

The Background



Reckitt Benckiser is a market leader in the household, health, and personal care to consumer categories around the world. The company has sales in excess of £6 billion, and boasts operations in 60 countries with sales in more than 180 worldwide. The company includes leading brands such as Veet, Harpic, Vanish, Dettol, Clearasil, and Air Wick.

In the past, Reckitt Benckiser had used a paper process, and co-ordinated paying expenses with the payroll run. This was a labour intensive process, taking up valuable resources, frustrating employees waiting for their expenses to be paid, and not providing any report facility. In addition, there was no guarantee of compliance with VAT and Income Tax regulations, and it was difficult to ensure that the company's expense policy was enforced. Reckitt Benckiser turned to Europe's leading end to end expense management provider, **GlobalExpense**.

The Challenges



By taking the **GlobalExpense** service, Reckitt Benckiser Healthcare (UK) was looking for a system that was efficient and quick for their employees, whilst ensuring compliance and delivering in depth information on their expense spend. In addition, cost reduction was on the agenda, as Reckitt Benckiser sought a way to re-direct the company's resources to business critical activities.

GlobalExpense focussed on the key drivers for Reckitt Benckiser. By adopting **GlobalExpense**, Reckitt Benckiser Healthcare (UK) Ltd was guaranteed to remain 100% compliant with tax and VAT legislation. Through using the **GlobalExpense** system the company is able to mitigate the risk of an unfavourable audit from HMRC, which can cost many thousands of pounds.

Reckitt Benckiser also needed to have the ability to report on its expense spend in far greater detail, and to ensure that there was a single, unified expense policy across the organisation. The **GlobalExpense** service, with detailed reporting for each employee and administrator and dedicated Account Management to ensure that the system is used to its fullest capacity, provides the reporting that the company required.

The change from the previous paper based system was handled smoothly, with swift implementation of the **GlobalExpense** system and detailed training provided to staff to ensure quick adoption and use, and fast ROI for the company. New staff joining the company since the introduction of **GlobalExpense** have been impressed with the speed and efficiency of the service.

Efficiency, Compliance, Cost Reduction...*delivered*

KEY FACTS



Client

Reckitt Benckiser Healthcare (UK)



Annual Expense Spend:
£2.7 million

No. of receipts per month:
4,000 on average per month

Number of claimants:
425 on average per month

Previous system:
Paper based solution with a heavy administrative burden

KEY BENEFIT

Detailed reporting, quick and efficient system, policy enforcement and instant compliance with any changes to Income Tax and VAT regulations from HMRC

The Impact



GlobalExpense went live with Reckitt Benckiser Healthcare (UK) in June 2004. The company realised immediate cost savings thanks to the transfer of the painful processing and validation functions to **GlobalExpense's** dedicated European Validation and Audit Centre. In addition, the company is benefiting from immediate compliance with any changes in VAT and Income Tax regulations.

By using **GlobalExpense**, Reckitt Benckiser Healthcare (UK) has been able to ensure that items claimed through expenses are in line with the company's expense policy, reducing the company's expenditure on out of policy claims. Additionally, the detailed reporting has allowed the business to determine who is spending, how much, and on what – and employees are able to pull detailed reports with a few clicks of the mouse, tracking their expense claims through from submission to payment.

CLIENT QUOTE



**Reckitt Benckiser
Healthcare (UK)'s
Cashier / Expense
Administrator Julia
Turner said:**



*Global Expense is a
professional, efficient
and compliant expense
system.*



***GlobalExpense – Europe's number one end to end expense
management solution. Take control and cut costs with
GlobalExpense!***