



Finance and Accounting Manual

Corporate Card Procedures

Approved by the Chief Operating Officer and DVC on 1 September 2008

Date of effect: 1 October 2008

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1. Overview

1.1 Purpose

To provide procedures on the issue, use and responsibilities for University Corporate Cards.

University Corporate Cards can be issued to any University representative with the approval of a Head of School or Head of Administrative Unit, within a specified accountability area, and the subsequent approval of a Principal Officer for non-staff. The approving Head of School or Head of Administrative Unit must specify whether the card can be used for:

- (i) regular expenses on approved University business, eg, cardholder's own travel and entertainment expenses, conferences, etc. Refer to the [Travel Policy](#) for details on travel; or
- (ii) limited travel expenses, eg, cardholder's own specifically approved travel expenses; and/or
- (iii) the purchase of goods and services for the University to a maximum value of \$5,000 per transaction (GST inclusive).

1.2 Coverage

This procedure applies to everyone involved in the operation, supervision, management and administration of University Corporate Cards for the acquisition of goods and/or services, excluding travel expenses. Refer to the [Travel Policy](#) for details on travel.

1.3 Essential Information

1.3.1 Operating Principles

- (i) University Corporate Cards are to be used for University business purposes only. They cannot be used for types of expenditure listed in section 1.3.2 below.
- (ii) Individual monthly credit limits should be established for each cardholder having regard to the anticipated usage of the card and the likely expenditure to be incurred. Unless specific approval is given by a member of the Senior Executive Group for a higher credit limit, the maximum monthly credit limit per Corporate Card for expenses on approved University business, eg, cardholder's own travel and entertainment expenses, conferences, etc, will be \$10,000.
- (iii) The need for the Corporate Card and the credit limit applying should be reviewed annually by the cardholder's Authorising Officer.
- (iv) The cardholder must comply with the Corporate Card Procedures, Non-Allowable Expense Procedures and other relevant University policies and procedures. Expenses incurred on a University Corporate Card require the normal examination, certification and authorisation.

(v) Each cardholder must complete a [Corporate Card Application and Agreement](#) form. This cardholder agreement outlines in detail the responsibilities and accountability of the cardholder, and the authorising officer agreement outlines the accountability of authorising officers.

(vi) Failure to comply with this procedure will result in cancellation of the Corporate Card.

(vii) All expenses must be incurred with due regard to economy and the University's purchasing policies and procedures.

(viii) Inappropriate expenditure shall be recovered from the cardholder (refer to section 2.5(iii) below).

1.3.2 Exclusions

University Corporate Cards **CANNOT** be used for the following types of expenses:

(i) **Non-Allowable Expenses**

(ii) **Cash Advances**

(iii) **Cash Refunds**

All refunds should be credited against the Corporate Card.

(iv) **Contractors, for the Supply of Labour**

The employee and contractor status must be established. Payments for deemed employees must be processed through Payroll and payments for independent contractors through Accounts Payable.

(v) **Travellers cheques, Bank Cheques and Postal Money Orders**

(vi) **Petrol Purchases for University-owned Motor Vehicles**

A Fleet Card system is currently in use for University owned vehicles. Please note that the Motor Vehicle - University Owned Procedures is currently being reviewed.

(vii) **Internal purchases within the University**

These should be processed using journal transfers:

- University Printing Service
- Centre for Continuing Education
- Campus Security (FMO)
- University Health Service
- Information and Communications Technology Services (ICT)
- Internal Payments for Conference Registrations and Functions

(viii) **Supplier Consolidated Invoice Payments**

The following suppliers are paid by the University on a consolidated invoice and individual invoices must not be paid:

- Avis for car hire
- Blue Ribbon Uniform Services for laundry services
- Boise Cascade for stationery
- Corporate Express for stationery
- John Morris Scientific for Gilson pipetman equipment

2. Procedures and Guidelines

2.1 Applications

2.1.1 Approval

- (i) The University has a VISA Corporate Card Facility with the National Australia Bank (NAB).
- (ii) The Head of School or Head of Administrative Unit can:
 - (a) Approve an application for a University Corporate Card for a staff member, and
 - (b) Set monthly credit limits.
- (iii) A Principal Officer or Dean must authorise a non-staff member to be issued with a University Corporate Card. Refer to the [Delegations for Specific Activities and Financial Delegations](#) for details.

