OLAS Sundry Debtors

User training (view only)

CAERPHILLY
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C Verrier
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This training document is available on the Intranet / Directorates / Corporate Finance / Quicklinks / Sundry Debtors, and on OLAS Main Menu, along with a Policies & Guidelines document and the online Invoice Requisition electronic eForm.

Sundry Debtors is a billing and collection service that serves the whole authority and is to be used either where payment is **not** made up front for a service or goods provided, or when an individual or company requires an official invoice for goods or services we have provided. Our aim is to take all reasonable steps to maximise income collection for the authority.

The Sundry Debtors module forms part of the OLAS Financial System.
For reporting purposes, it is a 3 tier system:-
<mark>Company SD / Ledger SD</mark>
Structure Points – based on the Heads of Service
<mark>Locations</mark> – The Location Code helps Sundry Debtor staff report on transactions processed by each department. Each department must designate an officer who will act as a contact point for both the Sundry Debtor staff and the debtors in case of any queries. The designated officer's contact details are also printed on the invoices.

BASIC PRINCIPLES

- **The minimum value for raising an invoice is £25**

- **We aim to hold 1 account per customer**
  Each customer account can hold multiple billing addresses. Every invoice raised against the same customer will be raised on the same account, making recovery action more efficient.

- **We email invoices and reminder letters wherever possible**
  Please liaise with your customers and encourage electronic billing.

- **We encourage customers to pay by Direct Debit whenever possible**

- **Invoices are due immediately**

- **Your service area budget receives the credit revenue as soon as we raise the invoice.**
  It is then up to Sundry Debtors staff to collect the debt **WITH YOUR ASSISTANCE**. If the debt is eventually written off, the money is debited back from your budget.

- **We rely on your help in resolving queries and disputes.**
  If a dispute is not handled and resolved in a timely manner, we may cancel the invoice until such time we are able to pursue the debt again.

- **We DO accept instalment plans, but only if the debtors financial circumstances warrant a longer term payment plan.**
  All payment plans MUST be made by Sundry Debtor staff.

- **We use different recovery processes for different kinds of debt.**
  We respect that some debtors are more vulnerable members of society.

- **We recover debts by sending reminder letters, telephone chasing, using Debt Collection Agencies and using the County Courts.**
  We do not take County Court action unless the debt exceeds £200

NAVIGATING THE SYSTEM

SIGNING ON TO OLAS

You will be given a User ID and Password by OLAS Helpdesk. Please refer to the OLAS Navigation training document for instructions and guidelines on how to sign on and off the system, password security and resetting passwords. If you encounter any problems, please contact the OLAS Helpdesk on 01443 863103.
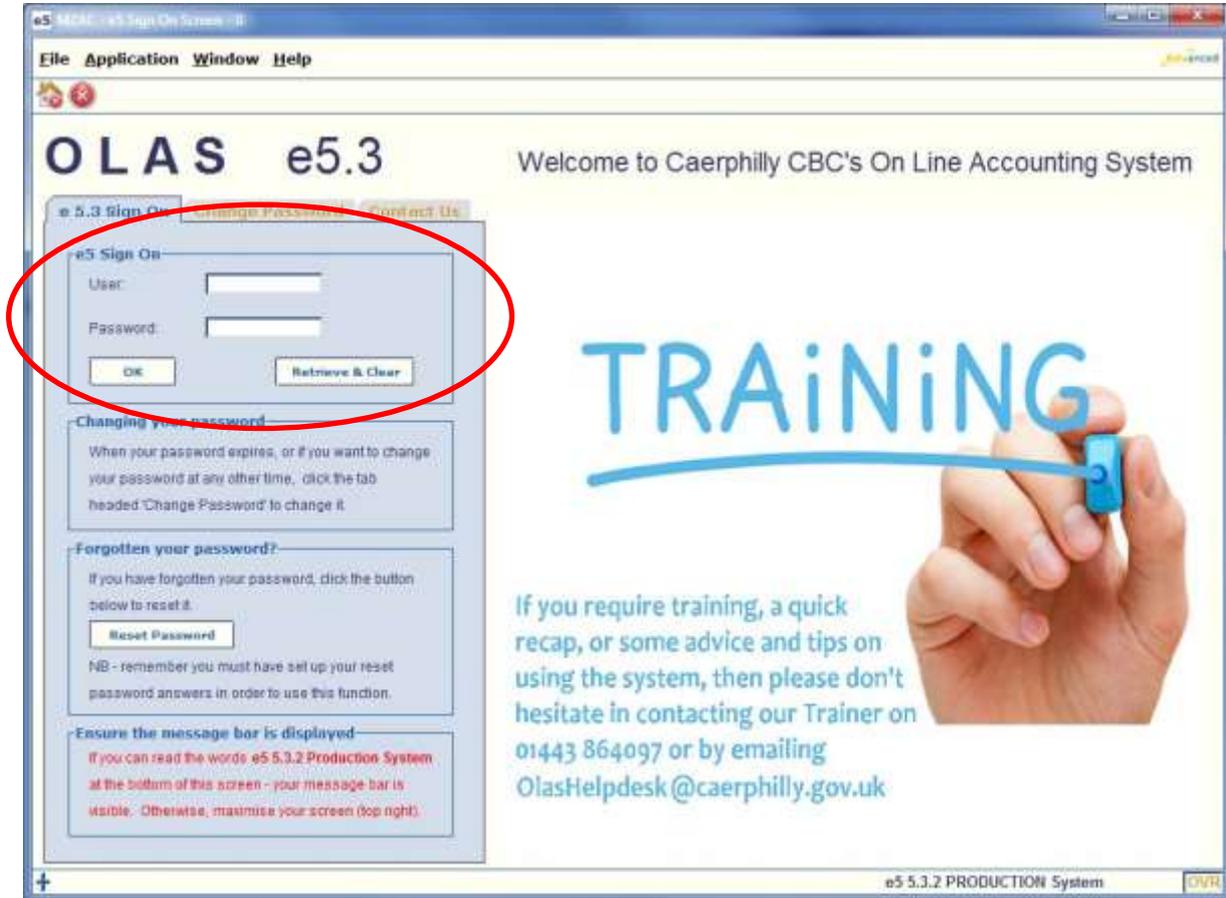
Once you've signed on to OLAS, you will need to ensure you're signed into the Correct Company (**SD**).

