

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

The Background



Smiths News Plc has a distinguished heritage dating back more than 200 years with the newspaper round set up in 1792 by Henry William Smith, which later became WH Smith. Smiths News PLC was created when WH Smith Group split away from Smiths News Group on 1 September 2006. The group includes Smiths News, the UK's leading wholesaler of newspapers and magazines; Bertrams, the UK's leading book wholesaler; Instore, a specialist field marketing company; and NewsWorks, an IT system for news distribution.

The previous solution for employee expenses in use at Smiths News Plc was a paper-based solution, put through to the central payroll function with claims paid fortnightly. This was a slow process for claimants, and it failed to provide detailed management information and control for the company over its expense spend. In addition, it placed a heavy administrative burden on Smiths News Plc's internal resources. The company decided to look for an efficient, cost effective solution to speed up the process, where it turned to GlobalExpense, Europe's leading end-to-end expense management solution.

The Challenges



Smiths News Plc needed an expense management solution that would be quicker and easier both for the staff to use and for the business to manage and control. Some specific issues identified included:

- Administration – the manual process placed a heavy administrative burden on the central payroll team in terms of the high volume, low value tasks of receipt validation and claim processing
- Consistency – Smiths News Plc needed to have a consistent process in place across the group to ensure accurate spend control and policy enforcement
- Control and visibility – the manual process did not identify out of policy expense claims, making it difficult for the company to gain effective control of its expense spend, and difficult for staff to manage and track their own expense claims through from submission to payment

Working with GlobalExpense has delivered tangible benefits for both the employees of Smith News Plc and the company. Some of these benefits include:

- Ease and visibility – the online submission system allows claimants to submit a claim at any time, anywhere, and to track the progress of their claim, and managers get regular reminders of claims awaiting their approval. In addition, GlobalExpense developed a specific solution to meet the needs of a group of Smiths News Plc staff who did not have regular access to the internet

KEY FACTS



Client

Smiths News Plc

Smiths News

No. of receipts per month:
4972 on average per month

Number of claimants:
519 on average per month

Previous system:
Paper based forms put
through central payroll

KEY BENEFIT

A more efficient expense management solution, reducing the administrative burden and giving the business greater control over its expense spend and complete visibility as well as peace of mind for compliance

The Challenges (cont)

- Improved control – thanks to the detailed management information provided by GlobalExpense, the business is able to identify exactly who is spending what, on what, and gain greater control of its expense spend
- Compliance – automatically enforcing the company expense policy to highlight out of policy expense claims, and improving statutory compliance for Income Tax and VAT for Smiths News Plc

As shown by the specific solution developed for a specific group of employees, the flexibility of GlobalExpense allows Smiths News Plc to tailor the solution to fit its specific requirements. Additionally, the web-based system at GlobalExpense is managed by a team of tax and VAT experts, who are constantly amending the system in line with changing legislation to help ensure that customers are fully tax and VAT compliant and mitigate the risk of tax penalties.

Finally, the unique 100% receipt audit service means that every single receipt is validated against the claim and all receipts are scanned into the system, enabling clients to quickly and easily review any past claim and extract in depth management information at the click of a button.

The Impact



Following a smooth implementation, GlobalExpense went live with Smiths News Plc in 2004. Employees at Smiths News Plc are delighted with the web based submission system, and can now make and track an expense claim at any time, anywhere they like. GlobalExpense's commitment to providing true benefits and real service, delivered by real professionals means that there is always a dedicated member of staff on hand to help with any queries that a claimant or manager may have.

Removing the time consuming burden of receipt processing and claim payment has freed up considerable resources for more valuable work and resulted in a significant administrative saving. In addition, adopting the Mileage Verification Tool has helped Smiths News Plc to control its business mileage spend and guarantee accurate travel costs are reimbursed. The visibility and automated expense policy enforcement has allowed Smiths News Plc to roll out an integrated expense policy across the group and clamp down on out of policy expense claims, and the company looks forward to working with GlobalExpense to draw further benefits from the partnership in the future.

CLIENT QUOTE



Sharon Attewell, HR Information Manager, Smiths News Plc, said:

“The compliance, the increased VAT recovery and reduced admin burden are obvious benefits of the GlobalExpense solution for the Company, however an unexpected benefit was the improvement in user satisfaction with the faster payment turnaround period, meaning they are not out of pocket for very long at all. Overall we are very happy to be working with GlobalExpense for our employee expenses.”

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