Fees, Income & Credit Control

- **Product Catalogue**
  - Additions
  - Removals
  - Maintainence
- **Training**
  - Advise LSE staff of eStore opportunities
  - Support LSE staff with requests
- **Customer Payments**
  - Respond to payment queries
  - Provide payment confirmation
- **Questionnaires**
  - Maintian Q database
  - Maintian Q templates
  - Add to request as required
- **Refunds**
  - Process refunds on receipt of validated request
- **Store Front & Maintenance**
  - Update and brand eStore
  - Liasie with marketing
  - Maintain and update

Finance Systems

- Security
- Interfaces
- System Fixes & Upgrades
- Reports & Output
- Test Environment for all of the above
- Troubleshooting Technical Issues

LSE Staff requesting eStore services

- Provide product / event definition & details
- Arrange product despatch & issue event literature / communications
- Respond to and resolve product / event queries
- Maintaining product stock, event capacity and co-ordination
- All communications re events & products, with special awareness around variations / alterations
- Product returns, event cancellations, validating & issuing refund requests
- Responsibiliy for validating GL & Vat requirements