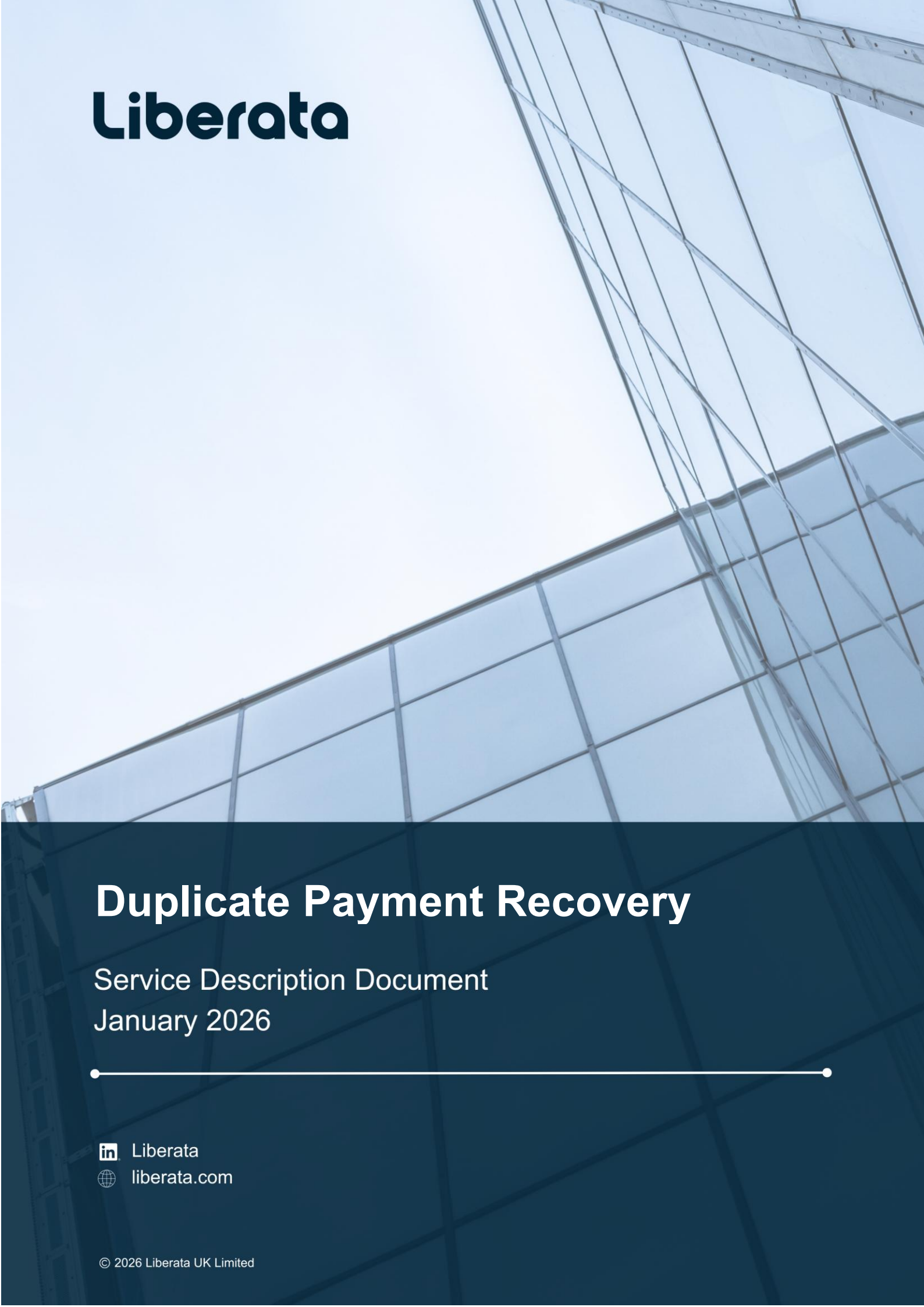




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Duplicate Payment Recovery

Service Description Document
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Duplicate Payment Recovery Service

Overview

Through our Duplicate Payment Recovery Service, we audit our client's accounts payable ledgers and help them recover cash and boost the organisation's funds. Using our latest innovations in sophisticated analytics, backed up by expert professionals, we will identify:

- Overpayments
- Duplicate invoices
- Unclaimed credits

We will then manage the entire recovery process on the client's behalf, recovering funds they did not know were lost. In addition, the client's management team receives valuable insights to help them improve processes moving forwards. Our fees are contingent upon successful recovery of funds, with a no recovery, no fee mechanism in place.

