



Fees, Income and  
Credit Control Office

## **FICC Staff User Guide and Procedures**

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- **Refunding Payments** - [Click Here for Refunds](#)
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**August 2017**



Fees, Income and  
Credit Control Office

# **Sales Invoicing**

**Staff User Guide and Procedures**

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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

Permission to request a sales invoice or credit note is delegated to budget controllers, however they can also delegate responsibility 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, enquiries 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<sup>1</sup>. 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:

- a) The declaration has been ticked confirming authorisation for the request
- b) The vat position has been correctly established

That the purchase Order No. requirements have been validated. Additionally 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 in annex 5**.

## 8. Service Level Agreements

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

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<sup>1</sup> There are limited exceptions and delegated responsibilities

## **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 difficulties 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  |
|------------|--------------------------------|--|
| FICCSAL:01 | Sales Invoice request          | This status should be chosen when you wish to submit a sales invoice request to the Customer Support Team                  |
| FICCSAL:02 | Credit note request            | This status should be chosen when you wish to submit a credit note request to the Customer Support Team                    |
| FICCSAL:03 | Sales ledger new account setup | This status should be chosen when you wish to submit a sales ledger new account setup request to the Customer Support Team |
| FICCSAL:04 | Copy Invoice request           | This status should be chosen when you wish to submit a copy invoice request to the Customer Support Team                   |

### Ticket Sub status

Open or sub stages with an open ticket

|            |                                   |   |
|------------|-----------------------------------|---|
| FICCSAL01: | Sales Invoice request in progress | Your sales invoice request is in progress       |
| FICCSAL02: | Sales Invoice request incomplete  | Your credit note request is in progress         |
| FICCSAL03: | New Account Setup in progress     | Your credit note request is in progress         |
| FICCSAL04: | Submitter has responded           | You have responded to a request for information |
| FICCSAL05: | Awaiting Submitters response      | We are awaiting additional information          |
| FICCSAL06: | Awaiting Management response      | We are awaiting on managements                  |

## Closure codes

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

| <b>Name(Code)</b> | <b>Subject &amp; Workflow</b> | <b>Solution(Ticket closed)</b>  |
|-------------------|-------------------------------|---|
| 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            |
| FICCSAL03:        | Credit note & refund request  | Your credit note and refund has been processed, the ticket will now be closed |
| FICCSAL04:        | Account setup complete        | Your account setup has been processed, the ticket will now be closed          |

## Annex 2: Customer Support Staff

| <u>Role</u>                     | <u>Name</u>           |
|---------------------------------|-----------------------|
| <b>Customer Support Manager</b> | Linda Sclanders       |
| Customer Support Advisor        | Dolly Okusanya        |
| Customer Support Advisor        | Chuwie Teape          |
| Customer Support Advisor        | Margaret Benjamin     |
| Customer Support Advisor        | Noeline Coeur-De-Lion |
| Customer Support Advisor        | Carly Wilkinson       |



## Annex 3: Invoice request

# INVOICE REQUEST

### Invoicing External Customers for the Supply of Goods and Services

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.

Please tick the box below to confirm that you meet the requirements of the declaration;

I confirm that I am the budget controller/have permission from the budget controller to submit this request. In submitting this request, I confirm that I have read and understood the Sales Invoice procedures. ☐

I confirm that in determining the VAT liability I have sought advice from the Tax Team or have used the online **VAT Toolkit** and kept a copy of the result for future audit purposes. ☐

I confirm that I have checked with the customer;

- ☐ Purchase Order Number required and included below  
☐ Purchase Order Number not required

Following the submission of your request, the invoice will follow the Schools standard debt chasing process as outlined below.

- Invoice Dispatched
- Pre Due reminder sent 10 days prior to Due Date
- 1st reminder sent out 5 days after Due Date
- 2nd reminder sent out 20 days after Due Date
- 1st reminder sent to department 30 days after Due Date
- 3rd reminder sent out 45 days after Due Date
- 4th reminder sent out 60 days after Due Date
- Escalated to Credit Control for further action 75 days after Due Date

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. Information regarding this can be found on the Schools **Credit Management Policy**.



# INVOICE REQUEST

Account Number  
(if known)

Organisation or  
person to be  
invoiced

Contact Name  
(if applicable)

Purchase Order  
(if applicable)

Address where  
payment will  
be sent from

Postcode

Country (if overseas)

Contact Tel.

Contact Email

| Description (MUST include full details e.g. dates, names etc.) | Qty                  | £ Per Unit           | Tick VAT Type         |                       |                       |
|--|----------------------|----------------------|-----------------------|-----------------------|-----------------------|
|  |                      |                      | Standard              | Reverse               | Exempt                |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| <input type="text"/>   | <input type="text"/> | <input type="text"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

If additional lines required please see next page

Total excluding VAT

£

Please Select Trading Area

Please Select

LSE Email Address

Request and Authorised By

Phone Extn

LSE Dept

Supply of services to EU customer \*\*If customer is an EU member this section MUST be completed\*\*

Is supply for:

Goods

☐

or

Services

☐

Please use the link below to determine the VAT status of your Invoice and mark accordingly

Click here to access the VAT Toolkit

VAT Office use; Reason for VAT Exemption

VAT reg no.

Budget code/s to be credited (please complete ALL boxes)

£

£



**Description Continued**

(MUST include full details e.g. dates, names etc.)

|  | Qty | £ Per Unit | Tick VAT Type         |                       |                       |
|--|-----|------------|-----------------------|-----------------------|-----------------------|
|  |     |            | Standard              | Reverse               | Exempt                |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  |     |            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Annex 4 Credit Note



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# CREDIT NOTE REQUEST

Invoice number to be credited

|   |   |   |  |  |  |  |  |  |  |
|---|---|---|--|--|--|--|--|--|--|
| S | I | N |  |  |  |  |  |  |  |
|---|---|---|--|--|--|--|--|--|--|

Total Value of Invoice

|  |
|--|
|  |
|--|

Reason for credit

|  |
|--|
|  |
|  |
|  |
|  |
|  |

If you require a partial credit please tick the box and give a description of lines to be credited

☐

Description (MUST include full details e.g. dates, names etc.)

