

QUERY CONTACT LIST

INFORMATION FOR STAKEHOLDERS

The enclosed list of information has been provided in order to help stakeholders direct their queries to the most relevant contact/s.

Query / Description of Responsibility	Department	Email	Telephone Extension
New Suppliers.	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Amendments to existing Suppliers (including overseas) change of address/bank/contact.	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Sending Purchase Orders by Post, where no email is setup.	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Purchase Order email bounce back need to be sent by post.	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Reviewing suppliers with no email address.	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Park/Un-Park Suppliers	Transactional Services	newsupplierandamendments@reading.ac.uk	5855
Terminating and Un-Terminating Purchase Orders.	Transactional Services	invoices@reading.ac.uk	N/A Contact via Email
System Errors / Problems	Finance Systems	financial-systems@reading.ac.uk	7161
Invoice Queries	Accounts Payable	invoices@reading.ac.uk	8104
Purchase Cards	Transactional Services	purchasecards@reading.ac.uk	5855
Refund Requests Transactions can only process approved refunds.	Accounts Receivable	refunds@reading.ac.uk	N/A Contact via Email

Student Credit Control Enquiries.	Credit Control	studentcreditcontrol@reading.ac.uk	N/A Contact via Email
Non Student Credit Control Enquiries.	Credit Control	creditcontrol@reading.ac.uk	N/A Contact via Email
Payments to University including cash allocation.	Collections Office	receipts@reading.ac.uk	N/A Contact via Email
New Sundry customer requests, amendments to customer information/bank details	Transactional Services	customermasterdata@reading.ac.uk	5855

Finance issues related to School Finance (excluding Bank