

Accounts Payable

Annie Lewis: Accounts Payable Manager

Accounts Payable's role

Accounts Payable works in the Purchase Ledger which is a book of prime entry. This means Accounts Payable (AP) records transactions but does not make corrections — corrections fall under the remit of **Financial Management**, who interpret and adjust financial data. This segregation of duties ensures accuracy and proper financial control.

Invoice Processing: AP records invoices and credit notes, applying the **three-way match** (Invoice ↔ Purchase Order ↔ Goods Receipt).

Supplier Reconciliation: AP reconciles suppliers' statements against the Purchase Ledger to confirm that invoices are received, recorded, and paid correctly.

Supplier bank details verification: AP check all bank details via bank verification system and/ or verbally to avoid fraud.

Expenses: AP records and pays **staff and visitor expense claims and administer, record – reconcile the Purchase card scheme**

High-Volume Processing: Due to the large volume of documents and queries handled daily, AP usually focuses on accurate recording rather than investigating individual details.

Accounts Payable in figures in the month of July

- Invoice Volumes in July 2025

7,437 invoices were received by email in July (well above the usual monthly average of **5,500**).

During the week **21–25 July 2025**, the team received **1,557 invoices**, averaging **390 per day**.

Paid the **monthly stipends** to **967 PGR students**.

- Full Year Activity

Across the **financial year**, AP received **68,709 documents** in the AP inbox (Outlook).

Reviewed and posted **5392 manual expenses worth £1.5M**

Reviewed and posted **6,773 online expense items worth £3.1M**

Reviewed and posted purchasing card statement submissions of **3,659 purchase card claims**, with a total value of **£4.5M**.

Your role Important Invoice & Purchase Order Guidelines

To help us process your invoices efficiently and avoid delays, please follow these key steps:

Ensure the Purchase Order (PO) Number is included on the invoice sent by your supplier

Always ensure that the supplier knows to include the PO number clearly on the invoice. This allows us to process it quickly without raising queries.

Querying a Payment?

If you need to know if a PO has been paid, please send an email to **Accounts Payable** with the PO number, invoice number and supplier ID

Good Receipting is Essential

Please complete the **Goods Receipt** for the PO as soon as the goods or services are received. This is crucial for timely payment.