Qty

£ Per Unit

|             |  |  |
|-------------|--|--|
|             |  |  |
|             |  |  |
|             |  |  |
|             |  |  |
| Total Value |  |  |

LSE Dept

|  |
|--|
|  |
|--|

Completed by  
(caps)

|  |
|--|
|  |
|--|

Phone  
Extn

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

Date

|  |
|--|
|  |
|--|

I confirm that I am the budget controller/have permission from the budget controller to  
submit this request. ☐

## Refunds

If a refund is required for the generated credit please use the following link to complete the process

[Refund Process](#)



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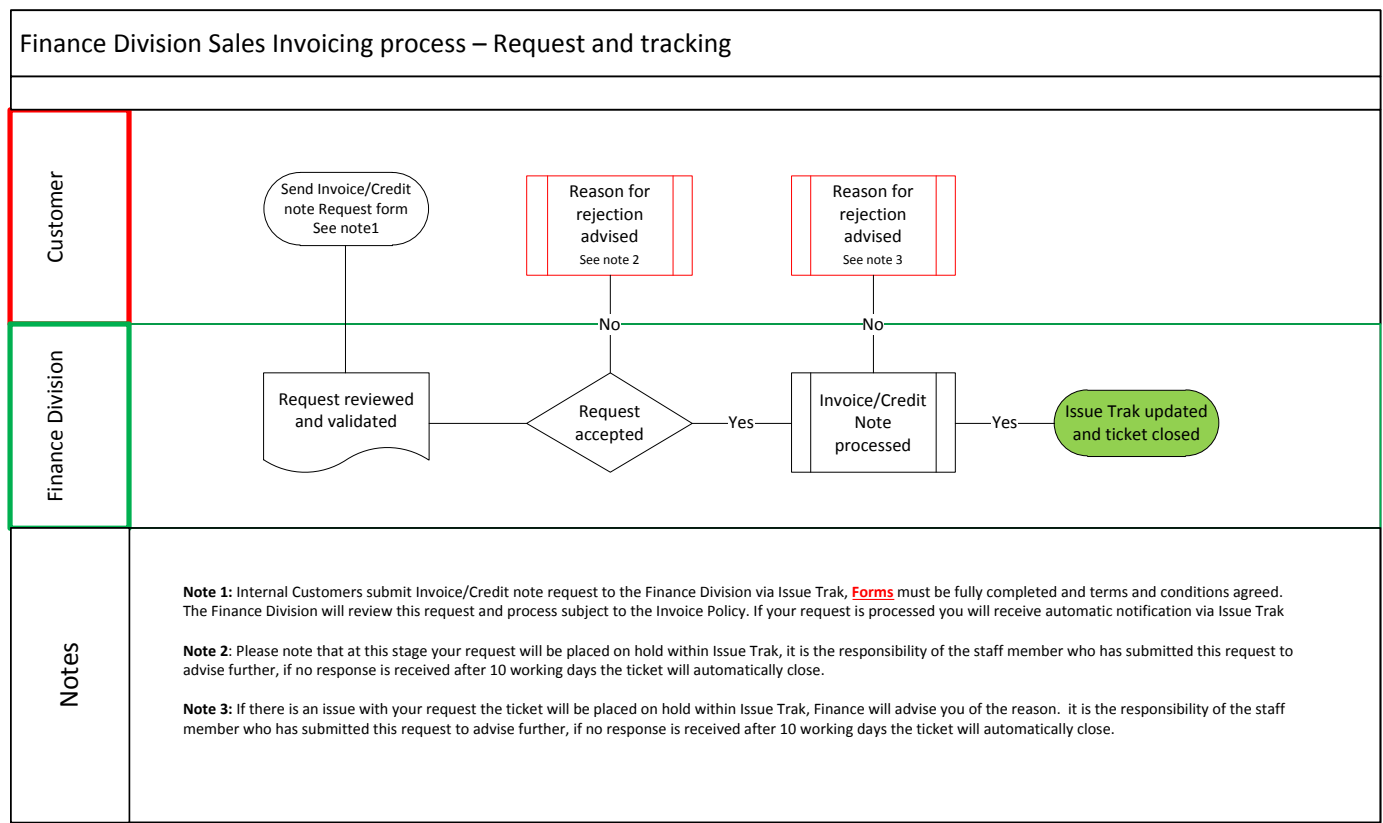
## Annex 5: Invoicing Policy

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

| <b><u>Severity</u></b> | <b><u>Response</u></b> | <b><u>Resolution</u></b> | <b><u>Days</u></b> |
|------------------------|------------------------|--------------------------|--------------------|
| High                   | 48 hours               | 72 hours                 | Mon-Fri            |
| Medium                 | 72 hours               | 120 hours                | Mon-Fri            |
| Low                    | 96 hours               | 168 hours                | Mon-Fri            |

Annex 6: Invoicing process





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# Refunds

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## 1. Introduction

The term **Refund** refers to the process for refunding of students and external customers for the supply of goods and services.

## 2. Permissions

Permission to request a refund is delegated to budget controllers, however they can also delegate responsibility 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 refund 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, enquiries 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 refunding operation, specifically processing refund requests. Customer Support Advisors will assist with enquiries where possible. For an overview of the support staff please see **annex 2**.

## 6. Submitting a Refund Request

Submitting a refund request couldn't be easier, simply visit the Refund home page, download refund request form, complete and submit via IssueTrak. The process has been designed to be short and simple, see copy of refund request form in **annex 3**.

## 7. Invoice and Credit note declaration

Customer Support Advisors will only process a refund requests where:

- a) The declaration has been ticked confirming authorisation for the request; read and understood the refund policy

Full details can be found in the **Refund Policy** in **annex 4**.

