## Travel Expense: Global template





### What do we want

- One unique global travel management endto-end process will be available for all units
- One state of the art travel management system with flexible and modern functions
- Cost- and service oriented process design
- Outstanding transparency and compliance

#### How do we do that

- Empower travelers
- Select one global system
- Define frontend, settings and processes centrally on a global level
- Evaluate local legal and internal requirements
- Mandatory and optional components can be configured according to local needs

## The evolution of expense claims

Structured capturing,



5 minutes of history

you are. Automated partly automated capturing, external feeds, calculations, easier to automated processes. handle. 2. excel-based 4. Cloud systems for mobile use expense 5. intelligent 1. paper-based 3. Expense expense **System** processes

Access to expenses wherever

The very beginning of expenses. Lots of manual work in every step.

Progress by technology – automated calculation & processing, significantly higher prductivity

Intelligent touchless capturing of Expenses. IoT connected. Fully automated.

## **Business Trip: Subprocesses**



Need for trip
Enter Request
Capture Advances
Approval
(purpose, no costs)

Reservation
Confirmation
Approval
(costs/violations)
Ticketing
Papers
(Visa, Medicine)
Payment

Manage itinerary
Disruptions
Traveler Tracking
Capture Receipt
(OCR)

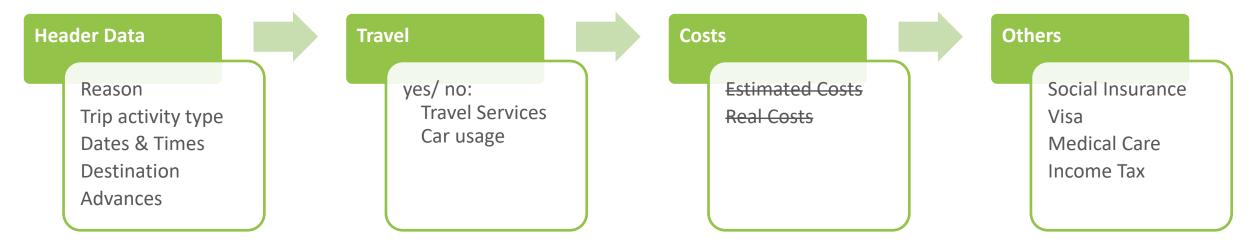
Enter Expenses

Calculate:
Reimbursement
Allowances
VAT
non-/ taxable
Approval
Auditing
Posting to Finance
and Payroll
Account Assignment
Archiving

Distribution
KPIs
Compliance

## **Travel Request Elements**



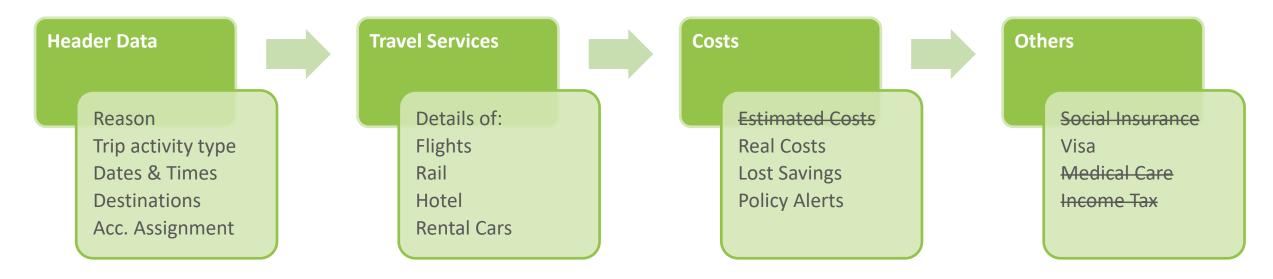


Pre-Booking Approval: WHAT do you want to approve? And why at all?

- Do you have a need for manager's information, or really for a documented approval? (e.g. pharma industry)
- How many requests get rejected per year, and for which reason? Automotive sample: 2 of 15.000 get rejected.
- Book as fast as you can if you know you need to leave. Don't slow down the process by asking for approvals.
   It WILL affect your flight price.
- **BEFORE booking, you can only approve business need.** Playing around with "estimated costs" is useless, as prices will change. Employees are wasting time while trying to find out the "estimated price" in non-authorized channels.
- Remember: all online bookings are IN POLICY for the best price available
- Streamlined solution: Passive Approval. Send infomail to manager instead of decision tasks. Consider people's time!

