



## Online Expense Handling Receipt Processing

Documation is a leading provider of document-centric workflow and content management software, delivering services and solutions to businesses and organisations in the UK, Europe and around the world.

As a company we have over 20 years' experience of supplying solutions across markets and industries.

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## DOCUMATION'S TRAVEL & EXPENSES

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Manual expense processing is time consuming and fraught with data entry, paper storage and distribution issues.

Documation's Expense and Receipt solution automates expense processing – removing much of the paper distribution requirements, improving process speed and ensuring the process is less open to error.

Documation offers two solutions – Online Expense Handling and Expense Receipt Processing.





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## Travel & Expenses

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### Online Expense Handling

The most efficient way to improve expense processing is through the complete removal of paper forms and implementation of our online expense handling solution.

#### The processing

Producing paper expense claims creates issues with duplicate data entry and slows processing. Documation's Online Expense Handling solution enables claimants to complete expense forms online via a link from a client's intranet or directly from the Documation system.

- The form is easy to complete – it comes with step-by-step completion instructions and provides intelligent defaults.
- The completed form is automatically routed via workflow to the relevant person or department for approval.
- Following approval, General Ledger (GL) coding is completed automatically for standard expense types, and any additional coding required can be posted automatically to the client's finance/payment system.

#### The benefits

- Reduced handling and distribution costs
- Reduced risk of fraudulent claims
- Automated deadline and escalation notification
- Reduced number of claimants chasing calls
- Instant online claim retrieval and full audit trail
- Completion of expense forms is easier
- Eliminates data entry by the finance team
- Standard GL codes are completed automatically
- Automated posting to finance system/for payment
- Claimants can check claim progress online and are notified of rejections immediately

Expense processing has just become easier for the claimant, the approver and the expense processing department.



“The average cost to process a single expense report varies greatly based on the level of automation a company has implemented. Survey results report a \$12.58 difference in cost from a process that is entirely manual to a fully automated system.”

PayStream Advisors, April 2013

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## Travel & Expenses

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### Online Receipt Processing

For clients wishing to continue to work with paper-based expense forms (or where forms are completed in a third party application) there is still a need to store receipts with a copy of the form.

Documation’s Receipt Processing solution provides the facility to scan the receipt and form, providing online access for authorization and easy future retrieval.

#### The benefits

- Eliminates manual receipt checking
- Reduced storage space and costs
- Processing cycle time is vastly improved
- Receipts easily retrievable for VAT and audit purposes

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### The business case for automating

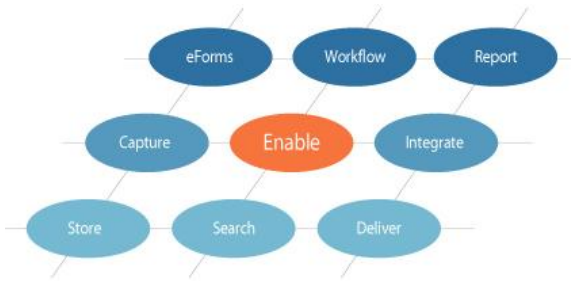
#### Business expense costs are rising

- Almost 60 percent of 200 organisations surveyed by [PayStream Advisors](#) (April 2013) reported an increase in expense costs over the last three years.
- Travel and associated costs in particular are going up – with the amount of business travel undertaken itself set to grow.
- Increased costs have led to companies requiring receipts for all expense claims rather than for those above a certain financial limit – 52 percent of PayStream’s surveyed companies now require this, up on the 44 percent figure of the previous year.

Which adds up to more expense forms, greater processing time, and higher processing costs.

#### Automation means increased control, reduced risk of fraud

Automating expense processing not only means there’s less opportunity for inadvertent error, but also reduces the risk of fraud. The online business resource [Fresh Business Thinking](#) reports that according to a recent survey, between 5 and 20 percent of an organisation’s expense claims are either magnified or completely fictitious.



# Documation's software platform, Enable

Documation's Travel & Expenses solution is built on Documation's software platform Enable. Powerful, modular software, Enable provides the components to build a sophisticated, flexible document management and workflow solution to automate any document-centred process. Core components are:

## Capture

Enable captures documents electronically, safely and securely, and regardless of format. OCR (optical character recognition) extracts essential data for onward processing.

## eForms

A simple, cost-effective way to capture data, eForms can be as one-dimensional or complex as the information required, with validated data instantly available to kick-start processing.

## Workflow

Once documents are captured workflow is the powerful, flexible tool which routes documents through the business. Automating manual processing frees staff to focus on strategic tasks, and workflow has the flexibility to adapt as business changes. Intuitive, browser based software allows workers to share work and collaborate on processing from within any location, with all the information and documents required for a task available without need to access multiple systems. Business rules are built in to ensure compliance with controls and authorisation rules, and monitor and escalation features are designed to ensure that deadlines and KPI targets are met.

## Search

With Enable you have online access to your data 24/7, from anywhere in the business, and powerful security features enable authorisation access to be controlled in line with business practice.

## Store

Enable securely stores and manages all documents regardless of format, enabling compliance with standards such as BIP 0008, and providing comprehensive audit trails and histories.

## Business intelligence

Enable's analysis tools help identify problem areas, trends in volumes and process bottlenecks, with BI's Dashboard the window on to what's happening *now*.