## 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 difficulties with any aspect of the refund facility, please email [finance.division.refunds@lse.ac.uk](mailto:finance.division.refunds@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  |
|------------|---------------------------------------|--|
| FICCREC:01 | Refund Request: CARD (Summer School)  | This status should be chosen when you wish to submit an a card refund request to the Customer Support Team       |
| FICCREC:02 | Refund Request BACS (Summer School)   | This status should be chosen when you wish to submit a BACS refund request to the Customer Support Team          |
| FICCREC:03 | Cheque Refund Request (Summer School) | This status should be chosen when you wish to submit a cheque refund request to the Customer Support Team        |
| FICCREC:04 | Card Refund Request                   | This status should be chosen when you wish to submit a card refund request to the Customer Support Team          |
| FICCREC:05 | Bank Transfer Refund Request          | This status should be chosen when you wish to submit a bank transfer refund request to the Customer Support Team |
| FICCREC:06 | Cheque Refund Request                 | This status should be chosen when you wish to submit a cheque refund request to the Customer Support Team        |
| FICCREC:07 | Residences Refund request             | This status should be chosen when you wish to submit a Residences refund request to the Customer Support Team    |

### Ticket Sub status

Open or sub stages with an open ticket

|            |                             |  |
|------------|-----------------------------|--|
| FICCSAL01: | Refund request in progress  | Your refund request is in progress             |
| FICCSAL02: | Awaiting submitter response | We are awaiting additional information         |
| FICCSAL03: | Sent to Cashiers            | Your request has been sent to Cashiers and iis |

|            |                              |   |
|------------|------------------------------|---|
|            |                              | in progress                                     |
| FICCSAL04: | Awaiting Management response | We are awaiting on managements                  |
| FICCSAL05: | Submitter has responded      | You have responded to a request for information |

## 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

| <u>Role</u>                     | <u>Name</u>           |
|---------------------------------|-----------------------|
| <b>Customer Support Manager</b> | Linda Sclanders       |
| Customer Support Advisor        | Dolly Okusanya        |
| Customer Support Advisor        | Chuwie Teape          |
| Customer Support Advisor        | Margaret Benjamin     |
| Customer Support Advisor        | Noeline Coeur-De-Lion |
| Customer Support Advisor        | Carly Wilkinson       |

## Annex 3: Refund request

|  |  |   |  |
|--|--|---|--|
| <b>Refund Request</b><br>Form A  |  |  Fees, Income and<br>Credit Control Office |  |
| Title  | <input type="text" value="Please Select"/>                       |   |  |
| Forename   | <input type="text"/>   | Surname   | <input type="text"/>   |
| OR   |  |   |  |
| Organisation Name  | <input type="text"/>   |   |  |
| Account No.  | <input type="text" value="1-"/>                                  | Amount  | £ <input type="text"/>   |
| Reason<br>Please:✓   | <input type="text" value="Withdrawal"/> <input type="checkbox"/> | <input type="text" value="Overpayment"/> <input type="checkbox"/>   | <input type="text" value="Fee Change"/> <input type="checkbox"/> |
|  | <input type="text" value="Award - F"/> <input type="checkbox"/>  | <input type="text" value="Award - M"/> <input type="checkbox"/>   | <input type="text" value="Other"/> <input type="checkbox"/>      |
| Payment Date   | <input type="text"/>   | Payment Reference   | <input type="text"/>   |
| Additional notes:<br><input type="text"/>  |  |   |  |
| <b>Original Payment &amp; Refund Method</b><br><input type="text" value="Please Select"/>  |  | Tick if Source Refund not possible.(FICC<br>Use Only) <input type="checkbox"/>  |  |
| <b>Staff Details</b>   |  |   |  |
| Staff Name   | <input type="text"/>   |   |  |
| Staff Email  | <input type="text"/>   |   |  |
| Department/Division  | <input type="text"/>   |   |  |
| <p>Please click <a href="#">here</a> to view <b>LSE Refund Policy</b></p> <p>Please tick the box below to confirm that you meet the requirements of the declaration;</p> <p>I confirm that I am the budget controller/have permission from the budget controller to submit this request. In submitting this request, I confirm that I have read and understood the Refund policy. <input type="checkbox"/></p> |  |   |  |
| <b>FICC USE ONLY</b>   |  |   |  |
| Completed By   | <input type="text"/>   | Date  | <input type="text"/>   |
| IssueTrak No.  | <input type="text"/>   |   |  |



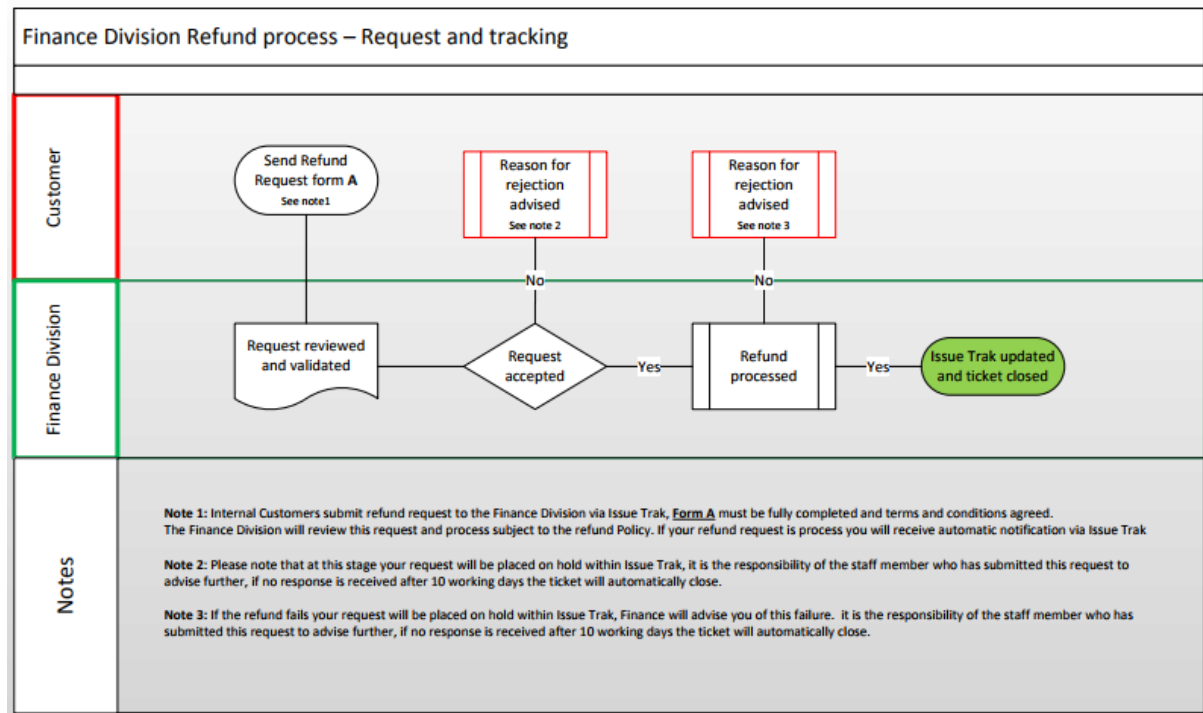
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## Annex 4: Refund Policy