## **Travel Booking Elements**





Approval after Booking: WHAT do you want to approve? And why at all?

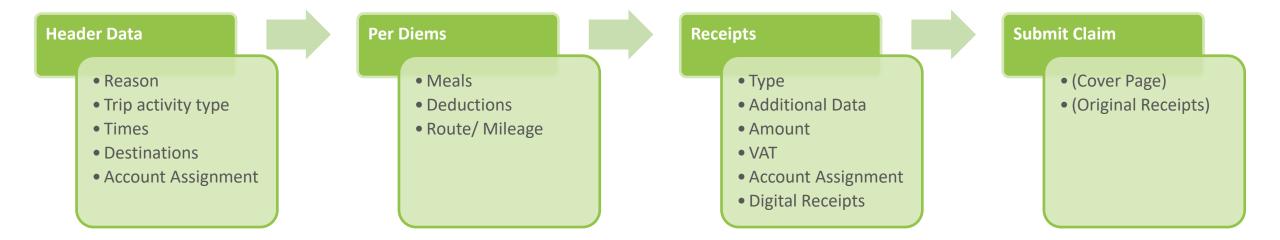
All bookings are IN POLICY for the BEST AVAILABLE PRICE. Cancellation may cost penalty fees.

Reasonable use case. Manager confirms business need and real costs. (the only reliable point of time to indicate costs), or simply gets informed.

Streamlined solution: Passive Approval. Send infomail to manager instead of decision tasks. Consider people's time!

## **Expense Elements**





All Expenses (booking, out of pockets, entertainment) will be part of the expense claim.

- Approval use case: document management decision, information on costs occured
- Will infomail for line manager be sufficient as well?
- The line manager is not a tax expert, and not intended to become one
- Claims are audited by experts based on system rules

## **Auditing Elements**



## Validate

- Completeness
- Legal Compliance
- Internal Compliance
- Plausibility

# Investigate

- Missing claims
- Incomplete claims
- Missing receipts
- Receipts with errors

## Decide

- Accept and release
- Change and release
- Reject and send back (not recommended)
- Ask for more facts (not recommended)

→ System can support standard checks and select for auditing!

This will save a lot of workload!

### **VAT Reclaim**



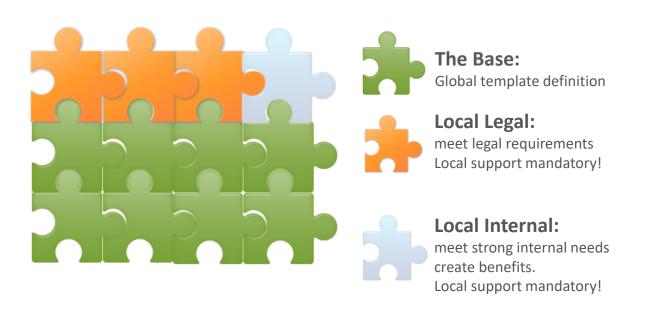
### Business Case

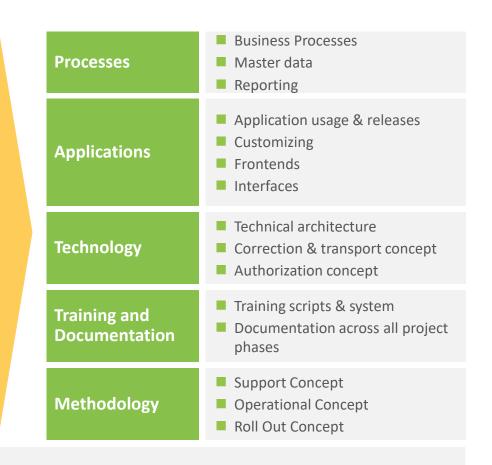
- Generally, four use cases:
   domestic VAT usually active today
   VAT EU rarely active
   VAT non-EU with agreement higher efforts
   VAT non-EU without agreement not recommended
- \_ VAT EU can be up to 27%
- In average, 12% of VAT can be reclaimed quite easily More shares are possible, but with higher effort
- Potential savings for 2.5 Mio € EU-travel costs: 300.000 € In average, some +/- 10% of EU-volume



