

# **Standard Operating Procedures (SOP) on Processing of NUSSU and Clubs invoices/claims by OFS (SFSC)**

## **Purpose**

1. This paper seeks to document the detailed SOP surrounding the processing of invoices/claims by OFS (SFSC).
2. This paper details OFS (SFSC) minimum service level obligation in processing invoices/claims submitted by NUSSU and its constituent clubs.

## **Background**

3. OSA and OFS, in March 2014, have stopped NUSSU and its constituent clubs to continue the practice of maintaining privately held bank accounts, for the purposes of accumulating funds so as to meet the liquidity requirements of the clubs or sub-clubs activities.
4. In the feedback sessions with NUSSU/Clubs members, organized by OSA and OFS, these private bank accounts were maintained so as to facilitate cash disbursements, for the following reasons:
  - a. reimbursements from OFS (SFSC) is perceived to be tedious and takes too long
  - b. it is difficult and cumbersome to request for cash advancement
  - c. there are too many layers of approvals, which may slow down the process of receiving reimbursements
  - d. petty cash is insufficient

## **NUSSU and Clubs Roles and Responsibilities in the submission of invoices / claims**

5. It is NUSSU and Clubs' Presidents and Treasurers' fiduciary responsibility to ensure that all invoices/claims submitted by its members are properly checked and the information furnished are accurately stated.
6. All Presidents and Treasurers must familiarize themselves with the Finance Guidelines, SOPs and Forms that have been made available by OSA and OFS at the start of each Academic Year. If there are any questions or doubts on any of these matters, Presidents and Treasurers need to seek clarifications from OSA and OFS (Halls and NUSSU).

### **Invoices billed to NUS**

7. It is the usual business practice to request our vendors to invoice NUS directly, as much as possible.

Why? So as to minimize situations where students have to fork out huge sums of money from their pockets to fund club activities and seek reimbursement thereafter. As the vendor is transacting with NUS, which has a good credit history to maintain, it is usually the business norm to have credit payment terms. Cash payment terms are usually associated with food purchased from hawkers and Cash On Delivery (COD) payment terms.

How? When negotiating with the vendor, apart from the specification of the products or services, there is a need to also agree on the credit payment terms, usually 30 days from date of invoice. If you have any trouble negotiating with the vendor, please do not hesitate to contact your staff advisors for help.

8. The supplier's invoice should include the following details:

- Bill to party: National University of Singapore (The student club can be mentioned as the second name)
- Name, Address and Company registration number of supplier
- Payment terms
- Purchase order number (If applicable)
- Invoice number and date

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

10. Upon receipt of the invoice, NUSSU/Club needs to do the following:

- Club Presidents and Treasurers should ensure that payments are made for authorized purposes.
- Ensure that invoices /claims are submitted to SFSC within 7 working days upon receipt.
- Ensure goods are received and services are rendered satisfactorily. Evidenced by the goods receipt officer's signature.
- Ensure that the invoice is in order (The details stated in paragraph 8 should be complete).
- Ensure that the correct WBS number and GL account are filled up on the RFP form.
- Proper signatory approval of the payment should be in place accordance to the Payment Approval Matrix.
- Ensure supporting documents such as Delivery Order, service reports, (signed and verified by student who received goods / services to be in order) are attached.
- Attach original invoice together with completed and duly approved RFP form for submission to OFS (SFSC).

- Attach a submission form indicating the invoices/claims submitted to track documents submitted to OFS (SFSC). (Template)

### **Expenses paid by members**

11. The claimant needs to ensure the following when submitting the Request For Payment (RFP) Form:

- The points in paragraph 10 need to be adhered.
- Proper delegation from payee delegating the reimbursement to claimant.  
Eg: I, Ben Koh, (full name and matric no.), declared that I have paid for the item, and I hereby authorize Jasmine (full name and matric no.) to collect the reimbursement on my behalf. (Signed off by Ben Koh)
- Original Receipts for payment made to be attached as supporting documents.
- 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.
- Ensure that credit bank account in MyISIS is updated as reimbursement of claim will be credited to the latest updated student's credit bank account in MyISIS.

### **Claim for transport expenses**

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

- The Transport Claim Form must be duly completed. This has to be attached together with the RFP form.
- All original receipts (i.e. Taxi receipts, Car park receipts etc.) should be submitted as supporting documents.

### **Request for cash advance**

13. The member needs to ensure the following when submitting the Cash Advance Letter to OSA for approval:

- Ensure that the correct WBS number and GL account are completed on the Cash Advance Letter.
- The cash advance will be credited to the payee's (based on Matric no.) latest updated credit bank account in MyISIS.
- Where the cash advance request 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.

### **OFS SFSC commitment in processing invoices / claims**

14. OFS SFSC Service Level Agreement to NUSSU/Clubs:

- 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 SFSC will be processed within 3 working days upon receipt of invoices/claims.
- b) The tracking of the invoices/claims submitted will be managed via the summary listing submitted. This listing will also serve as evidence that OFS SFSC received the documents.
- c) If there are any further clarifications or additional information needed, OFS SFSC 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 OFS SFSC does not receive the requisite additional information/document by 3 working days. An email will be sent to the club President and Treasurer to follow up.
- f) Where the invoices/claims are 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.
- g) The bank will confirm the amount credited via email to your official NUS email address.
- h) Supplier's invoices will be paid within the credit payment term.
- i) OFS SFSC 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.

15. Please contact the following OFS (SFSC) staff on any payment related matters for NUSSU/Clubs:

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16. Please contact the following OFS (Halls and NUSSU) staff on any other finance related matters for NUSSU/Clubs:

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