



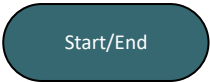
Accounts Receivable

Updated: April 2024

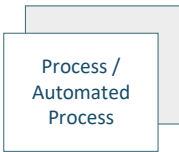
Table of Contents

These processes reflect the Accounts Receivable processes

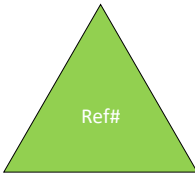
- Accounts Receivable – Overview
- Card Payment – Salesforce to Qube
- Card Payment – Send Payment Link
- Card Payment – Processing (Salesforce)
- Direct Debit or Card Payment – Amend dates or values
- Direct Debit – Set up Authorisations (Salesforce)
- Direct Debit – Process Direct Debit Authorisations (Salesforce)
- Direct Debit – Send Authorisation Link
- Direct Debit – Add Payment Schedule
- Direct Debit – Set up Single Payment (Salesforce)
- Direct Debit – Cancel Payment or Schedule
- Direct Debit – Cancel Authorisation
- Direct Debit – Amend Direct Debit Bank Details



Start/End – Indicates the starts or ends of a process.



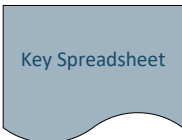
Process / Automated Process – Describes a process step, or if filled in blue indicates that a process step is performed automatically (may require manual kick-off).



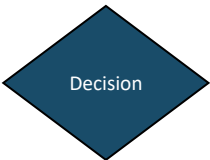
Control – Indicates a key control. Control numbers are included for each occurrence.



Process Number – Denotes an associated number for each process occurrence.



Key Report or Key Spreadsheet – Filled in light purple denotes a key report is associated with the control. Filled in dark purple denotes a key spreadsheet is associated with the control.



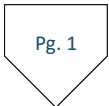
Decision – Asks a Yes/No (or A/B) question with process paths associated with each answer.



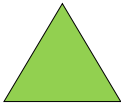
Database/System – Indicates a system or database involved in an associated process step.



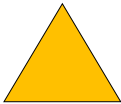
On Page Reference – Indicates process is continued on the same page.



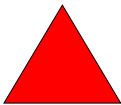
Off Page Reference – Indicates process is continued on another page.



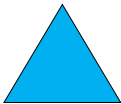
Control
Indicates a control that is currently designed and operating effectively.



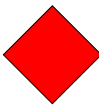
Control Weakness
Indicates that there is a weakness in the design of the control or the control was deficient based on testing of operating effectiveness



Control Gap
Indicates that there is currently no control in operation.

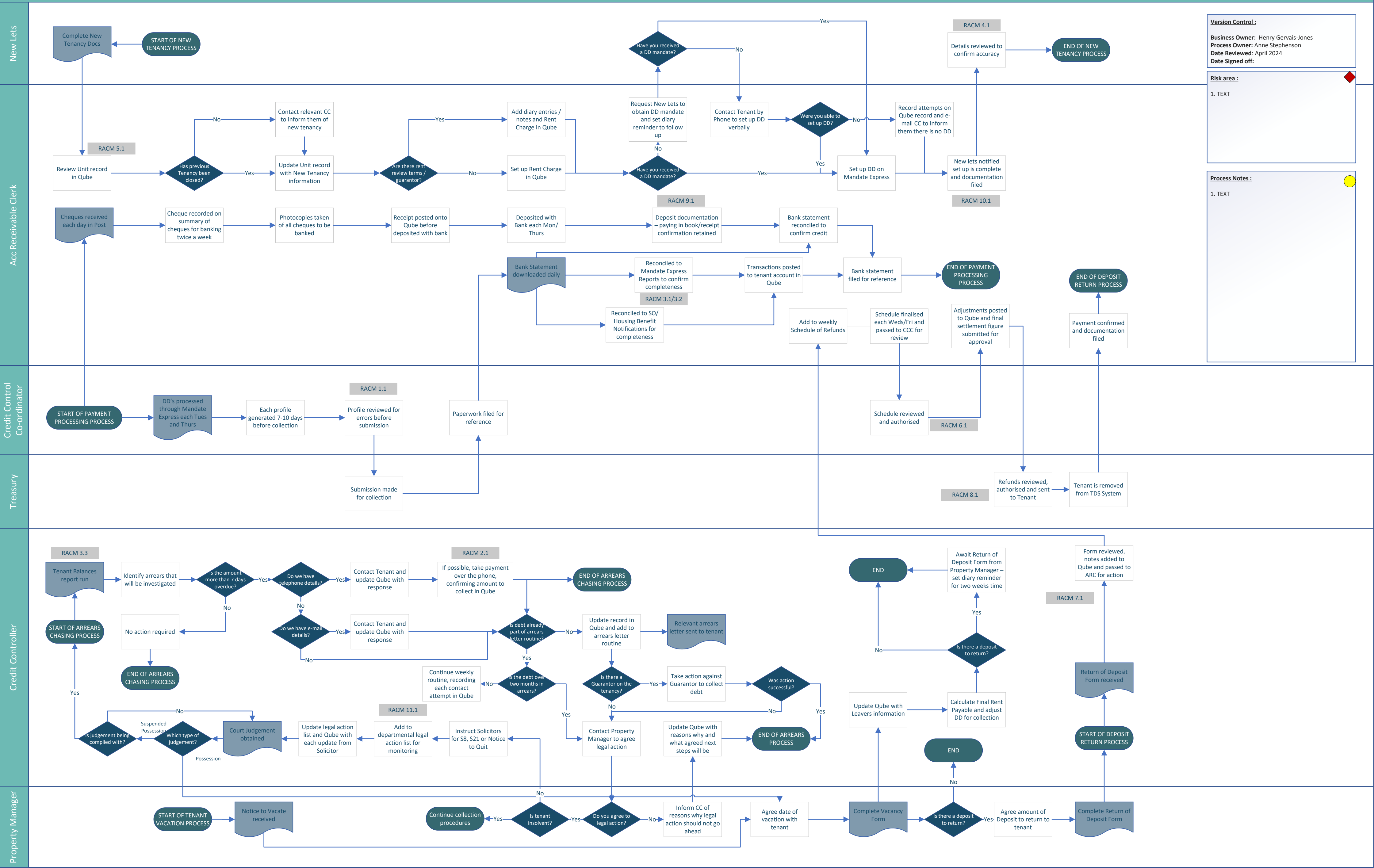


Non-Key Control
Indicates that this is a control that has been designated as non-key for SOX testing



