



SYKES Client Finance Services

A unique Financial Solution to meet the complex needs of international trade

Trading internationally can present a number of barriers and complications in terms of a company's financial operations.

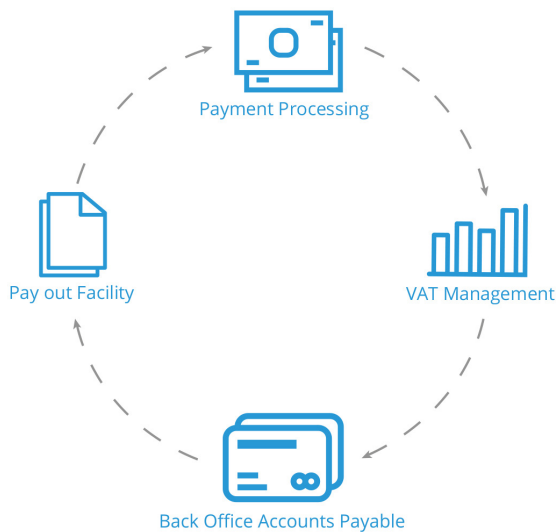
SYKES Client Finance Services help overcome the demands that go hand in hand with supporting customers internationally. This unique solution allows clients to trade in over 100 countries, all operating under varying national regulations.

Providing real-time reports, bank reconciliations, and other key financial information, this comprehensive, end-to-end financial solution reconciles differing in-country VAT rules, meeting all national regulations and ensuring our clients remain fully compliant.

A key part of this solution is Link Network, a shell company used to manage client funds and meet EU VAT regulations.

Using tried and tested bespoke systems, SYKES Client Finance Services is robust, flexible, and expertly tailored to meet the unique needs of each programme.

Bespoke Finance Solutions



Link Network

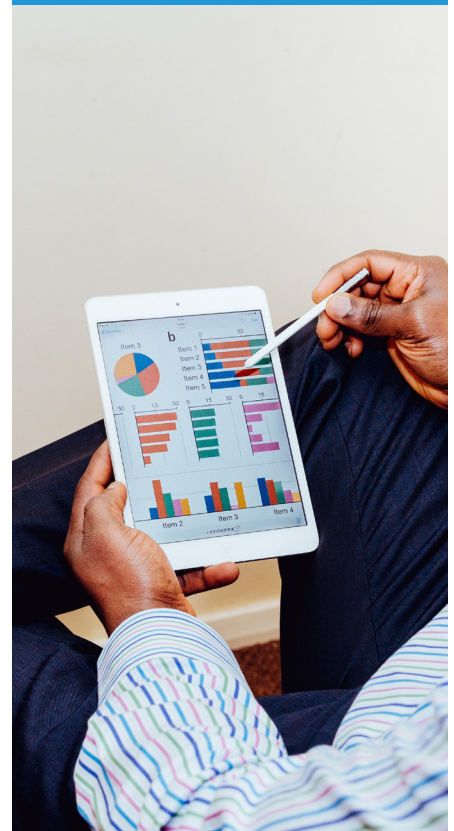
Non-profit shell company, solely owned by SYKES

Sole use for SYKES Clients

Externally audited

Managed in Edinburgh UK, with a global footprint

EU VAT Registered in 12 countries including UK, Belgium, Denmark, France, Germany, The Netherlands, Italy, Spain, Sweden, Norway, Finland, and Ireland to solely manage SYKES clients EU VAT





Payment Processing

SYKES Payment Processing solutions cover the collection and reporting of funds on behalf of clients from both e-commerce and telesales operations for sales, services, and repeat payments.

With a POS secure hosted payment page, clients can enjoy a seamless re-direction from their webstore through to the payment page and back again. This can also be client branded and presented in the local language.

PCI compliant

Hosted payment page solutions

POS secure hosted payment page

VAT Management

SYKES VAT Management services ensure the fully compliant collection of the VAT element of EU sales, including VAT payment and reporting.

All sales are recorded by in-country VAT registration at both the point of sale and the destination location, the collected VAT is then paid to the relevant local authorities, and net funds are transferred to the client.

With in-country VAT authority relationship management, Intrastat reporting, and HM Customs audits, all VAT management services are fully in line with legislation and EU Invoice Directive compliant.

EU VAT Collection, Reporting and Payment

Intrastat Reporting and in-country VAT Authority relationship management

VAT reporting and compliance

EU Invoice Directive Compliant

Pay Out Facility

This reimbursement solution allows SYKES to refund EU customers on behalf of clients, transferring funds directly and efficiently.

This fully global solution allows for fast, reliable, and cost-effective reimbursement directly to customers' cards, as well as the transfer of funds to local currency bank accounts. PayPal payments can also be made with a mass pay out solution to pay directly into a customer's PayPal account.

EFT (Electronic Funds Transfer) Payouts

Refund of original and non-original transactions

Local EU payment cultures recognised

Back Office Accounts Payable

SYKES Back Office Accounts Payable solutions enable the full management of suppliers and invoice payments, including the handling of client vendor invoices and ensuring adherence to payment terms.

VAT accounting

Client funds management

Regular payment runs

Client business rules on invoice management