BASIC NAVIGATION KEYS

     Revert back to last screen

     Exit screen / Exit system

     More – brings back more results when a search limit has been reached
     Keep pressing until all records are retrieved and the icon turns grey

     Refresh screen. This will also remove / undo any column sorting you have done

Ctrl+D   Any Account Summary or list within OLAS may be downloaded to an Excel Spreadsheet

USEFUL INFORMATION

CONTACT POINTS FOR SUNDRY DEBTORS – 4th Floor, Ty Penallta

Policies, recovery and general issues	**Craig Verrier**	01443 863469
Recovery issues	**Bernadette Cooper**	01443 863211
One-Off Invoices & e-Forms	**Sian Selkirk/Paul Clarke**	01443 863319
Trade Refuse & Car Park fines	**Gareth Pizey**	01443 864034
Community Alarms & S/Services	**Gareth Parry**	01443 863391
Industrial Rents, Homecare & Credit adjustments	**Corinne Bettinson**	01443 864035
Write offs & Commercial rents	**Karen Beacham**	01443 864073
Recovery, County Court Proceedings and Legal cases	**Andrew Hale**	01443 864091
Recovery and LACS forms	**Zoe Andrews**	01443 863168
OLAS System training, access and password security	**OLAS Helpdesk**	01443 863103
Sundry Debtor	**HUNT GROUP**	01443 863272

ENQUIRIES – Searching for a Sundry Debtor Account

This will take you to the main Enquiry Screen. You may search for a customer account by:
Account Number, Name, Invoice Number, Post Code or Address

SEARCH OPTIONS

Company	Must always be '**SD**'
Ledger and Account **Getting a Customer's SD Account number will always be the quickest , most accurate search**	These 2 fields would be used at the same time. Ledger = **SD** Account = customers account number e.g **SD0012345** NB – A complete Customer account number will retrieve one record. However, you can use the wildcard character in the account field e.g. SD00123%

Shortname ⚠️
The wildcard **%** will broaden your search criteria.
 	
1.You can use it at the end of criteria to find any records that **start** with the characters that you have given.
 	
