

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

Student Credit Control Enquiries.	Credit Control	<a href="mailto:studentcreditcontrol@reading.ac.uk">studentcreditcontrol@reading.ac.uk</a>	N/A – Contact via Email
Non Student Credit Control Enquiries.	Credit Control	<a href="mailto:creditcontrol@reading.ac.uk">creditcontrol@reading.ac.uk</a>	N/A – Contact via Email
Payments to University including cash allocation.	Collections Office	<a href="mailto:receipts@reading.ac.uk">receipts@reading.ac.uk</a>	N/A – Contact via Email
New Sundry customer requests, amendments to customer information/bank details	Transactional Services	<a href="mailto:customermasterdata@reading.ac.uk">customermasterdata@reading.ac.uk</a>	5855
Finance issues related to School Finance (excluding Bank – changed via RISIS)	School Finance	<a href="mailto:school.finance1@reading.ac.uk">school.finance1@reading.ac.uk</a>	N/A – Contact via Email
General Finance Queries – any finance related issues.	General Ledger	<a href="mailto:finance-help@reading.ac.uk">finance-help@reading.ac.uk</a>	N/A – Contact via Email