

Reference: 01485680

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Freedom of Information: Right to know request

Thank you for your request for information about the invoice and expense management tools used by Ofcom. We received this request on 20 July 2022 and have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information:

1. How many invoices has your department processed in the last twelve months? (from the date of receiving this request)

2. What percentage of these invoices were paid on time?

3. Does your department have an automated invoice management tool in place?

** Fully automated tool*

** Part automated tool*

** No automation*

** Don't know*

4. When was the last time your department updated the following processes?

** Your invoice management tool*

i. Insert date:

** Your expense management processes*

i. Insert date:

5. How many members of your finance team are responsible for the following:

** Processing invoices*

** Processing expenses*

Definitions:

Re the above, the following definitions have been provided to help with this request.

** An automated invoice management tool uses technologies such as machine learning and artificial intelligence to accurately capture invoice data*

Our response

I can confirm that Ofcom holds information in scope of your request and our response, using the definitions outlined in your request, is detailed below.

1. How many invoices has your department processed in the last twelve months? (from the date of receiving this request)

Ofcom has processed 4,107 invoices in the last twelve months.

2. What percentage of these invoices were paid on time?

89.90% of these invoices were paid on time.

3. Does your department have an automated invoice management tool in place?

Ofcom does not use an automated invoice management tool.

4. When was the last time your department updated the following processes?

** Your invoice management tool*

** Your expense management processes*

We last updated our invoice management tool and expense management processes on 25 November 2021.

5. How many members of your finance team are responsible for the following:

** Processing invoices*

** Processing expenses*

Three members of the finance team are responsible for processing invoices and expenses.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF