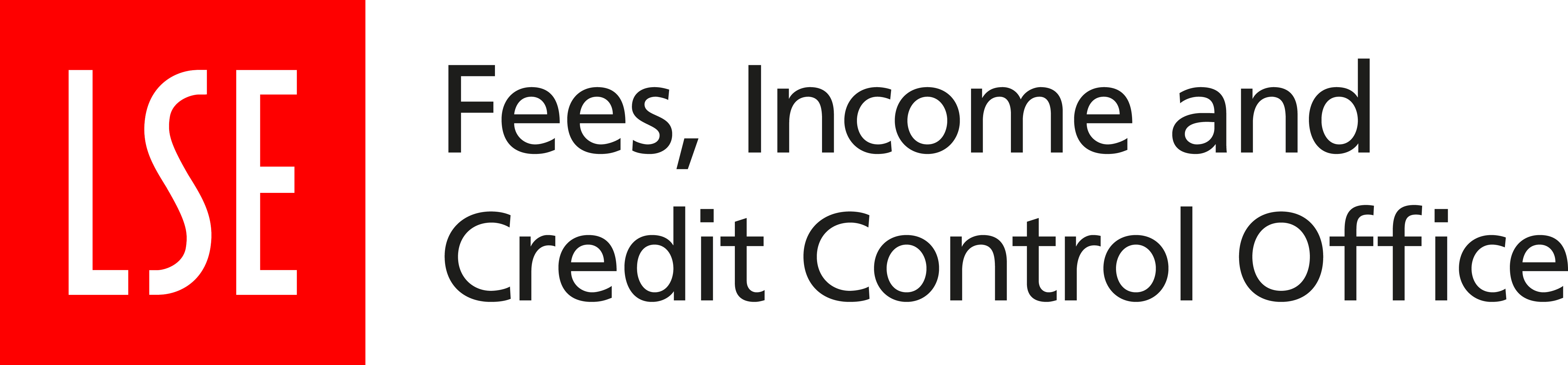
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**Sales Invoicing**

**Staff User Guide and Procedures**

**November 2016**

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1. Introduction  
  
The term **Sales Invoice** refers to the process for invoicing external customers for the supply of goods and services.  A **Credit note** is effectively a negative invoice; a credit note might either cancel or reduce an invoice.

2. Permissions

Permisson to request a sales invoice or credit note is delegated to budget controllers, however they can also delegate resposibility to LSE staff within their area. The person completing the request is required to confirm they are authorised to do so and have read and understood the invoicing procedures.

3. Invoice Policy

A detailed and comprehensive Invoice policy is available, **the policy** provides clear guidance for customers and staff. See Annex 4

4. IssueTrak

All requests, enquries and communication need to be submitted via IssueTrak , the Self Service portal facilitates full tracking of all requests for both parties. Any queries or requests raised outside of this platform will not be allocated to FICC Support Staff and will not be processed. For a full overview of the portal tickets, status changes and closure codes see **annex 1**.

5. Invoice Management & Support

The Finance Division have responsibility for the day to day Invoice and credit note operation, specifically processing invoice requests[[1]](#footnote-1). Customer Support Advisors will assist with enquiries where possible.For an overview of the support staff please see **annex 2.**

6. Submitting an Invoice or credit note request

Submitting an invoice request couldn’t be easier, simply visit the Invoicing home page, download Invoice request form, complete and submit via IssueTrak. The process has been designed to be short and simple, see copy of Invoice request form in **annex 3** and credit note request in **annex 4**

7. Invoice and Credit note declaration

Customer Support Advisors will only process invoice and credit note requests where:

1. Tthe declaration has been ticked confirming authorisation for the request
2. The vat position has been correctly established

That the purchase Order No. requirements have been validatedAdditionally this will also require colleagues to be conversant with the invoice policy and be in a position to advise and respond to customers’ queries. Full details can be found in the **Invoice Policy annex 5**

8. Service Level Agreements

Finance will strive to process all requests within guaranteed timeframes, these can be found in **annex 6** .

9. Consultation & Advice

In addition to the online help and documentation available, it is possible to contact the Customer Support Manager if you are experiencing any diffculties with any aspect of the refund facility, please email [finance.division.invoicing@lse.ac.uk](mailto:finance.division.invoicing@lse.ac.uk)

10. Complaints

If you should experience any difficulties, or if you receive any communications claiming the service provision has not been satisfactory, then these should be referred to the Customer Support Manager in the first instance before sending the reply

# Annex 1: IssueTrak

**Ticket Quick-picks**- This list are the types of ticket that you can submit to the Customer Support team

|  |  |  |
| --- | --- | --- |
| **Name(Code)** | **Subject & Workflow** | **Notes** |
| FICCSAL01 | Sales Invoice request | This status should be chosen when you wish to submit an invoice request to the Customer Support Team |
| FICCSAL02 | Credit Note request | This status should be chosen when you wish to submit a Credit note request to the Customer Support Team |

