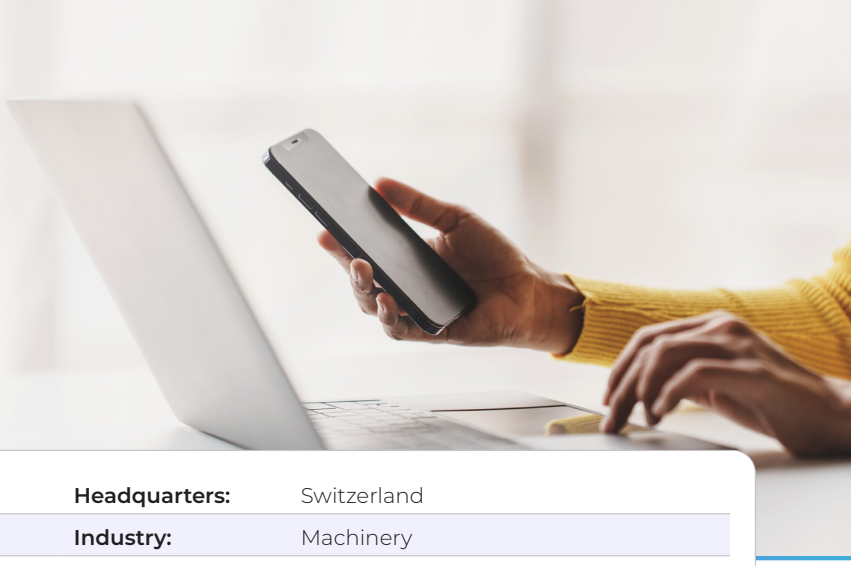
VAT RECLAIM



Case Study

How a global machinery manufacturer simplified spend and unlocked VAT at scale.

Company name:	Confidential	**Headquarters:**	Switzerland
Employees:	5,001-10,000	**Industry:**	Machinery
Modules:	Expense, Pay EU	**Entities live:**	17

A global organisation with everyday complexity

A leading supplier of equipment and services for packaging and label manufacturers, with operations in more than 50 countries and 5,800 employees frequently on the road, conducting on-site technical support, meeting suppliers, or visiting production facilities, thousands of travel-for-work expenses accumulate every month.

Manual checks slowed processes down, reimbursements took longer than necessary, and VAT rules varied widely across jurisdictions. Valuable VAT refunds remained untapped simply because identifying and reclaiming them required time the finance team didn't have.

> *"We were spending hours every week checking receipts. With so many countries involved, getting a complete picture of our expenses was incredibly difficult."*

> *"Perk & VAT IT gave us exactly what we needed. An automated flow from expense submission to VAT reclaim. It's effortless for our team & everything is in sync."*

A connected setup that scales globally

To bring clarity across all entities and create a consistent, digital workflow for travel and expenses, the business introduced Perk in 2020 and expanded it across all global entities. In 2021, they added VAT IT as their global VAT reclaim partner.

Perk and VAT IT now work as a single, connected flow: employees submit expenses digitally, approvals follow automated workflows, and VAT-relevant data moves seamlessly into VAT IT's analysis system. Expenses are recorded once, and both spend control and VAT reclaim run in the background without manual exports, duplicated effort, or fragmented processes.

Impact that moves the business forward

This unified setup has eliminated administrative tasks, strengthened compliance, and given the finance team real-time visibility over company spend. A shift that becomes even more visible once you look at the industry data behind it:

Data

Reimbursement time before (manual):

10–14 business days end-to-end, with many companies averaging 2 weeks and some taking up to a month due to manual routing and rework.

Reimbursement time after (Perks EMS):

2–7 business days end-to-end with auto-routing, policy checks, and scheduled payouts in place.

67% Reduction in processing time
Using midpoints (12 → 4 business days)

67% Automation rate of expenses
Using midpoints (12 → 4 business days)

In one year alone, VAT IT recovered more than £ 180,000 in VAT for the business. Value that had previously been locked away in manual workflows. As travel activity grows and more entities operate on Perk, these returns are expected to increase further.

By pairing Perk with VAT IT, the business has transformed a complex, time-intensive process into a connected, automated workflow. Employees move faster, finance teams gain clarity and control, and VAT that once went unclaimed now becomes measurable value.