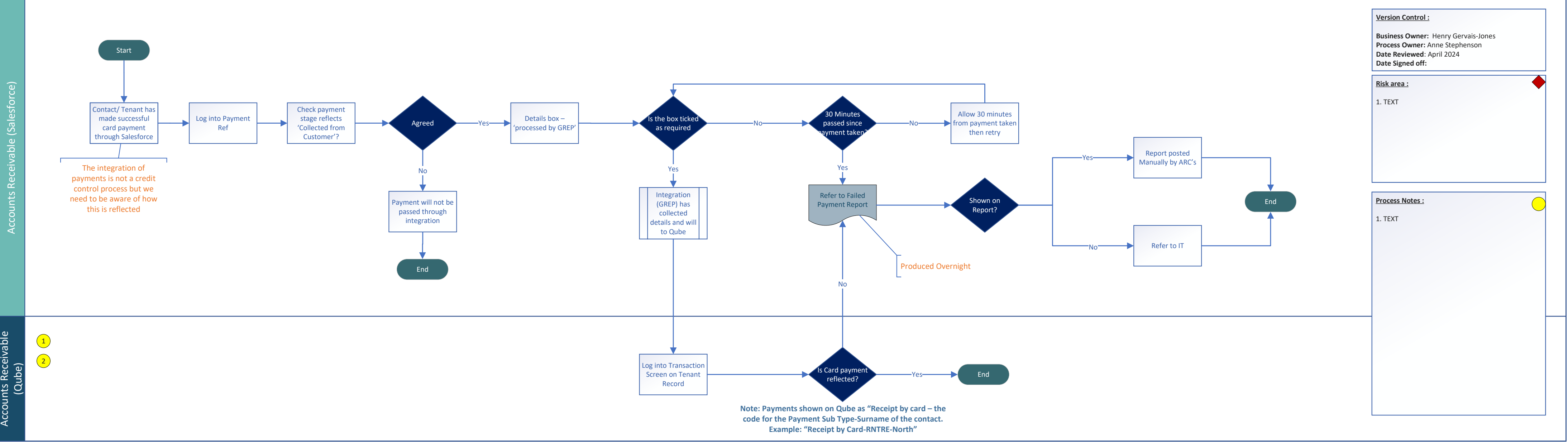
Risk
Indicates the risk in control

Accounts Receivable: Overview



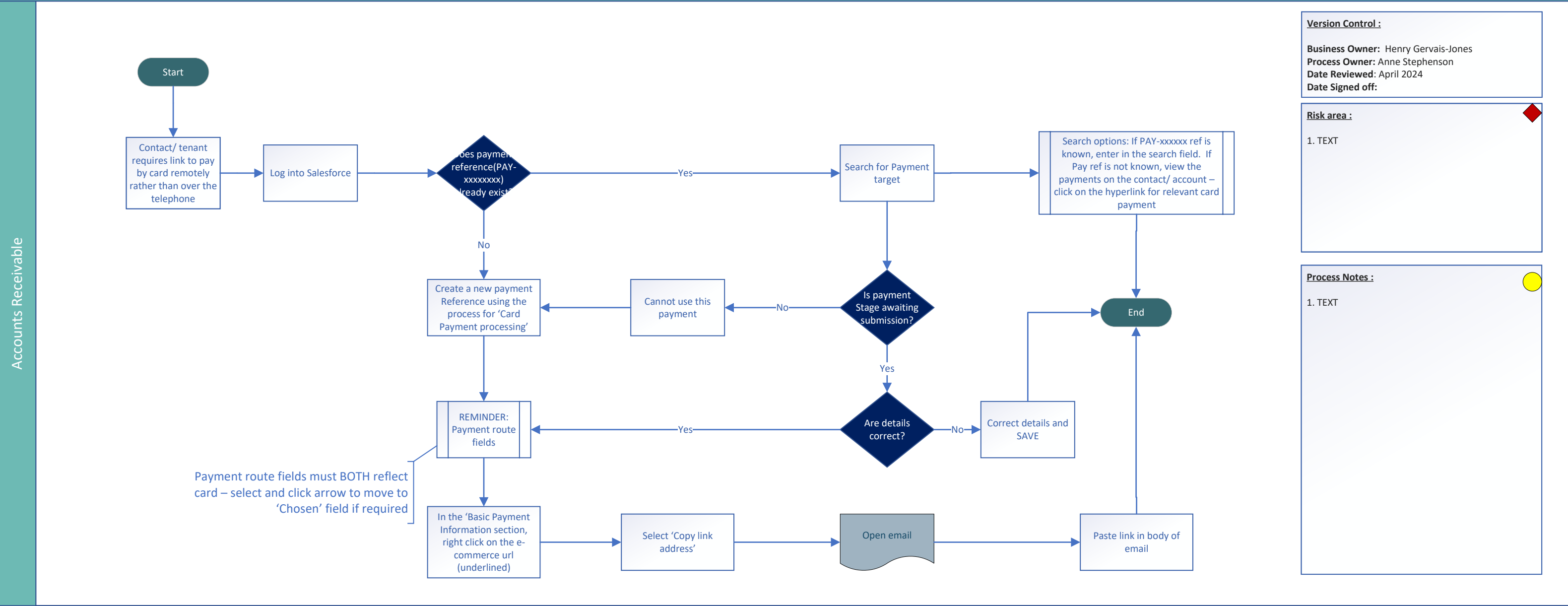
Accounts Receivable: Card payment – Salesforce to Qube (13.02.02.01)