**Ticket Sub status**

Open or sub stages with an open ticket

|  |  |  |
| --- | --- | --- |
| FICCSAL01a: | Sales Invoice request in progress | Your sales invoice request is in progress |
| FICCSAL01b: | Sales Invoice request incomplete | We are unable to process your sales invoice request as the form is incomplete |
| FICCSAL02a | Credit note request in progress | Your credit note request is in progress |
| FICCSAL02b | Credit note request incomplete | We are unable to process your credit note request as the form is incomplete |

**Closure codes**

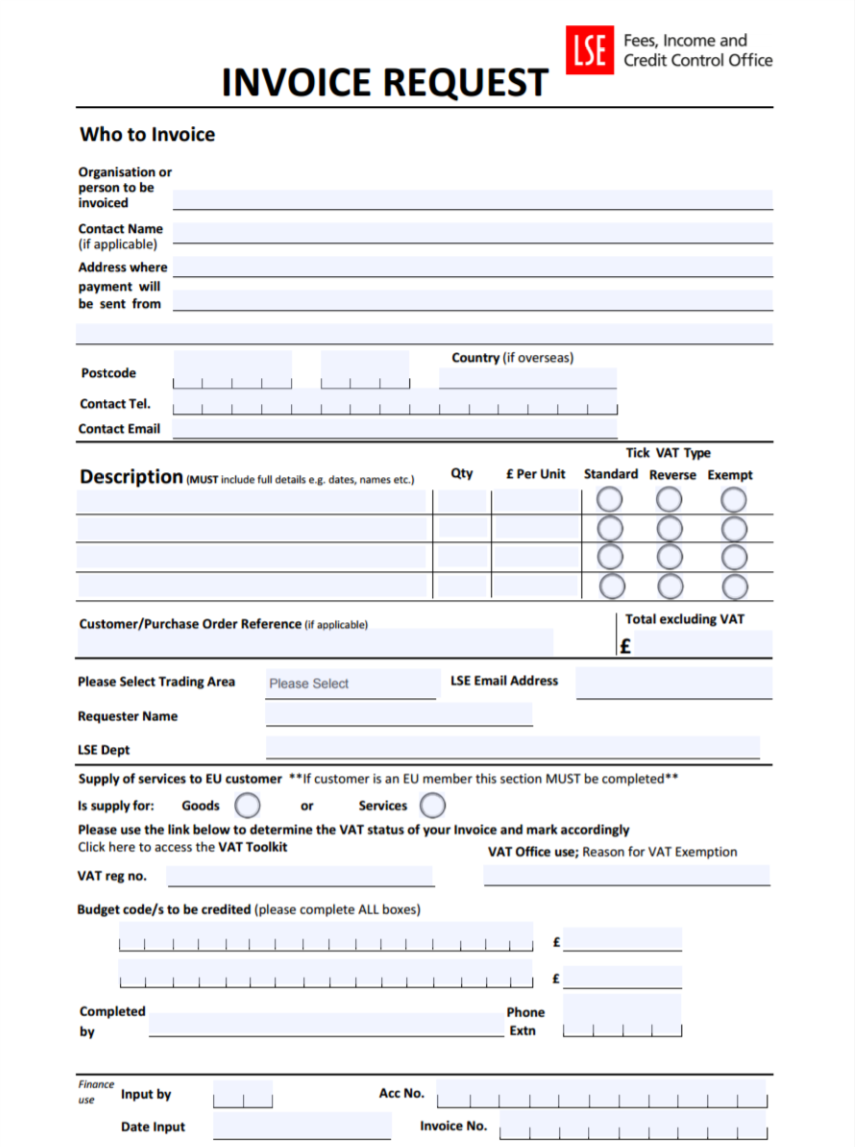
When your request has been successfully completed the ticket will be closed

|  |  |  |
| --- | --- | --- |
| **Name(Code)** | **Subject & Workflow** | **Solution(Ticket closed)** |
| FICCSAL01: | Sales Invoice | Your Sales invoice has been processed, the ticket will now be closed. |
| FICCSAL02 | Credit Note | Your credit note has been processed, the ticket will now be closed |

