



Finance and Accounting Manual

Trade Debtors Procedures - Accounts Receivable

Approved by the Chief Financial Officer on 7 September 2010

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Administrative amendment: 31 May 2017

1. Overview

1.1 Purpose

To detail the accounting procedures on the contractual arrangements, recording, collection and reporting of moneys owed to the University by Trade Debtors, excluding Student and Commonwealth Department of Education and Training (DET) regular grants.

1.2 Coverage

- (i) This procedure applies to all staff involved in University Trade Debtors activities.

- (ii) Billing Specialists have the responsibility for raising and posting invoices and must ensure that invoices are raised only after the goods and services have been provided, or where the goods and services are provided under contractual arrangements, that invoicing is arranged on a progressive basis.

2. Procedures and Guidelines

2.1 General Information

(i) Commercial Activities

All transactions involving commercial arrangements with a third party relating to University Research and Intellectual Property must be referred to Sydnovate for assessment and approval by a delegate included in part 14.2 of the [University of Sydney \(Delegations of Authority – Administrative Functions\) Rule 2016](#). Trade Debtor invoices cannot be raised for commercial activities without attaching a copy of the relevant approval. Refer to the [Guidelines Concerning Commercial Activities](#) for details.

Commercial activities include most of the following cases:-

- Intellectual property exploitation – for example through sale, license, the formation of companies or other mechanisms. This includes most research contracts with outside parties but not national competitive research grants.
- Formation or acquisition of companies and entering into incorporated or unincorporated joint ventures.
- Teaching programs where there is an agreement for delivery through another organisation (other than a student).
- Consulting.

(ii) The University raises invoices for the sale of goods and services to outside organisations and individuals. The authority to enter contracts and agreements is governed by the [University of Sydney \(Delegations of Authority – Administrative Functions\) Rule 2016](#).

(iii) A debtor is an individual or organisation who owes the University money, excluding students and DET regular grants.

(iv) The Accounts Receivable System is used to record monies owing from these individuals or organisations where the University has provided goods and services on a credit basis.

(v) The offering of services on credit should be considered thoroughly as the process often invites slow payment, bad debts and the associated costs of legal action in the recovery process.

(vi) An examination of the potential customer's credit worthiness should be completed before credit terms are offered. Where possible, payment terms must be stipulated in all contracts.

(vii) Where credit terms are offered, an approved University invoice must be raised. In the absence of specifically negotiated terms, the following approved University terms must apply:

- Thirty days from the date recorded on the invoice
- Thirty days from the liability to pay under a contract

whichever is the later.

(viii) Where one department/unit provides goods and services to another internal department/unit, an invoice must not be raised through the Accounts Receivable system. The correct method of charging for the goods or service is via internal transfer classifications, using a General Ledger journal.

(ix) At times the supply of services will be over a considerable period of time. Where this is the case invoicing should be undertaken on a progressive basis, i.e. at the end of each accounting month. Failure to obtain payment on a regular basis will result in the University supporting such work directly from its own funds.

(x) Invoices can only be raised in Australian Dollars (AUD) for amounts greater than \$82.50. Amounts less than \$82.50 should be paid using either cash or credit card facilities. If either of these methods is applied a tax receipt should be given.

2.2 Customer Creation and Amendments

2.2.1 Establishing a new Customer (Debtor)

(i) A [Customer Create](#) form must be completed to set up a new debtor.

(ii) Before an invoice can be raised the relevant debtor must exist. The Billing Specialist must first undertake a search in the Accounts Receivable system to see if the debtor already exists. If the debtor is established an invoice may be raised.

(iii) If no customer detail exists for the debtor then one needs to be established by completing a Customer Create form. The form should be completed by the Requestor and approved by the Requestor's manager. The form then needs to be faxed or emailed to Order to Cash who will then allocate the Customer Identification and establish the debtor.

(iv) The department must retain all supporting documentation to the Customer Create form.