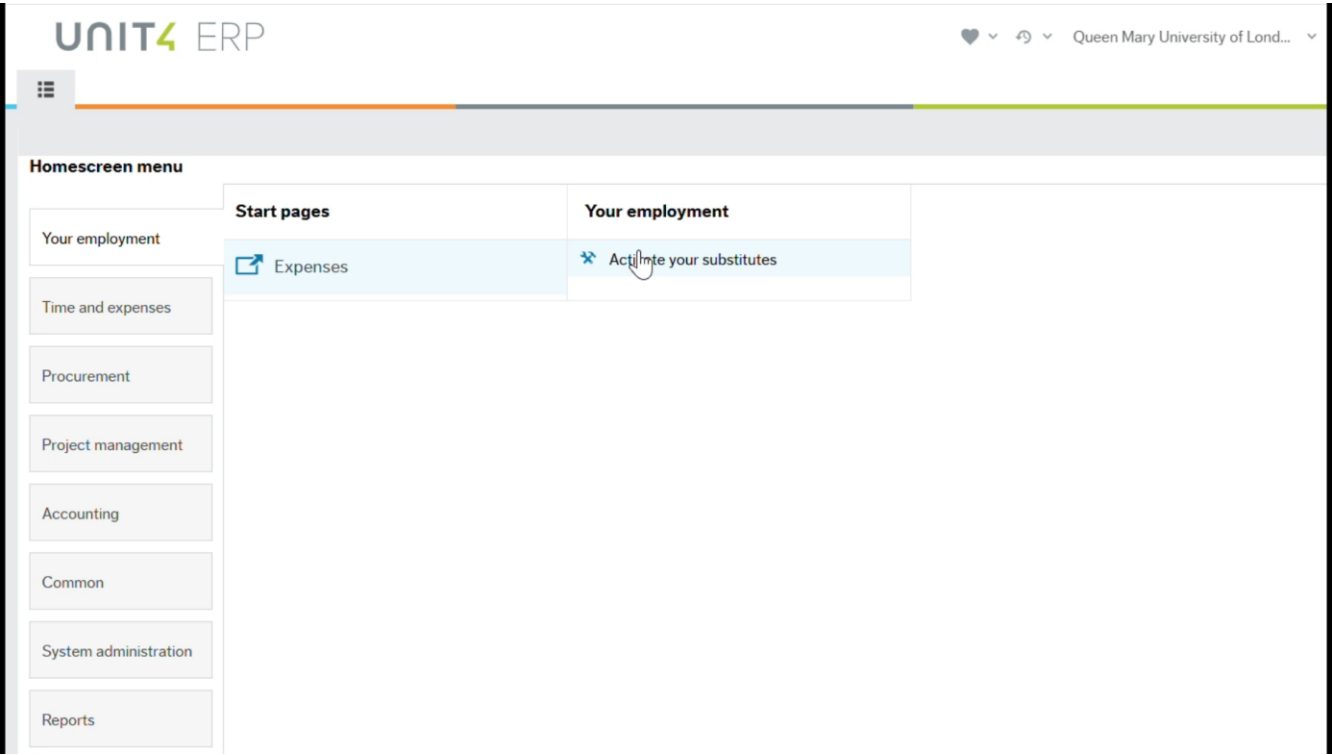
Staff Changes

If someone who approves POs or orders goods is leaving, please notify both **Accounts Payable (via email to Accounts Payable)** and **Agresso IT** (by emailing the **Service Desk**). Also, provide an alternative contact for approvals.

Agresso Out of Office

Don't forget to set your **Agresso Out of Office** when you're on leave or leaving your section. This helps us manage approvals and queries smoothly.

How to setup your Out Of office in Agresso



Account Payable



Important Invoice & Purchase Order Guidelines : Invoice rejection

To help us manage invoices and credit notes efficiently, please follow these steps:

Before Rejecting

Only reject an invoice or credit note if necessary.

If rejection is required, please provide **clear and concise instructions** so we can take appropriate action.

Incorrect Pricing?

If the price on the invoice is incorrect:

- Contact the supplier directly.
- Request a **credit note** and a **new invoice**.
- Ensure both documents **quote the original Purchase Order (PO) number**.
- Ask the supplier to send them to **AP Invoice**.

- Accounts Payable / No PO – No Pay

It is essential for the process to run smoothly that a **Purchase Order (PO)** is raised **before** goods or services are purchased/commissioned. Suppliers must also quote the valid PO number clearly on their invoice **before submitting it to apinvoices@qmul.ac.uk**.

At Queen Mary University of London, there are approximately **900 requisitioners** raising POs, and a dedicated **Accounts Payable (AP) team of four staff** manually processing invoices.

The PO confirms that the purchase has been approved. Once the goods or services have been **Goods Receipted** in the finance system, this indicates that the department is satisfied with the delivery, and AP can proceed with making payment to the supplier.

Our standard supplier payment terms are **30 days**.

⚠ Important: For **recruitment agencies, intermediaries, and self-employed individuals**, additional paperwork must be completed before engagement. Guidance can be found here:

👉 [Paying External Workers and Suppliers – QMUL Finance](#)

Accounts & Payable / Key date

Payment run: Accounts Payable run a minimum of 6 Payments run every Thursdays

- 3 foreign currency – 2 special students – 2 BACS (main BACS and HMRC)

For your **payment request to be on the run it needs to be in Accounts Payable fully compliant by Tuesday**

Accounts Payable pay all posted documents **2 weeks in advance**. This means any documents due to 25/09/25 and proposed tomorrow 11/09/25 will be on our payment runs

Throughout Thursday, Accounts payable completes check and reconciliations to ensure all data is captured and correct.

The payment run is submitted to the bank on Fridays and when the payment are confirmed Accounts payable will send remittances directly to its payee.

Our payees usually receive the fund by the middle of the following week.

AP contacts:

- Our main contact point will be the generic email accounts. Emails are preferred so as not to interrupt the processing.
- We use generic emails, so messages are not overlooked when staff are absent, please do not email personal email addresses or Teams individual staff.
- *Invoices should be submitted (ideally directly by the supplier), quoting a PO number, as a single pdf attachment to apinvoices@qmul.ac.uk . This email is only used for the receipt of emailed invoices, correspondence and invoice queries should be addressed to the helpdesk at accountspayable@qmul.ac.uk

Note all invoice documents should quote a valid QMUL PO number so as not to delay payment

- Please address queries/information to one AP email rather than emailing multiple emails – this reduces the email traffic that we need to respond to. If the email has been sent to the incorrect email the team will forward (except apinvoices@qmul.ac.uk where correspondence is not reviewed).
- Any statements received please forward to: finance-ap-processing-query@qmul.ac.uk
- Team escalation is to Annie Lewis, AP Manager on finance-ap-manager@qmul.ac.uk

Accounts Payable

Expenses – Purchase card – Visitor expense (project)

