

A photograph of three women sitting around a white conference table in a modern office. They are engaged in a discussion, with one woman pointing at a laptop screen. The office has large windows in the background.

Case Study **CASH ALLOCATION**



Trust
**ELFS – delivering services
to 40+ Trusts**

Address
**Multiple locations
across England**

ELFS was created in 2002 to deliver high-quality, cost-effective business services. Hosted by an NHS Trust, ELFS objective is to deliver savings through a shared service approach to business services for our NHS clients. These savings can be re-directed by client Trusts to support front line patient care.

Delivering More

As a leading provider of business services to NHS organisations, we combine best practice of shared services solution design with our extensive knowledge and experience in delivering NHS Payroll and Finance Services at a cost-effective price.

ELFS is 100% owned and run by the NHS and, annually, we process significant numbers of transactions including over 2.4 million payslips and invoices as well as collecting over £1 million in outstanding debt.



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Cash Allocation

Case Study Overview

Cash allocation is a daily activity within the technical accounts team which accounts for about 40% of the time according to the time sheets. The process has been mainly manual with clerks completing spending time looking through different transactions on excel spreadsheets and other documents - copying and pasting transactions from BOXI reports to the daily cash allocation spreadsheet.

There was a growing need to automate this process of income allocation to reduce the time spent by staff and focus on more value added activities.

This would also improve the quality of the quality of services provided to ELFS clients and migrate new clients without increasing staffing levels.

The decision was made to build a bespoke solution after exploring a number of off the shelf products.

Challenges

- **Limited funding in an environment where there is increasing demand on NHS services.**
- **Repetitive, tedious and time consuming manual process.**
- **Peculiarity and uniqueness of NHS transactions (invoiced and direct income).**

Solutions

- Web based app that allows for data upload in both excel and pdf format - Boxi report, bank statements, and remittances to generate editable excel documents.
- Downloads template without data, manually adds remittances and change settings for Efin uploader all in one application.
- Detects duplicate errors with invoices
- Can be used offline.
- VAT split allocation (Input and Output)
- Mapping table as Live document which can be amended as and when needed.

Results

- Allocated 53% of debtors with regular payments till date
- Credit card income allocation - Allocated 67% of income to code till date
- Reduced time spent on cash allocation by 15%

Future Plans

- Review progress and collect feedback
- Identify more remittances based on impact and frequency
- Improve cash allocation solution to allocate more remittances and increase match rate to >70%