

Our Ref: ID 1826

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request - Accounts Payable (AP) spend management processes

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 20th January 2021.

You Asked for:

1. What is your current invoice process for handling supplier invoices, from receipt to when it's posted in the Enterprise Resource Planning (ERP) system and ready for payment?
2. What systems do you use for managing and processing invoices and catalogues?
3. How many invoices were processed in 2019 - 2020?
4. In what format do you currently receive invoices?
5. Do you print your emailed or PDF invoices?
6. Do Accounts Payable (AP) check every invoice received?
7. What is the current split between Purchase Order (PO) and non-PO invoices?
8. If you have an invoice matching process, is this automated or manual?
9. How many Full-Time Equivalents (FTE's) do you have in your AP team who process invoices?
10. What % of invoices were paid late in 2019 - 2020?
11. What processes or solutions do you have in place for employees to submit and reclaim expenses?
12. How many expense claims were submitted by employees in 2019 - 2020?
13. Do you use OCR (Optical Character Recognition) to scan invoices and/or expenses?
14. Have there been investigations relating to expense compliance in your organisation in the last 24 months? If so, how many?
15. What's the total number of employees across the Clinical Commissioning Group (CCG), any GPs and services you support?

Our Response:

1. All Clinical Commissioning Groups (CCG's) use NHS Shared Business Services (SBS) to manage the Accounts Payable (AP) invoice process, using their NHS specific AP system "ISFE". All Invoices are billed to SBS, who check the invoice quality for validation errors and scan the invoices onto the AP system. Further system validation checks are performed for duplicates. The scanned invoices are moved into the individual CCG Non Purchase Order (PO) workflow, where they are allocated to the CCG Finance Team for checking and coding. Checked and coded invoices are then sent to the Cost centre

manager for approval. Approved invoices are then available for payment on the next payment run. PO invoices auto match to PO's, and once receipted (and mismatch issues resolved) will be available for payment.

2. ISFE (based on Oracle).
3. 13,995.
4. Paper, PDF, and electronic invoices via Tradeshift.
5. No.
6. Yes.
7. There are 2% PO and 98% Non-PO.
8. The invoice matching process is automated.
9. 1.5 Full-Time Equivalent (FTE).
10. 0.4% of invoices were paid late.
11. Employees submit a paper form to their line manager for checking and approval. The manager then emails the signed form to payroll for action. Employee expenses are paid in the monthly payroll.
12. There were 145 expense claims submitted.
13. SBS use Optical Character Recognition (OCR) to scan invoices.
14. There have been 0 in the last 24 months.
15. 79.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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