

VTCT finds a better way to do expenses

VTCT took a people-centric approach to expenses automation. They knew there had to be a better way to do expenses, rather than posting in paper receipts, and they found it with Concur.

About VTCT

VTCT is a leading international awarding organisation for beauty, nails, spa therapy, hairdressing, barbering, hospitality and catering, customer service and more. Their field staff spends a lot of time travelling for business and incurring expenses.

Why they decided to automate.

Historically, VTCT was using a paper-based process for expense claims and credit card transactions. This led to a number of issues – large volumes of paperwork, extensive filing and storage of claims, a risk of duplicated claims, poor tracking of mileage leading to over-payment of mileage claims that weren't tax-compliant, inconsistent coding of expenses in the finance system and a huge amount of staff time and resources taken up with processing expenses.

“We had historical issues and we needed to find a better way. I believe Concur is the better way.”

Daniel Underwood, Head of Finance, VTCT

Daniel Underwood, Head of Finance at VTCT puts it this way: “We didn't know how many duplicate claims went through, or how many incorrect mileage claims went through. And, most significantly, we had little available reporting on staff expenditure.”

He knew there had to be a better way.



Company Name:

VTCT

Solutions

Concur® Expense Professional

Industry

Membership Organisation / Professional Services

Company Size

150 employees and contractors

Location

UK

Why Concur?

- Online expense submission and approval
- User-friendly experience
- Mileage tracking
- The ability to report on and analyse expenses
- Helps identify cost-savings.

“I would absolutely recommend Concur if you have an IT-literate company, or the resources to invest in the system and the time and training to do things properly.”

Daniel Underwood, Head of Finance, VTCT

Would users accept an online approach?

“People were at the heart of our approach,” continues Daniel, “if they wanted to stick with paper we’d do that. So it was important to win over our claimants.” Daniel rolled out the system but made sure that staff were trained and made comfortable with the system. And he succeeded.

VTCT’s objectives were to:

- Introduce an electronic method of claiming for expenses
- Allow expenses to be approved electronically
- Ensure expenses were coded automatically
- Choose a user-friendly system that would work for all VTCT employees and contractors
- Enable the reporting and analysis of expenses to help reduce costs, going forward.

“Ultimately, it came down to the need to have control, control costs, and have cost-savings.” said Daniel. “We didn’t know how many duplicate claims, or incorrect mileage claims went through.” For example, on one occasion finance spotted a duplicated paper claim for more than £1,000 – whilst this was spotted and appropriate safeguards put in place, there was no way of knowing what might have been missed in the past or could again slip through in the future. Similarly, there was concern that mileage claims may have been made at the incorrect HMRC approved mileage rates causing VTCT to incur unnecessary cost and the employee a potential taxable benefit. This won’t happen again.

Since implementing Concur, Daniel says, “Going forward, we have the controls in place to prevent this happening again.” An audit trail of an expense is always

available. In fact, they already spotted a paper mileage claim that was 100 miles greater than the Concur calculated mileage – an immediate saving to VTCT.

Choosing Concur

“We discovered that Concur, the world’s largest provider of online expense and request systems, was available at a competitive price, with the capability to integrate with MS Dynamics GP 2010 or 2013.” said Daniel, and rolled it out almost immediately.

But to really test whether Concur was appropriate for VTCT employees and contractors, Daniel sent out a questionnaire. 70-80% of users responded that they’d be happy to use the system. 77.3% indicated that they much prefer, or prefer using Concur to doing their expenses on paper and posting them in.

Benefits for VTCT

Since implementing Concur Daniel has found benefits for himself, the finance team, and the end users: “We have consolidated data coming through, that we can bring into our financial system. Employees can quickly access their historical claims too.”

The employee feedback is largely positive. Although some users who aren’t traditionally IT literate have struggled, with helpful training from Daniel, they admit that, “It’s a case of ‘practice makes perfect’”, and most are happy. As one user put it “Initially, I found it hard to spend time to learn a new system, but now I feel more in control and I love it!” Ultimately, this user’s words sum it up succinctly: “Concur is a faster and more professional approach to claim submissions”.