1. Refunds will be processed within 3-5 business days in non-busy periods and 7-10 days in busy periods.
2. If your refund request is declined we will advise you
3. The Finance Division will accept no responsibility for inaccurate information provided on your request form.
4. The Finance Division have the right to reject a refund requests if the form is incomplete or inaccurate.
5. If you have any complaints about the service please email [finance.division.refunds@lse.ac.uk](mailto:finance.division.refunds@lse.ac.uk) outlining the reasons for your complaint.
6. LSE is not able to refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
7. Refunds for domestic and international bank transfers (including WUBS wire payments) are made via our domestic BACS or international payment mechanism. They will be made to the bank account used (Where possible) when payments were made and your local bank will make any exchange necessary from GBP. LSE is not liable for any variance due to foreign exchange rate fluctuations
8. All other refunds are made by cheques or international drafts, payable to you, the student or sponsor where applicable and mailed to the current mailing address on our record. You must notify the school of any change of address either via online or in writing by submitting the change of address form to ensure correct delivery of refund cheques
9. Where a refund is due the School will return to source: Payments received by credit or debit Card will be refunded to the card where the payment came from. Payments received by cheque or bankers draft will be returned by cheque. Payments received by bank transfer: If refunding less than the 'full' amount paid payment will be returned by cheque. If refunding the bank payment in full then payment will be returned to original account the money was transferred from.
10. All refunds are processed in accordance with the Money Laundering Regulations 2007.
11. ALL refund requests should be submitted via Issue Trak, any request submitted outside of this platform will not be processed.



## Annex 5: Refund process



## Annex 6: Service level agreements

| <u>Severity</u> | <u>Response</u> | <u>Resolution</u> | <u>Days</u> |
|-----------------|-----------------|-------------------|-------------|
| High            | 48 hours        | 72 hours          | Mon-Fri     |
| Medium          | 72 hours        | 120 hours         | Mon-Fri     |
| Low             | 96 hours        | 168 hours         | Mon-Fri     |



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# Online Store

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## 1. Introduction

The term “Online Store or Store” is an online solution offered by the School to allow customers and students to purchase products, book attendance at conferences, events or seminars, and requires full payment to be made in advance for the service or product at the time of booking.

## 2. Getting Access

Before you can request items to be placed on the store, you need to complete a new user request form (**Form A**) and get this authorised by your budget holder, see annex 1. A copy of the form can be downloaded from the Forms and Toolkits webpage. Once completed this should be emailed to **Onlinestore@lse.ac.uk**. This will grant you access to run reports and view information relating to products and services for your budget area. You will also at this stage be granted automatic access to Issuetrak Self service portal.

## 3. Finance Division Portal (IssueTrak)

All enquiries and communication should be submitted via the Portal, the Self Service portal facilitates full tracking. For a full overview of the portal see annex 2 & annex 3.

## 4. Store Structure & Ownership

The Store is controlled and maintained by Finance with responsibilities allocated accordingly for various aspects of the store. As a user of the Store you too have a responsibility to ensure you are clear of what is required of you. Please refer to this document for a full breakdown of who does what see: **Online Store Management and responsibility**, see annex 4.

## 5. Store Management & Responsibilities

Functionality and responsibility for the day to day running of the Store and its various areas lies with the Fees, Income and Credit Control team within Finance. Tasks are categorised into 4 key areas, details of this and colleagues within FICC who can assist with each area can be found here. **FICC Online Store Resourcing**, see annex 5.

## 6. Store Categories

For full details of how an item is categorised within the Store and for what options are available, please refer to **Store Guide – Products & Services**, see Annex 6.

## 7. Using the Store

Getting products and events set up couldn't be easier. Once access has been approved, colleagues are able to work through a purpose built Toolkit which guides you through the request process step by step. The Toolkit has been designed to ensure all the data needed to create an item will be collected and recorded so that all of School's reporting and management information needs are met, but primarily that customers are supplied with all the information needed when considering the purchase.

## 8. Sign off

Before we can activate your product / service / event you will be required to submit a SIGN OFF form (Form B), this is to ensure that you are happy with testing carried out and you are satisfied with the

layout and quality of information displayed for your item. Once we have received your sign-off, we will aim activate your item on the store within 24-48 hours.

You should complete the **Sign off form (Form B)**, log into Issuetrak and select option FICCOS01a for Product/Event signoff. You should attach the completed signoff form to this ticket, see annex 7. If we do not receive a complete form the product/event will not be made live.

### 9. Change Requests

Once a request has been submitted, there is an opportunity to amend or change the request, bear in mind any changes required should be raised with the Online Store Support Team as a matter of urgency. This is especially relevant when a product is live on the Store. You should be aware that any complaints, costs or claims that arise as a result of an inaccurate request are the responsibility of the budget area and will not be dealt with by Finance. If a change is required you should complete the **Change Request Form (Form D)**, log into Issuetrak and select option FICCOS11 Product change request. You should attach the completed form to this ticket, see annex 8.

### 10. Returns & Cancellations

Where a customer wishes to cancel an order, or return a product, the customer is required to complete and submit a Cancellation form (**Form C**) and return this to the email or contact supplied with the confirmation of purchase email. A copy of the order cancellation form is available to download **via the Forms and Toolkits webpage**.

Colleagues are required to be conversant with customers' entitlement in this area and be in a position to advise and respond to customers queries. Full details can be found in the **Online Store Policy**.

