

Income Collection & Debt Management

Income Collection - What do we do?

- ✓ Queries by phone and email
- ✓ Allocation of income (using Civica, our income allocation tool)
 - All Revenue Jersey tax types
 - Social Security Contributions
 - GoJ Invoices (Connect)
 - Sports Income
 - Stamp Duty / LTT
 - PDQ & Cheque book income
 - CLS Instalments
- ✓ Raising of invoices
- ✓ Issue credit notes / refunds

Getting in touch

Phone: 440235 between 08:30 and 17:00 Monday to Friday

General queries including income / allocation queries email incomecollection@gov.je

Invoice Queries or to cancel/issue a credit note email customerinvoices@gov.je

Remittance advices and payment allocations to incomeremittances@gov.je

Debt Collection - What do we do?

- ✓ Collection and Enforcement of all Government debts
- ✓ Standard debt collection ('dunning') process
 - Reminder letter
 - Final demand giving 14 days to pay.
- ✓ Negotiate repayment plans.
- ✓ Manage bad debt write offs.
- ✓ Debt Enforcement through Civil Court and Viscounts

Getting in touch

Phone 440088 between 08:30 and 17:00 Monday to Friday.

For any queries regarding collection of debt or payment plans please email: debtcollection@gov.je

Accounts Payable

What do we do?

- ✓ Customer service for internal and external AP queries by phone and email
- ✓ Processing invoices for payment
- ✓ Account statements
- ✓ Making payments
- ✓ Purchase cards administration
- ✓ CLS Benefit payments
- ✓ Lottery tickets payments

Getting in touch

Phone: 440068 between 08:30 and 17:00 Monday to Friday.

The quickest and most efficient way to pay a supplier is if they invoice through Ariba. However, if not using Ariba please send invoices (in PDF with the PO number typed on the invoice) to

FP.Accountspayableinv@gov.ie

Please note this mailbox is automated for invoice processing only so any queries included in emails will not be responded to.

Payment / Invoice queries, contact FP.Accountspayableenq@connect.gov.ie

Purchase cards email purchasecards@gov.ie

Record to Report

What do we do?

- ✓ Journals
- ✓ ProFormas
 - AP Adhoc
 - AP Drop In
 - AR Invoices
- ✓ Direct Debits
 - New Mandates
 - Monitor failed payments
- ✓ System Support
 - Civica (Income Collection)
 - Blackline (Bank Reconciliation)
- ✓ Shared Services Reporting
 - Debt
 - Performance
 - Exception
 - Monthly Packs
- ✓ NLAG Materials
- ✓ Bank Reconciliations

Getting in touch

You can reach us on the below email addresses.

- For general queries, please email: recordtoreport@gov.ie
- For invoice Drop-ins (AR), please email: invoicedropin@connect.gov.ie
- For Ad hoc payments, please email: adhocpayments@connect.gov.ie
- For AP Drop -Ins, please email: apdropinpayments@connect.gov.ie
- For NLAG Materials, please email: nlag@connet.gov.ie

For queries with Civica and Blackline, please fill out this form [Systems Request](#)

Pensions

What do we do?

The Pensions Team administer the public service pension schemes, Public Employees' Pension Fund (PEPF) and Jersey Teachers Superannuation Fund (JTSF) for over 17,000 scheme members on behalf of the 30 employers. The Team supports the Pension Boards in the governance of the pension schemes.

Before the member is contacted the team will run a MRV (member record verification). We will look at the pension record and compare it against the members payroll to make sure nothing has been missed on the pension record. This is done to make sure all the systems agree, and the pensions are correct.

Getting in touch

You can reach us by phone on 01534 440227 between 08:30 and 17:00 Monday to Friday.

For members please email: pept@gov.je

For internal (pay roll and HR) please email: Pepthr@gov.je