



Homes
England

Date: 29 January 2021

Our Ref: RFI3292

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI3292

Thank you for your request for information which we have processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

1. *What is your current Invoice Process, manual/technology*
2. *How many invoices do you process per month*
3. *How many duplicate/error invoices do you have*
4. *How many full time AP staff*
5. *What challenges do you face with the current process*
6. *What type of invoices do you process: email, physical, etc*
7. *When does your current contract expire*
8. *Who owns current Invoice process*
9. *What type of matching do you use*

Response

We can confirm that we do hold information that falls within the scope of your request, we will address each point below in turn.

- 1) *What is your current Invoice Process, manual/technology*

We can confirm that invoice processing is handled by a centralised Invoice Processing Team. Invoices are processed using OCR software, validated by a user and then interfaced into our finance system.

2. *How many invoices do you process per month*

We can confirm that we process 2000 invoices per month.

3. *How many duplicate/error invoices do you have*

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None, we can confirm that daily checks are carried out before invoices are batched for accuracy. Any potential duplicate payments are reviewed regularly with any necessary actions taken to recover. Our system checks for duplicated invoice numbers when being processed and flags any potential duplicates prior to being interfaced.

4. *How many full time AP staff*

There are 6 Full time employees currently in post within the Invoice Processing Team.

5. *What challenges do you face with the current process*

We can confirm that Homes England does not hold the information detailed in your request. This is because there is business reason for Homes England to do so. Challenges that the Invoice Processing Team face are not recorded pieces of information held by Homes England.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

6. *What type of invoices do you process: email, physical, etc*

We process invoices received by email (PDF) and via hard copy, which are then scanned and stored digitally.

7. *When does your current contract expire*

Our current contract expires in June 2021.

8. *Who owns current Invoice process*

A team within Homes England who are Called Transaction Services.

9. *What type of matching do you use*

We use a 3-way matching, which is invoice, Purchase Order and Goods Received Note.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team
Homes England – 6th Floor
Windsor House



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Or by email to infogov@homesengland.gov.uk

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team

For Homes England

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