Our financial achievements for this service amount to **over £30 million**. This includes working with:

- **A city council** where we **identified and recovered over £198,000** from a review of payment errors and credit notes
- **A central government department** where we identified **over £30 million of erroneous payments**
- **An NHS Trust** where we identified and recovered **over £895,000** of unposted credits and duplicate payments
- **A private sector client** where we identified and recovered over 200 unnecessary overpayments and duplicate payments to suppliers, as well as unposted credits, worth **over £400,000**.

We have delivered this and other finance and accounting services to Councils and the wider UK Public Sector for over 50 years. Over that time, we have evolved and innovated to continuously improve the outcomes we deliver for our clients, resulting in our becoming one of the UK's market leaders.

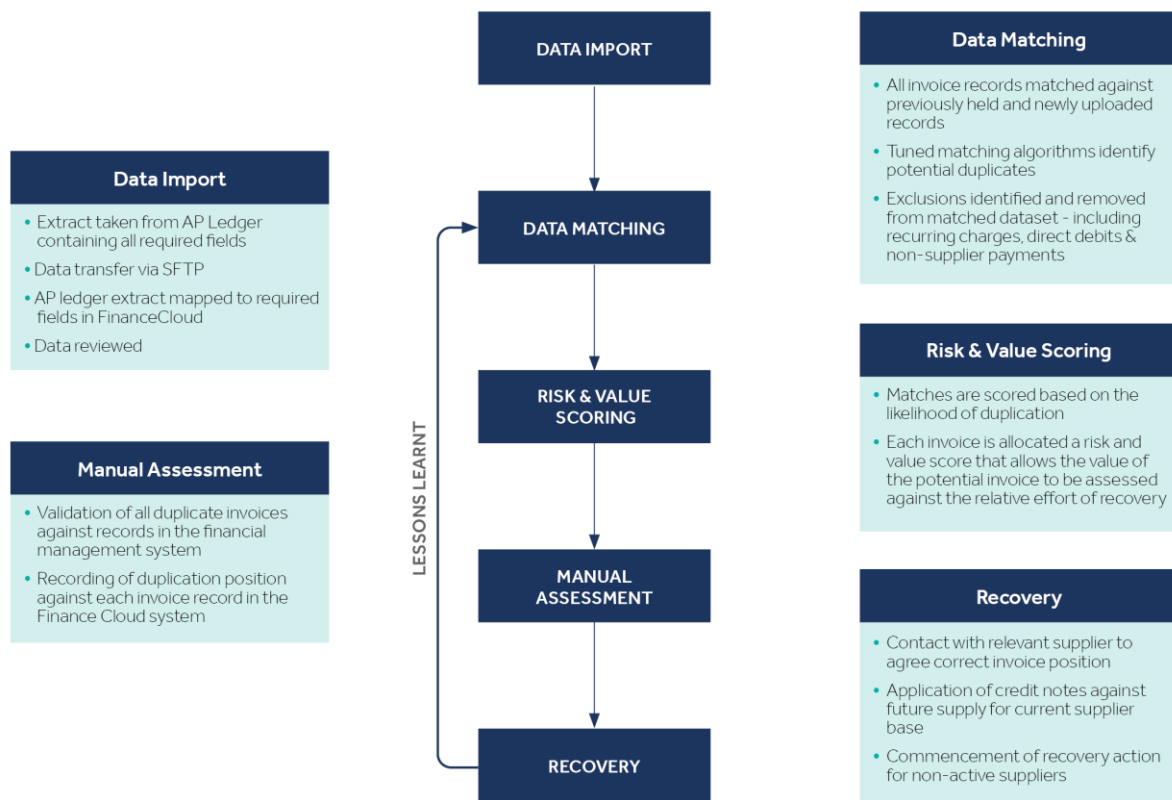
Solution Scope

The service identifies invoices that have been submitted for payment, matches each invoice against those submitted and paid previously and risk scores each invoice to allow our finance teams to investigate the potential duplication and take action accordingly.

Built using our secure Finance Cloud technology, the service utilises a standard workflow with appropriate checks and balances to ensure that each potential duplication is validated, recorded and actioned appropriately. This workflow is detailed in the diagram below:

FinanceCloud Duplicate Payments Workflow

Identifying and Recovering Duplicate Payments



As shown above, our standard duplicate payment management workflow consists of the following stages:

- **Data Import** – We take a standard extract from the financial management system, which is imported into our Finance Cloud systems
- **Data Matching** – Where our Finance Cloud system algorithms identify potential duplicate payments
- **Risk and Value Scoring** – Where each of the matches are scored based upon the likelihood of duplication and the cost/benefit of the recovery effort
- **Manual Assessment** – Where identified duplicates are validated against records in the financial system. We usually recommend that we only investigate items which are at least 3 months old, so as not to overlap with recoveries you may find in your ordinary course of business
- **Recovery** – We advise you of potential claims and then contact the relevant supplier to agree the invoice position and recover the monies owed.