Process Owner: Accounts Receivable Manager : Anne Stephenson



Accounts Receivable: Card payment – Send payment link (13.02.02.02)

Process Owner: Accounts Receivable Manager : Anne Stephenson

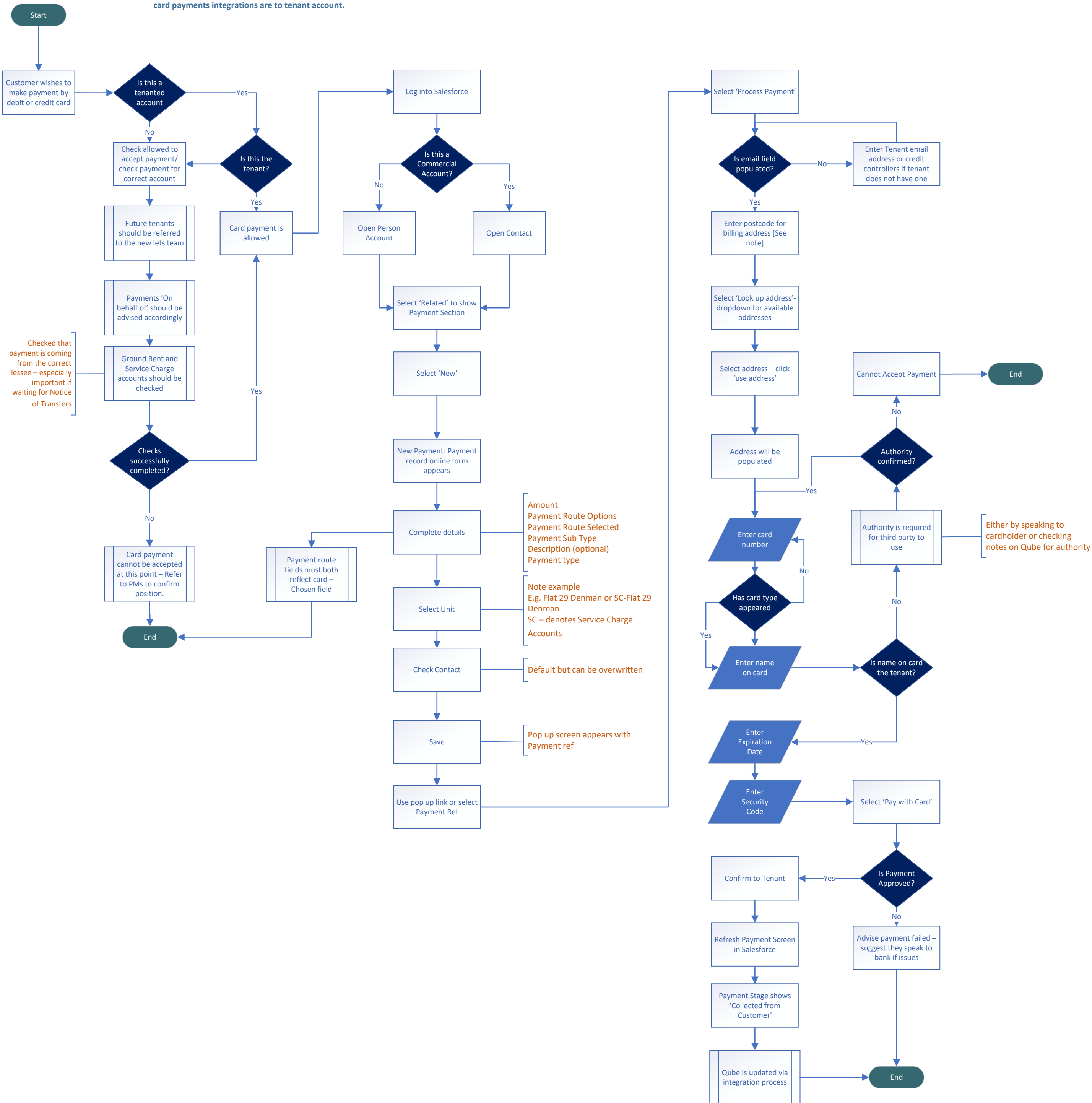


Accounts Receivable: Card Payment Processing – Salesforce (13.02.02.03)

Process Owner: Accounts Receivable Manager : Anne Stephenson

Accounts Receivable

Note: Billing Address – Address which card is registered to. All card payments integrations are to tenant account.



Version Control :

Business Owner: Henry Gervais-Jones
Process Owner: Anne Stephenson
Date Reviewed: April 2024
Date Signed off:

Risk area :