## Delivery

Delivery creates and delivers outgoing documents, through from constructing the communication to retrieving recipient details and sending via the most appropriate route – email, fax, letter, etc.

## Integration

Enable is designed to integrate seamlessly with any line of business system, ERP, HR and CRM application, with information posted automatically from Enable and documents retrievable from either environment.

“Documation worked closely with us through a major change in strategy that resulted in the IT infrastructure being relocated to Germany and the subsequent European rollout. This has been a very successful project, mainly down to the strong communication between the two companies which has really strengthened our partnership.”  
TRW Automotive

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# Documation's Departmental Solutions

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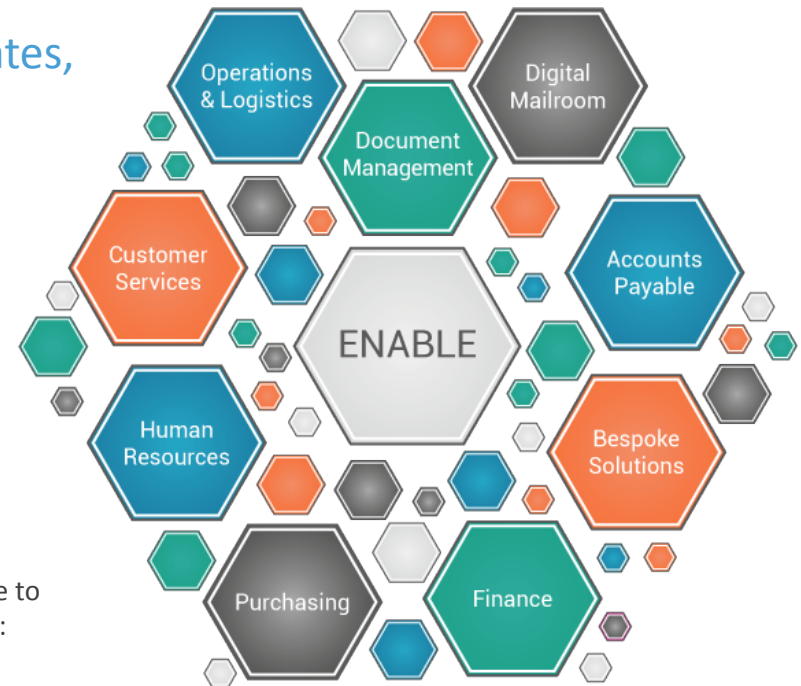
## Standard solution templates, tailored to business need

Documation has a portfolio of standard solution templates for common business processes. This means customers benefit from a lower cost and fast implementation times, while solutions retain the flexibility to tailor key aspects to specific business requirements.

## Bespoke solutions

In addition to the standard solutions, Documation implements solutions unique to an individual client's need. These include:

- ID document checking for a mobile phone retailer
- Claim case processing for a medical claims company
- Project and design document workflow for a shipbuilder
- Automated contract document checking for a vehicle leasing company
- Customer correspondence processing for a debt management company
- Outpatient management referral system for a major NHS Trust
- Traffic accident document workflow for a police force



“Documation has demonstrated to us that they are committed to customer satisfaction. We all want the best value for money we can get.

Documation's commitment to customer support resulted in a system delivered and implemented on time and within budget.”

Durham County Council

## Business solutions for all industries and markets

Documation supplies document management software solutions across industries and markets – from retail to healthcare and educational establishments, banking and finance to leisure sector, publishers and public sector organisations.



“I was pleased with the functionality demonstrated, and delighted that so many of our requirements could be met.

A truly flexible system ...  
and people!”

Carnival Corporate Shipbuilding

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## Finding the solution that’s best for you

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Developing a partnership with our customers lies at the heart of the way we work.

We prioritise the time to understand a client’s business drivers and requirements, and clients have the confidence in knowing that they are investing in 20 years’ experience of delivering innovative and proven, compliant solutions, building on best practice.

An account manager will discuss your requirements in detail and a consultant outline the solution. Rapid prototyping means you see the proposed solution early in the process to ensure it fits with your vision.

With the design finalised, Documation tests the solution, delivers the software and provides comprehensive training to help you transition your business processes smoothly and efficiently.

### Return on investment (ROI)

A Documation account manager can work with you on a cost justification exercise to make sure that implementing a solution will deliver a return on investment – identifying the cost of existing processing, reviewing alternative processes based on your ideas and our experience, and evaluating relative costs and feasibility.

### Flexible deployment – in the cloud or on-premise

Documation solutions can be deployed in the cloud or on-premise, giving you the flexibility to meet strategic objectives.

- In the cloud: rapid deployment, no hardware to purchase or manage, access on-line from anywhere – with cloud deployment, Documation manages the servers and the software, and you access your Documation solution through a secure on-line website.
- On-premise: Documation installs the solution onto servers supplied by the customer, and Documation’s Helpdesk team provides support for the software, while the customer supports the infrastructure.

No matter where you are in your project planning, we’ll be happy to discuss your requirements

Call us for an informal chat on +44 (0) 23 8064 7776, or you can request a demo or an initial consultation either via our website, [www.documation.co.uk](http://www.documation.co.uk), or email [enquiries@documation.co.uk](mailto:enquiries@documation.co.uk).