2.1.2 Steps in Applying for a University Corporate Card

- (i) The applicant reads the Corporate Card Procedures, completes and signs the [Corporate Card Application and Agreement](#) form.
- (ii) The applicant's Head of School or Head of Administrative Unit must sign the cardholder's application forms and complete the Corporate Card Authorising Officer Agreement. For non staff applying for a Corporate Card, a Principal Officer or Dean must authorise the issue of the card.
- (iii) For applicants within Faculties and Clusters:
 - (a) Forward the application form to the Head of School for approval for staff.
 - (b) For non staff, then forward the application form to the Principal Officer for approval recommendation.
 - (c) For non staff, then forward the application form to the Provost and Deputy-Vice Chancellor for approval.
 - (d) When approved, the application form is sent to the Corporate Card Administrator.
- (iv) For applicants in the Administrative Portfolios:
 - (a) Forward the application form to the Head of Administrative Area for approval for staff.
 - (b) For non staff, then forward the application form to the Director, Financial Services for approval recommendation, in conjunction with Head of Administrative Area.
 - (c) For non staff, then forward the application form to the relevant Principal Officer or Dean for approval.
 - (d) When approved, the application form is sent to the Corporate Card Administrator.
- (v) Once the application form has been approved, the Corporate Card Administrator or other staff with AUSTRAC verification will complete the 100-point ID verification with the applicant (refer to Appendix C for details on the 100-point ID verification).
- (vi) After the 100-point ID verification has been completed the Corporate Card Administrator shall ensure that the application is endorsed and arrange lodgement with

the NAB. The NAB takes between 5-7 working days to process a card once the application has been lodged.

(vii) The cardholder shall be advised when the card arrives. The card is issued following completion of formal training in the credit card management system.

2.2 Cardholders Procedures

(i) Cardholders are accountable for transactions incurred on their Corporate Card and for the safe keeping of their card. It is also the responsibility of the cardholder to follow up unknown transactions. (Refer to Section 2.8 Disputed Amounts)

(ii) Cardholders are required to maintain a record of the transactions incurred on their Corporate Card and to provide sufficient explanation of the nature and purpose of the transaction, using the credit card management system to record this information.

(iii) On a daily basis transactions will appear on the online bank statement in Spendvision. The [Spendvision User Guide](#) details the instructions for cardholders in more detail.

Cardholders will be required to:

- (a) Review the Statement to verify all the transactions listed, at the very least on a monthly basis.

Note: The last day of the accounting period for the credit card management system is normally the 25th of the month, with all transactions requiring coding and approval within the credit card management system by the 29th of the month if they require to be posted to the correct accounts in the period. Transactions that are not coded or approved by the end of the month are accrued to the cardholder's default accounts for posting to the correct accounts in the subsequent month.

- (b) Attach Tax Invoices and Receipts for each transaction that appears on the online statement. Tax Invoices are not required to be obtained or kept where the transaction value is less than AUD\$82.50 inclusive of GST (or converted foreign exchange equivalent) but sufficient explanation as to the purpose of the transaction must be entered within the credit card management system and the University retains the right to seek reasonable explanation for all credit card amounts. Where reasonable explanation cannot be given, the transaction will be considered a personal expense and referred to Internal Audit. It is still necessary for the recipient to retain some form of document (receipt, cash register docket) when claiming input tax claims.