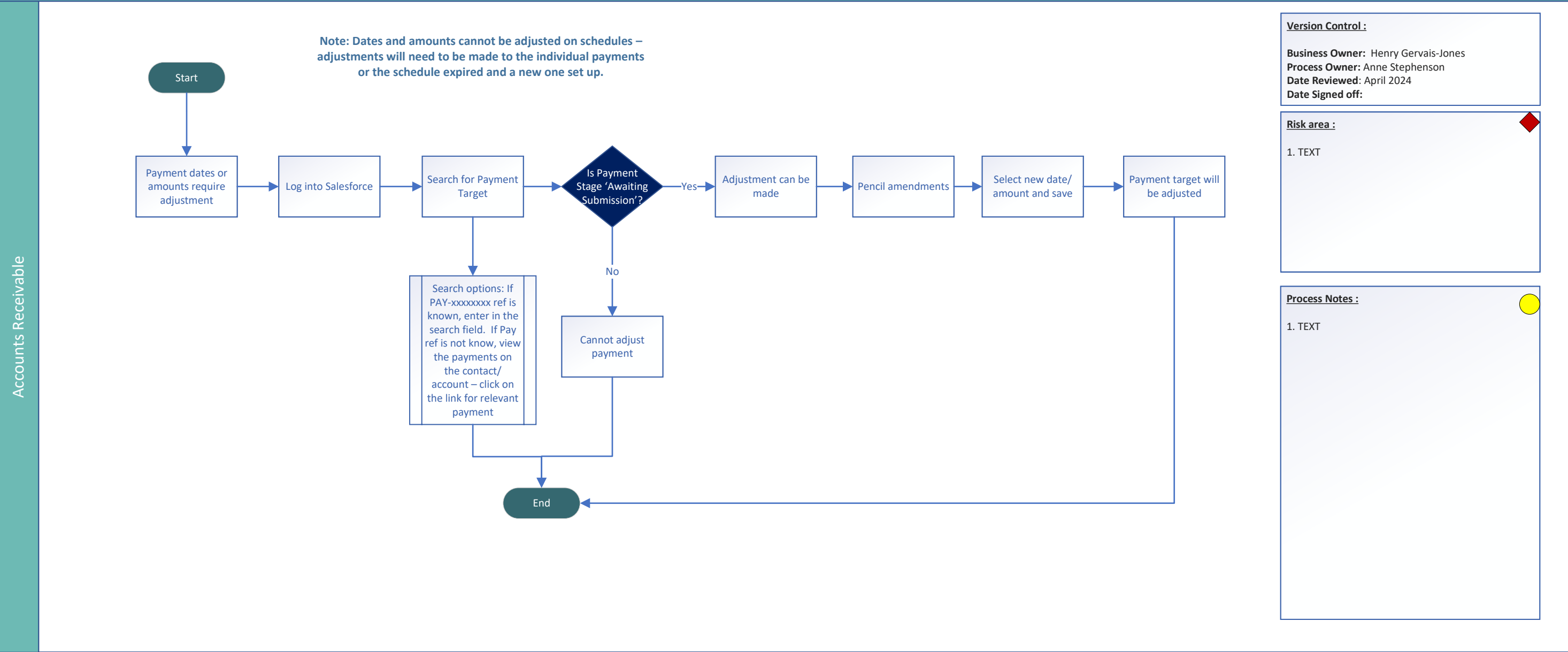
1. TEXT

Process Notes :

1. TEXT

Accounts Receivable: Direct Debit/ Card Payment Processing – Amend Dates or Values (13.02.02.04)

Process Owner: Accounts Receivable Manager : Anne Stephenson



Accounts Receivable: Direct Debit – Set up Authorisation (13.02.02.05)

Process Owner: Accounts Receivable Manager : Anne Stephenson

Accounts Receivable

Note: Billing Address – Address on Bank Account

Especially important if waiting for Notice of Transfer

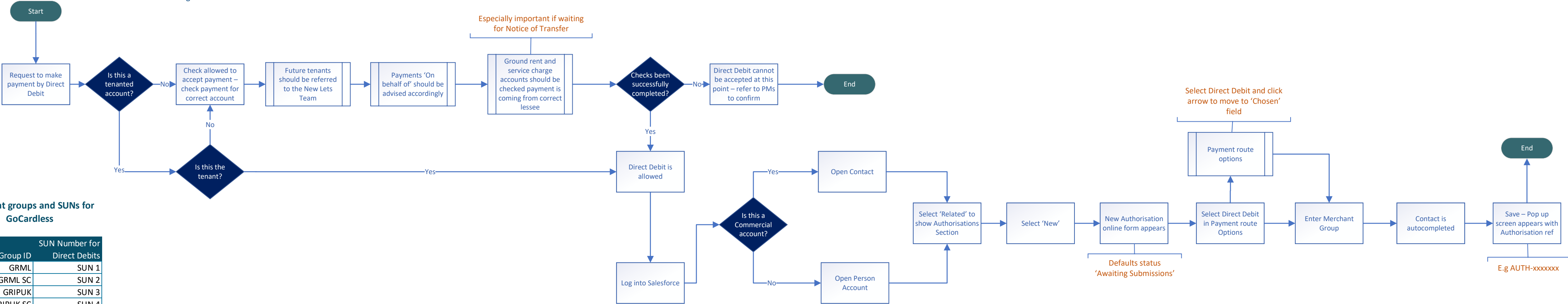
Select Direct Debit and click arrow to move to 'Chosen' field

Defaults status 'Awaiting Submissions'

E.g AUTH-xxxxxxx

Merchant groups and SUNs for GoCardless

Merchant Group ID	SUN Number for Direct Debits
GRML	SUN 1
GRML SC	SUN 2
GRIPUK	SUN 3
GRIPUK SC	SUN 4
PEARL	SUN 5
PEARL SC	SUN 6
VESTA	SUN 7
VESTA SC	SUN 8
GTRUST	SUN 9
GTRUST SC	SUN 10



Version Control :