2.You can enclose your criteria in wildcards to find any records that **contain** the characters that you have given.
	Use this field to enter a **short-name** for a Customer record. Remember that short name conventions apply
	
	Short name Conventions
	
	1. For companies, don't include punctuation, spaces, the &, or the word THE
	        e.g. Hammer & Tong = HAMMERTONG%
	        e.g. In the Pink = INPINK%
	
	2. For individuals, start with the surname – followed by initials
	        e.g. Mrs Mary Jane Spencer = SPENCERM%
	
	NB – There may be more than one record with the same short name
	
	If you are unsure of the exact short-name, remember to add the wildcard **%.**
	
	NB - There may be more than one record with the same short-name

Search fields	*Use the drop down menu to select the appropriate search field for the corresponding search key. (Detailed below)*
Search Key - Postcode	In the Search Key field you can enter a full postcode with a space, or you can enter a partial postcode and use the wildcard, % e.g NP53 8VT or NP53%
Search Key - First Address Line	In the Search Key field you can enter the text that you would expect to find as the first address line. With house number and spaces between words, or you can enter a partial address line and use the wildcard, % e.g 123 Cross Street or 123 Cross%
Transaction Ref:	If a customer gives you the Invoice Number (beginning 08--), you will be taken straight to the relevant Customer Account summary, however, you will only be shown the Invoice that you have specified. In order to view the full account, from the top Menu Bar, select **Application / Account / Switch.**

After clicking **OK** or pressing the **ENTER** key, a list of results that match your search criteria will be displayed on the screen. If you have searched using the unique Customer SD Account number or Transaction Ref, you will be taken straight to the Account Summary screen.

If you have used the wider search facilities, check the results thoroughly to make sure that you choose the correct Customer record. Also check that OLAS has returned all available accounts – if the ✚ icon is still coloured purple, there are more accounts available. Keep pressing the plus sign until it turns grey.

Select the account by double clicking the line you are searching for.

OVERVIEW OF THE ACCOUNT SUMMARY

Hot Tips on using the Account Details screen

🌶 The result automatically displays those transactions with an outstanding balance. To view any payments or transactions with a cleared balance you will need to click **> All Trans**

🌶 Make sure that you are looking at the full list of transactions by clicking on the more icon. ✚

🌶 Your security profile will restrict the transactions that you can view to your Location Code only.

🌶 The results are displayed according to 'due date'. The oldest transactions are at the top of the list.

🌶 You can change the order in which the list is displayed by clicking on the appropriate column heading to re-sort it.

🌶 To find details of when an invoice was paid, double click the invoice line.

🌶 It is important to note that if a customer is paying by Direct Debit (see the tick box), outstanding balances and any instalments due will be collected at the end of the month

VIEWING THE INVOICE DETAILS

To view details of an invoice, from the Account Summary screen, select the invoice line and click the SI tab at the bottom of the screen.

The E-form reference number will be displayed here.

Brief debt description. Select this line and click the 'Line Text' button below for the full debt description.

Scroll across to see Cost Centre and Subjective codes

To revert back to the Account Summary screen, simply Exit the screen by clicking the red ⊗

VIEWING AND ADDING ACCOUNT DIARIES

The Diary function is used as an account notepad.
There will be no follow up action from a Diary entry, it is purely a record of events, evidence and historical information.
Diaries are checked when making decisions on recovery, so any contact or correspondence with the debtor must be noted on the account Diary.
All recovery letters are automatically entered on the Diary.
Events and dates on the Diary may be used as evidence if County Court proceedings are in instigated.

To access click the 'Diary' button on the **Account Summary**.

TO ADD AN ENTRY
click this icon

TO VIEW AN ENTRY
Select a line and click here

to revert back

Type	Code	Date		Status Indicator	Diary User	Action User	Action Date
HB		2015	Inv 0828996	1	SDTEAM	SDTEAM	14 Apr 2015
			Inv 082899602 X9529 Legal: Debt entered & LBA Sent	1	SDTEAM	SDTEAM	14 Jan 2015
			cs sent to Cerys Williams	0	ANDREZ	ANDREZ	13 Jan 2015
			nv 082899602	1	SDTEAM	SDTEAM	26 Jul 2014
			nv 082899602	1	SDTEAM	SDTEAM	21 Mar 2014
			nv 082899602	1	SDTEAM	SDTEAM	07 Mar 2014
			nv 082899602	1	SDTEAM	SDTEAM	21 Feb 2014
			nv 082899602	1	SDTEAM	SDTEAM	14 Feb 2014

CCBC - SUNDRY DEBTORS E5.3

To complete a new entry

LedgerlAcc... SD SD0058593 Status:

Detail | Text | Audit

Diary
Date: _____ User: _____

Type: _____ Code: _____

Type '**ME**' (Manual Entry) then **ENTER**

Action
Date: _____ User: _____

Currenc... _____

Contact Details
Name: _____
E-m... _____

Text
_____
_____
_____
_____

Enter the summarised points of your Diary entry (up to 4 lines narrative)

Prompt | Update | Cancel

UPDATE to save your entry!

