

FMS overview Questions Feedback

Area	Question	Response
BACS	What is shown on the bank statement?	<p>On the suppliers bank statement there will be a payment reference. This is a reference created by the school under the establishment details. The supplier will also of course receive detailed information regarding the payment including invoice number it relates to etc in the Remittance Advice.</p> <p>On the schools bank statement it will state BACs run and the date. This will be your '<i>processing</i>' date which will match back to your BACS run date in FMS.</p>
BACS	Does BACS report include PO numbers?	The remittance on BACS file will show the associated PO number. It will however provide supplier details, invoice number and amounts associated with the payment.
BACS	Using CAPITA BACS bureau – why is an email and a call required?	This process is in place for security purposes. The CAPITA BACS bureau call to confirm authorisation of the BACS file received.
BACS	What are the authorisation process/steps within BACS?	<p>There are several steps through the process but it is up to schools to define clarity of roles and responsibilities. The system provides a detailed listing of payments within a BACS run along with matching supplier details and invoice numbers. This can be printed to retain a signed copy to confirm authorisation.</p> <p>There are many schools successfully processing payments via BACS. The schools finance policies have been amended to incorporate BACs processing and have been approved at Local Authority level and by independent auditors.</p> <p>Many banks also offer additional 'external' authorisation steps when uploading BACS files into their software. We recommend discussing the authorisation processes that your preferred bank has in place. It is also possible, via your bank, to put limits on the total value of a BACS file. For example if above a certain value additional authorisation is required, just the same as cheques authorisation.</p> <p>The Capita BACS Bureau have systems in place that only allow certain staff to carry out certain tasks ie uploading the file, authorisation of the file and verbal confirmation are tasks that would be assigned to appropriate members of staff.</p> <p>If you are a Local Authority school contact you LA finance team for guidance.</p>
Fees Billing	When will Capita offer a facility to allow parents to pay online	We have fed this back to project managers and it is something they are interested in. It is not in our current road map however we will update schools when we have more details as to our future plans.
Fees Billing	Are you able to link a Debit card payment to the transaction within Fees?	Yes. Select transaction type for Debit Cards then enter the debit card details in the reference field.
Fees Billing	What is the word count within the Billing Invoice Template within notes field	Unlimited. It is also of course possible to amend the template itself. If for example you had standard wording you always added to your trip letters this can be added to form your template.

Fees Billing	Bank Reconciliation; in place of receipt number can the reference information be shown?	Yes. As part of the set up you can opt to either post journals in summary or to 'post in detail'. Posting in detail will include information from the reference field.
Fees Billing	When raising a batch payment for income received can the system differentiate between cash and cheques?	You can deal with payments either in a single batch of both cash and cheques or process all cash payments in one batch and cheques in a second batch. During set up if you opt to post in detail this will provide details which can included the cheque numbers in FMS
FMS	Salary Upgrades – Is there a way of having important upgrades to the top of the list – a priority system?	We have put this forward as a change request.
FMS	Is it possible to bulk change Ledger codes? For example when VAT rates changes, as this is becoming more frequent.	There is no current VAT/ledger codes bulk change function within the software, however CAPITA can create a patch to do this. This is a chargeable service. We have passed on schools comments/concerns about the amount of changes. We will update you if new functionality is able to be added in the future.
FMS	Can original documents be scanned and stored in FMS so that paper copies are not required.	At the moment this is only possible via the Open electronic system. You can see the Links available within Supplier Review but there is no current functionality to store the original document. We have put this forward as a change request.
Dinner Money7	Dinner Money linking with Fees– is this planned and if so when?	Dinner Money7 and Fees Billing are two modules doing different roles. There would be no real advantages to linking the two. For any specific queries relating to Dinner Money7 call the helpdesk. For more details on functionality within Dinner Money7 and utilising the module more fully review our training schedules or speak to your Customer Services Manager.
Dinner Money7	Is it possible to split cheque and cash payments within Ad Hoc meals?	At the moment it is not possible to split cheques and cash in Ad Hoc Meals. We will put forward a change request. It is possible however to add new 'Meal Types' within the lookup tables. For example new meal types could be added which refer to a meal being paid as either cash or cheque.

For additional queries or support please contact the helpdesk or your Customer Services Manager.

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