(v) The Customer Create form will then be filed by Order to Cash. The Requestor is advised following the creation of the customer and can then raise an Invoice Request form for the creation of an invoice.

(vi) For follow up purposes it is important to record as much specific detail about the new debtor as possible. A post office box address should not be accepted in the case of individuals. However a post office box number is acceptable when dealing with a government department or a large recognised company. The email address of the company and the contact person should be recorded wherever possible to facilitate electronic interaction with the debtor.

2.2.2 Amendments to Customer Details

A completed [Customer Amend](#) form must be received by the Billing Specialist before any changes can be made to the customer details. The form is to be authorised by the Requestor's manager and sent to Order to Cash. The department must retain all supporting document to the Customer Amend form.

2.3 GST

It is essential that the invoice Requestor determines the GST status on the supply for GST reporting purposes. Staff must refer to section 4 in the [Tax-GST Guide](#) to determine if the supply is GST taxable or not.

The PeopleSoft accounts receivable system generates tax invoices and GST is accounted for when the invoice is posted to the general ledger. The posting of invoices is by overnight batch process. The billing specialist enters the GST amount based on the information provided in the Invoice Request form. Staff who prepare the Invoice Request form indicate the GST amount with account code. Specific details are included in the PeopleSoft Accounts Receivable – Billing Training Manual. GST is recorded in the ledger account code 1350 A0001 00000. Income is credited to the responsibility centre net of GST and the Debtor control account 0105 A0001 00000 is debited by the full amount of the invoice.

All customers with Australian addresses, unless otherwise requested, are defaulted to GST Taxable. If a specific line of the invoice is to be GST Exempt or Out-of-scope, then change the VAT Applicability of invoice line in PeopleSoft to:

- Exempt – Exempted from GST

- Outside – Not to be reported in the Business Activity Statement

2.4 Raising an Invoice

(i) The official University Accounts Receivable system must be the avenue for raising the invoice. The following units have been given exemption and have authority to issue their own debtors invoice and are responsible for their own debtor control and follow up of outstanding invoices:

Approved Satellite Debtor Systems:

- University Veterinary Centre (Sydney and Camden)
- Camden Farms
- National Coding Centre, Cumberland
- School Occupational Leisure Sciences, Cumberland
- International House
- Nepean Hall
- Fisher Library (Library Fines)
- General Office (Order to Cash)
- Alumni
- Law

(ii) All University Departments must use the Official University invoice generated through PeopleSoft, except the units listed in Section 2.4(i).

(iii) Invoices are only raised for amounts over \$82.50. For transactions where immediate payment or payment in advance is required, a tax receipt is issued when payment is received. The tax receipt will contain the details of the transaction and no invoice is required.

(iv) Where goods and services have been provided on credit an official University invoice is to be issued immediately but no later than 30 days following the completion of services or delivery of goods.

(v) Ensure that the details entered for an invoice is meaningful to the debtor as this will assist in the effectiveness of follow up with the debtor.

(vi) The Purchase Order number, or in its absence, details of the goods or services provided, the Authorising Officer, and the period covered must be included in the description field (and notes field if insufficient space) in PeopleSoft Accounts Receivable so that they appear on the Customer invoice.

(vii) When the invoice is raised in the finance system there is a daily update to the general ledger which credits the amount of the invoice to the departmental account within the general ledger. (Note: this does not mean the invoice has been paid (see section 2.11 below)).

(viii) An [Invoice Request](#) form must be completed before an invoice is raised. There are however, two exceptions:

- Firstly, where there is a high volume of similar fixed price transactions (e.g. membership subscriptions or credit sales of publications). A blanket Invoice Request may be used to cover a range of invoices providing the necessary information is attached and the invoice numbers are recorded on the request form.
- Secondly, where a local system can produce a form that provides the same detail in the same layout as the Invoice Request.

