

APPENDIX 8

Income Collection Methods

INTRODUCTION

1. General

These procedure notes describe the various methods and processes for collecting income. As a cashless campus we no longer handle cash. The Income Operations team (previously Cashiers), will be pleased to provide any further guidance if required and can be contacted by email at credit_control@lancaster.ac.uk or on Extn: 93316 or 92050.

2. Methods of receiving income

The following methods are available for receiving income for goods and services;

2.1 Online payments

The University has an [Online Payment Portal](#) where staff, students and customers can pay for various items including tuition and residences fees. This system accepts all major debit and credit cards.

2.2 Online Store

An online store is also available for all Departments to use for a wide variety of sales e.g. short-courses, conferences, bedding packs and study materials etc. The online store can be accessed at <http://www.lancaster.ac.uk/online-payments/> and further details can be obtained by contacting the store administrator at onlinestore@lancaster.ac.uk.

2.3 Directly into the University's bank account

Customers can pay directly into the University's bank account. For the University's Bank details please contact the Income Operations team on Ex: 93316 or 92050.

Customers should be asked to quote their invoice number as a reference or in the absence of an invoice number, a relevant reference should be quoted e.g. student identification number to enable prompt allocation against their account.

2.4 Debit or credit card

We accept all major debit or credit cards across campus. All card terminals accept contactless payments by card or mobile device.

Customers can also pay by debit or credit card through the Income Operations team either directly or by phone.

For any other queries please contact the Income Operations team by email at credit_control@lancaster.ac.uk or on Extn: 93316 or 92050.