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**To : Heads of Schools
Centre Managers
Administrators**

What we want Schools/Centres to do with outstanding invoices

If School/Centre has records of a receipt

If schools or centres notice an invoice that is in a category other than current and payment has been received, you should notify Alex Dunbar of Accounts Receivable at Kensington on extension 2782 or by email to a.dunbar@unsw.edu.au. Could you please provide Alex with the invoice number (Item ID) and the date and number of the receipt issued.

Customer claims to have paid

If a customer claims to have paid an invoice could you please contact Alex and inform her of the cheque number and any other payment details. Any information in relation to these payments should be recorded in the conversation screen of NSS (the way to do this is attached to the original bulletin 2001/1). We need to record this information as it strengthens our case if the dispute results in legal action.

Customer has not paid

If a customer has not paid this should also be recorded in the conversation screen of NSS along with the response given by the customer.

Procedures for Receiving Phone Calls in Relation to Credit Control

A step was missed in the initial procedures for recording conversations.

Step 2.5 - Enter Customer identifiers

When the screen appears you will notice that the little man in step three is missing. To make the button appear enter the SetID *ADFA1* and enter the unit and customer number from the spreadsheet. For example

Set ID	Unit	Customer
ADFA1	DPDEF	UCA100999
ADFA1	ADFA1	UCA100099

After you enter the customer number the button with the little man appears and you may click to proceed to the next screen.

Please keep this with the original bulletin.

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