

Sandra has spotted some worrying findings in the website data, showing that - since the UX changes went live on June 7th - the number of expense claims in the 'stationery/office consumables' category has more than doubled.

At first the team thought that the website changes had simply made it easier for students to claim small expenses, but upon further examination it seems that the system has been creating duplicate - and incorrect - expense entries. In short, every time a student has submitted a 'stationery/office consumables' claim, the system has created two identical expense claims for that item.

Most expense submissions involve several individual expense items, across a mix of different spending categories, so it's not immediately easy to see whether the errors have resulted in students being over-reimbursed for their claims, or whether the duplicate entries are simply 'shadow records' which have not actually been paid out.

Either way, it's an embarrassing and awkward situation; the team needs to investigate further, but you decide it's important to tell Henry what's going on - it's better that he hears about it from you than from another source!