

<b>Reference:</b>	FOI.5449.21
<b>Subject:</b>	Accounts Payable spend management processes
<b>Date of Request:</b>	25 February 2021

**Requested:**

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?

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that there are three (3) processes for handling invoices:
  - Email invoice to NHS Wales Shared Services Partnership (NWSSP) email address for Optical Character Recognition (OCR) scanning (uploaded into the Oracle system through an interface)
  - Third Party Exchanges (Global Healthcare Exchange (GHX) and Basware/Procserve) are used by the Accounts Payable (AP) team to upload invoices into the Oracle system via Extensible Markup Language (XML) transmission for Basware and Exchange Client Tool.
  - Manually received invoices via post and scanned in to the Oracle system via OCR.

2. The UHB confirms that it uses the Oracle Finance Management System to manage catalogues, orders and invoices. The three (3) transmission methods used to process the Purchase orders are by email, fax/post and Exchanges (GHX and Basware).
3. The UHB confirms that 199,460 invoices were processed during the financial year 2019/20.
4. The UHB confirms that it receives invoices in various formats depending on the suppliers set up in Oracle, which include:
  - Paper invoices received by post
  - Electronic invoices via email
  - Basware XML back office integrated. i.e. Automatic
  - GHX XML manual feed via GHX Client Tool
5. The UHB confirms that it does not print invoices that are received electronically.
6. The UHB confirms that AP check all invoices received.
7. The UHB provides, within the table below, the percentage split between Purchase Orders and Non-Purchase Orders.

Order	Percentage split
PO	41%
Non-PO	59%

8. The UHB confirms that it does have an automated invoice matching process. However, the invoices are mainly checked manually.
9. The UHB confirms that the AP team currently has five (5) Whole Time Equivalent (WTE) staff members that process invoices.
10. The UHB confirms that 3.78% of invoices were paid late during the financial year 2019/20.
11. The UHB confirms that the expenses system used is SEL Expenses, which is used by all NHS Wales Health Boards.
12. The UHB confirms that 20,632 expense claims were submitted by employees during the financial year 2019/20.
13. The UHB confirms that it does use OCR to scan invoices.
14. The UHB confirms that there have been no investigations relating to expense compliance during the previous twenty four (24) months.