[How to record Purchase card](#)

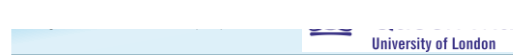
(live training on Friday 12/09/25)

[How to record Expense](#)

(Live training on Fri 19/09/25)

[How to record Visitor Expense \(Project\)](#)

(Live training tbc)

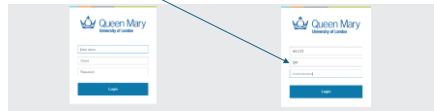


Online Purchase card Experience Pack

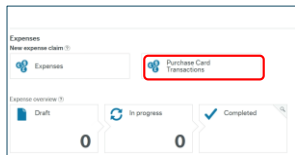
How to log in:

Click on the link below to access Agresso Unit4
https://ubw.unit4cloud.com/uk_qml_prod_web/Logout/Logout.aspx

Enter your log-in details:



1. When the Expenses screen is opened, two options will be displayed in the 'New expense claim' section as shown below:

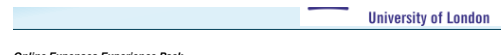


Click on the "Purchase Card Transactions" option to code and review purchase card spend.

Note: the Expense categories available for coding differ between the two claim types:

- Purchase card expense categories start with 'C'
- Expense categories are numeric

Please ensure you use the correct screen as you cannot transfer claims from one to another and claims with incorrect coding cannot be saved.

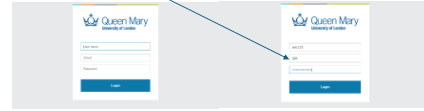


Online Expenses Experience Pack

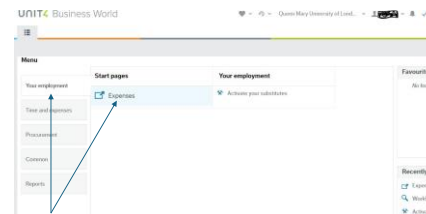
How to log in:

Click on the link below to access Agresso Unit4
https://ubw.unit4cloud.com/uk_qml_prod_web/Logout/Logout.aspx

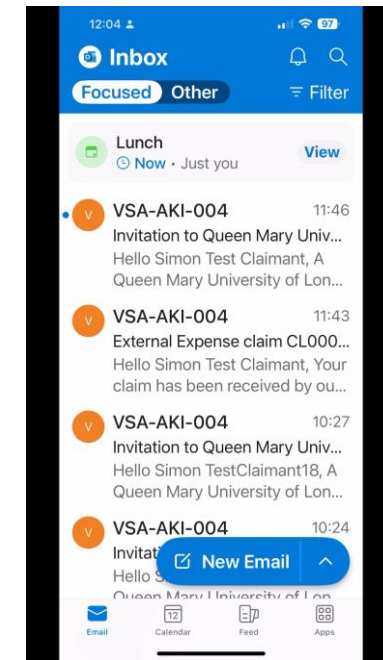
Enter your log-in details:



Layout page 1:



To create and submit an online expense claim through Agresso Unit4 just click on the subtab "expenses" under the main tab "Your employment".



Useful Policies links

Many key finance policies are published on the policy zone in Registry:

<https://www.qmul.ac.uk/governance-and-legal-services/policy/policies-by-category/>

These include:

- [Financial Regulations](#)
- Travel and Expenses Policy [Expenses-Policy.pdf \(qmul.ac.uk\)](#)
- [Scheme of Delegation of Financial Authority](#) - this sets out who has permissions to approve and also provides a guide to the different levels that can be in the approval chain for requisitions; expenses; purchasing cards etc

Other are published on the [Finance Intranet](#):

- [Paying External Workers and Suppliers](#)
- [Gifts and Hospitality Register](#)

— Finance

- [Capital Expenditure Policy \[PDF 211KB\]](#)
- [Investment Policy \[PDF 234KB\]](#)
- [Financial Regulations \[PDF 603KB\]](#)
- [Procurement Procedures](#)
- [Register of Hospitality, Gifts, Donations & other similar activities \(link\)](#)
- [Scheme of Delegation of Financial Authority \[PDF 258KB\]](#)
- [Standards of Business Conduct \[PDF 268KB\]](#)
- [Treasury Management Policy \[PDF 163KB\]](#)
- [Travel and Expenses Policy \[PDF 403KB\]](#)
- [Criminal Finances Act 2017 \[PDF 327KB\]](#)
- [Anti-Bribery and Corruption Policy \[PDF 379KB\]](#)
- [Anti Money Laundering Policy \[PDF 704KB\]](#)

Thank you – any questions?