(ix) The following is considered essential when raising an invoice:

- (a) The Head of School/Administrative Area must authorise the creation of an invoice and approve the request form once it has been fully completed. The person completing the form and the person approving the form cannot be the same person.
 - (b) Any existing supporting documentation e.g. Purchase Orders, contracts or research schedules should be attached to the Invoice Request form.
 - (c) A copy of the contract, including the payment schedule should be attached.
 - (d) For research and consultancy contracts, a copy of the Commercial Development and Industry Partnerships (CDIP) Head of School Research Checklist form or CDIP Head of School Consultancy Checklist form must be attached to the Invoice Request form.
 - (e) Invoices raised for commercial activities must include infrastructure charges. Details are available from [CDIP](#).
 - (f) Work papers detailing the basis of any calculation and the preparing officer's name and signature.
- (x) Once the invoice has been raised, the invoice number (which is generated by PeopleSoft) must be recorded on the Invoice Request form.
- (xi) Invoice Request forms are to be filed in invoice number order by the Billing Specialist.
- (xii) Each Billing Source has a unique invoice number range. Therefore Invoice Request forms should also be filed by Billing Source under the supervision and control of the person responsible for that Billing Source. This person's phone number is printed on the invoice as a contact for future inquiries.

No labels are to be affixed on the printed sections of the invoice. The Remittance Address for payments is strictly the system default as printed on the invoice.

(xiii) Invoices can only be raised in Australian Dollars. Should an invoice be requested in a foreign currency the equivalent amount in Australian Dollars must be used. The 'buyers' exchange rate must be used and is obtained from the National Australia Bank (Phone: 132265) on the day the invoice is raised on PeopleSoft. This date and the rate of exchange must be recorded on the Invoice Request form as well as in the description field on the invoice.

Invoices raised for customers with overseas addresses are automatically treated as exports. If the services are performed in Australia, then follow the User Procedure – Raise GST Taxable Invoice for Overseas Customer to raise the invoice.

Adjustments on foreign currency variances between the invoices and payments will be made in the OneStop Receipting system by the Cashier when the payments are receipted.

(xiv) There is no need to keep a copy of the invoice once it has been sent to the customer as there will be an invoice request form already on file for every invoice raised, which the Billing Specialist must ensure records the Invoice Number.

- (xv) For the approved Satellite Debtor Systems that generate their own invoices the following additional information must be included on the invoice:
- Cheque made payable to The University of Sydney
 - The mailing address for remittance
 - The terms of credit, strictly thirty days.

2.5 Credit Notes/ (Credit Invoice)

(i) When an invoice has been processed, adjustments can only be made by way of a [Credit Note Request](#). There are to be no hand written adjustments on invoices as the

debtors account in the Accounts Receivable system needs to be updated by the adjustment.

- (ii) A credit note may be raised to:
 - Record the return of goods or services
 - Record a reduction in the amount of the invoice
 - To cancel an invoice raised for an incorrect amount or other data entry error
- (iii) It is paramount to the control of the Accounts Receivable System that:
 - (a) The Credit Note Request form is authorised by a Head of School/Administrative Unit; the authorising officer **MUST** never be the Requestor.
 - (b) That the Credit Note Request form include the original Invoice number being adjusted and the reason. These details must be entered in PeopleSoft.
 - (c) In all circumstances the supporting documentation **MUST** be retained and filed in a secure local area and retained for audit purposes. This is the responsibility of the Billing Specialist.
- (iv) Under no circumstance must a credit note be raised or processed that has not been authorised by a Head of School/Administrative Unit.
- (v) A Credit Note is raised by using the Adjustment Bill function in PeopleSoft that totally reverses the original invoice. If a partial credit note is to be raised, then the Adjustment Bill with Rebill function in PeopleSoft is used to create a credit note that totally reverses the original invoice and also raises a new invoice for the correct amount. The offset between the credit note and the invoice is automatically performed by the system during the overnight batch run.

