



[REDACTED]

25 January 2023

Dear [REDACTED],

Freedom of Information request: FOI2022/00405

Thank you for your Freedom of Information request received on the 20 December in which you requested the following:

Your request:

Please could you answer some questions about how you currently handle 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 approval workflow for expense claims?*
- 5. How long does it take to process one expense claim?*
- 6. What is the current period of reimbursement (from submission) for staff expenses?*
- 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. If you are allowed, how are you claiming VAT back on expense claims?*
- 11. What percentage of expense claims are audited?*
- 12. How many full-time-employees (FTEs) do you have processing expense claims?*
- 13. Which department oversees / owns the expense processes/workflows?*
- 14. Who is the named contact within the organisation who owns the expense process?*
- 15. Can UK Research and Innovation procure their own services or is it a shared services centre?*

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?*
- 11. Can UK Research and Innovation procure their own services or is it a shared services centre?*

Our response

I can confirm that UK Research and Innovation (UKRI) holds the information relevant to your request. Please see the information below.

Expenses

1. *What finance system do you use?*

Oracle and Workday

2. *What system do you use to manage and process your staff's expenses?*

Oracle and Workday

3. *What is the expense submission & reimbursement process?*

Workday - The employee completes their expenses through the system, attaching receipts to support their claims. Expense reports are reviewed for compliance to policy by the employee's line manager and approved by the cost centre manager. Reimbursement process is approved, and expense reports are paid weekly.

Oracle – Claims are submitted with receipts attached, the line manager checks the claim is valid then approves it. The approved claims go to the invoice work bench to be processed and paid in the next available BACS payment run. All claims that come through for audit are checked that there are receipts attached and if so are approved for payment. If there are no receipts attached the team will send out an email to request the information.

4. *What is the current approval workflow for expense claims?*

Workday - Line manager approval and cost manager approval

Oracle – Line manager or more senior colleague approval

5. *How long does it take to process one expense claim?*

Workday - Once an expense has been approved, it is paid within 5 working days.

Oracle – If all receipts are attached the claim is verified and will then go through overnight approval and paid in the next BACS run.

6. *What is the current period of reimbursement (from submission) for staff expenses?*

Workday - Once an expense has been approved, it is paid within 5 working days.

Oracle – Approved and validated claims are processed and paid within 4-5 days. Audited claims take longer depending on when the information is received,

7. *How many expense claims were made during your last financial year? And what was total value of expense claimed?*

Workday – 2,356 expense claims with a value of £296,258

Oracle – 9,727 expenses claims with a value of £1,809,772.31

8. *Can your staff submit expenses remotely?*

Oracle and Workday - Yes

9. *Are staff able to submit claims on their mobile device via a dedicated application?*

Oracle – No
Workday - Yes

10. *If you are allowed, how are you claiming VAT back on expense claims?*

Oracle and Workday - VAT is not recovered on expenses due to the low partial recovery rate.

11. *What percentage of expense claims are audited?*

Oracle – 10%.
Workday – None are audited as the expense claim has already been reviewed by the line manager for compliance to expenses policy and approved by the cost centre manager.

12. *How many full-time-employees (FTEs) do you have processing expense claims?*

Oracle – UK SBS is UKRI's shared service provider and carry out the expenses process. As such UKRI have 0 FTE processing expenses claims.
Workday – 1 FTE.

13. *Which department oversees / owns the expense processes/workflows?*

Workday – Innovate UK Business Strategy and Insights department.
Oracle – UK SBS operates the expenses process and workflows on behalf of UKRI within its Finance Services Directorate. UKRI Human Resources are responsible for the expenses policy.

14. *Who is the named contact within the organisation who owns the expense process?*

Workday – There is no named contact, any queries regarding Workday get assigned to the Workday Product team.
Oracle – UKRI's Chief People Officer.

15. *Can UK Research and Innovation procure their own services or is it a shared services centre?*

UKRI is able to procure its own services in general; however, UKRI makes use of a shared service centre (UK SBS) for provision of transactional finance services, including processing of expenses raised in the Oracle system.

Invoices

1. *What system do you use for managing/processing invoices?*

Oracle and Workday

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?*

Workday – The supplier submits invoices to Workday, which is reviewed by authorised reviewers. It is then receipted, and an automated 3-way matching process takes place. If matched it auto posts to our finance systems and the invoice is paid.

Oracle – When an invoice is received it's entered into the Oracle system. Invoices follow a 3-way match process against PO and receipt. Fully matched invoices will automatically be picked up for payment on the next finance system available payment run and then paid.

3. *How many invoices were processed during your last financial year?*

Workday – 57,911
Oracle – 118,117

4. *How many FTEs (full time employees) do you have in your accounts payable team who process invoices?*

Workday - 1 FTE

Oracle – UK SBS is UKRI's shared service provider and carry out the expenses process. As such UKRI have 0 FTE processing expenses claims.

5. *What percentage of invoices were paid late during your last financial year?*

The supplier payment terms of 30 days:

Workday - 2% of supplier invoices were paid late.

Oracle – 3.6% of supplier invoices were paid late.

6. *What is the approval workflow for Invoices?*

Workday – This is looked at by an authorised reviewer and goes through automated 3-way matching.

Oracle – Invoices are paid following completion of automated 3-way matching.

7. *Who is the named contact within the organisation that decides which systems are upgraded each year?*

There is no named individual who is solely responsible for decisions on upgrades.

Workday is a service that is updated in line with scheduled releases.

Regarding Oracle, the schedule and nature of upgrades are controlled by our shared service provider, UK SBS.

8. *Do you use Optical Character Recognition (OCR) to scan invoices?*

Workday – No, suppliers self-submit invoices to Workday

Oracle - No

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?*

Workday – We have a PO system for supplier payments

Oracle – A three-way match policy is enforced with some exceptions. We do hold information on PO vs non-PO invoices

10. *Are you claiming VAT on invoices? If so, how are you doing this?*

The majority of input tax is non-recoverable; however, input tax can be recovered under the business recovery rules. Input tax is directly attributed to business activity through cost centre and project set up.

11. *Can UK Research and Innovation procure their own services or is it a shared services centre?*

UKRI is able to procure its own services in general; however, UKRI makes use of a shared service centre (UK SBS) for provision of transactional finance services, including processing of invoices raised in the Oracle system.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact:

Head of Information Governance

Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: www.ico.org.uk.

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see UKRI's complaints policy: <https://www.ukri.org/about-us/policies-and-standards/complaints-policy/>

Yours sincerely,


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