

From fragmented to fully aligned:

HOW A GLOBAL PHARMA SIMPLIFIED BTA RECONCILIATION

Challenge

Managing travel funded by multiple business travel accounts (BTAs) across dozens of markets led to inconsistent invoice data. This forced finance teams into manual, time-intensive reconciliation, delays, and repeated clarifications, driving the need for standardized, scalable global BTA reporting solutions.

Approach

BCD implemented a global digital invoice management solution. The solution standardizes BTA data, automates secure file transfer protocol (SFTP) delivery, and provides guidance to replace fragmented local reporting with consistent, timely, and transparent invoices that simplify reconciliation and accelerate adoption globally.

Return on Investment

Digital invoice management standardized and consolidated global BTA data, enabling reconciliation across 23 countries within five months. This process reduced manual effort and operational friction, improving data quality and transparency, and establishing a scalable foundation for centralized travel spend management.

Managing travel payments across dozens of global markets created growing complexity for this pharmaceutical organization. While business travel accounts enabled centralized funding and control, inconsistent invoice data and manual reconciliation processes strained finance teams, slowed reporting, and highlighted the need for a more standardized, scalable global solution.

Challenge

For large, global pharmaceutical organizations, managing travel payments at scale can quickly become complex, particularly when travel is funded through multiple BTAs across regions.

Our global pharmaceutical client operates in dozens of markets worldwide, many of which use BTAs to centrally fund air travel. While BTAs provide strong control and consolidated billing, the client faced a significant challenge on the reconciliation side. Financial reporting of invoice data varied widely by market, driven by differences in data sources, back-office systems, delivery timelines, and the presence of multiple BTAs within key regions.

As a result, the client's finance teams were required to manually reconcile air travel charges using a patchwork of local invoice data that lacked consistency in format and content. This manual process was time-intensive, prone to delays, and difficult to manage centrally. It also prompted ongoing clarification requests between finance and program teams, signaling the need for greater consistency and efficiency in reporting.

The client needed a scalable way to standardize BTA invoice data globally, reduce manual effort, and enable more efficient reconciliation, while still supporting the realities of a complex, multi-market travel program.

Approach

To address these challenges, BCD proposed transitioning the client to digital invoice management, a global solution designed to bring consistency, automation, and transparency to BTA reconciliation.

Global alignment on invoice data

BCD partnered with the client to define a single, globally aligned invoice management structure, ensuring that the same core data fields were delivered consistently across markets. Reporting elements such as cost center, division, department, and traveler ID were standardized, enabling more reliable spend allocation and centralized financial oversight.

This global alignment replaced fragmented local invoice data with one consistent format, regardless of market or back office configuration.

Automated, secure delivery via SFTP

Instead of relying on manual distribution through password protected emails or encrypted attachments, BCD implemented automated invoice delivery through an SFTP connection and monthly delivery.

This enabled digital invoice management reports to be posted directly to the client's centralized environment, aligned with agreed BTA cut off dates.

The client can then distribute the invoices internally to finance and procure-to-pay teams, eliminating manual handling and improving both security and timeliness.

Built in enablement and self service support

To support adoption and minimize disruption, BCD developed a comprehensive FAQ document addressing common digital invoice management and reconciliation questions. This guidance explains how to interpret report columns, apply BCD service fees, and handle air and low cost carrier charges within BTA statements.

Providing this first level of self service support reduced dependency on local and regional program managers and helped finance teams quickly adapt to the new reporting model.

Return on investment

Digital invoice management allowed consolidation of financial details related to airline charges, service fees, rail tickets, and low-cost carrier transactions made on BTAs. By delivering this enhanced data in a standardized format, BCD enabled the client's finance teams to reconcile BTA statements more efficiently and with greater confidence, leading to meaningful improvements for the client's global travel and finance teams.

- 23 countries transitioned to digital invoice management to date, out of a total planned deployment of 68 countries under air BTA payment.
- A significant reduction in manual reconciliation effort, driven by standardized reporting and automated delivery.
- Less back-and-forth between finance teams and BCD program managers, reducing operational inefficiencies.
- Improved data quality, consistency, and transparency across global BTA invoice management.
- A stronger foundation for centralized travel spend management and financial governance.

By replacing fragmented local invoice data with a globally aligned, automated solution, digital invoice management transformed a complex, manual reconciliation process into a streamlined and scalable model, improving efficiency while strengthening the overall client experience.



Digital invoice management has significantly improved the way we manage global travel payment reconciliation. By partnering with BCD, we moved from fragmented local reports to a single, standardized and automated reporting model. Their experience in the industry delivered better data consistency, transparency, and efficiency across markets. The ongoing transition is smooth and enabling our finance and travel teams to focus on value-adding activities.

Procurement Leader, Global Pharmaceutical Company



From a program perspective, digital invoice management solved a very real operational pain point. Aligning dozens of markets around one invoice structure and automated delivery reduced friction almost immediately. It simplified reconciliation for finance, minimized escalations, and allowed local teams to move faster without sacrificing control or transparency.

Program Manager, BCD Travel