CCBC - SUNDRY DEBTORS E5.3   Insert

RAISING A ONE-OFF SUNDRY DEBTOR INVOICE REQUISITION E-FORM

This workflow diagram summarises the basic process

```
            Customer receives service / goods
               for which there is a charge
                          │
            Contact in service department needs to raise
             a Sundry Debtor invoice to recover costs
                          │
        ┌─────────────────┴─────────────────┐
No customer record              Customer record already exists in OLAS
already exists in OLAS            1.  Note customer number
                                  2.  Note address line number for billing
        └─────────────────┬─────────────────┘
                    Complete E Form
                          │
        ┌─────────────────┴─────────────────┐
    New Customer              Amend existing customer
        └─────────────────┬─────────────────┘
                    Submit E Form
                          │
        ┌─────────────────┴─────────────────┐
User receives email             Sundry Debtors receive email
confirming submission of        containing PDF copy of e-form
e-form                                    │
                          Sundry Debtors create customer account
                                          │
                          Sundry Debtors process invoice against
                                 customer account
                                          │
        ┌─────────────────────────────────┴─────────┐
Email to user advising of                    Invoice is sent to customer
1.  Customer Account Number                            │
2.  Invoice Number                          Customer disputes invoice
                                                       │
                                            Sundry Debtors
                                            raise a query on the invoice
                                                       │
                                    ┌──────────────────┴──────────────┐
                    Email to contact in service department    Recovery is suspended
                                    │
                          Contact investigates query
                                    │
                          Contact emails Sundry Debtors
                          advising whether recovery
                          should continue or not
```

Before requesting a new invoice, you must first check the Sundry Debtor System to see if the customer already exists. Make a note of the SD Account No and the relevant Address Line No – you will need these when completing the E-Form.

From the OLAS Main Menu, expand the following options:
⊞ **Sundry Debtors**
⊞ Accounts Receivable Main
⊞ Customers
⊞ Customer List

The search facilities are the same as the Account Enquiries. If you identify an account already exists, select the line with a double click. Make a note of the SD Account Number, then select the yellow 'Address' button. Make a note of the required Address Line Number. Once these checks have been made, 🏠 the screen and select the 'SD Requisition' link button.

ALL one–off invoices must be requested via the online Requisition E-Form. This may be found either on the Intranet / Quicklinks / OLAS Forms / Sundry Debtors E Form, on the Main Menu on OLAS, or on the Customer Enquiry Screen within the Sundry Debtors system.

There are significant benefits to using the electronic form.

- ✓ A link has been made from OLAS directly to the e-form, through a macro button on the selection window for the Customer List.
  Alternatively, the e-form can be found on the Intranet.
- ✓ The form contains fields for all the information required to raise a sundry debtor invoice.
- ✓ The form has a number of optional questions that will direct the user to the relevant pages in the eform.
- ✓ The eform contains advice for its completion and indicates which fields are mandatory
- ✓ There us an option to upload / attach documents to the eform. e.g. letters to be issued with invoice, direct debit mandate etc.

Once an eform has been completed and submitted, a voucher number will be issued to the officer raising the requisition. This is their acknowledgement that the eform has been submitted.

There is a field on the data entry screen that can hold the voucher number and this can be used in enquiries.

COMPLETING THE E-FORM

Requesting officer

`1` `2` `3` `4` `5` `6` `7` `8` `9` `10` `11`

Request to raise a sundry debtor invoice
Requesting officer

Name of requesting officer *

Telephone/Ext number *

Email address * ❓

Click the **Next** button to proceed

[Previous] [Next] [Cancel]

> Your contact details are mandatory.

eForms by AchieveForms

Customer details

`1` `2` `3` `4` `5` `6` `7` `8` `9` `10` `11`

Request to raise a sundry debtor invoice
Customer details

Is this a new customer or an amendment to an existing customer? *

⊙ New customer
⊙ Existing customer

Click the **Next** button to proceed

[Previous] [Next] [Cancel]

> The results of your customer search will determine which option you choose.

eForms by AchieveForms

Customer account details

`1` `2` `3` `4` `5` `6` `7` `8` `9` `10` `11`

Request to raise a sundry debtor invoice
Customer account details

Customer number * ❓

Address number * ❓

Customer name *

Address line 1 *

Address line 2 *

Address line 3

Address line 4

Address line 5

Post code * ❓

Tel number

Fax number

Email address

Does the customer want to receive invoices via email? *   ○ Yes ⦿ No

Does the customer want to pay by Direct Debit? *   ○ Yes ⦿ No ○ Don't know

Click the **Next** button to proceed

[Previous] [Next] [Cancel]

> You will only see these fields if you have selected an 'existing customer'
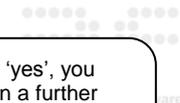
> Address Number =
> ~ **LINE No.** of billing address
> ~ **NEW** – if new address to overwirite default at line 0
> ~ **ALT** – if additional billing address

> If you reply 'yes', you will be asked to confirm the email address for invoices.

