Guidance for completion of call backs (EU Payments)

Our University auditors have recommended we change our policy on processing EU payments due to the fact these do not go through the University’s purchasing/procurement system and are therefore not subject to the usual anti-fraud checks.

Following this recommendation, a new section has been added to the Euro payment form to guard against fraud. This must be completed. One of the most common frauds against organisations is the falsification of bank details. This may be perpetrated in a number of ways e.g. through interception of invoices, letters or emails and changing bank details, or calling organisations to change bank details. These frauds may be perpetrated by people within the supplier organisation, staff within the paying organisation or members of the general public. Universities have been targeted already, and face substantial losses.

Process for current projects

As with current process, please contact the organisation you are paying and check if the bank details have changed. If they haven’t changed, please tick the box ‘I confirm that bank details submitted on this form agree to SAP and/or previously paid bank details’, print your name, and date the form. If they have changed, please check on SAP (XK03) if the organisation you are paying is set up on SAP. If it is, check that the bank details that are within the SAP record are the same as those you are paying. If they are, please tick the box ‘I confirm that bank details submitted on this form agree to SAP and/or previously paid bank details’ and print your name, sign and date the form.

If the bank details have changed and the supplier is not on the SAP system, or if the bank details you are paying are different to those on SAP, then you must perform an independent call back.
**Process for new projects**

For new projects, please check if we have paid the organisation before, or if it is set up on SAP (XK03). If we have not paid them before and they are not set up on SAP, then you must perform an independent call back. If we have paid them before, and/or the organisation is set up on SAP, check that the bank details already held (paid before, or within the SAP record) are the same as those you are paying. If they are, please tick the box ‘I confirm that bank details submitted on this form agree to SAP and/or previously paid bank details’ and print your name, sign and date the form. If the bank details are different to those held on SAP or those paid before, then you must perform an independent call back.

**Callback**

It’s really important to call someone other than the individual who has advised you of the bank details, using contact details which can be verified. If you called the person who gave you the details, and they had fraudulently given you bank details which did not belong to the supplier, then they could simply confirm that they are correct and the fraud would go undetected. Equally, any contact number they may have provided could be bogus or directed to the person who is acting fraudulently. Therefore, make sure you are calling the actual supplier. The telephone number used should be found through a search engine (e.g. Google) (request to speak to the Finance Team) or the telephone number held on the SAP vendor record. When you get through, explain that you’re about to make a payment and that you’d like to check the bank details. If these are confirmed, please make a note of who you have spoken to and the date and time of the conversation. Then tick the ‘I confirm that I have performed an independent telephone check to ensure the bank details submitted on this form are correct’ box and print your name, sign and date the form.

If the bank details do not match, contact the Deputy Financial Controller immediately, as this may indicate that a fraud has been attempted. Do not proceed with the payment until advised.
Who does what?

This policy change only affects research projects where the University of Leeds acts as the project Coordinator and passes funds from the EC onto the other project partners. Following the implementation of this policy the EU post award team has started to keep a central log of all project partners who have been verified, either from previous contact, through SAP or through contacting the institution for an independent check.

The process for carrying out this extra verification will be as follows:

- The EU post award team will receive the payment notification from Lai Ash in central finance.

- For existing projects where the payment is not the first payment the EU post award team will contact the project manager/administrator (within Leeds) for a breakdown of the payment distribution, as is the current process. The project manager/administrator will then contact the partners to confirm their bank details have not changed and will relay this information back to the EU post award team.

- If bank details have not changed the EU post award team will process the payment documents as normal.

- For new projects, or where partner bank details have changed the EU post award team will check the central log in the first instance to confirm whether any of the project partners have been previously verified.

- For any which are not on the log the EU post award team will then check SAP to confirm whether any project partners are already registered with the University and are therefore verified.

- If any project partners have still not been verified then the EU post award team will advise the project manager/administrator who will need to carry out the independent check as per the information above. This information then needs to be relayed to the EU post award team who will update the central log and process the payment accordingly.

- For any projects which do not have a project manager/administrator in post at the time of payment the EU post award team will carry out these checks with the help of the FRO if applicable.

- In all instances the EU post award team will complete the EU payment form with information obtained themselves or from the project manager/administrator.