### 11. Refunds

In cases where the School is unable to supply or comply with the product request, the School agrees to refund payment(s) received subject to the terms and conditions set out in the **Online Store Policy**. Colleagues are required to ensure a refund request authorising the refund is sent to Fees, Income & Credit Control by completing the online request available: Please [click here](#). Colleagues should be aware that customers should not be advised to contact Finance directly for a refund as these will not be considered unless they have been authorised by the budget area that requested the product placement

### 12. Advance & Repeat Booking

There's no need to wait until the product or event is due to go live before requesting Finance to launch; the sooner the request is made the better. All requests can be loaded onto the Store, but not made live until the required time, so complete control is maintained. Additionally, where there are regular or repeat occurrences it's possible to make these available as and when required; it's not necessary to issue a new request for these items. If you have any questions about this service please contact [Onlinestore@lse.ac.uk](mailto:Onlinestore@lse.ac.uk) or book a meeting with an advisor via the Online appointment planner <http://onlinestore.setmore.com/>

### 13. Service Level Agreements

Finance will strive to process all requests within guaranteed timeframes, these can be found in annex 9.

### 14. Consultation & Advice

In addition to the online help and documentation available, it is possible to book a consultation with a member of the Online Store Support Team for a face to face discussion if you are experiencing any difficulties with any aspect of the store. An online appointment booking system allows you to choose a date and time convenient to you; **To book a consultation please visit our homepage and click on Meet an advisor or navigate to <http://onlinestore.setmore.com/services>**

### 15. Complaints

If you should experience any difficulties, or feel the service provision has not been satisfactory, then an approach should be made on the first instance to a member of the Store Support Team. If necessary, is it possible to escalate an issue by booking an appointment with the Customer Support Manager <http://onlinestore.setmore.com/services>

### 16. Finance Dashboard

As part of your user access, you will be able to run reports and gather information about your sales, income and general trading history in your area by using the reporting Dashboard. This can be accessed via **SSRS Reporting tool. Please visit our homepage and click on Dashboard promo box.** If you do not have access to the Dashboard please request via the Finance Division Portal

### 17. Online Store Policy

A detailed and comprehensive Store policy is available **Online Store Policy**, this forms part of the terms and conditions that customers will adhere to and will be required to accept prior to making a purchase. It provides clear guidance for customers and staff on all aspects of activity and associated areas relating to the Store. Colleagues should always refer to this for guidance or where clarification is needed.


## Annex 1



Fees, Income and  
Credit Control Office

### Online Store - User Request Form

### Form A

| Staff Details  |                          |
|--|--------------------------|
| Staff Name   |                          |
| LSE Username   |                          |
| E-mail   |                          |
| Phone  |                          |
| Staff ID   |                          |
| Room / Building Location   |                          |
| Department Details   |                          |
| Department or Division   |                          |
| Section or Team  |                          |
| Name of Budget Holder  |                          |
| <p>I confirm that I am the budget holder/have permission from the budget holder to submit this request. In submitting this request, I confirm that we/I have read and understood the external store policy. Further I confirm that I have read and understood the Online Store Staff User guide and procedures. <input type="checkbox"/></p> |                          |
|  |                          |
| <p style="text-align: right;"> all applicable</p>   |                          |
| Expected Store Activities –  |                          |
| Non chargeable items   | <input type="checkbox"/> |
| Products   | <input type="checkbox"/> |
| Events   | <input type="checkbox"/> |
| Student / Individual Related   | <input type="checkbox"/> |
| Commercial / Business Related  | <input type="checkbox"/> |



Fees, Income and  
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## Annex 2

### Ticket Quick-picks

This list are the types of ticket that you can submit to the Customer Support team

| Name(Code) | Subject & Workflow              | Notes   |
|------------|---------------------------------|---|
| FICCOS01:  | Online Store Set up             | This status should be chosen when you submit a product request to the Online Store Support Team   |
| FICCOS02:  | Online Store Technical Issue    | This status should be chosen for all system or technical related issues: Including failed payments  |
| FICCOS03:  | Report access request           | Reporting access is granted upon successful validation of User request form. This code is used by the support team for tracking purposes. |
| FICCOS04:  | Product change request          | This status should be chosen where you require a change to a product , event or conference  |
| FICCOS05:  | Budget validator access request | Forward to the Department to link the codes   |

