



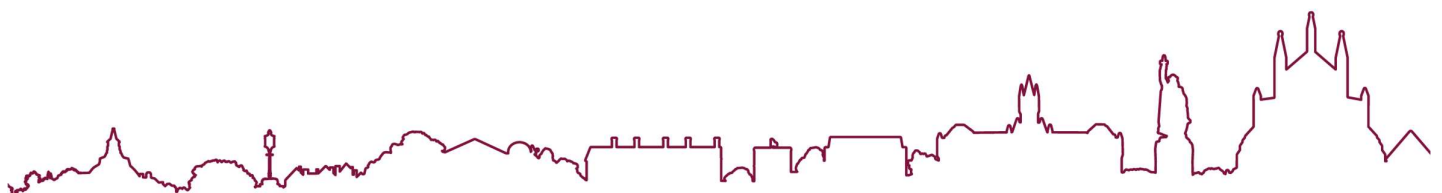
<b>FOI REF:</b>	14762
<b>RESPONSE SENT:</b>	17/10/2024

**Request:**

I am writing to request the following Information below from your organisation. Please could you answer some questions about how you are currently handling your spending:

Expenses

1. What finance system do you use?
2. What system do you use to manage and process your staff's expenses?
3. What is the expense submission & reimbursement process?
4. What is the current period of reimbursement (from submission) for staff expenses?
5. What is the current approval workflow for expense claims?
6. How long does it take on average to process one expense claim?
7. How many expense claims were made during your last financial year? And what was total value of expense claimed?
8. Can your staff submit expenses remotely?
9. Are staff able to submit claims on their mobile device via a dedicated application?
10. How are you claiming VAT on mileage?
11. Do your staff have to manually deduct commute distance from their mileage claim?
12. What percentage of expense claims are you auditing?
13. How many FTEs (full time employees) do you have processing expense claims?
14. Which department oversees / owns the expense processes/workflows?
15. Who is the named contact within the organisation who owns the expense process?



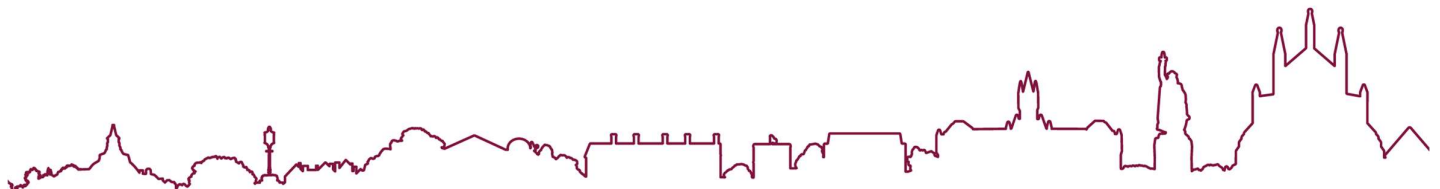
## Invoices

1. What system do you use for managing/processing invoices?
2. What is your current invoice process for handling supplier invoices, from receipt to when it is posted in the ERP/finance system and ready for payment?
3. How many invoices were processed during your last financial year?
4. How many FTEs (full time employees) do you have in your accounts payable team who process invoices?
5. What percentage of invoices were paid late during your last financial year?
6. What is the approval workflow for Invoices?
7. Who is the named contact within the organisation that decides which systems are upgraded each year?
8. Do you use Optical Character Recognition (OCR) to scan invoices?
9. Do you currently have a PO system or a non-PO system? If you use both types – what is the percentage of PO invoices vs. non-PO invoices?
10. Are you claiming VAT on invoices? If so, how are you doing this?

## Response

### Expenses

1. Civica
2. Access People HR system
3. Employee submits online expenses claim via Access People HR system with receipts attached where required
4. Approximately one month
5. Expenses are first checked and approved by a designated line-manager followed by a secondary authorisation by payroll
6. 1-5 minutes including checking, export and import into the payroll system
7. 1,261 claims with a combined value of £114,753
8. Yes
9. Yes
10. Finance manage VAT and would recover VAT due on business mileage claims supported by a valid VAT receipt
11. Yes



12. Apart from normal checking by the line-managers and payroll, auditing is only carried out annually by our appointed auditors

13. One

14. HR & Payroll

15. Redacted

#### Invoices

1. Civica Financials

2. Invoices are scanned in via a pdf file where they are linked to a PO if appropriate. The PO raiser then adjusts the PO if required and sends to a designated authoriser within their department. For non PO invoices they are coded manually by the department after scanning on.

3. 16,551

4. 1

5. 3%

6. Invoices are scanned on and matched to a purchase order. An email is sent by the system to the PO raiser (with link to the invoice) to adjust the order if required or if an exact match it skips this process. The chosen authoriser is then sent a system email with a link to the invoice to authorise.

7. There is not 1 named contact that decides which systems are upgraded each year. It would depend on what area of the business.

8. Yes

9. 50/50

10. We have the MTD module this creates the return, and then the return is submitted electronically to HMRC

