Standard Operating Procedures (SOP) on Processing of Invoices and Claims (Applicable to NUSSU & Clubs and Other Student Organisations Excluding Registered Societies)  
(Updated: 8 September 2019)

1. **Roles and Responsibilities for Submission of Invoices / Claims**

1.1. It is the responsibility of the President and Financial Secretary (FinSec) of NUSSU and its constituent clubs and other student organisations (excluding registered societies) to ensure that all invoices/claims submitted by its members are properly checked and the information furnished are accurately stated.

1.2. The President and FinSec must familiarise themselves with the Student Finance Policy, SOPs and forms that have been made available by Office of Student Affairs (OSA) and Office of Finance (OFN) at the start of the term of office. If there are any questions or doubts on any of these matters, the President and FinSec should seek clarifications from OSA, Halls and RCs.

1.3. For here on, NUSSU & Clubs and other student organisations, excluding registered societies shall be referred to as ‘student organisations’.

2. **Invoices Billed to NUS**

2.1 The supplier’s invoice should include the following details:

   a) Billed to Party: National University of Singapore (The student club can be mentioned as the second name)
   b) Name, Address and Company registration number of supplier
   c) Payment terms
   d) Purchase order number (If applicable)
   e) Invoice number and date

2.2 The University is committed to pay its suppliers 30 days upon receipt of invoice. All invoices submitted (with/without Purchase Order issued) to OFN will be processed within the payment term. If the payment term is not stipulated in the invoice, OFN will assume a payment term of 30 days.

2.3 Upon receipt of the invoice, student organisations need to do the following:

   a) The Club President and FinSec should ensure that payments are made for authorised purposes.
   b) Ensure that invoices /claims are submitted to OFN (through halls/RC office for JCRC/CSC or OSA for IGs) within 7 working days upon receipt.
   c) Ensure goods are received and services are rendered satisfactorily. This is evidenced by the goods receipt officer’s signature.
   d) Ensure that the invoice is in order (The details stated in paragraph 8 should be complete).
   e) Ensure that the correct WBS number and GL account are filled up on the RFP form.
   f) Ensure that proper signatory approval of the payment should be in place accordance
to the Payment Approval Matrix.

g) Ensure supporting documents such as Delivery Order, service reports, (signed and verified by student who received goods / services to be in order) are attached.

h) Attach original invoice together with completed and duly approved RFP form for submission to OFN

i) Provide and keep a copy of a content page of the invoices/claims which have been submitted to OFN, for tracking purpose.

3. **Expenses Paid by Members**

3.1 Members claim for expenses they have paid by submitting the Request For Payment (RFP) Form. The claimant needs to ensure the following when submitting the form:

   a) Proper declaration of delegation from payee delegating the reimbursement to claimant. An example is given below:

   I, Ben Koh, (full name and matric no.), declare that I have paid for the item, and I hereby authorise Jasmine (full name and student no.) to collect the reimbursement on my behalf. (Signed off by Ben Koh)

   b) Original Receipts for payment made to be attached as supporting documents.

   c) Claimant to indicate reason why receipts are not available and declare that this payment has not been submitted for reimbursement and payment to be supported by approver.

   d) Ensure that credit bank account in EduRec is updated as reimbursement of claim will be credited to the latest updated student’s credit bank account in EduRec.

   e) The amount paid with cash voucher will not be reimbursed. Only the net amount paid by claimant will be reimbursed

4. **Claim for Transport Expenses**

4.1 The claimant needs to ensure the following when submitting the Transport Claim Form:

   a) The Transport Claim Form must be duly completed. This has to be attached with the RFP form.

   b) All original receipts (i.e. taxi receipts, car park receipts etc.) should be submitted as supporting documents.

5. **Request for Cash Advance**

5.1 Students need to ensure the following when submitting the Cash Advance Letter to OSA for approval:

   a) Ensure that the correct WBS number and GL account are indicated on the Cash Advance Letter.

   b) The cash advance will be credited to the payee’s (based on student no.) updated credit bank account in EduRec.

   c) Once the Cash Advance Letter is in order, it will take not more than 11 working days for the payment to be processed and the amount credited to the claimant’s credit bank account.
6. **OFN’s Commitment in Processing Invoices/Claims**

6.1 OFN’s Service Level Agreement to Student Organisations is indicated below:

   a) All invoices/claims (invoices billed directly to NUS, expenses paid by members, transport claims and cash advance) that have been properly approved, complete and in order, submitted to OFN will be processed upon receipt of invoices/claims and will take not more than 11 working days for the payment to be processed and the amount credited to the claimant’s credit bank account.

   b) The tracking of the invoices/claims submitted will be managed via the summary listing submitted. This listing will also serve as evidence that OFN received the documents.

   c) If there are any further clarifications or additional information needed, OFN will expect the requisite additional information/document from the claimant within 3 working days.

   d) All clarification or additional information requested will be written in email so that follow up action by the respective parties can be properly made.

   e) If OFN does not receive the requisite additional information/document by 3 working days. An email will be sent to respective student organisation (through halls/RCs office for JCRC/CSC and OSA for IGs) to follow up.

   f) The bank will confirm the amount credited via email to your official NUS email address.

   g) Supplier’s invoices will be paid within the credit payment term.

   h) OFN will process request for urgent payment (by manual cheque) on an exceptional basis. If justified, such request will be processed and the cheque will be ready for collection within 2 working days.

7. **Please contact your respective Halls/RCs or OSA staff on any payment-related matters for JCRC/CSC or IGs.**

8. **Please contact the following OFN staff on any payment-related matters for NUSSU & Clubs:**

   Name: Taffy Elaine Lindsey Ng  
   E-mail: taffy@nus.edu.sg  
   Tel: 6516 7061

   Name: A Malliha  
   E-mail: ofnam@nus.edu.sg  
   Tel: 6516 8236

9. **Please contact the following OFN staff on any other finance-related matters for NUSSU & Clubs:**

   Name: Chua Rui Ying, Perisa  
   E-mail: ofncryp@nus.edu.sg  
   Tel: 6601 7353

   Name: Kwan Mei Sau  
   E-mail: ofnkms@nus.edu.sg  
   Tel: 6516 2420