### Ticket Sub Status

Open or sub stages with an open ticket

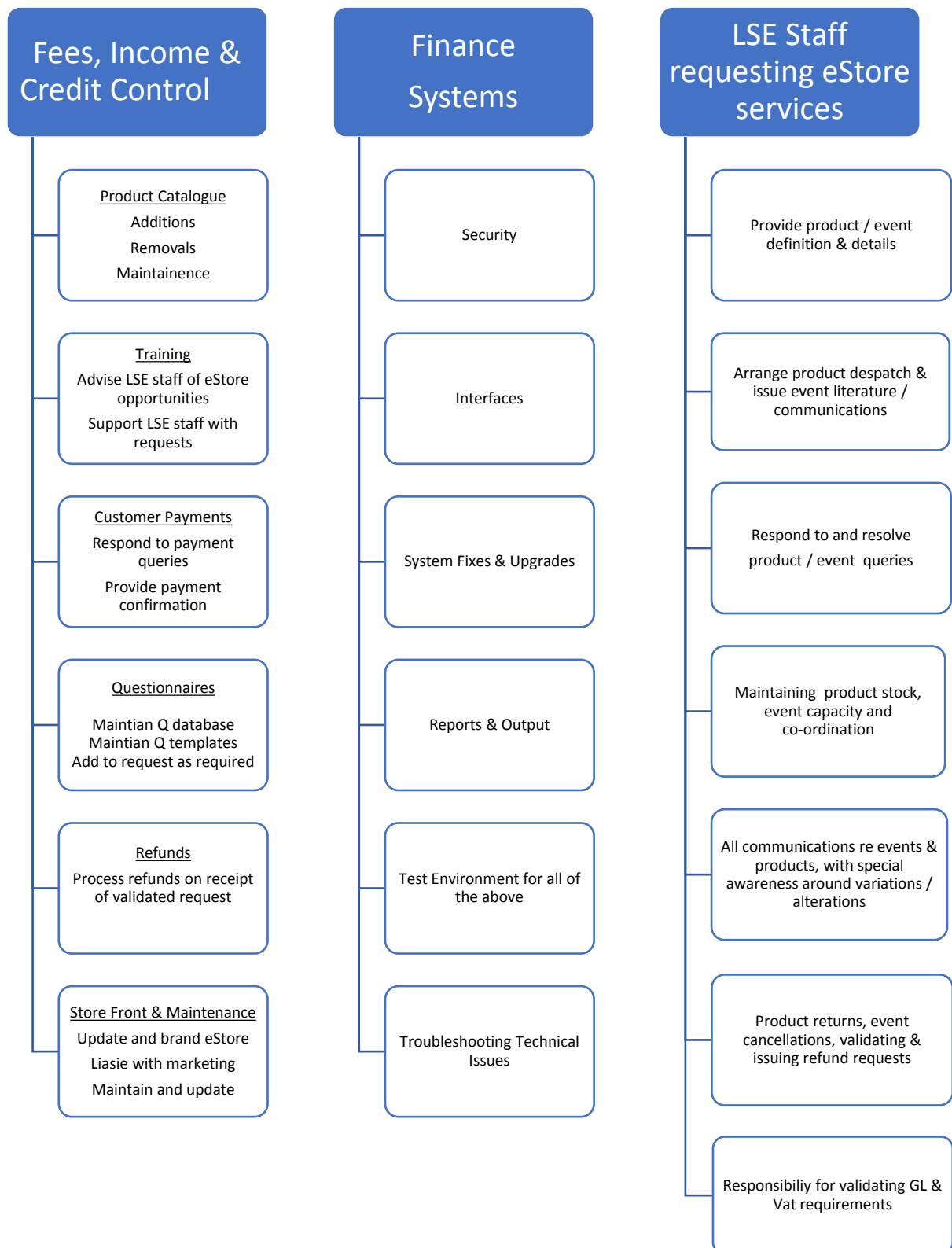
|           |                                    |  |
|-----------|------------------------------------|--|
| FICCOS01: | In Progress                        | Your request is in progress  |
| FICCOS02: | Awaiting management response       | Where ticket has been escalated to Manager for review  |
| FICCOS03: | Awaiting submitters response       | Where an Online Store Advisor has requested confirmation or further information from the submitter             |
| FICCOS04: | Submitter has responded            | Where you have provided the requested information  |
| FICCOS05: | Awaiting external finance response | Where an Online Store Advisor has requested confirmation or further information from the external finance team |

## Closure codes

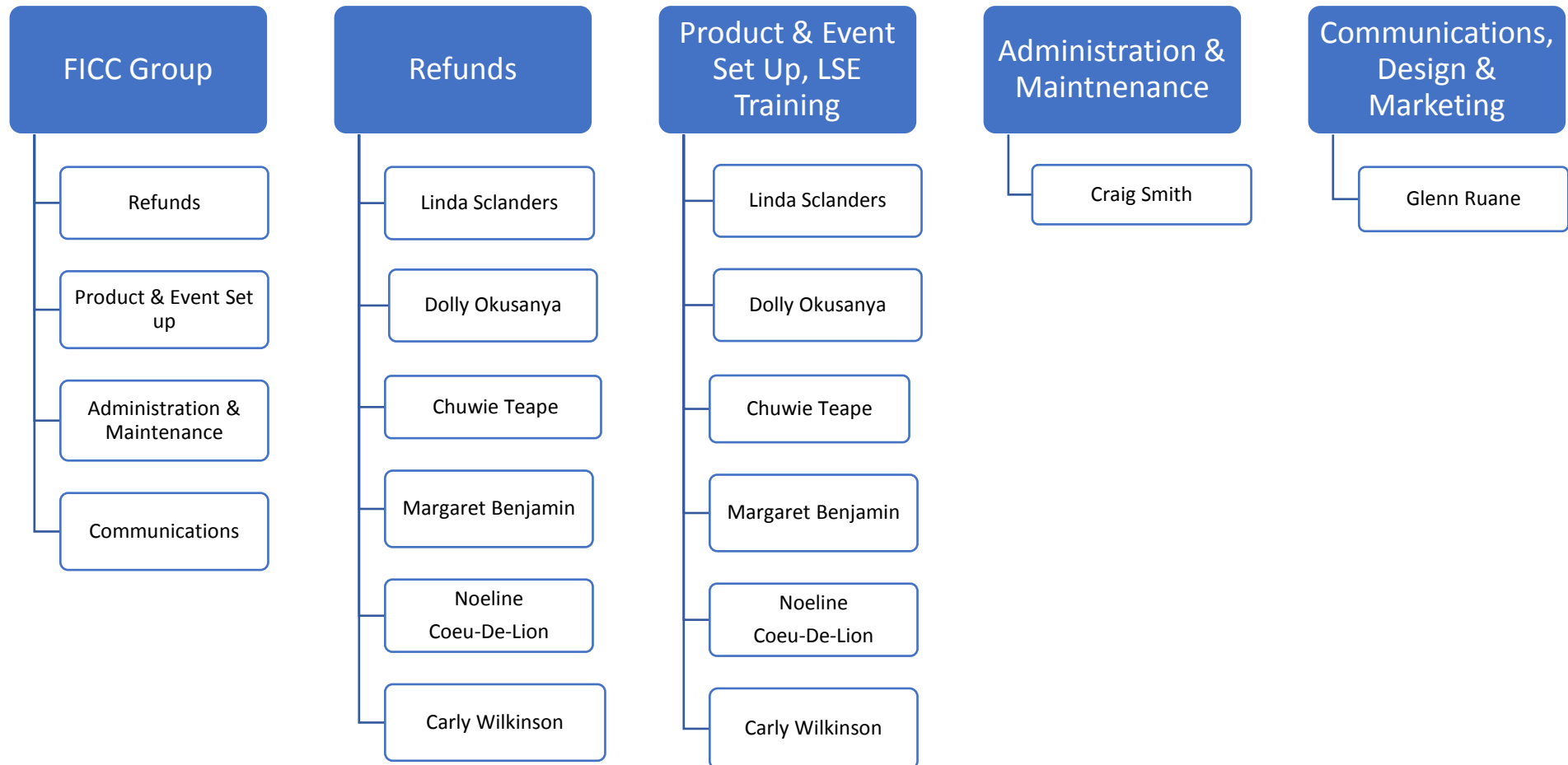
When your request has been successfully completed the ticket will be closed

