Cashiers

Frequently Asked Questions

1. I need details to make a bank transfer
   Please refer to our Bank transfer details document

2. How can I pay for conference fees, invoices or other charges?
   - **External enquirers**: You can pay conference fees by bank transfer, credit/debit card
   - **Staff enquirers**: You can pay conference fees by cash, cheque or card

3. Where can I send remittances advices?
   Remittances can be sent by post, fax or email

4. When is the cashiers counter open?
   The Cashiers counter opening hours are 10am until 1pm, Monday to Friday

5. What if the Cashiers counter is closed?
   There is a letter box in Sussex House reception – for **Cheques only**
   Please ensure that all cheques are accompanied with the relevant backup documents

6. I need to issue an official receipt to a customer
   Receipts must be issued for all payments not processed through a cash register.
   You may obtain a book of 50 receipts, in person, from the Cashiers office.
   The receipts are in triplicate, the first copy is for the customer, the second copy is to be sent to cashiers with the payment documentation, the final copy is to be retained in the receipt book.

7. What documentation do I need to pay some money to Cashiers?
   Complete a Receipt Back Up Document form
   Receipt books can also be ordered from the print unit in Hastings building.
   The order code is: 01 43 02 18.
8. Can I pay money into the bank instead of paying at cashiers?
   Yes.
   Bank giro credit paying in books are available from the cashiers office. Schools who regularly pay money at the cashiers office can instead pay this money directly to the bank. The banking total must agree with the departmental record(s) totals. Any discrepancies must be investigated. Please ensure a copy of the paying in slip duly receipted by the bank and attached to the Receipt back up document form.
   You can place documentation in the letterbox inside the main foyer in Sussex House.

9. What are the procedures for a PDQ machine?
   The machines must be used in accordance with the manuals supplied. General banking instructions apply. One part of the two part receipt issued must be attached to the Receipt back up document form.

Cashiers Contact details