**Business Requirements Document (BRD)**

**Project Title:** Expense Reimbursement Process Optimization

**Objective:** To reduce the average end-to-end reimbursement cycle from approximately **25 days** to **7 days** through automation, smart reminders, and enhanced visibility. The goal is to optimize the process from employee submission to final disbursement while minimizing manual delays and improving stakeholder satisfaction.

**Scope**

* **In Scope:**
  + Employee submission of expenses
  + Manager approvals
  + Accounting review and validation
  + Final reimbursement/disbursement tracking
* **Out of Scope:**
  + Tax audit and compliance procedures
  + Payroll taxation logic
  + External audit reporting

**As-Is vs To-Be Summary**

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **As-Is Avg Duration** | **To-Be Avg Duration** | **% Reduction** |
| Submission | ~70 minutes | 10 minutes | ~85% |
| Manager Approval | ~5 days | 2 days | ~60% |
| Accounting Review | ~8 days | 2 days | ~75% |
| Reimbursement | ~12 days | 2 days | ~83% |
| **Total Duration** | ~25 days | **7 days** | **~72%** |

**User Stories & Acceptance Criteria (from Stakeholder Interviews)**

**1. Receipt Auto-Capture via Mobile App**

**As an** employee,  
**I want** to scan and upload receipts through a mobile app,  
**So that** I can avoid manually entering receipt details and speed up submission.  
**Acceptance Criteria:**

* Allows scanning receipts using phone camera
* OCR extracts vendor name, amount, and date
* Pre-fills corresponding form fields automatically

**(Source: Vinay, Harsha)**

**2. Smart Expense Categorization**

**As an** employee,  
**I want** expense purposes to be auto-categorized or tailored to my role,  
**So that** I don’t waste time scrolling through irrelevant dropdown options.  
**Acceptance Criteria:**

* System uses role metadata or history to suggest top 3–5 categories
* Dropdown menu dynamically adjusts per user profile

**(Source: Priyanka, Kelly)**

**3. Automated Approver Reminders**

**As a** manager,  
**I want** automated reminders if I haven’t approved a report in 48+ hours,  
**So that** I don’t forget and cause delays.  
**Acceptance Criteria:**

* Email notification triggered after 48h of no action
* Includes direct link to pending report
* Reminder repeats daily until resolved

**(Source: Priyanka)**

**Deliverable Output:**

* A fully documented process improvement strategy supported by:
  + Interview insights
  + Process mapping (As-Is and To-Be)
  + SQL analytics
  + Tableau dashboards showing Before vs After scenarios
  + This BRD aligning all elements into an action-ready format