| Name(Code) | Subject & Workflow                  | Solution(Ticket closed)   |
|------------|-------------------------------------|---|
| FICCOS01:  | Setup successful                    | Your product has been successfully set up   |
| FICCOS02:  | Technical Issue resolved            | The technical issue you highlighted has successfully resolved. This ticket will now be closed                 |
| FICCOS03:  | Report access granted               | Your request for access to reporting in the Online Store has has been granted. This ticket will now be closed |
| FICCOS04:  | User access granted                 | You have been successfully set-up to use the Online Store . This ticket will now be closed                    |
| FICCOS05:  | Product change request successful   | Your product change request has been successfully implemented. This ticket will now be closed                 |
| FICCOS06:  | Consultation meeting                | If you need to discuss your product or training   |
| FICCOS07:  | Specific product request (Redirect) | This is to direct your enquiry to the correct department  |

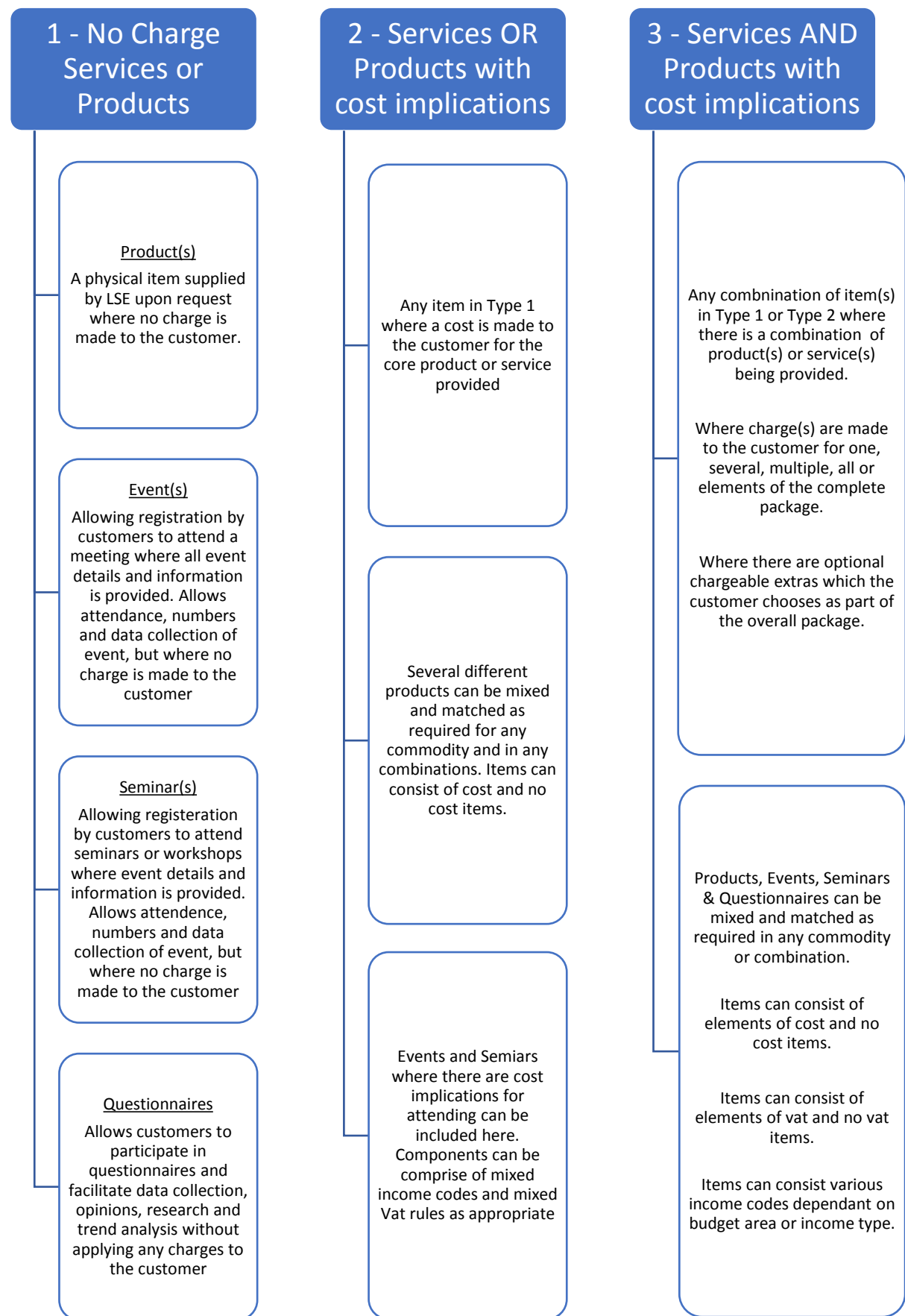
## Annex 4 Online Store Management & Responsibility



## Annex 5 FICC Online Store Resourcing



## Annex 6 Store Guide – Products & Services



## Annex 7 Sign Off Form



Online Store

Date:

**Sign-off**

**Form B**

| Staff Details   |   |
|---|---|
| Staff Name  |   |
| E-mail  |   |
| Phone   |   |
| Staff ID  |   |
| Room / Building Location  |   |
| Product/Event/Conference Details  |   |
| Name of Product/Event   |   |
| Product code/Booking prefix   |   |
| IssueTrak number:   |   |
| Product or Event Details  |   |
| Questions:  | Please choose Y/N If No please provide details in boxes below |
| Have you viewed all pages?  | Please Choose <input type="text"/>                            |
| Has the item been placed in the correct category?   | Please Choose <input type="text"/>                            |
| Is the summary description of the product /event correct  | Please Choose <input type="text"/>                            |
| Is the detailed description of the product /event correct?  | Please Choose <input type="text"/>                            |
| Is the picture of the product / event acceptable? Please note: You must ensure that you have obtained relevant permission for any images used.  | Please Choose <input type="text"/>                            |
| Are the prices listed correct?  | Please Choose <input type="text"/>                            |
| I confirm that I am authorizing the Product/Event/Conference to be made 'Live'. I confirm that I have read and understood both the Online Store user guide and the School's terms and conditions for Store product placement. |   |
| Staff name<br>(Please Print name)   |   |



