

RECOVERY PLAN UNDER-PERFORMING INDICATOR

Q3 2018/19

INDICATOR NAME

Percentage of Invoices paid on time

CURRENT PERFORMANCE

Outturn	99.56%
Target	99.80%

HISTORIC PERFORMANCE

	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19
Outturn	99.11%	99.17%	99.77%	99.96%
Target	99.80%	99.80%	99.80%	99.80%

REASONS FOR CURRENT UNDERPERFORMANCE

The FMS eFinancials system was upgraded on 17th October 2018 and a result of this was that the POP workflow emails did not work for a period of approximately 2 months. This meant that the daily emails asking internal departments to goods-receipt invoices was not sent out. As a work-around the Finance team had to send manual emails, attaching the invoice and as a consequence the number of emails on the 30 day report each week increased to over 150+ invoices (normally under 30).

PROPOSED ACTIONS TO CORRECT UNDERPERFORMANCE (OR REASONS WHY NO ACTION NECESSARY)

No Action Necessary

The POP workflow emails are now back up and working.