NB: Corporate Card Transaction docketts are NOT valid Tax Invoices and are not sufficient to claim credits for GST paid. (Refer to Section 2.3 GST)

- (c) Attach other supporting documentation.
i.e. Screen prints of Internet orders
Letters/Memos explaining/approving the expenditure
Email correspondence/ File notes
- (d) Identify transactions on which FBT is payable and follow procedures outlined in section 2.4.
- (e) Identify asset transactions and provide the asset information, including location and serial number.
- (f) At the end of the accounting period, sign a copy of the online statement and attach all supporting documentation.

(iv) Where the cardholder has lost or misplaced tax invoices and receipts, they must complete and sign a [Corporate Card Lost or Unobtainable Receipts](#) form and attach it to a printed copy of the monthly Corporate Card Statement. The only exception to this is where the transaction value is less than AUD\$82.50 inclusive of GST (or converted foreign exchange equivalent), for which it is not necessary to obtain tax invoices or fill out an Unobtainable Receipt form. Sufficient explanation as to the purpose of the transaction must be entered within the credit card management system and the University retains the right to seek reasonable explanation for all credit card amounts. Where reasonable explanation cannot be given, the transaction will be considered a personal expense and referred to Internal Audit.

(v) The monthly Corporate Card Statement and all supporting documentation must be forwarded to the cardholder's Authorising Officer for review and approval. Once approved the original documentation is held with the cardholder unless stated otherwise. The cardholder is to retain at the University the signed and approved statements with the supporting documentation for six (6) years after the financial year audit has been completed. If the cardholder leaves the University or changes Faculty or Administrative area, these records are to be retained by the original Faculty or Administrative area.

(vi) The process for returning goods previously paid using the University Corporate Card are documented in the Corporate Card Returned Goods Procedure at Appendix A.

2.3 Goods and Services Tax (GST)

Tax Invoices

Tax Invoices must be obtained for all transactions that are inclusive of GST. Where a Tax invoice is not obtained, the University is unable to claim credits for GST paid.

The tax invoices must be attached to the monthly Corporate Card Statement. (Refer to Section 2.2 (iii))

The only exception is where the value of the transaction is less than AUD\$82.50 inclusive of GST; where the transaction value is less than this, Tax Invoices and Receipts are not required to be obtained or kept. It is still necessary for the recipient to retain some form of document (receipt, cash register docket) when claiming input tax claims.

A Corporate Card transaction docket is NOT a valid "Tax Invoice".

For further information on Tax Invoices refer to Section 3 in the [Tax-GST Guide](#).

2.4 Fringe Benefits Tax (FBT)

(i) Cardholders should become familiar with the types of Fringe Benefits that may arise with certain types of expenditure.

The most common types of Fringe Benefits associated with the use of Corporate Cards are "Tax Exempt Body Entertainment Fringe Benefits" and "Expense Payment Fringe Benefits". Detailed information about these Fringe Benefits can be obtained from the [Tax-FBT Guide](#).

(ii) Cardholders will be required to identify transactions on which Fringe Benefits Tax (FBT) is payable and to allocate that expenditure to the appropriate account classes.

(iii) The cardholder must provide details of the number of University staff and associates (ie, spouse, contractor) in attendance and the number of external clients (non-University staff or associates) in attendance on the on-line FBT questionnaire in the credit card expense management system.

(iv) The FBT liability will be automatically calculated in PeopleSoft General Ledger for each transaction in the FBT eligible account classes.

Example: Entertainment Fringe Benefit

The cardholder charges the full cost of a business lunch of \$150 (GST inclusive) to the Corporate Card. One University staff member and two clients (non-University staff) attended the lunch. Fringe Benefits Tax will be payable on one third of the cost of the lunch being the cost for the staff member.

The cardholder should complete the on-line questionnaire and record one employee and two clients in attendance. The correct account classes will be automatically selected:

5900 Entertainment – GST/FBT eligible \$ 50.00

5901 Entertainment – GST/non FBT eligible \$100.00

(Note: account class 5904 is used for Entertainment GST Free/FBT eligible).

