

TRAVEL EXPENSE MANAGEMENT

A FULL SERVICE BPO SOLUTION WITH END-TO-END PROCESS OWNERSHIP



Does your travel expense process ensure that your employees receive timely reimbursement for their expenses? How to improve service delivery, whilst also achieving greater efficiency and reduced costs, and compliance with tax laws and internal regulations?

Our travel expense solution streamlines your end-to-end process. Swiss Post Solutions provides a full service BPO Travel Expense Solution with end-to-end process ownership, efficient travel expense claim processing including automation and combined with a service delivery model that addresses your business and regulatory requirements.

The Solution

Our service includes the digitization and management of all your travel expense documents. While you can focus on your core competences, we will manage the following tasks for you:

- Daily processing and digitization of travel expense claims, including preparation
- End-to-end case handling according to company rules and legal requirements
- Resolution management for travel expense claims and follow-up on incorrect claims
- On-time and accurate Payment Management
- Analytics and Reporting of defined Business Data
- Archiving and document destruction according to data protection regulations

The Challenge

The setup of a standardized and transparent Travel Expense Management process is a challenge for HR and finance departments and a regional or international approach results in even greater complexity.

An efficient, streamlined process that delivers timely reimbursement is a key to employee satisfaction. Furthermore compliance with tax laws and internal regulations needs to be achieved, in conjunction with productivity increases and cost reductions.

Swiss Post Solutions strives to make solutions more efficient for our clients and uses innovative technologies, such as Robotic Process Automation (RPA), Artificial Intelligence (AI) and Mobile Travel Expense Apps. Furthermore, our flexible service delivery model satisfies your functional, operational and regulatory requirements.



Learn more
about our solutions

SPS 
Swiss Post Solutions

The Benefits

Our Intelligent Travel Expense Solution processes and archives your labour-intensive claim data professionally and makes it digitally available. Our processes are flexible, scalable and secure, ensuring that they adapt to the needs of your company. Our solution brings our clients clear advantages:

Reliability

is high, thanks to dedicated contacts who coordinate the entire service provision and all interfaces.

Experience

(by SPS) is extensive, thanks to long-term expertise in implementing complex business processes based on individual business requirements.

Quality

is guaranteed, thanks to jointly defined standards, low error rates, multi-stage manual and automated quality assurance, including ISO 9001 certification as well as continuous employee training and education.

Security

is maximized thanks to a secure processing of sensitive documents in accordance with data protection laws and ISO 27001 certification at our global processing locations.

Transparency

is increased through business data analytics with a view to facilitating adherence to compliance requirements.

Service Delivery

is optimized due to an ideal combination of Intelligent Automation Solutions and best-shoring models.

Efficiency

is secured with regards to costs, scalability and response time, thanks to SPS process optimization methodology.