> If you reply 'yes', you will be given a further option to attach a completed direct debit mandate.

eForms by AchieveForms

Request to raise a sundry debtor invoice
Details of invoice to be raised

Location code *❓   [   ]

Click the link below to enquire on your department's Location Code

Click here if location code is not known

Originator code   [   ]

Customer contact name❓   [   ]

You must provide details if the contact user is someone other than the designated contact for the location.

Charge details for line 1

Brief description of debt *❓ [   ]

Detailed debt description❓   [   ]

VAT status for item *   [Please Select ... ▼]

Select the correct tax option from the drop down list. Any queries on VAT should be directed to Accountancy

Quantity   [1]

Net price per item *   £ [   ]

Net Total Line 1 *   £ [100.00]   Click to calcul...

You only need to type in the NET cost, the VAT amount and gross will be calculated, based on the VAT code you chose.

Total Line 1   £ [117.50]

Cost Centre *   [   ]

Subjective *   [   ]

Gen'l Code   [   ]

Emp'l code   [   ]

E-form has been restricted to income subjective codes. All enquiries on GL Codings should b directed to your Group Accountant

Are there any inserts to accompany this invoice? *   ⦿ Yes ○ No

Attach supporting document * [   ] Browse...

Do you need to add another charge? *   ○ Yes ⦿ No

You can add up to 5 lines for one invoice.

Click the **Next** button to proceed

File Edit View Favorites Tools Help

http://172.30.2.21/AF3int/an/default.aspx/RenderForm/?ID=L0EnS1cAByp&   Google

Fill In   Page ▾ Tools ▾

Request to raise a sundry debtor invoice
Summary of invoice to be raised

Total Line 1   117.50
Total Line 2   2658.00
Total Line 3   0.00
Total Line 4   0.00
Total Line 5   0.00

This is your last chance to review your debtor invoice, as the next step will submit the form.

Total amount to be invoice * £ 2775.50

Click the **Next** button to proceed

[Previous] [Next] [Cancel]

IF AN E-FORM IS SUBMITTED AND YOU LATER FIND IT TO BE INCORRECT, PLEASE EMAIL DENISE GOODWAY URGENTLY WITH THE RELEVANT SDREQ NUMBER. IF YOU'RE QUICK ENOUGH, WE MAY BE ABLE TO MAKE THE AMENDMENT BEFORE RAISING THE INVOICE.

RECOVERY PROCESSES

Standard recovery - STD

STD 1 - 14 DAYS	STD 2 - 14 DAYS	STD 3 - 14 DAYS	STD 4 - 120 DAYS	STD 5 - 30 DAYS	STD 6 - 50 DAYS
• 1ST REMINDER / COPY INVOICE	• FINAL NOTICE Threatens Cty Crt action or Debt Collectors	• DECISION - Debt Collectors or Legal?	• REPORT TO MONITOR DEBT COLLECTORS	• REPORT TO MONITOR DEBT COLLECTORS	• FINAL DECISION - RESET OR WRITE OFF?

Housing Repairs - HSG

HSG 1 - 14 DAYS	HSG 2 - 7 DAYS	HSG 3 - 14 DAYS	HSG 4 - 14 DAYS	HSG 5 - 120 DAYS	HSG 6 - 200 DAYS
• 1ST REMINDER / COPY INVOICE	• 2nd REMINDER	• FINAL NOTICE Threatens Cty Crt action or Debt Collectors	• DECISION - DEBT COLLECTORS OR LEGAL?	• REPORT TO MONITOR DEBT COLLECTORS	• FINAL DECISION - RESET OR WRITE OFF?

