



Supplier Refunds

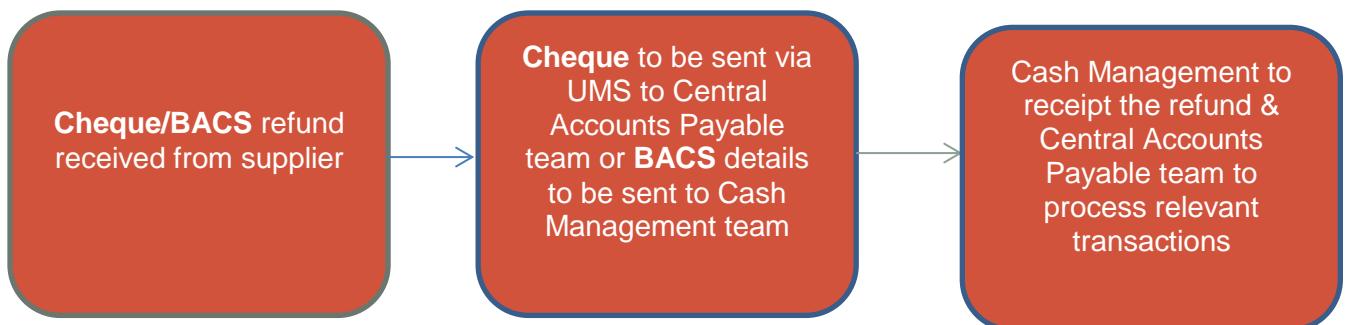
There will be instances where monies are refunded back to the University from suppliers. This can be in the form of a cheque or BACS. There are several reasons for refunds to be received such as:

- Duplicated payment of invoice(s)
- Overpayment
- Unable to fulfil order
- Damaged goods
- Incorrect product or service provided
- Payment to incorrect supplier

Departments **must not** process refunds on CUFS; instead departments **must** send all refund cheques to the Central Accounts Payables team via UMS or if it is a refund via BACS, advise Cash Management of the BACS refund details.

The following information must be provided in order for the refund to be processed correctly:

1. The invoice number(s) which the refund relates to. This will provide the relevant information to return the monies to the correct expenditure codes.
2. If it is a refund sent by BACS, details of the BACS payment (line number, date) should be identified to the Cash Management team (ufs_cm@admin.cam.ac.uk).
3. If any credit notes/memo have been processed relating to the refund by mistake, the details of the credit note/memo.



Upon receiving this information, the Central Accounts Payable team will process the refund to the original expenditure account. You will not receive any automatic notification that this has been actioned.

If you have any queries, please contact the Central Accounts Payable team or the Helpdesk on 01223 766888 or ufs_ap@admin.cam.ac.uk.