



**vHelp** is a simple and cost-effective expenses service for charities and voluntary groups. It can be used to reimburse volunteers, staff, beneficiaries and more.

The system was created during the first lockdown to reimburse volunteers shopping on behalf of vulnerable residents but now can be used to repay expenses more generally.

### **How does vHelp Expenses work?**

Organisations sign up to vHelp on our website and invite their volunteers to register and download the app.

- I. Once registered, volunteers submit expenses with receipts via the app
- II. Organisations review and approve/reject expenses on the app or the web managers' dashboard
- III. vHelp charges the organisation and pays the volunteer direct to their bank account
- IV. Or, if the volunteer chose to donate the expenses, vHelp reimburses the organisation

Organisations can submit their Gift Aid claim to HMRC directly from the vHelp dashboard.

### **Benefits of vHelp to charities**

- Significantly reduces the time spent on processing expenses, saving time and money.
- Keeps volunteers happy as they are reimbursed within 24 hours
- Helps organisations to attract and retain volunteers who can't afford to pay out-of-pocket expenses
- Helps charities raise money by allowing volunteers to donate expenses back directly within the app and Gift Aid the donation
- Automates Gift Aid claims with HMRC
- Secure, simple and easy for staff and volunteers of all ages to use.
- Provides a complete audit trail for all transactions through a dashboard
- Integrates with major accounting software, making life easy for finance teams

**Why is vHelp needed?** Repaying volunteer expenses is often a time-consuming task that normally requires finance or volunteering team members to arrange bank transfers for small sums, or withdraw money to repay volunteers in cash.

A recent study of 60 volunteer-involving organisations, conducted by volunteering expert Rob Jackson on behalf of vHelp, found that 58% of respondents cited paperwork as a challenge when repaying volunteer expenses.

Some of the charities vHelp has spoken to estimate it costs them as much as £18 in admin time to repay a simple £6 expense claim.

Furthermore, there is a growing body of evidence that suggests that you are likely to deter volunteers who can't afford to pay out-of-pocket expenses if your organisation has a culture of not paying expenses or makes the reimbursement process complicated. Ultimately, this will affect organisations' ability to attract and retain volunteers from a diverse range of backgrounds.

**Who uses vHelp?** Our current clients include CAN 100, Ilkley and District Good Neighbours, and Halton & St Helens Voluntary and Community Action.

**Further information** Randa Bennett, co-founder, vHelp: randa@vhelpp.co.uk; 07833368369 Patricia Salume, co-founder, vHelp: patricia@vhelpp.co.uk; 07981141530