2.6 Receipts

2.6.1 Remittance Advice

- (i) The remittance advice is the lower section of the invoice and is designed to be returned to the University Cashier, Jane Foss Russel Building G02, with the payment.
- (ii) The Remittance Advice contains the following information:-
 - Amount
 - Invoice Number
 - Customer Number
 - GST payable
- (iii) Should any department/unit (including departments with banking agent numbers) receive a payment either wholly or partly attributable to a debtor, they must deliver it by hand to the University Cashier as soon as possible with the remittance advice and a note of the ledger account number for any non-debtor part of the remittance.
- (iv) Cheque/EFT payments on invoices, if banked directly into the department's general ledger account, will be taken back from the department and allocated to the invoices outstanding against the customer account.

2.7 Overpayments

- (i) When overpayments are made on invoices, resulting in credit balances for that invoice, prompt action should be taken by Order to Cash to remedy these with the debtor.
- (ii) If the debtor still has other outstanding invoices these credit balances may be offset against these debts if authorised by the debtor.
- (iii) If the debtor has no outstanding invoices, then the overpayment should be refunded with approval by the Director, Financial Control and Treasury under part 6.8.4

of the [University of Sydney \(Delegations of Authority – Administrative Functions\) Rule 2016](#)

(iv) Minor credit balances, below \$100.00, are not normally refunded unless requested by the debtor. The refund of these amounts is considered uneconomical.

2.8 Reconciliation of Trade Debtors

(i) The reconciliation of the PeopleSoft Trade Debtors Control Accounts is the responsibility of Order to Cash. The reconciliations are to be prepared on a monthly basis and approved by the Order to Cash Manager.

(ii) An nVision report SUARV158 Trade Debtors/GL Reconciliation is run daily by Financial Systems and must be checked by the Order to Cash Manager. Variances are to be investigated daily. The report is found in the PeopleSoft directory Y:\PSNT\Audit\Ar.

(iii) Under no circumstances should adjustment journals be processed to the Trade Debtors control Account.

2.9 Satellite Debtor Systems – PeopleSoft Reporting

(i) Finance Managers of approved Satellite Debtor Systems must ensure that debtors' details are brought to account in PeopleSoft General Ledger.

(ii) A monthly journal is required for the total invoices raised for the month, prepared and entered in PeopleSoft on the first working day of the next month (note, the General Ledger remains open for the previous month for one day).

Some satellite systems allow for “adjustment” or “refund” entries. Any “adjustments” or “refunds” processed in the satellite system must also be included as part of the monthly journal.

Debit	Trade Debtors – Total gross amount	0105 RC Project	“O” GST
Credit	Various Revenue Classes	2XXX RC Project	“T” GST
		or 3XXX RC Project	or “F” GST

Supporting documentation from the Satellite Finance System must be attached to the journal. A copy of the journal and supporting documentation should be sent to Management Accounting.

(iii) Payments received from debtors will be entered in the Satellite Finance System and credited to Debtors control account 0105.RC.Project on the Direct Deposit form sent to the University Cashier for the daily banking.

(iv) Monthly, Finance Managers of Satellite Debtors Systems must reconcile the PeopleSoft debtors balance in account 0105.RC.Project with the Satellite Debtors reports. The reconciliation and copy of the Satellite Debtors report showing aging of the debts should be sent to the Order to Cash Manager so that information can be included in the University's financial reports.

2.10 Debt Management – Recovery

2.10.1 Overview

(i) Effective debt recovery must be proactive with the objective of reducing outstanding accounts, while keeping sight of the need to maintain a professional relationship with the client.

(ii) A recommended best practice to assist the University cash management would be to target debt collection at a level of 80% within 30 days from the date of the invoice. As

a consequence of holding outstanding debts at a high level, a penalty is incurred based on the current market interest rate applied to the annual outstanding debt.

(iii) Credit industry advice is that the more a debt ages, the greater is the risk of non-recovery. Estimates are that allowing a debt to age more than 90 days increases the risk of non recovery by at least 20%.

(iv) The important point to note here is that if the debt is not recoverable then the department/unit will be contacted by Order to Cash to authorise the debt to be “written off”.

