

Freedom of Information Request

Ref: 22-007

1 February 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. What is your current invoice process

We use OCR software to register invoices, end users will use electronic receipting systems to authorise their invoices and then we will use 3 way matching to process all authorised invoices.

Invoices with queries are reviewed and resolved and reminders of receipts are sent out weekly.

2. What system do you use for managing/processing invoices

E.Financials, EROS- Electronic Requisition Ordering System, Invoice Approval system (in-house built) & Business Intelligence

3. How many invoices were processed in FY21?

160,782 (figure taken from our BPPC report from Apr20 to Mar21)

4. What sourcing/purchasing/cataloguing solutions are you using?

Advance Business Solutions - EROS (Electronic Requisition Ordering System)

5. In what format do you currently receive invoices?

PDF via email and Paper copies via post

6. How many EDI (Electronic Data Interchange) invoices were processed in FY21

All our invoices go through EDI, please see the answer in Q3

7. Do Accounts Payable check every invoice received

Yes, as part of registering the invoice and 3way match authorised invoices

8. Does the force currently have a PO system or non-PO system?

We have both

9. What is the split between PO and non-PO invoices?

On average its an 80% to 20% split 80% being PO 20% being non-PO

10. Do you have an invoice matching process? If so, is this done manually?

Yes, it's mainly done manually with some done automatically

11. How are you currently reporting on invoice spend?

Monthly KPI dashboards and working papers

12. Are you claiming back VAT on invoices?

Yes

13. How many FTE's do you have in your AP team

11.8 WTE

14. What did the force pay in late payment fees in 2021

Information is coded by Department, please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

15. What % of invoices are paid on time?

On Average 85%

16. What is your current expense management process?

Staff complete either a paper claim or through an e-expenses system, paper is being phased out. The expenses always require approval by a manager

17. How many expenses do you process a year?

6871 - based on 2021

18. How long are approval waiting times for bookings & expenses?

We do not hold this information

19. What ERP (Enterprise Resource Planning Software) do you use?

SAP Business Objects, Oracle Fusion Middleware, Fiscal Technologies

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust