

Freedom of Information request reference number: 6720.1

Date of response: 12 August 2022

Request:

Please could you answer some questions about how you are currently handing your spending at the Authority: Travel & 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 process? 4. How long does it take on average to process 1 expense claim? 5. How many expense claims were made in FY21/22? And what was total value of expense claimed in FY21/22? 6. Can your staff submit expenses remotely? 7. How are you claiming VAT on mileage? Do your staff have to deduct commute from mileage manually? 8. What percentage of expense claims are you auditing? 9. How many FTEs (full time employees) do you have processing expense claims? 10. What is the average time to reimburse your staff's expenses? 11. How are you reporting on expense spend? 12. Are there direct data integrations for expense spend directly into your main finance system? Alternatively, are they bulk uploaded via JPEG etc.? Invoices 13. What system do you use for managing/processing invoices? 14. 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? 15. How many invoices were processed in FY21/22? 16. How many FTEs (full time employees) do you have in your accounts payable team who process invoices? 17. What percentage of invoices were paid late in FY21/22? 18. Do you use Optical Character Recognition (OCR) to scan invoices? 19. Do you have to manually validate the scanned invoices from the OCR capture? 20. 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? 21. Are you claiming VAT on invoices? If so, are you doing this in-house? 22. How are you currently reporting on invoice spend?

Response:

1. What finance system do you use? **Infor Masterpiece**

2. What system do you use to manage and process your staff's expenses? **This is an Aztec developed system and is bespoke. We will be moving to iTrent.**

3. What is the expense process? **Individuals can claim expenses as defined in our policies via the online system. The authorising manager is then responsible for checking and validating that expense. Once approved it goes through our Payroll department for payment. Expenses can be processed online within 3 months of the expenses being occurred. Anything outside of this time needs additional approval and is then processed manually by the HR Services team.**

4. How long does it take on average to process 1 expense claim? **This is managed through the on-line system, with the key time in the process with the claimant and the authorising manager, however this time is not recorded centrally.**
5. How many expense claims were made in FY21/22? And what was total value of expense claimed in FY21/22? **There were 59 expense claims made in 2021/2022 the total value was £876341.28**
6. Can your staff submit expenses remotely? **Yes.**
7. How are you claiming VAT on mileage? **VAT is recovered where allowed** Do your staff have to deduct commute from mileage manually? **Yes, if necessary**
8. What percentage of expense claims are you auditing? **All claims require authorisation**
9. How many FTEs (full time employees) do you have processing expense claims? **None claims are processed by individuals and line manager. For manual claims there are two administrative assistants processing claims, but this is only a small part of their work**
10. What is the average time to reimburse your staff's expenses? **Claims submitted and approved within the first 14 days of the month, it will be reimbursed in that months payroll. For manual claims the deadline is the first 6 days of the month to allow for clerical work.**
11. How are you reporting on expense spend? **Expenses for senior officers reported here: <https://data.london.gov.uk/dataset/london-fire-brigade-senior-staff---gifts-and-hospitality-register-and-expenses-claimed-updated>**
12. Are there direct data integrations for expense spend directly into your main finance system? **No** Alternatively, are they bulk uploaded via JPEG etc.? **Yes**
13. What system do you use for managing/processing invoices? **Infor Masterpiece**
14. 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? **Manual input or e-invoice files**
15. How many invoices were processed in FY21/22? **26,342 invoices, 78,763 invoice lines**
16. How many FTEs (full time employees) do you have in your accounts payable team who process invoices? **3**
17. What percentage of invoices were paid late in FY21/22? **This is not routinely collected, rather reporting is on SMEs paid within 10 days and reported on the London Datastore <https://data.london.gov.uk/dataset/--lfb-financial-and-performance-reporting-2021-22>**
18. Do you use Optical Character Recognition (OCR) to scan invoices? **No**

19. Do you have to manually validate the scanned invoices from the OCR capture? **N/A**

20. Do you currently have a PO system or a non-PO system? **Both** If you use both types – what is the percentage of PO invoices vs. non-PO invoices? **89% PO 11% Non PO**

21. Are you claiming VAT on invoices? **Yes** If so, are you doing this in-house? **Yes**

22. How are you currently reporting on invoice spend? **AP payments over £250 are published in line with transparency requirements**

I hope you find this information of use. Should you have any further questions please do let me know.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#)