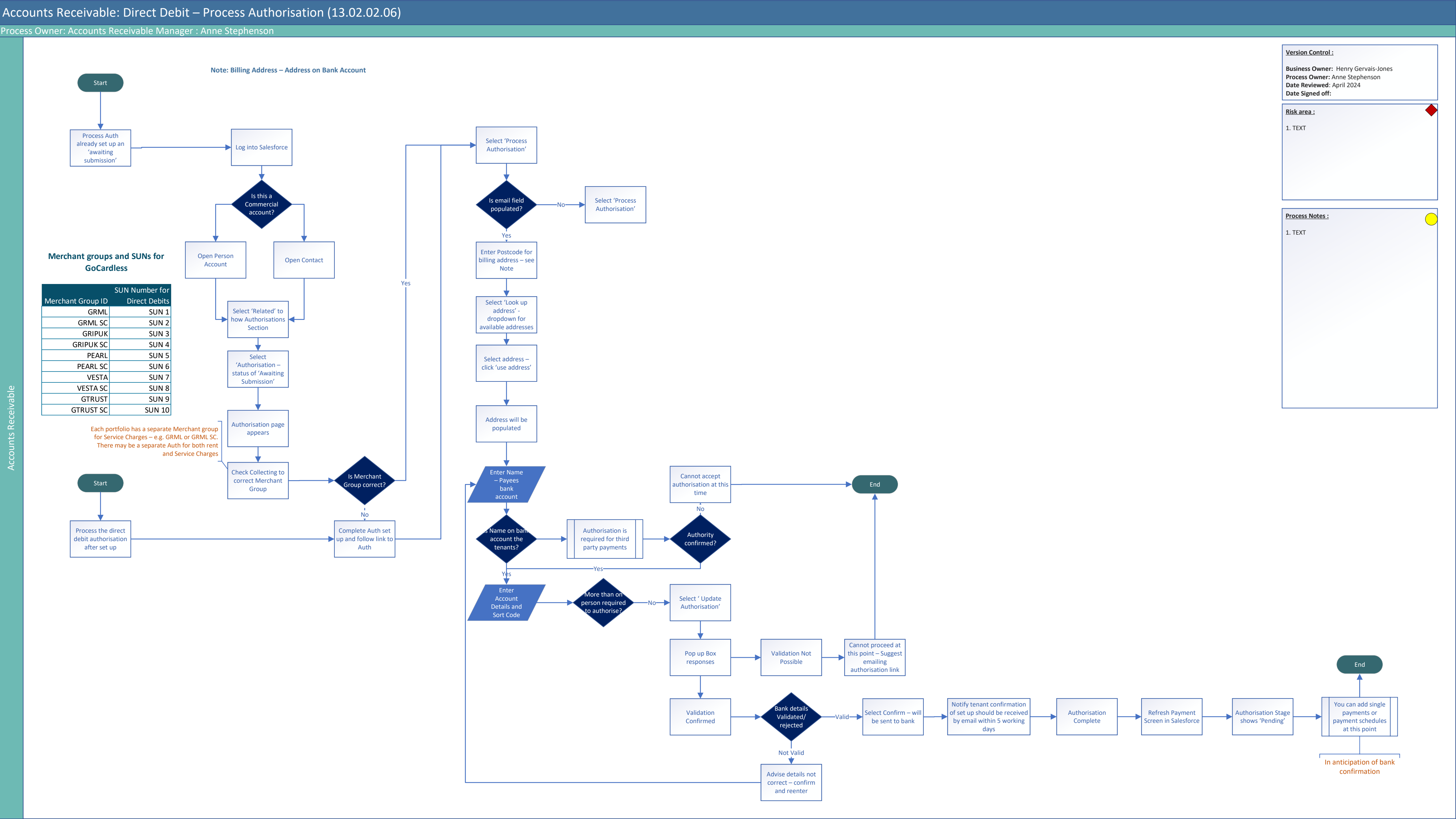
Business Owner: Henry Gervais-Jones
Process Owner: Anne Stephenson
Date Reviewed: April 2024
Date Signed off:

Risk area :

1. TEXT

Process Notes :

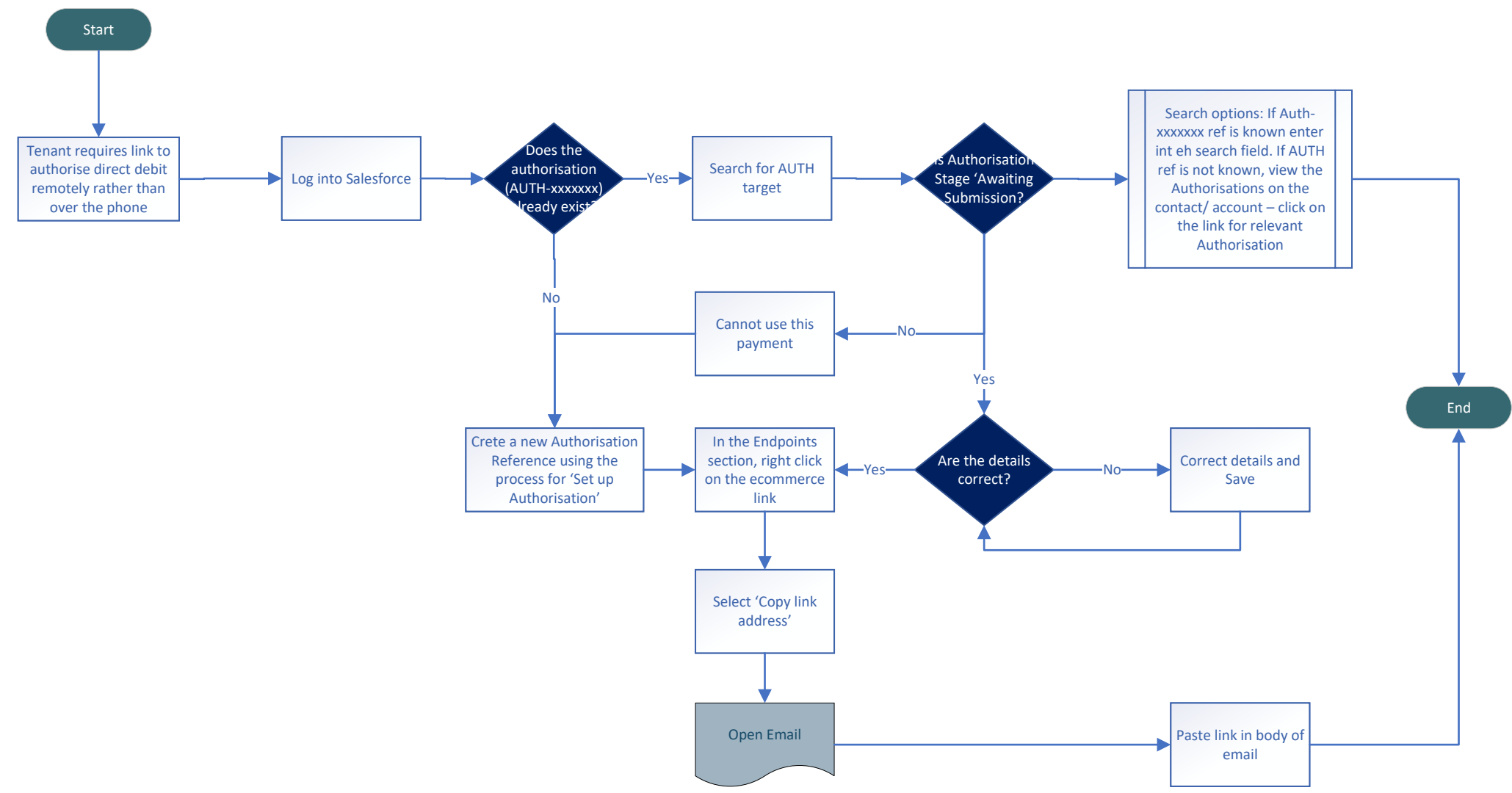
1. TEXT



Accounts Receivable: Direct Debit – Send Authorisation Link (13.02.02.07)

