Reference: **FOI 37884 GLO 11M**

Subject: **AP Spend Management Processes**

I can confirm that the CCG does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. **What is your current invoice process for handling supplier invoices, from receipt to when its posted in the ERP and ready for payment?**	Invoices are received either at the CCG or directly at NHS Shared business services (NHS SBS). NHS SBS load invoices directly into Oracle. Invoices where possible are sent directly to individual workflows in service departments for checking and coding or matched to the PO. If the invoices cannot be automatically directed, a member of the AP team moves them into the appropriate workflow. Once checked and coded invoices are submitted to a budget holder for authorisation. A member of the AP team twice a week reviews and authorises a payment run prepared by NHS SBS of invoices due for payment. NHS SBS despatch the BACS files, cheques and remittance advices on behalf of the CCG.
2. **What systems do you use for managing and processing invoices and catalogues**	Oracle provided by NHS SBS
3. **How many invoices were processed in FY19-20?**	19,027
4. **In what format do you currently receive invoices?**	Paper, pdf, Tradeshift

5. Do you print your emailed or pdf invoices?	No.
6. Do Accounts Payable check every invoice received?	No. This is the responsibility of the invoice coders with service departments.
7. What is the current split between PO and non PO invoices?	2% of invoices are PO
8. If you have an invoice matching process, is this automated or manual?	Automated process upon system import
9. How many FTE's do you have in your AP team who process invoices?	1.2 FTE
10. What % of invoices were paid late in FY19-20?	1.52%
11. What processes or solutions do you have in place for employees to submit and reclaim expenses?	SelExpenses operated by NHS SBS

12. How many expense claims were submitted by employees in FY19-20?	2,679
13. Do you use OCR (optical character recognition) to scan invoices and/or expenses?	Scanning is undertaken by NHS SBS on our behalf, the precise equipment and methods they use is unknown to ourselves but thought to be OCR.
14. Have there been investigations relating to expense compliance in your organisation in the last 24 months? If so, how many?	Two
15. What's the total number of employees across the CCG, any GPs and services you support?	The total number of employees for the CCG is 396, including bank staff

The information provided in this response is accurate as of 18 February 2021 and has been authorised for release by Cath Leech, Chief Finance Officer for NHS Gloucestershire CCG.