

## Duplicate Payment Recovery Service

Better Cashflow, Minimal Effort, Zero Risk

1.41%

### Why worry about duplicate payments?

Duplicate payments are made much more often than you might think. Approximately 0.5% of all invoices are paid more than once. That doesn't sound too much ... so why worry? Well, for an organisation with annual spend of £50 million, that means £1.25m of unnecessary payments over 5 year period.

No system is perfect, however optimal it seems to be on the face of it. Every ERP system and finance team we have worked with has experienced errors which have slipped through the gaps. And with a complex supply chain it's nigh on impossible to find the errors with existing resources. After all, finance teams are simply too busy doing their day jobs to be detectives or take on new projects like a recovery audit, which is a specialised field requiring the right tools.

That's where we come in. We'll help you recover your cash and boost your profits. Using our latest innovations in sophisticated analytics, backed up by expert professionals, we will identify:

- Overpayments
- Duplicate invoices
- Unclaimed credits

And then manage the entire recovery process on your behalf. What's more all of our fees are contingent upon successful recovery of funds - no recovery, no fee!.



**Over £30 million in duplicate invoices identified each year**  
**£195,000 one-off duplicate invoice identified and recovered for a client**

# How does the system work?

Only minimal input is needed from your staff. All we need from you is a standard extract from your financial management system, which is imported into our secure Finance Cloud system. Sophisticated algorithms then examine the data from multiple perspectives, identifying and validating overpayments, duplicate invoices and other errors that have been missed by standard processes and controls.

We will also analyse the statements from your suppliers to check for any credits that have not been applied correctly to your ledger.

We then report to you on our findings, enabling you to make a decision on which errors you wish us to reclaim on your behalf. Once authorised by you, we contact the supplier with details of the error and supporting documentation. We agree the invoice position with them and recover the monies as a credit note or refund direct to you.

*As well as recovering funds you did not know were lost, you will gain valuable insight into how your systems, processes and policies can be improved to mitigate future risks.*

## Why Liberata?

Liberata has been providing business process services to the public and private sectors for over forty years. With over 1,000 staff operating out of 11 UK locations, Liberata has generated an additional £675 million of revenue and identified over £30 million of unnecessary payments made by public and private sector organisations.

We supply a range of Finance & Accounting services to over 500 organisations, from fully-managed Accounts Payable and Accounts Receivable operations to specialist services such as the Duplicate Payment Recovery Service. Additionally, we enhance effectiveness and drive cost savings in HR, Payroll, Outplacement Services, and Customer Services.

We are system-agnostic and have developed a range of solutions designed specifically to complement and extend the market leading financial management systems.

For more information visit us at:

<https://www.liberata.com/public-sector/products/duplicate-payment-recovery-service/>

**"We wanted to ensure that duplicate payments wasn't an issue for our business. From start to finish the communication from Liberata was fantastic, we were extremely satisfied with how quick and efficient the process was, within 9 days, and with very little commitment on our part, the review was completed"**

**Paul Astle, Managing Director, Bytes Digital**



### £400,000 of duplicated payments recovered

*We were already working with Liberata, taking advantage of their managed services around accounts payable and accounts receivable to sort out a backlog of work, when they mentioned their Duplicate Invoice Recovery Service. We had no idea that this was such a significant issue for a company like ours but I am extremely glad that we listened to them ... with their help we have now recovered over £400,000 of overpayments and have a solution in place to prevent this happening again*

**Head of Procurement. Large, Independent Contract Catering Company**



Please contact us if you require any further information.

Email us at: [info@liberata.com](mailto:info@liberata.com)

Or visit our website at:

<https://www.liberata.com/public-sector/products/duplicate-payment-recovery-service/>