We also analyse the statements from your suppliers to check for any credits that have not been applied correctly to your ledger. We will obtain the statements from you or request them directly from your supplier if required. We will flag any credits over 3 months old that are not on the ledger, and provide supporting documentation where required. This work is undertaken in parallel to the duplicate payment analysis.

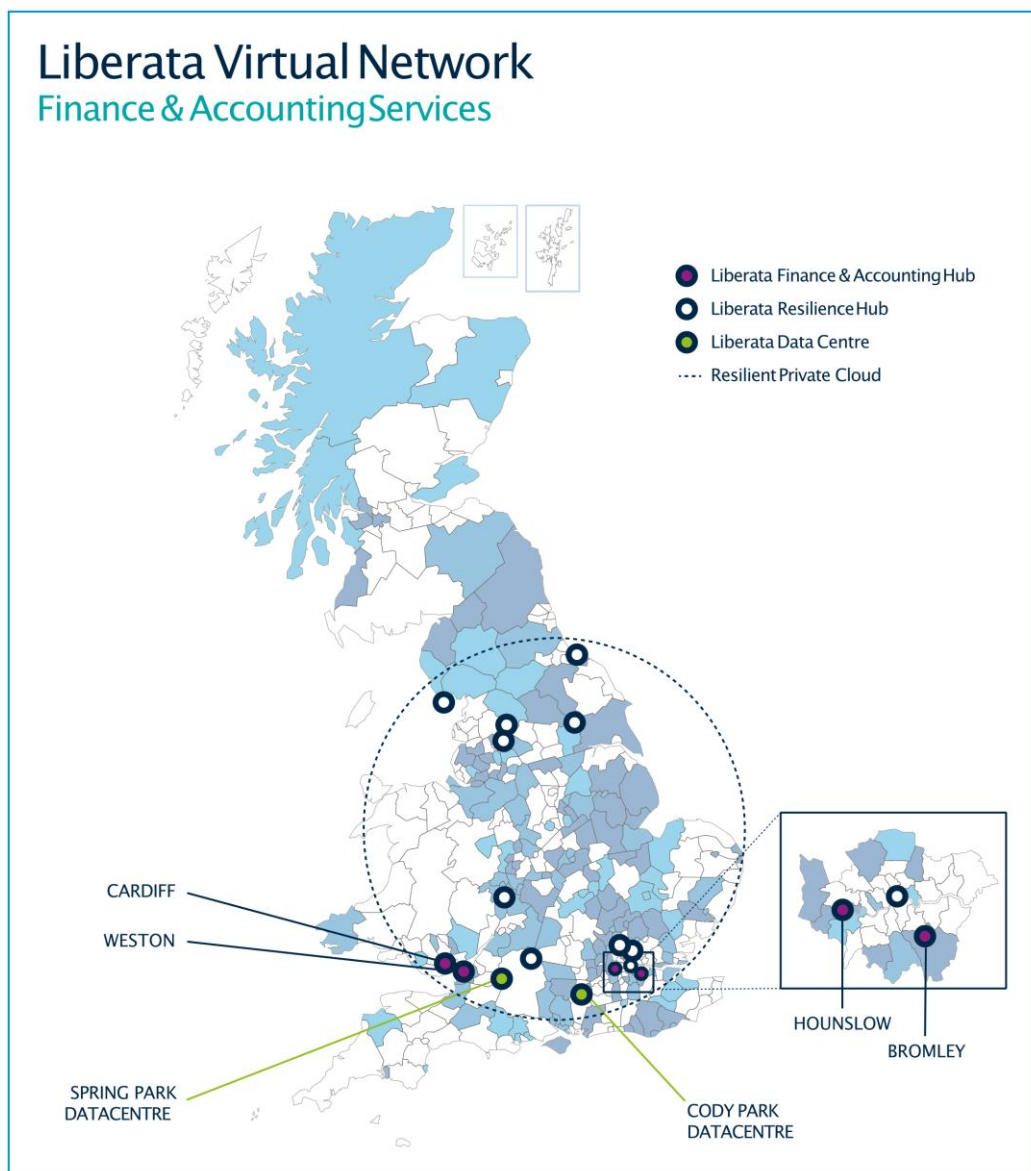
At the end of the project, we produce a comprehensive report which provides a summary of the recoveries achieved, as well as findings and recommendations to enhance the accounts payable processes, controls and policies.

