



Streamlining payment processes through Citi's Purchasing Card Programme

RELX Group is a world-leading provider of information and analytics for professional and business customers across industries. It operates in four major market segments: Scientific, Technical and Medical; Risk and Business Analytics; Legal; and Exhibitions. The Group employs approximately 30,000 people and has offices in about 40 countries across six continents. It serves customers in more than 180 countries.

Given this global focus, RELX Group works with a variety of suppliers globally – with its employees making a significant number of business-to-business payments across numerous geographies to support the company's day-to-day operations. Yet, RELX Group's previous purchasing card programme did not deliver global acceptance and holistic reporting oversight – causing issues and delays with respect to procurement decisions, payment efficiencies, and supplier relationships.

RELX Group sought a purchasing card programme that would be widely accepted, providing control and visibility over decentralized buying decisions. As a result, RELX chose Citi's Purchasing Card programme because it met these needs due to Citi's global issuance model, maximum acceptance using the Visa and MasterCard schemes, and consolidated reporting platforms.

Greater global acceptance

RELX Group's previous card programme faced multiple challenges regarding card acceptance – forcing the company to implement numerous different card programmes with

different card issuers. Even with offering multiple card options for employees, the complexity resulted in employees using personal cards for convenience and where acceptance proved tricky.

Citi's Purchasing Card – accepted at more than 40 million locations worldwide – has given employees far more confidence in the programme and has created significant positive momentum in terms of usage. This, in turn, has eased reconciliation, and meant that reimbursements are rarely needed to be made to employees for personal card use.

Increased reporting and visibility

Another key challenge for RELX Group with their previous purchasing card programme was incomplete reporting and lack of global payments visibility. By running multiple card programmes, RELX Group needed to merge multiple spreadsheets with Accounts Payable data in order to obtain global reporting. Not only was this inefficient, it also created potential errors and reduced faith in the quality and scope of the data.

Citi's Purchasing Card programme has created process efficiency by automatically uploading data through CitiManager, eliminating the use of outdated manual processes.

Citi's Purchasing Card solution, however, enables global reports to be run from the Citi Custom Reporting System (CCRS), Citi's global data repository, providing full and immediate data analysis of the programme and employee spending habits. The solution also provides advanced reporting and transaction management tools, which is particularly beneficial to RELX Group - allowing them to see each transaction in one data depository. This single source of accurate global data has aided procurement decisions and proven a key tool in supplier negotiations, where suppliers are often working with less accurate data with respect to the volume and value of payments.

Streamlined payments process

Citi's Purchasing Card programme has created process efficiency by automatically uploading data through Citi's Global Card Management System (GCMS), eliminating the use of outdated manual processes. It has also resulted in operational savings by no longer requiring vendors to be set up in RELX Group's Enterprise Resource Planning (ERP) system, nor requiring credit checks for suppliers before determining payment terms.

"As a business, we can target more business opportunities with a Citibank Visa Purchasing Card," says Martin Stevens, Procurement Manager, European Travel and Global Corporate Cards at RELX Group. "The solution has streamlined payment processes and provided greater acceptance, visibility and reporting."

The Challenge

As a leading information and analytics company, RELX Group sought a procurement card solution that could streamline its business-to-business payments processes in the US and Europe. RELX Group needed a card that would be widely accepted, provide greater transparency into its global payments, and reduce inefficiencies by having to combine multiple spreadsheets of accounts payable data to achieve global oversight.

The Solution

Citi's Purchasing Card programme, which is accepted at 40 million locations, has streamlined the payments process and provided RELX Group with far greater reporting and visibility.

Reports can be run from the Citi Custom Reporting System to provide full reporting and visibility of the programme and employee spending habits - data which, crucially, RELX Group has faith in. This data is immediately uploaded in one data depository - streamlining operations and eliminating the use of manual processes and, ultimately, adding significant value to the company's procurement decisions and negotiations.

The Result

RELX Group now has a smarter and more efficient way to make payments using Citi's Purchasing Card programme - with greater acceptance, reporting and visibility. The success of the programme is best highlighted by its take-up in EMEA, the increased number of commercial card transactions processed and improved employee satisfaction.