SUNDRY DEBTORS FLOWCHART

INVOICING	PAYMENTS	DEBT RECOVERY

INVOICING
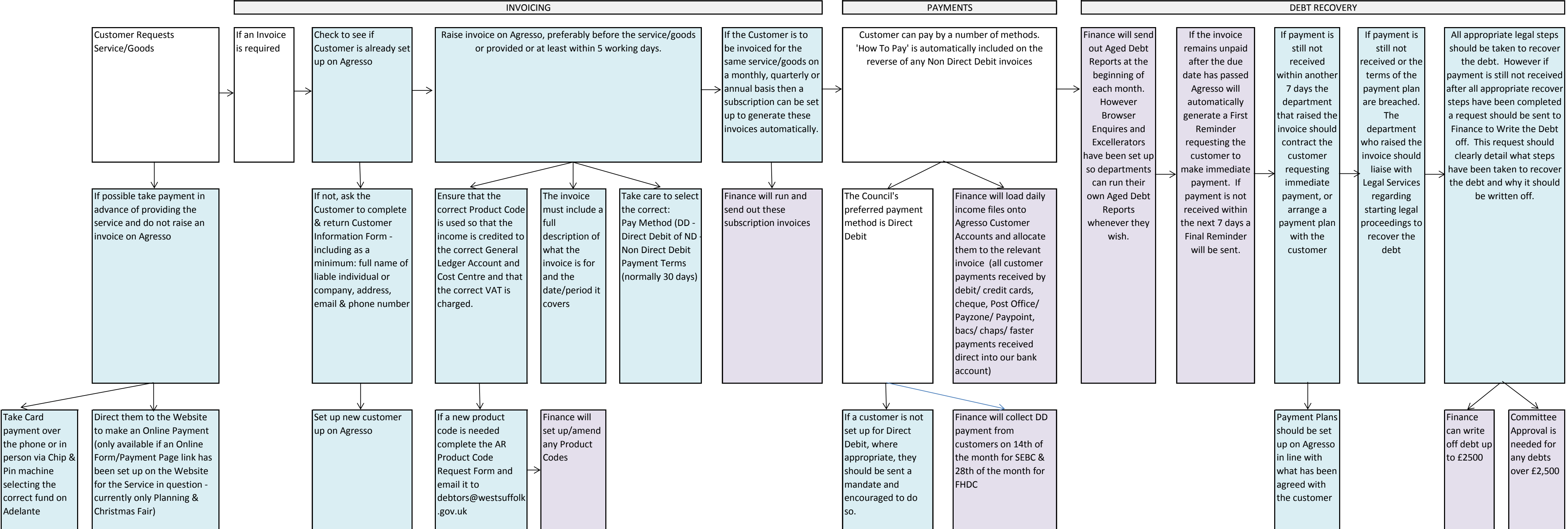
- Customer Requests Service/Goods
- If an Invoice is required
- Check to see if Customer is already set up on Agresso
- Raise invoice on Agresso, preferably before the service/goods or provided or at least within 5 working days.
- If the Customer is to be invoiced for the same service/goods on a monthly, quarterly or annual basis then a subscription can be set up to generate these invoices automatically.

- If possible take payment in advance of providing the service and do not raise an invoice on Agresso
- If not, ask the Customer to complete & return Customer Information Form - including as a minimum: full name of liable individual or company, address, email & phone number
- Ensure that the correct Product Code is used so that the income is credited to the correct General Ledger Account and Cost Centre and that the correct VAT is charged.
- The invoice must include a full description of what the invoice is for and the date/period it covers
- Take care to select the correct: Pay Method (DD - Direct Debit of ND - Non Direct Debit Payment Terms (normally 30 days)
- Finance will run and send out these subscription invoices

- Take Card payment over the phone or in person via Chip & Pin machine selecting the correct fund on Adelante
- Direct them to the Website to make an Online Payment (only available if an Online Form/Payment Page link has been set up on the Website for the Service in question - currently only Planning & Christmas Fair)
- Set up new customer up on Agresso
- If a new product code is needed complete the AR Product Code Request Form and email it to debtors@westsuffolk.gov.uk
- Finance will set up/amend any Product Codes

PAYMENTS

- Customer can pay by a number of methods. 'How To Pay' is automatically included on the reverse of any Non Direct Debit invoices

- The Council's preferred payment method is Direct Debit
- Finance will load daily income files onto Agresso Customer Accounts and allocate them to the relevant invoice (all customer payments received by debit/ credit cards, cheque, Post Office/ Payzone/ Paypoint, bacs/ chaps/ faster payments received direct into our bank account)

- If a customer is not set up for Direct Debit, where appropriate, they should be sent a mandate and encouraged to do so.
- Finance will collect DD payment from customers on 14th of the month for SEBC & 28th of the month for FHDC

DEBT RECOVERY

- Finance will send out Aged Debt Reports at the beginning of each month. However Browser Enquires and Excellerators have been set up so departments can run their own Aged Debt Reports whenever they wish.
- If the invoice remains unpaid after the due date has passed Agresso will automatically generate a First Reminder requesting the customer to make immediate payment. If payment is not received within the next 7 days a Final Reminder will be sent.
- If payment is still not received within another 7 days the department that raised the invoice should contract the customer requesting immediate payment, or arrange a payment plan with the customer
- If payment is still not received or the terms of the payment plan are breached. The department who raised the invoice should liaise with Legal Services regarding starting legal proceedings to recover the debt
- All appropriate legal steps should be taken to recover the debt. However if payment is still not received after all appropriate recover steps have been completed a request should be sent to Finance to Write the Debt off. This request should clearly detail what steps have been taken to recover the debt and why it should be written off.

- Payment Plans should be set up on Agresso in line with what has been agreed with the customer
- Finance can write off debt up to £2500
- Committee Approval is needed for any debts over £2,500