Process Owner: Accounts Receivable Manager : Anne Stephenson

Accounts Receivable



Version Control :

Business Owner: Henry Gervais-Jones
Process Owner: Anne Stephenson
Date Reviewed: April 2024
Date Signed off:

Risk area :

1. TEXT

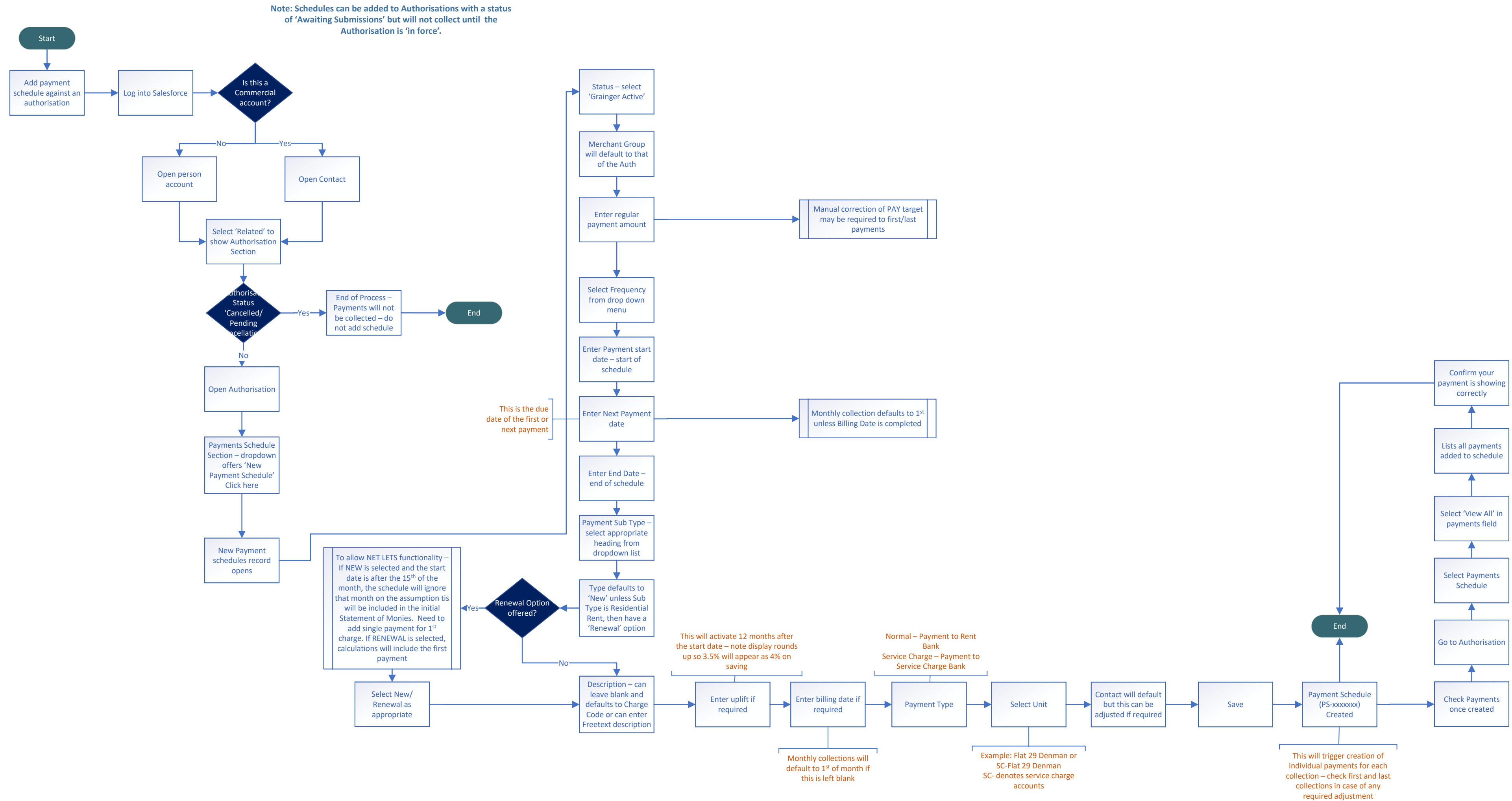
Process Notes :

1. TEXT

Accounts Receivable: Direct Debit – Set up Payment Schedule against Authorisation (13.02.02.08)

Process Owner: Accounts Receivable Manager : Anne Stephenson

Accounts Receivable



Version Control :

Business Owner: Henry Gervais-Jones
Process Owner: Anne Stephenson
Date Reviewed: April 2024
Date Signed off:

Risk area :

