FOI 3056
Document 1

2.10 Charges Paid in Full/Deposit

~~Once~~ If the FOI team receives the applicant's payment the following steps apply:

- Save the completed charges form for the payment in the relevant outlook folder – do not save their payment form in SharePoint if it contains credit card details.
- Send an email to the AO (cc the Decision Maker) – to advise payment and the new statutory deadline

s 22 [redacted] Think we need to separate this out in terms of payment of the deposit versus payment in full.

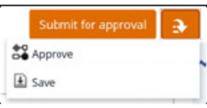
The payment is not processed at this stage, it is only processed if the decision letter is sent to the applicant within the statutory timeframe. When this occurs process the payment:

- Follow the attached steps – creating a New customer for FOI Invoicing (if applicable)
- Follow the attached steps – requesting a customer invoice for FOI invoicing
- Once the payment is processed – email a copy of the receipt to the FOI applicant.
- Save a copy of the receipt in the SharePoint folder

Update PT and save all relevant documents and emails (except the credit card details) in SharePoint.

s 22

[redacted]

Creating a New Customer for FOI Invoicing	
1.	Check with the Financial Administration Support Team if the applicant is an existing customer for invoicing purposes. - If the customer already exists, move to the Requesting a Customer Invoice for FOI Invoicing Task Card - If the customer doesn't exist, continue with this Task Card to create the customer
2.	Open TechnologyOne – Intranet>My Applications>TechnologyOne
3.	Select the Forms tab
4.	Select the Fill out button on the Create a New Customer line, and complete the required fields
5.	Use the applicant's name in the Debtor Name field
6.	
7.	Although there is no asterisk, the address field is required for reporting requirements
8.	Complete the first name, surname and email address in the Contact Details field
9.	Select the + Add button under the Attachments field, and add the FOI Request email and/or the Charges Notification email
10.	Once the form is completed, select the arrow drop box in the top right hand corner, and select Save, then select Submit for Approval 
11.	Once the Financial Administration Support Team has processed the form, you will receive an email with the Customer Account Number. You need this email before you can create the Invoice Request. Once you have received the email, use the Requesting a Customer Invoice for FOI Invoicing Task Card

	Requesting a Customer Invoice for FOI Invoicing
12.	Ensure you have the Customer Account Number prior to creating a request for an invoice. If you don't have this, use the [Creating a New Customer for FOI Invoicing Task Card]
13.	Open [TechnologyOne] – Intranet>My Applications>TechnologyOne
14.	Select the Forms tab
15.	Select the Fill out button on the Request a Customer Invoice line, and complete the required fields
16.	Complete the Invoice Details field, using today's date and the Customer Account Number previously obtained 
17.	Select the + Add button under the General Revenue Details field and complete the required details  Then select Save
18.	Add the FOI number to the Invoice Description field (FOI XXXX)
19.	Select the + Add button under the Attachments field, and add the FOI Request email and/or the Charges Notification email
20.	Once the form is completed, select the arrow drop box in the top right hand corner, and select Save, then select Submit for Approval 
21.	Once the Financial Administration Support Team has processed the form, you will receive an email to advise it has been approved. You will then receive a copy of the invoice via email once it has been created. Send the payment details to the Financial Administration Support Team, who will process the payment (deposit or amount in full) and create an updated invoice to email to the customer.
22.	Ensure you save the invoices in the relevant SharePoint folder for the FOI