## **Global Template Definition**



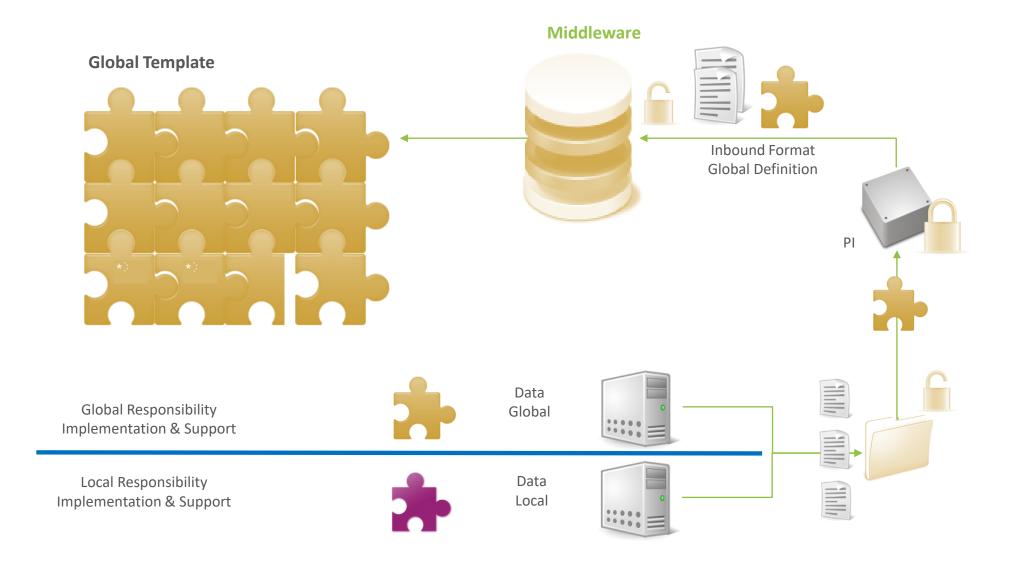




A Template is a reusable standardized solution integrating the global and local requirements

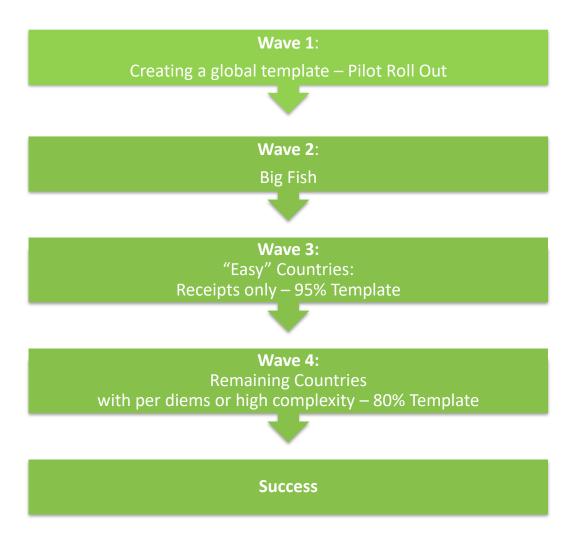
## **Global infrastructure**





### How to create success





### **Full Template**

- Covers all business processes
- Complete template is developed first
- Local specifics do not exist

### **Partial Template**

- Covers only global processes
- Only common global parts of the template are developed first
- Local specifics are developed individually within each entity

#### **Pilot Rollback**

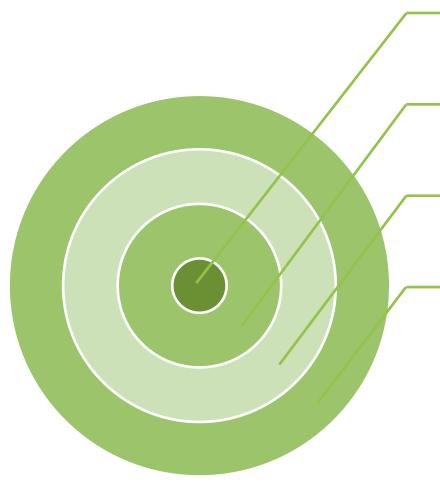
- Covers only processes of the first entity in the beginning
- Pilot becomes template system
- Following entities have to redo some parts

### **Iterative template**

- Covers only processes of the first entity in the beginning
- Template is adapted and enhanced each time
- All entities have to redo some parts

## **Success made easy**





Define processes globally - keep it simple!

Remove redundant/ unneeded approval steps

Mobile capturing should be allowed for convenience on entry.

Long-term archiving may require additional central scanning

Some originals need to be selected for VAT reclaim Other receipts can be deleted after dispute period



# Happy to support you!

Our expert team will help with anything around business travel. We create success.