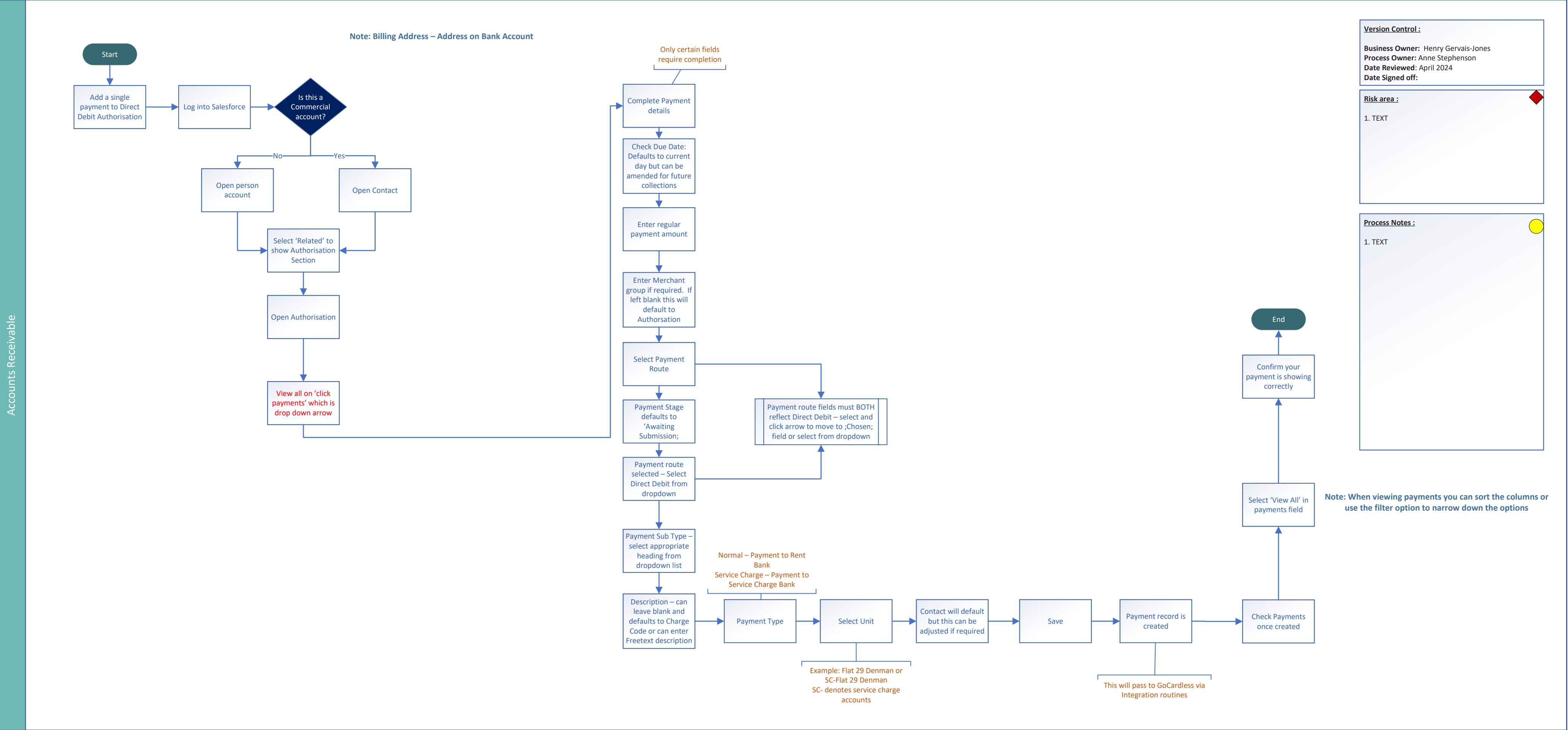
1. TEXT

Process Notes :

1. TEXT

Accounts Receivable: Direct Debit – Set up Single Payment against Authorisation (13.02.02.09)

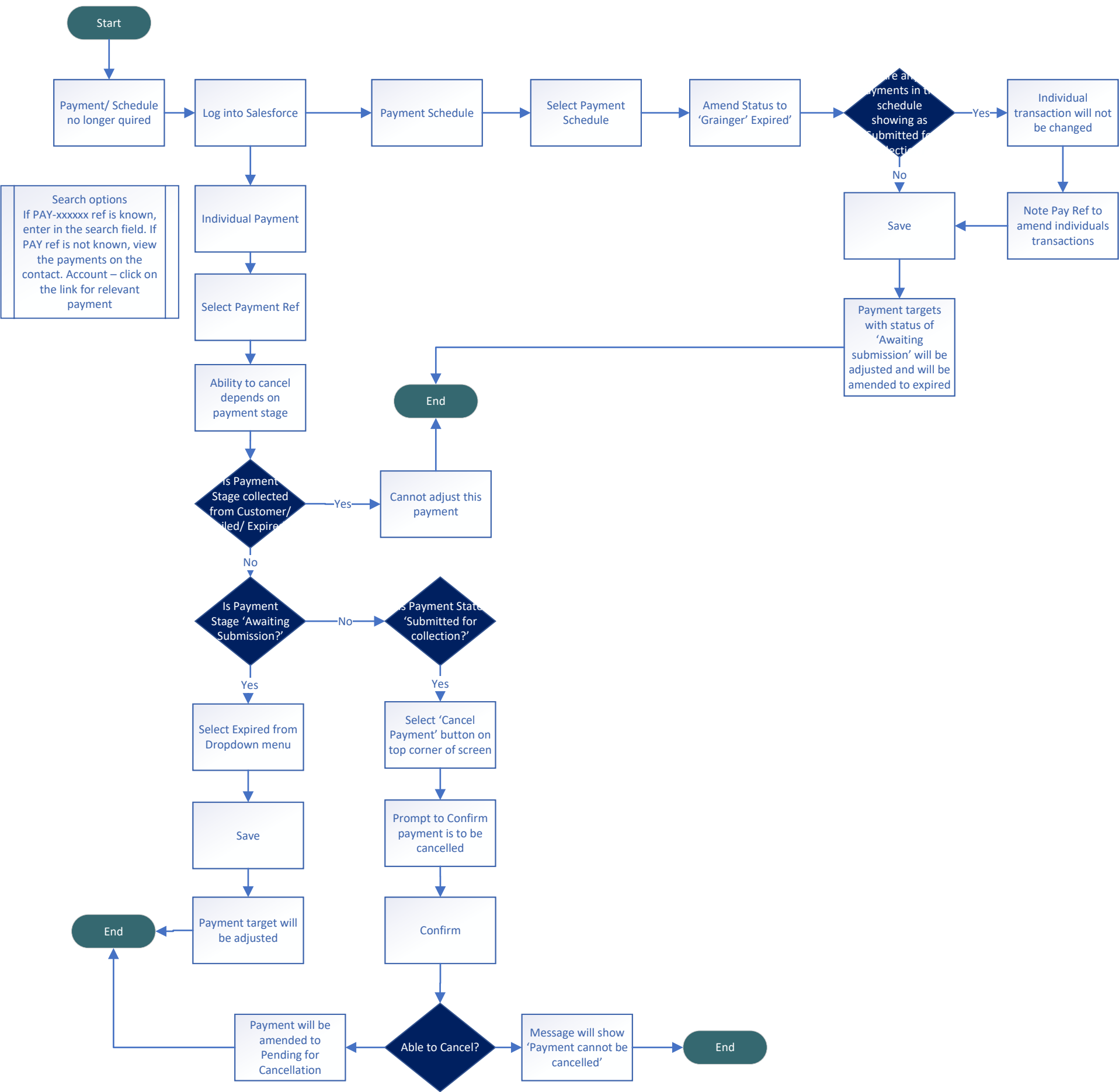
Process Owner: Accounts Receivable Manager : Anne Stephenson