(v) The writing off of a debt means that income previously entered into the department’s general ledger account when the invoice was raised is now taken back from the department because that income has not materialised.

2.10.2 Action to Control Debt Outstanding

(i) The University’s standard Terms of Trade with its Customers is “Net 30 Days”. The expectation is that goods and services provided on terms will be paid on time and the necessity to undertake follow-up and recovery will not be necessary.

(ii) A monthly statement showing the balance of all invoices outstanding for each customer, is processed in the middle of the calendar month. The distribution of this monthly statement to University customers is undertaken by Order to Cash.

2.11 Follow-Up Action

The responsibility for review and collection of debts is with Order to Cash. The following Collections Process will be used in the recovery of overdue Trade Debtor invoices:

2.11.1 Invoices 7 Days Prior to Exceeding the University’s Terms of Trade

Faculty/University Schools/ Schools/Business Units will be advised by Order to Cash that an invoice is approaching the end of the University’s Standard Terms of Trade and will soon enter the Collections Process. Schools/Units may at this point facilitate contact with the client in order to collect the payment, or allow the invoice to enter the Collections phase. Schools/Units may request that Order to Cash hold action on an invoice where the payment is imminent or a dispute has been identified.

2.11.2 Dispute Identification and Resolution

Where a dispute has been identified between the University and the Customer, the details of the dispute and the contact details of the Authorised Officer will be recorded by the Collections Specialist at Order to Cash on PeopleSoft A/R. The invoice will be removed from the Collections process and returned to the originating Department/Unit for resolution.

2.11.3 Invoices Exceeding the University’s Standard Terms of Trade

(a) Invoice Due Date +1 Day

An automated Dunning Cycle Reminder Letter will be forwarded to the Customer advising them that the account has now exceeded the University’s Standard Terms of Trade.

(b) Invoice Due Date +15 Days

The invoice will be allocated to the portfolio of an Order to Cash Collections Specialist who will contact the Customer and determine if the invoice has been received and whether there are any issues preventing its payment. The Customer will be advised of the amounts outstanding, which at this point are two weeks past their Due Date, and a request for immediate payment will be made. A record of the telephone conversation must be made including time/date of call, contact officer, phone number called and the response from the Customer for each individual invoice. These

conversations must be recorded in PeopleSoft Accounts Receivable. Refer to the Account Receivable Billing Training Manual.

- (c) **Invoice Due Date +35 Days**
Should payment not be received, the Order to Cash Collections Specialist will generate a Final Notice and forward it to the Customers Registered Office. The Final Notice advises the Customer that they have 7 days in which to pay the invoice, and that failure to do may result in their future credit terms with the University being adversely affected,
- (d) **Invoice Due Date + 60 Days**
A Final Verbal Demand for payment is made by the Order to Cash Collections Specialist. A record of the telephone conversation should be made including time/date of call, contact officer, phone number called and the response from the Customer for each individual invoice. These conversations must be recorded in PeopleSoft Accounts Receivable.
- (e) **Invoice Due Date +90 Days**
Should payment not be received, the Order to Cash Collections Specialist will generate a Legal Recovery and Referral advice and forward it to the Customers Registered Office. This letter advises the Customer that the account may be outsourced for Legal Recovery, and that any legal or professional costs, and interest (if applicable) will be attached to the Customer's account.
- (f) **Invoice Due Date +120 Days**
Should payment not be received, Order to Cash will advise the Department/Unit that the internal Collections process has been exhausted and request instructions as to whether to request Bad Debt provisioning for the invoice, or to outsource it for Legal Recovery.