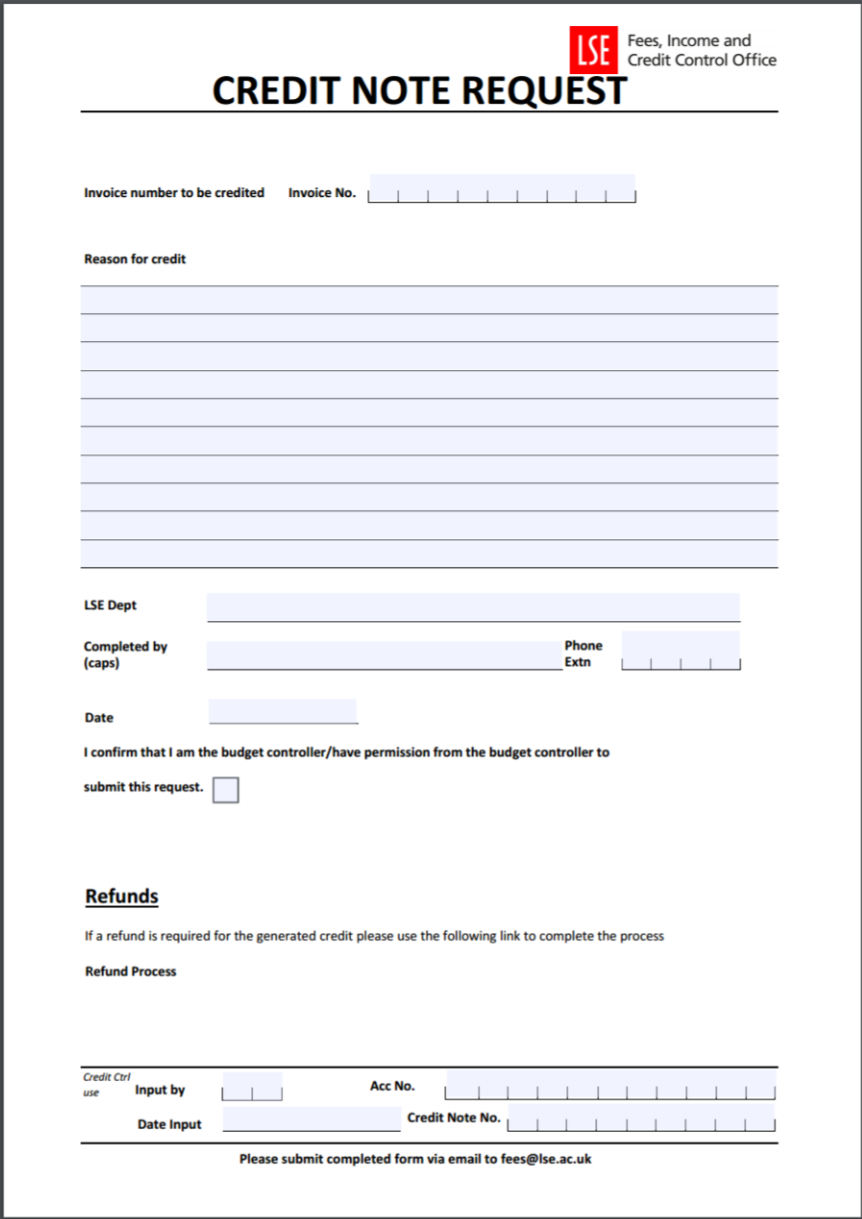
### Annex 2: Customer Support Staff

|  |  |
| --- | --- |
| **Role** | **Name** |
| **Customer Support Manager** | Linda Sclanders |
| Customer Support Advisor | Sandra Daly |
| Customer Support Advisor | Margaret Benjamin |
| Customer Support Advisor | Chuwie Teape |
| Customer Support Advisor | Noeline Couer-De-Lion |
| Customer Support Advisor | Carly Wilkinson |

# Annex 3: Invoice request



# Annex 4 Credit Note



# Annex 5: Invoicing Policy

1. The School's standard terms and conditions state that payment terms for all invoices require payment to be made within 30 days of invoice date. Exceptions to this must be agreed in advance with the Chief Financial Officer
2. LSE Staff should seek advice from the Tax Team or have used the online VAT Toolkit and kept a copy of the result for future audit purposes when determining VAT liability.
3. Prior to submitting an invoice request you should determine if a Purchase Order number is required.
4. Following the submission of your request, the invoice will follow the Schools standard debt chasing process. Details can be found in Annex 7
5. In the event of non-payment, the debt will be reviewed and may be passed to the School's external debt collection agency. All necessary action will be taken to recover this debt, including legal processes.
6. Invoices and Credit notes will be processed within 7 business days in non-busy periods and 7-10 days in busy periods.
7. If your invoice or credit note request is declined, we will advise you
8. The Finance Division will accept no responsibility for inaccurate information provided on your request form.
9. The Finance Division have the right to reject an invoice or credit note requests if the form is incomplete or inaccurate.
10. If you have any complaints about the service, please email [finance.division.invoicing@lse.ac.uk](mailto:finance.division.invoicing@lse.ac.uk)  outlining the reasons for your complaint.
11. All invoice and credit note requests are processed in accordance with the LSE Financial Regulations
12. ALL requests should be submitted via Issue Trak, any request submitted outside of this platform will not be processed.

# Annex 6: Service Level agreements

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity** | **Response** | **Resolution** | **Days** |
| High | 48 hours | 72 hours | Mon-Fri |
| Medium | 72 hours | 120 hours | Mon-Fri |
| Low | 96 hours | 168 hours | Mon-Fri |

**Annex 6: Refund process**



**Annex 7**

Invoice sent out on day after it is raised

* + Pre Due reminder sent 10 days prior to Due Date
  + 1st reminder sent out on day of Due Date
  + 2nd reminder sent out 10 days after Due Date, 1st reminder sent to department
  + 3rd reminder sent out 20 days after Due Date, 2nd reminder sent to department

Escalated to Credit Control 30 days after Due Date for manual intervention

1. There are limited exceptions and delegated responsibilities [↑](#footnote-ref-1)