Accounts Receivable: Direct Debit – Cancel Payment or Schedule (13.02.02.10)

Process Owner: Accounts Receivable Manager : Anne Stephenson

Accounts Receivable



Version Control :

Business Owner: Henry Gervais-Jones
Process Owner: Anne Stephenson
Date Reviewed: April 2024
Date Signed off:

Risk area :

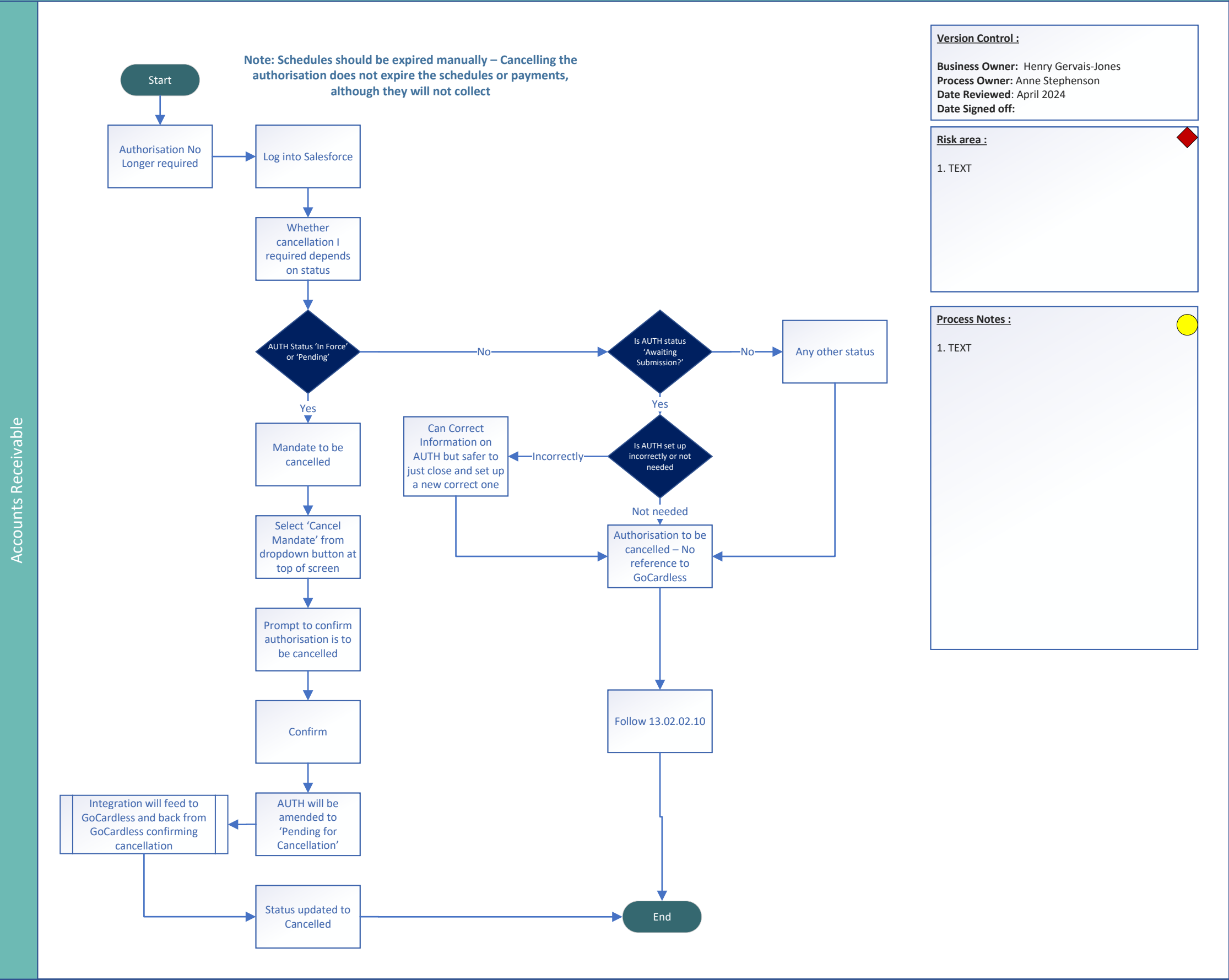
1. TEXT

Process Notes :

1. TEXT

Accounts Receivable: Direct Debit – Cancel Authorisation (13.02.02.11)

Process Owner: Accounts Receivable Manager : Anne Stephenson



Accounts Receivable: Direct Debit – Amend Direct Debit Bank Details (13.02.02.12)

Process Owner: Accounts Receivable Manager : Anne Stephenson