2.12 Recovery Action by Order to Cash

- (i) The use of commercial debt collection agencies to recover outstanding debts will not be commenced without approval from the respective Head of School/Administrative Unit and after due consideration of the economic viability of such action. The costs associated with the use of these agencies include direct costs incurred in the recovery action as well as a commission retained on all monies recovered. These costs will be borne by the Department/Unit from which the invoice originated.
- (ii) Only debts in excess of \$1,000 will be referred to a collection agency as amounts under this value are considered uneconomical to pursue.
- (iii) When a client has been unable to pay their outstanding debts, requests for further credit should be declined.
- (iv) The process undertaken by the collection agency is set out below in order of intensity:
- Agency Demand Letter
 - Agency Phone Demand
 - Faculty/Unit Approval for each step of Litigation
- (v) Order to Cash, on receipt of advice from the external Collections agent that a debt is unrecoverable, will forward the advice to the Head of School/Administrative Unit who must ensure that the debt is formally written off by an approved delegated officer, in accordance with part 6.10 of the [University of Sydney \(Delegations of Authority – Administrative Functions\) Rule 2016](#).
- (vi) The memorandum is then returned to Order to Cash where an adjustment invoice is created to write the debt off. The “writing off” of a debt means that income previously

entered into the department's general ledger account is now taken back from the department because that income has not materialised

3. Internal Controls

3.1 Responsibilities/Accountability

Task Code	Task	Faculty/ Department Admin Unit	Billing Specialist FOS	Collections Specialist FOS	Cashiers	Debtors Manager FOS	Head of School/ Admin Unit
1.00	Customer Create form	*					
1.01	Customer Amend form	*					
1.02	Invoice Create (A/R) form	*					
1.03	Credit Note form	*					
1.04	Transfer Journal	*					
1.05	FAM Compliance Invoice Request	*					
1.06	Exception Reporting		*				
2.00	Customer Create (PeopleSoft A/R)		*				
2.01	Customer Amend (PeopleSoft A/R)		*				
2.02	Invoice Creation		*				
2.03	Credit Note Application		*				
2.04	Transfer Journals Application		*				
3.00	Invoice Distribution		*				
3.01	Return Mail Procedure		*				
3.02	Client Database Update		*				
4.00	Extend Customer Credit	*					
4.01	Credit Assessment on Request					*	
5.00	Banking				*		
5.01	Receipting				*		
5.02	Small Balance Write Offs			*			
5.03	Payment Allocations				*		
5.04	Refunds and Transfers			*			
6.00	CEI & DSO			*		*	
6.01	Collections Calls			*		*	
6.02	Dunning Cycle			*		*	
6.03	Statements			*		*	
7.00	Dispute Logging			*			
7.01	Dispute Resolution	*					
7.02	Write-Off Recommendation					*	
7.03	Raise Request for Write-Off form	*					
7.04	Write-Off Approval						*
7.05	Write-Off Processing		*				
8.00	Debt Outsourcing Approval						*
8.01	Authorization of Recovery Stages						*
8.02	Outsourced Debt Reporting					*	
8.03	Stop Action						*

4. Related Information

4.1 Resources and weblinks.

(i) Training Materials

(ii) References

- [Commercial Development and Industry Partnerships \(CDIP\)](#)
- [University of Sydney \(Delegations of Authority – Administrative Functions\) Rule 2016](#)
sydney.edu.au/policies/showdoc.aspx?recnum=PDOC2011/72&RendNum=0
- [Finance and Accounting Manual](#)
sydney.edu.au/finance/about/az.shtml
- [Tax - GST Guide](#)
<https://intranet.sydney.edu.au/content/dam/intranet/documents/working/finance-management/finance-accounting-manual/gst-guide.pdf>

(iii) Forms

- [Credit Note Request](#)
sydney.edu.au/finance/docs/creditnote_request_ar.xls
- [Customer Amend](#)
sydney.edu.au/finance/docs/customer_amend.xls
- [Customer Create](#)
sydney.edu.au/finance/docs/customer_create.xls
- [Invoice Request](#)
sydney.edu.au/finance/docs/invoice_request.xls

(iv) Appendices

- Appendix A Reminder Notice: Overdue Invoice(s)
- Appendix B Final Notice: Overdue Invoice(s)
- Appendix C Request for Debt Recovery Action

