



General Debtors Procedures

1. COMPLIANCE OBLIGATION SUPPORTED

[Generating and Receiving Income Policy](#)

2. PROCEDURAL DETAILS

2.1 All organisational units are encouraged to use the University's approved online receipting system, [Curtin ePay](#), as much as possible, particularly when standard fees/charges apply and/or an invoice or a receipt is required upon payment.

2.2 These procedures relate primarily to the management of credit risk relating to the collection of funds receivable for non-tuition fee arrangements that the University may enter into.

2.3 Introduction and specific scope

2.3.1 Officers of the University may be liable for all or part of any loss suffered by the University due to their deliberate or serious disregard of a reasonable standard of care. Failure by staff to comply with these procedures may be regarded as a deliberate or serious breach of our expectation of reasonable standard of care and may lead to disciplinary action.

2.3.2 General Debtors are any individual, organisation or body that owe monies to the University for any reason, including the following:

- (a) the provision of a service (including research), goods or the disposal of University assets;
- (b) payments due to the University (for example grants) from organisations including governments and their agencies;
- (c) unpaid rent and other non-teaching charges for services or penalties due by students;
- (d) the subsequent dishonour of cheques or refusal of electronic (including credit card) payments used to purchase assets, goods or services from the University; and
- (e) all other monies due to the University for non-tuition fee debts.

2.3.3 University accounting records are maintained in Australian dollars. Debt owing in a foreign currency will be converted to Australian dollars in accordance with the [Foreign Exchange Procedures](#). Agreements will, where possible, be negotiated in Australian Dollars.

2.3.4 Individual areas may not develop their own internal procedures additional to those detailed in this document.

2.4 Prior to providing goods or services or opening a customer account

2.4.1 Prior to entering into any credit arrangement with a new customer, the area will provide information to Financial Services by completing the Customer/Debtor Request form in the corporate finance system ([CiAnywhere](#)) and providing the legal name of the customer, the customer's ABN (or relevant company identifier for non-Australian businesses) and address relating to the contract, and the approximate value of the contract being considered.

2.4.2 Financial Services Service Teams can provide advice on structuring legal contracts to minimise customer credit risk (please contact the Team Leader of the relevant Financial Services [Accounts Receivable team](#)). Credit risk is taken by the University when work is performed or goods are delivered to customers prior to payment. Typically the best way to reduce this risk is to request funding in advance, where commercially possible.

2.5 Requests to issue invoices

2.5.1 Invoices will only be sent to a third party when the University is contractually entitled to do so.

2.5.2 Financial Services will issue invoices on request of the incurring faculty, area or business unit. Areas may only raise invoices for third parties through Financial Services and the University's approved finance systems. Other invoice formats or requests for payment will not be used.

- 2.5.3 Research contract invoices should be raised initially by the local research administration team.
- 2.5.4 Each request to issue an invoice will be either completed within the corporate finance system ([CiAnywhere](#)), via Curtin's' Research Finance System, or requested by email to the local Financial Services Service Team. The workflow request or email will include sufficient information to enable an accurate and complete invoice to be raised. Guidance can be sought from the local Service Team as necessary.
- 2.5.5 The value (excluding GST if applicable) of the invoice will be raised as revenue for the initiating area in the University's records at the time the invoice is entered into the system. If payment is not received, or a credit note is subsequently issued, or a debt write-off is necessary, the revenue will be reversed.

2.6 Credit notes

- 2.6.1 Where the terms and conditions of the original invoice have changed, a credit note to reflect the changes may have to be issued. Credit notes may be issued reflecting the changes or the full original invoice.
- 2.6.2 Requests to issue a credit note will be submitted to either the Service Team for non-research related requests or directly to the Financial Services [Accounts Receivable team](#) for research-related requests. The request will detail the changes and the rationale for the change. Any documentation supporting the request will be attached to the request. The following are examples of the types of documentation that should be attached:
- if the original invoice was issued in error, a copy of the original invoice identifying the error and why it occurred.
 - if the University failed to meet the terms of the contract, a written explanation of what the failure was.
 - if the contract has been revised, sighting of the fully executed revised contract, including reason for revision.
- 2.6.3 All credit notes require approval by Financial Services and will be processed promptly in the University's financial system by Financial Services.

2.7 Follow up of unpaid invoices

- 2.7.1 The University's standard terms of contract provide for payment in full within 30 days; terms in excess of 30 days will be submitted for approval in advance to the Director of Finance & Disruption or nominee.
- 2.7.2 If standard term invoices remain unpaid after 30 days of the invoice date, Financial Services will undertake necessary steps to recover payment, liaising with the area responsible for the original request for the invoice as necessary.
- 2.7.3 If an invoice remains outstanding after 90 days, Financial Services will contact the University area responsible and enquire directly as to the reason for the non-payment and agree a plan for the recovery of the funds.
- 2.7.4 Debt recovery will be carried out promptly and vigorously at the discretion of Financial Services considering the cost effectiveness of pursuing the recovery.
- 2.7.5 The Chief Financial Officer or nominee may recommend that a debt be written off by the approving authority in accordance with requirements of the [Write-Offs Procedures](#).
- 2.7.6 Costs of debt recovery and debts written off will be charged to the initiating area's cost centre.
- 2.7.7 Where the University becomes aware of a change of circumstances for a debt written off, the Chief Financial Officer may authorise reactivation of the debt. Should the debt be recovered, the amount recovered will be credited to the initiating area's cost centre.

3. RESPONSIBILITIES

Responsibilities are as set out in section 2.

4. SCOPE OF PROCEDURES

These procedures apply to all members of the University community. University community includes

Council members, students, staff, University Associates, Curtin controlled entities, and all persons participating in University business or activities, including whether as a visitor, adjunct appointee, service provider, contractor, or volunteer.

These procedures do not apply to:

- (a) student debts handled through Student One or other student-related payments that should follow the University electronic payment methods (currently Curtin ePay); and
- (b) work completed between areas of the University.

5. DEFINITIONS

(Note: Commonly defined terms are in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Delivery

When goods are sold, ownership passes when delivery takes place. Where services are provided, delivery takes place as defined within the contract or when the service is complete, e.g. the submission of the final report. Where delivery of either goods or services by instalments is provided for in the contract, delivery is complete when the final instalment is made.

6. SCHEDULES

Nil

7. RELATED DOCUMENTS/LINKS/FORMS

[Foreign Exchange Procedures](#)

[Write-Offs Procedures](#)

[Delegations Register](#)

[CiAnywhere](#)

Policy Compliance Officer	Adeline Yanuar , Manager Transaction Processing Financial and Commercial Services
Policy Manager	Chief Financial Officer
Approval Authority	Chief Financial Officer
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REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes and Notes
New	Approved	29/07/2008	Planning and Management Committee	PMC 72/08	Attachment 1 to Document No 00770/08
	Amended	28/04/2009	Planning and Management Committee	PMC 38/09	Attachment 1 to Document No 00478/09
	Amended	22/09/2009	Planning and Management Committee	PMC 104/09	Attachment 1 to Document No 01364/09
	Administratively Updated	08/07/2013	Director, Legal and Compliance Services		Links and incorrect policy/procedure titles updated
	Administratively Updated	26/03/2014	Director, Legal and Compliance Services		Updated Policy Manager
	Administratively Updated	06/10/2015	Director, Legal and Compliance Services	EC 76/15	Executive Manager Title Changes
	Amended	08/10/2015	Chief Financial Officer	EM1512	Unconditional

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