




Adjustments/Write offs

There will be situations when the full balance for the invoice is not received, such as where a bank charge has been taken, or the customer may have made an underpayment by a small amount. Departments can decide to contact the customer to try and get full payment, including bank charges, however, it is often the case that it is uneconomical to collect such small balances. These are written off as bank charges or small balance adjustments using a the write off form which is sent to Credit Control, the form is available here under Credit Control <http://www.admin.cam.ac.uk/offices/finance/forms/>

To make an adjustment, click on the link above and complete the form. Once completed send it to the Credit Control Team and they will action the adjustment

When a customer has deliberately underpaid or not paid an invoice, this becomes a collections issue and potential bad debt. If you have exhausted departmental collections procedures you can decide whether to pursue the debt through more formal methods (please contact Credit Control) or write it off as a bad debt, again, using the write off form.

Finance Division		 UNIVERSITY OF CAMBRIDGE
Credit Control		2013/14 Write-off form
For Head of Department approval		Department:
Please check before completing this form that the invoice is valid, a copy has been sent to the customer and the department has attempted to recover this debt and as such you are satisfied that the invoice should be written off		
<input type="checkbox"/> Invoice no:	Customer name:	
Invoice Date:	GL account code: U.	
Amount to be written off: £	<i>Write offs go to trans code FJNB, though this may differ for certain write offs (e.g. bank charges FJAE (GBP), FJAF (USD) or FJAG (EUR))</i>	
Is the invoice VATable?: YES/NO		
Reason for write off (please tick)		
<input type="checkbox"/> Under payment (non collectable)	<input type="checkbox"/> Business/individual are no longer traceable	
<input type="checkbox"/> Under payment (uneconomical to collect)	<input type="checkbox"/> Uneconomical to collect (e.g. the invoice is of little or no value, thus it is costing more to chase than is collectable upon the invoice)	
<input type="checkbox"/> The business has ceased trading and the administrators/receivers/liquidators etc have been contacted to confirm the debt is not recoverable. (Please attach details of the response from this body, and or paperwork to this effect)	<input type="checkbox"/> Other (please specify below)	
<input type="checkbox"/> Bank Charge		
<input type="text"/>		
Have you made provisions in the accounts for this debt? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Please provide details of any contact or attempted contact you have had with the debtor e.g. telephone calls and/or letters		
<input type="text"/>		
Do you give permission for Central Finance to attempt to collect this debt and/or pass the debtor's details to a third party in order to do so? Yes <input type="checkbox"/> No <input type="checkbox"/>		
If no please specify a reason		
<input type="text"/>		
As Head of Department, I authorise in accordance with Section 3.8 of the University Financial Regulations for the above specified invoice to be written off, and I understand that it will be charged to the Department.		
Signature:		Date:
Print name:		
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<small>Credit Control is a part of the Research Accounting section of the Finance Division</small>	<small>Credit Control, Research Accounting, Ground Floor, 16 Mill Lane, Cambridge, CB2 1R5 Telephone: 01223 332205 Fax: 01223 332968 Email: fncreditcontrol@admin.cam.ac.uk</small>	