4.2 University procedures superseded or replaced by this procedure:

(i) Finance and Accounting Manual

- Trade Debtors Procedures – Accounts Receivable: 29 August 2006
- Trade Debtors Procedures – Accounts Receivable: 31 May 2005
- Trade Debtors Procedures – Accounts Receivable: 20 May 2003
- Trade Debtors Procedures – Accounts Receivable: 1 September 2002
- Trade Debtors Procedures – Accounts Receivable: 7 May 2002

(ii) Finance and Accounting Manual (1995 – 2002)

- APP 500 Overview and Purpose of the Billing System

5. Contact

5.1 Contact

Unit: Order to Cash

Phone: 9351-3422

Fax: 9114-0556

Appendix A Reminder Notice: Overdue Invoice(s)



Contact Information

Department:
Address: The University of Sydney
NSW 2006, Australia
Telephone: (02) 9351
Facsimile: (02) 9351
E-mail:

TO:

REMINDER NOTICE – OVERDUE INVOICE(S)

Our Reference: 4000000000

Dear Sir/Madam

I refer to the following outstanding invoice/s which have exceeded the University's Standard Terms of Trade;

Invoice Number	Invoiced Amount	Due Date	Purchase Order	Contact Name

If payment has already been made please provide details, otherwise it would be appreciated if you could remit the outstanding amounts within 7 days. Should there be issues preventing payment of any of these invoices I would appreciate if you could advise me at your earliest opportunity.

Sincerely Yours,

Collections Specialist

Appendix B Final Notice: Overdue Invoice(s)



Contact Information

Department:
Address: The University of Sydney
NSW 2006, Australia
Telephone: (02) 9351
Facsimile: (02) 9351
E-mail:

TO:

FINAL NOTICE – OVERDUE INVOICE(S)

Our Reference: 40000000000

Dear Sir/Madam

I refer to the following outstanding invoice/s which have exceeded the University's Standard Terms of Trade;

Invoice Number	Invoiced Amount	Due Date	Purchase Order	Contact Name

If payment is not received within seven (7) days from the date of this correspondence your future credit facilities with the University of Sydney may be adversely affected.

If you have forwarded payment prior to this reminder please disregard this notice.

Sincerely Yours,

Collections Specialist

Appendix C Request for Action



Contact Information

Department:
Address: The University of Sydney
NSW 2006, Australia
Telephone: (02) 9351
Facsimile: (02) 9351
E-mail:

TO: Head of School/Administrative Unit

REQUEST FOR ACTION

Customer Name:
Customer Number:
Invoice Number:
Invoice Amount:

As required by the Finance and Accounting Manual Trade Debtors Procedures - Accounts Receivable, Debt Recovery action has been unsuccessfully undertaken by Order to Cash.

I now request your authorisation to:

- (i) Advise Revenue Service to refer the invoice to a commercial debt collection agency for recovery action.
- (ii) Request the debt be written-off immediately.

(Note: Please circle authorised action).

I have attached copies of all correspondence relating to this outstanding debt for review.

Head of School/Administrative Unit

Appendix D Litigation and Referral Advice



Contact Information

Department:
Address: The University of Sydney
NSW 2006, Australia
Telephone: (02) 9351
Facsimile: (02) 9351
E-mail:

TO:

Notice of Intention to Commence Recovery Action

Our Reference: 4000000000

Dear Sir/Madam

I refer to the following outstanding invoice/s which have exceeded the University's Standard Terms of Trade:-

Invoice Number	Invoiced Amount	Due Date	Purchase Order	Contact Name

A Final Notice for payment of these invoices has been forwarded to your organisation and payment has not been forthcoming.

Unless payment of the abovementioned invoices is received within 7 days, we may instruct our Debt Collection Agency to commence recovery action with legal costs and interest to be borne by you.

Should there be issues preventing payment of any of these invoices I would recommend that you contact me as a matter of urgency.

Sincerely Yours,

Collections Specialist