Smart Expense Reimbursement Solution

800+ Field Force’s Expense Settlement Period Reduced To 5 Days From 45 Days

Disclaimer: Systematix Infotech is rebranded as Softude w.e.f. April 2022
Summarizing Situation

Maharashtra Hybrid Seeds Company Private Limited (Mahyco) focuses on the research and development, production, processing, and marketing of seeds for India’s farming fraternity. They are one of the pioneers of high-quality hybrid and open-pollinated seeds.

800+ field staff courier their expense bills to the finance team for reimbursement monthly. These bills are towards expenses such as farming tools, manure, tea, seeds, pesticides, etc. used for executing farming projects in remote locations of India where internet connectivity is poor. Approximately 4000 bills are processed every month by the finance team of Mahyco.

Expense Bill Settlement Process at Corporate HQ

- Verification of all bills vis-à-vis project budget
- Send verified bills to the concerned authority for approval
- Data entry of bills in ERP every month
- Maintaining manual files of the physical bills for audit
- Processing of approved bills with the payroll

Sometimes, the process gets delayed at the verification stage due to queries raised on the bills. This holds the reimbursement process till all queries are resolved. The process is completely manual and the entire cycle from the dispatch of physical bills to the settlement takes 45 days.

Business Impact

- The field person had to retain a physical copy of the bills to be couriered to the head office at the end of the month
- Huge time lag at HO despite having a large team to manually manage the process
- Long query resolution period
- High operational cost
- Grievances from the finance team as well as the field force
Resolution

Softude proposed Mahyco to go digital through a web and mobile solution. Instead of batch processing once a month, the digital solution enabled field force to enter details of the bills in a feature-packed, and easy bill entry form. They can even take a picture of the physical bill and upload it anytime, anywhere. The form also permits uploading bills against existing suppliers or getting a new supplier approved in an automated workflow. Queries, if any, are discussed and resolved on the same platform.

The mobile application is very light to run smoothly even in poor internet connectivity or in the absence of a network.

Decentralization of the process helped reduce the data entry burden on the finance team. The entry made by the field team is sent to the ERP application using APIs. With this solution, the manual process is transformed into an enhanced digital process that improved employee productivity and made the process error-free.

Resolution Outcomes

- 9x faster turnaround
- 15000 man-hours per month saved by the decentralizing entry of bills at the origin
- Happy employees as expense reimbursement is done in the payroll of the same month
- ERP integration for end-to-end process automation
- Zero dependency on the cellular network due to offline and auto-sync functionality of the application
- Instant resolution of bill-related queries
About Us

Softude is a global IT consulting and services company with expertise in architecting digital transformation solutions and providing software product engineering services. Softude is dedicated to creating innovative and interactive digital experiences that connect people to the brand. These software solutions that are used across 30+ countries are engaging audiences in-venue, on the web, and personal mobile devices. With a highly competent and trusted team of 425+ members, Softude delivers digital brilliance that accelerates the digital-first journey of brands.

Softude is a CMMI Level 5 appraised, ISO 27001:2013, ISO 9000:2015 and a Great Place to Work For certified company.

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