Fees, Income and  
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## Annex 8 Product/Event Change Request Form



Fees, Income and  
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### Product / Event Change Request

Form D

| Staff Details  |  |
|--|--|
| Staff Name   |  |
| E-mail   |  |
| Phone  |  |
| Staff ID   |  |
| Room / Building Location   |  |
| Product Details  |  |
| Is product/event LIVE on Store   | Please Choose <input type="button" value="v"/> |
| Order Ref No.  |  |
| Product or Event Name  |  |
| Product or Event Details   |  |
| Changes Required –  all applicable. |  |
| Withdraw Product   | State Why or New Requirements                  |
| Product Changes  |  |
| Event Changes  |  |

I confirm that I am the budget holder/have permission from the budget holder to submit this request. In submitting this change request, I confirm that we/I have read and understood the external store policy. Further I confirm that I have read and understood the Online Store Staff User guide and procedures.



Fees, Income and  
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## Annex 9: Service level agreements

| <u>Severity</u> | <u>Response</u> | <u>Resolution</u> | <u>Days</u> |
|-----------------|-----------------|-------------------|-------------|
| High            | 48 hours        | 72 hours          | Mon-Fri     |
| Medium          | 72 hours        | 120 hours         | Mon-Fri     |
| Low             | 96 hours        | 168 hours         | Mon-Fri     |



## Finance Division: Online Store – Stage 1: Getting access

Internal staff

Download new user  
request form

Complete form &  
email to:  
[Onlinestore@lse.ac.uk](mailto:Onlinestore@lse.ac.uk)

Reason for rejection  
communicated

Email

Online Store Support team

Form valid

No

**Access rejected**

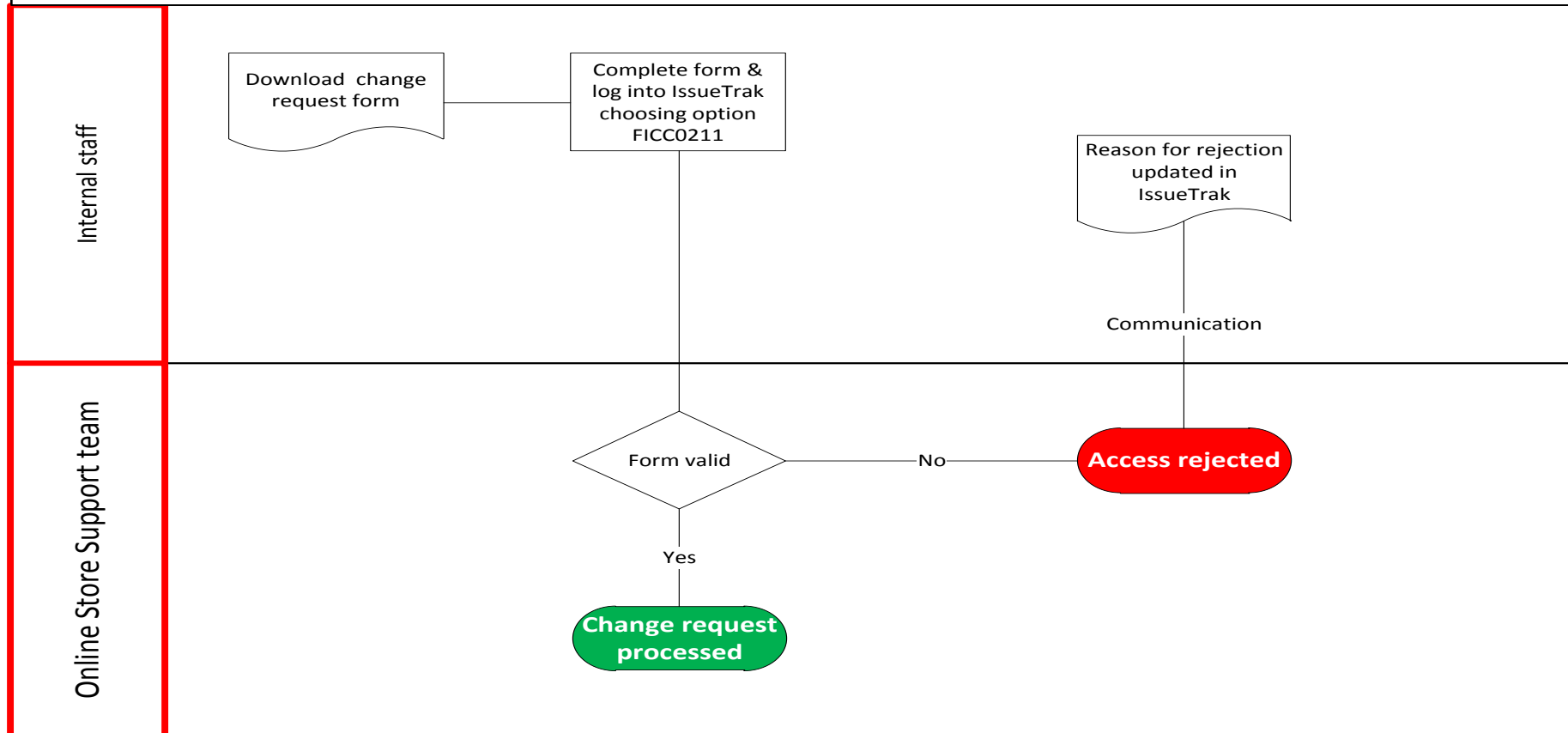
Yes

**Access granted**

&

You will at this stage  
also be granted  
access to IssueTrak

## Finance Division: Online Store – Stage 3: Change request



# Finance Division: Online Store – Stage 4: Cancelling an order

