



# STREAMLINING VAT PROCESSING AND IMPROVING CLIENT SATISFACTION

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## Introduction

In the realm of financial management and bookkeeping services, efficient VAT (Value Added Tax) processing is crucial for businesses to maintain compliance and manage cash flows effectively. This case study explores how a company faced challenges with a high volume of VAT queries and delays in processing, and how they successfully addressed these issues to enhance client satisfaction and operational efficiency.

## The Problem?

The company, specializing in financial services, encountered significant delays in processing VAT claims due to several factors. Primarily, clients were not responding promptly to queries or providing essential supporting documentation, leading to bottlenecks in the VAT input claim process. To address these issues, the company considered leveraging an outsourced bookkeeping service. By doing so, they aimed to streamline their operations and reduce the delays in VAT filings, ultimately preventing higher VAT payments for their clients.

## Corient Solution

- **Reducing Query Volume:** The company initiated measures to minimize the number of queries shared with clients by improving internal processes and obtaining necessary data directly from sources such as Amazon invoices and sales channels.
- **Verification of VAT Status:** Recognizing the importance of accurate VAT registration status, the company implemented procedures to verify clients' VAT statuses and understand their business nature better. This helped in targeting the right areas for VAT processing.
- **Improved Documentation Handling:** Measures were taken to streamline the handling of invoices, especially for clients with no VAT, and to ensure all required credentials and data were obtained upfront.



The best accountants  
are the architects of  
financial legacies.

– Laura Anderson



## Challenges Faced

- **High Query Volume Management:** Managing a large volume of queries and ensuring timely responses from clients posed a significant challenge.
- **Accuracy in VAT Claims:** Ensuring accurate identification and processing of VAT statuses, particularly when clients did not provide adequate supporting documentation, was a hurdle.
- **Operational Adjustments:** Updating decision-making matrices and VAT policies to reduce query numbers required careful planning and implementation.

## Overcoming the Challenges

- **Direct Data Acquisition:** By directly obtaining credentials and data from sources like Amazon invoices, the company reduced unnecessary queries and streamlined the documentation process.
- **Client Communication:** Clear communication strategies were employed, including highlighting query volumes in email communications, to ensure clients were aware of critical information requirements.
- **Policy Updates:** Updating internal policies and decision-making matrices helped in better managing and reducing the volume of VAT queries.

## Results Achieved

- **Efficiency Improvement:** Implementation of streamlined processes resulted in a significant reduction in the number of queries shared with clients.
- **Faster Turnaround:** The turnaround time for VAT filings improved, ensuring timely submission and reducing the risk of late claims.
- **Enhanced Client Satisfaction:** Clients benefited from improved efficiency, timely VAT filings, and better cash flow management due to accurate and timely processing of VAT returns.



“  
**Behind every good  
business is a great  
accountant.**

– Anonymous  
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## Client Benefits



1. **Streamlined Processes:** Clients experienced reduced administrative burdens and smoother bookkeeping processes.
2. **Improved Financial Management:** The approach enhanced financial management practices by ensuring accurate VAT filings and timely processing.
3. **Satisfaction and Confidence:** Clients expressed higher satisfaction with the company's services, appreciating the proactive approach in managing VAT processes effectively.

## Conclusion

Through proactive measures and strategic adjustments in internal processes, the company successfully addressed challenges related to VAT processing, improving efficiency, client satisfaction, and overall operational effectiveness. By focusing on reducing query volumes, enhancing data acquisition methods, and updating internal policies, the company not only streamlined its operations but also bolstered client trust and satisfaction in its financial services. This case study illustrates the importance of proactive management and continuous improvement in financial service offerings, ultimately benefiting both service providers and their clients in navigating complex regulatory environments like VAT processing.



**The road to success and the road to failure  
are almost exactly the same.**

– Colin R. Davis