Solution Support

Our overall approach is designed to maximise recoveries for the client, whilst minimising the input of their staff. Our proven and effective approach to delivering accounts payable audit services includes:

- A hand-picked team with the experience, specialist skills and in-depth training on our proprietary technology to undertake each project.
- An in-house UK-based team of salaried members of staff
- A fully managed and thorough end-to-end service, which ensures we minimise the input of clients' staff. We provide all of the resource required to identify and investigate potential recoveries, and undertake the recovery work with suppliers
- A proven methodology to maximise recoveries of claims
- Sophisticated algorithms within our secure, proprietary, internally developed Finance Cloud system

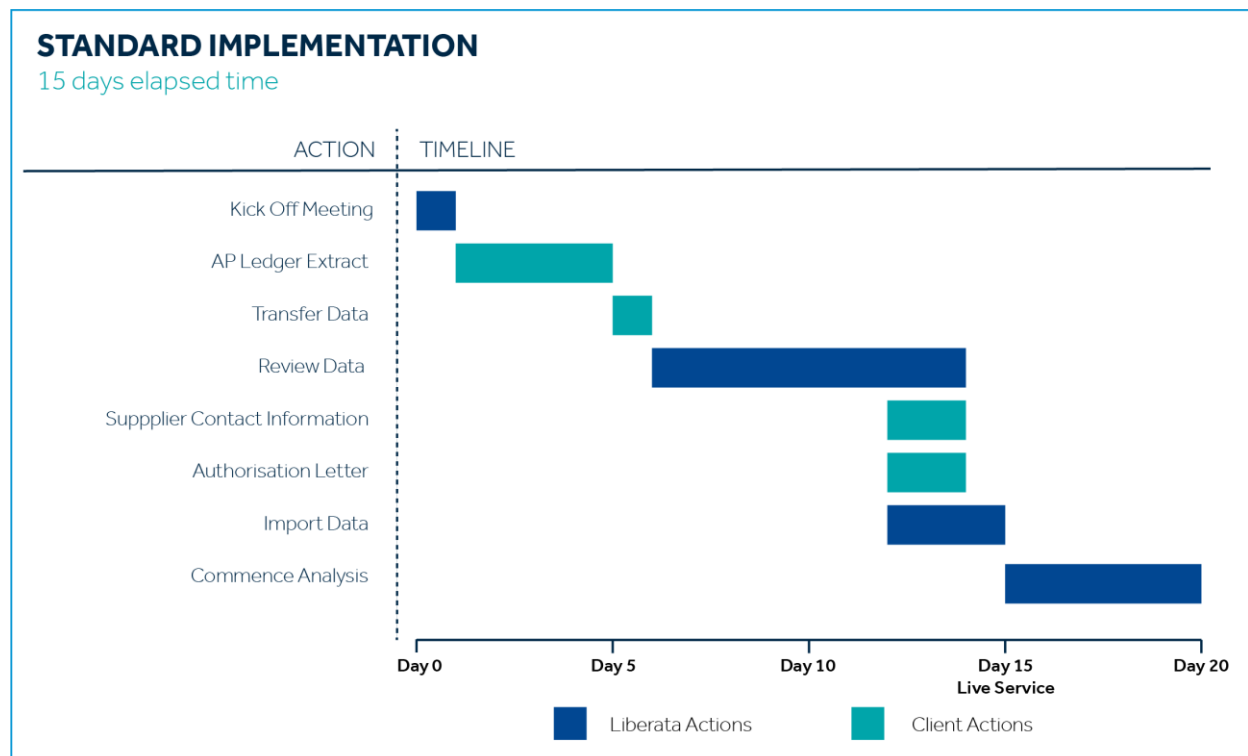
Our Duplicate Payment Recovery Service is delivered from our secure, PSN compliant, Private Cloud data centres, supported by our wider virtual network of Finance and Accounting Service Centres as shown in the diagram below.



This model allows our Duplicate Payment Recovery Service below to be delivered and supported from any of our business centres in the UK, providing unparalleled levels of business continuity and disaster recovery capability for our clients.

Implementation

Our standard Implementation Plan is shown in the diagram below and will be tailored to your requirements. During initial service mobilisation, our Project Team will work to agree the exact timeline for the delivery of each component of the implementation.



Implementation starts with a kick-off meeting at which core project milestones, scope of services, content of data extract, format of correspondence with suppliers, approach to recovery of monies, and reporting are agreed.

In order to go live with the service, we will need the following:

- 1) Agreement on the method of data transfer
- 2) Transfer of an AP ledger file extract
- 3) Suppliers contact information
- 4) Copies of supplier statements, where available
- 5) An authorisation letter from you to enable us to undertake recovery work with suppliers on your behalf
- 6) Access to copies of invoices and remittance advices upon request to help with our investigations
- 7) A point of contact in you organisation to assist with queries

The delivery of the full service is anticipated to take 2-3 months with the bulk of the matching taking place in the first month, but with the validation and recovery of payments being completed over the remaining period.

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For further information on Liberata
and our services please contact us:

2nd Floor Front
60 Cheapside
London EC2V 6AX

+44 (0) 20 7378 3700

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