

From: UFS Communications
Sent: 30 March 2020 15:58
Subject: COVID-19 Finance Departmental Guidance Issue 7

Dear All

Please find today's round up of news from the Finance Division. Key Contacts are asked to share with staff in their areas.

- [Marketplace unavailable – this evening](#)
- [Accounts Payable : Paper Invoices from suppliers, cheque payments](#)
- [Credit Control procedures](#)
- [Central processing update](#)

This information is also available from the [Finance Division website](#). However, if you have any additional queries please do continue to contact the Help Desk on 01223 (7)65999 or at UFS_enquiries@admin.cam.ac.uk

COVID-19
FINANCE DEPARTMENTAL GUIDANCE – ISSUE 7
30th March 2020

Marketplace unavailable this evening Monday 30th March

Please be advised of an upcoming period of maintenance scheduled to take place on the Marketplace from 6:30pm to 8:30 pm Monday 30th March 2020.
We apologise for any inconvenience this may cause.

Accounts Payable

Paper invoices from suppliers

We are aware it will be very difficult if not impossible for staff to retrieve post and other documents from their Department. As a result, we all need to move away from paper to using electronic documents wherever possible for our critical finance processes. Currently we are finalising a communication for our suppliers and for departments guidance on receiving invoices electronically, a reminder regarding storage and methods of authorisation.

Cheque payments

Last week's cheque run went ahead as planned. All cheques that were addressed to external suppliers or where Departments had provided us with alternative addresses have been posted out via Royal Mail. However, those cheques that were addressed to either departmental buildings or colleges were retained. More guidance will be issued shortly regarding options for dealing with these held cheques, those that are no longer able to be cashed by payees and options to make payments electronically wherever possible in the future.

Credit control procedures

During the current Covid-19 situation the Central Credit Control team are continuing to communicate with Research Sponsors, although communications are of a "customer service" rather than a "chasing debt" nature. They are also continuing to receipt research payments received to the bank account, and expect Research billing to proceed as normal.

We would ask Departments to consider the following when dealing with their customers at this difficult time.

- Where payment can continue as expected this should be the case;
- Allow extra time for customers to respond to any communication;
- Written communication to have the text softened where appropriate if chasing for payment;
- Consider the use of the Online Store invoice payment link to allow payment to be taken by card if this is easier for the customer: <https://onlinesales.admin.cam.ac.uk/product-catalogue/products/schools-faculties-departments-and-institutions/finance-division/accounts>
- Telephone calls can continue but they should be of "customer service" nature and if the customer indicates they are in financial difficult at the present time, take the following steps:
 - ascertain if any partial payment or payment plan can be made against the debt;
 - if yes, agree payment plan as proposed by the customer;
 - if no, confirm that the University will not take any immediate further action at this time, but will continue to make contact on a monthly basis to discuss any changes to circumstances;log the actions taken and add them to the monthly department debt statement issued by Credit Control

These measures are aimed at protecting your customers, particularly the very vulnerable, and, of course, the reputation of the University. Please direct any question to Bernadette Parsons Bernadette.Parsons@admin.cam.ac.uk

Central processing: update

The March payroll has been processed and posted to Grants and General Ledger in CUFS appropriately. The UPS and weekly payrolls are being run today. Payments were made today to all those suppliers that were part of last week's BACS run.

Please also note that Shared Services have adjusted to remote working and the available team members are working at home to process the work. We are also adding additional members to Shared Services from other teams within Finance Division to add extra capacity during this crisis.