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2<sup>nd</sup> March 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210115.

You requested the following information, please also see our response below:

**1. What is your current invoice process for handling supplier invoices, from receipt to when its posted in the ERP and ready for payment?**

Not applicable, managed by Shared Service Centre (SBS) external party. -  
<https://www.sbs.nhs.uk/suppliers-fa>

**2. What systems do you use for managing and processing invoices and catalogues?**

Not applicable, Oracle system used and managed by Shared Service Centre (SBS) external party.  
<https://www.sbs.nhs.uk/suppliers-fa>

**3. How many invoices were processed in FY19-20?**

22,115 invoices were processed in the year by SBS in FY19-20

**4. In what format do you currently receive invoices?**

Not applicable, managed by Shared Service Centre (SBS) external party. -  
<https://www.sbs.nhs.uk/suppliers-fa>

**5. Do you print your emailed or pdf invoices?**

Not applicable, managed by Shared Service Centre (SBS) external party. -  
<https://www.sbs.nhs.uk/suppliers-fa>

**6. Do Accounts Payable check every invoice received?**

Not applicable, managed by Shared Service Centre (SBS) external party. -  
<https://www.sbs.nhs.uk/suppliers-fa>

**7. What is the current split between PO and non PO invoices?**

20,230 invoices were processed by PO (91.48%) and 1,885 were non PO (8.52%)

**8. If you have an invoice matching process, is this automated or manual?**

Not applicable, managed by Shared Service Centre (SBS) external party. - <https://www.sbs.nhs.uk/suppliers-fa>

**9. How many FTE's do you have in your AP team who process invoices?**

Not applicable, managed by Shared Service Centre (SBS) external party. - <https://www.sbs.nhs.uk/suppliers-fa>

**10. What % of invoices were paid late in FY19-20?**

4.71%

**11. What processes or solutions do you have in place for employees to submit and reclaim expenses?**

We have an e-expenses system hosted by Selenity linked to payroll, not to AP.

**12. How many expense claims were submitted by employees in FY19-20?**

8200

**13. Do you use OCR (optical character recognition) to scan invoices and/or expenses?**

Allocate e-expenses system: If users capture images of receipts to associate with claims, via camera, scanner or smartphone, OCR technology is used to process this.

**14. Have there been investigations relating to expense compliance in your organisation in the last 24 months? If so, how many?**

None.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust