

Ref: FOI/GS/ID 6594

Please reply to:
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15 April 2021

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Invoices.

You asked:

- 1. What is your current invoice process for handling supplier invoices, from receipt to when its posted in the ERP and ready for payment?*
- 2. What systems do you use for managing and processing invoices and catalogues*
- 3. How many invoices were processed in FY19-20?*
- 4. In what format do you currently receive invoices?*
- 5. Do you print your emailed or pdf invoices?*
- 6. Do Accounts Payable check every invoice received?*
- 7. What is the current split between PO and non PO invoices?*
- 8. If you have an invoice matching process, is this automated or manual?*
- 9. How many FTE's do you have in your AP team who process invoices?*
- 10. What % of invoices were paid late in FY19-20?*
- 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 FY19-20?*
- 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?*

Trust response:

1. Goods are receipted in ERP system, invoice received from supplier, invoice registered on system and either it goes through the automatic invoice matching, or it gets sent out to managers for authorisation via the system's

- invoice approval system. Once Invoices are either matched or authorised, they are paid when it reaches terms (or sooner)
2. Capita Integra (finance and procurement), GHX Nexus (catalogues)
 3. 115,190
 4. Paper or email (usually pdf)
 5. Only printed if they cannot go through the OCR process
 6. Invoices are checked by AP when being entered onto the system
 7. 76.7% matched to PO or equivalent
 8. Automated, but manual is required for some transactions
 9. 5.00 FTE
 10. 18.9% (excluding inter-NHS)
 11. All expenses are claimed via our electronic expense system (ePay).
 12. ePay went live in October 2019, so unable to provide data prior to this, however from October 2019 – March 2020 there were 2221 claims submitted
 13. Yes for invoices, no for expenses (as they are entered electronically)
 14. No.