Social Services – SSS

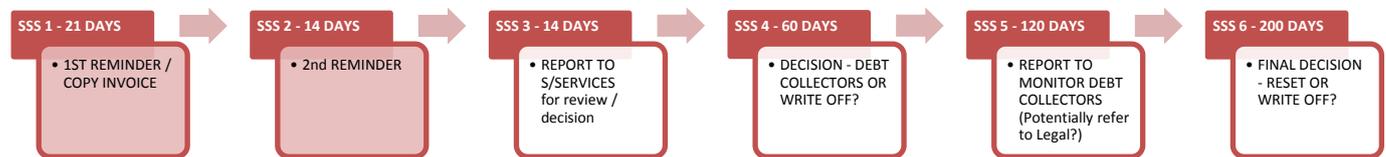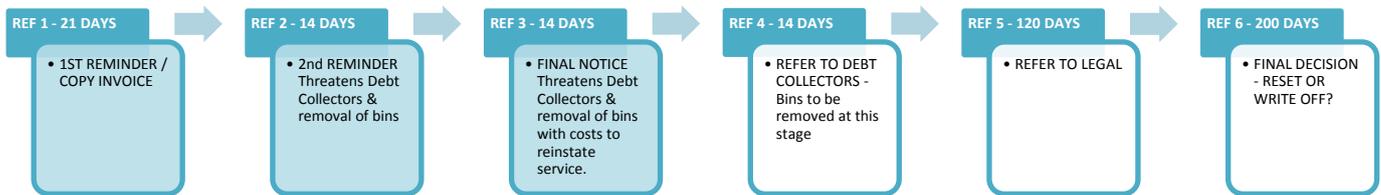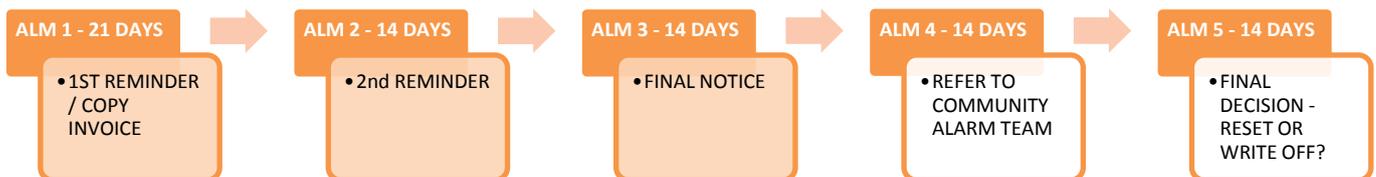| SSS 1 - 21 DAYS	SSS 2 - 14 DAYS	SSS 3 - 14 DAYS	SSS 4 - 60 DAYS	SSS 5 - 120 DAYS	SSS 6 - 200 DAYS
• 1ST REMINDER / COPY INVOICE	• 2nd REMINDER	• REPORT TO S/SERVICES for review / decision	• DECISION - DEBT COLLECTORS OR WRITE OFF?	• REPORT TO MONITOR DEBT COLLECTORS (Potentially refer to Legal?)	• FINAL DECISION - RESET OR WRITE OFF?

Trade Refuse – REF

REF 1 - 21 DAYS	REF 2 - 14 DAYS	REF 3 - 14 DAYS	REF 4 - 14 DAYS	REF 5 - 120 DAYS	REF 6 - 200 DAYS
• 1ST REMINDER / COPY INVOICE	• 2nd REMINDER Threatens Debt Collectors & removal of bins	• FINAL NOTICE Threatens Debt Collectors & removal of bins with costs to reinstate service.	• REFER TO DEBT COLLECTORS - Bins to be removed at this stage	• REFER TO LEGAL	• FINAL DECISION - RESET OR WRITE OFF?

Community Alarms - ALM

ALM 1 - 21 DAYS	ALM 2 - 14 DAYS	ALM 3 - 14 DAYS	ALM 4 - 14 DAYS	ALM 5 - 14 DAYS
•1ST REMINDER / COPY INVOICE	•2nd REMINDER	•FINAL NOTICE	•REFER TO COMMUNITY ALARM TEAM	•FINAL DECISION - RESET OR WRITE OFF?

Schools - SCH

SCH 1 - 21 DAYS	SCH 2 - 14 DAYS	SCH 3 - 21 DAYS	SCH 4 - 21 DAYS
•1ST REMINDER / COPY INVOICE	• FINAL NOTICE Threatens deduction from school bank a/c	•REFER TO EDUCATION FINANCE MANAGER	•FINAL DECISION - WRITE OFF OR CANCEL?

Payment By Instalments (PBIs)

PBI 1 - 14 DAYS	PBI 2 - 28 DAYS
•1ST REMINDER Threatens full payment if plan not brought up to date	• FINAL DECISION If plan not being maintained, cancel PBI and reset to relevant recovery process