

# Saving Time In The Workplace



**Master  
Plumbers™**  
Representing Excellence

“It’s incredible how much time I save at month-end now, not having to chase employees up and go, please, reconcile your visa statement, here’s all your transactions attached.”



## EXECUTIVE SUMMARY

Master Plumbers were looking for an expensing solution to integrate with their new accounting software. After finding issues in similar expense solutions, they started using RIPA Expenses and have seen results, including:

- Saving a day each month of manually processing expenses.
- Substantial habit changes within the organisation and expensing users.

## EXPENSING CHALLENGES

Master Plumbers employees were having to courier their receipts into the Wellington office from across the country each month. Their accountant would pull each person’s Visa statement, put it in a spreadsheet and send it to them, for them to manually reconcile and courier back.

The Office Manager would then spend a full day expense reporting, coding and commenting the receipts before passing them to the accountant.

They trialled similar expensing solutions but found issues that didn’t work for their business.



“Some people are absolutely religious about it – I’ll have the receipt through RIPA Expenses, and it hasn’t appeared on their Visa yet.”

### HOW RIPA EXPENSES HELPED

Many of their business development managers are driving between meetings all day. The ability to report their expenses immediately through their phone means receipts now come through in real-time, opposed to all at months-end. This has decongested the workflow in multiple areas of the business.

Master Plumbers have multiple companies that branch off them. The ability to have one expensing solution that looks after all companies gave them the control that they were looking for in a solution.

### RESULTS, RETURN ON INVESTMENT AND FUTURE PLANS

Master Plumbers determined that time and money have been saved, with their employees no longer needing to reconcile and courier their receipts to the Wellington head office.

Implementing RIPA Expenses has also meant that all expenses are coded, commented, and justified when they are recorded, and the solution processes the receipts. They found that RIPA saves them a full day of administrative work at the end of each month, that they can now spend on value-add projects.

“They’ve been so good at managing complex issues like the workspace area because we want to have those two companies available under the one control. It’s been great.”

