New Customer Account Request Form – Process Notes

What is it for?
If you are using a new customer who is not currently on our database and wish to invoice them for a service they have provided.

Where can I find the form?
The form is located on the Using the Finance System to Bring in Income web page:
http://www.sussex.ac.uk/finance/how/income

How to use it?
Fill out all of the fields in the form and send it to FinanceServiceDesk@sussex.ac.uk**.** It is essential that all fields are filled out correctly. Any missing or incorrect data may delay the account being set up.

What happens next?
The Finance Service Desk will send the details to The Accounts Receivable Team who will credit check the customer and set up the new account on The Finance System. A credit limit will be applied to the account based on information provided on Creditsafe. Once the new account is set up, Accounts Receivable will notify you.

How long does it take?
The Accounts Receivable Team aim to complete all new account requests within five business days.