2.5 Travel Expenses

Refer to the [Travel Policy](#) for details on travel where corporate cards have been approved to be used for travel.

2.6 Cash Claims (Out of Pocket Expenses)

All University travellers and Spendvision.com account holders MUST claim reimbursement for travel and non-travel related expenses, in Spendvision.com, Expense Management system (refer to section 10.6 of [Travel Policy](#)).

Non-travellers who do not have Spendvision.com account may claim reimbursement through Petty Cash for amounts less than \$25. Amounts over \$25 must be claimed through Spendvision.com only.

Effective 1st October 2008, 'Payment Request' forms for claiming travel or non-travel related reimbursements will not be accepted by Accounts Payable for payment processing.

2.7 Authorising Officers

(i) Authorising Officers are accountable for reviewing, certifying and authorising charges incurred by cardholders. The Authorising Officer should request any additional information or explanations that may be necessary to verify that the transactions are valid charges to the University.

(ii) The Authorising Officer also approves the electronic transaction in the credit card management system. (Refer to Section 3.2.2).

(iii) Authorising Officers must ensure that the cardholder is complying with Corporate Card Procedures and other relevant University policies and procedures. The Authorising Officer must request reimbursement to the University for any private expenditure incurred on the Corporate Card by declining the transaction and initiating recovery of the costs (account class 1196 should be charged for any private expenditure by the cardholder). The Authorising Officer can request that the cardholder's card be cancelled for non-compliance with University policies and procedures. Any misuse must be notified to the Corporate Card Administrator immediately.

(iv) The Authorising Officer must review the need for the Corporate Card for each cardholder under their supervision on a yearly basis.

(v) Where a cardholder resigns, the Authorising Officer is accountable for the recovery of the Corporate Card, ensuring that the card is cut in two and returned to Corporate Card Administrator for cancellation.

2.8 Corporate Card Administrator and Faculty Finance Directors

(i) The Corporate Card Administrator is accountable for the overall administration and management of the Corporate Card facility and all contact with the NAB Business Banking Centre in relation to applications for new cards, cancellations, increased credit limits. The Corporate Card Administrator is also responsible for the administration and management of cardholders within Administrative portfolios.

(ii) The Faculty Finance Director is responsible for the management of cardholders within their Faculty.

(iii) The Corporate Card Administrator, Internal Audit and Review and the Faculty Finance Director monitor compliance with Corporate Card Procedures and other relevant University policies and procedures. In consultation with the cardholder's Authorising Officer, Internal Audit and the Faculty Finance Director may request reimbursement to the University for any private expenditure that is incurred on the Corporate Card. They may also request that the card be cancelled due to non-compliance of the cardholder with University policies and procedures.

(iv) The Corporate Card Administrator and the Authorising Officer are to monitor and follow up outstanding transactions not yet acquitted. (Note: Cardholders should acquit their Corporate Card Statement regularly). The cardholder should be contacted in the first instance and if still outstanding after two months, the cardholder's Authorising Officer. If cardholders have not fully acquitted their Corporate Card Statement for three consecutive months then the Corporate Card Administrator or the Faculty Finance Director will cancel the Corporate Card with approval of the Head of School or Head of Administrative Unit.

The term 'acquitted' means to verify the transaction as being proper and correct and allocate each transaction to the correct financial accounts in the credit card management system.

(v) The Corporate Card Administrator and the Faculty Finance Director are to monitor the continued need for the University Corporate Card for each cardholder on a regular basis, at least annually.

(vi) Investigations by Internal Audit into misuse of a Corporate Card will activate temporary suspension of the Corporate Card. The temporary suspension will occur during the investigation period until the investigation is complete.

2.9 Disputed Amounts

(i) It is the cardholder's responsibility to ensure that all expenses listed on the online Statement issued by the NAB are correct. Where a cardholder does not agree with a transaction that appears on their Corporate Card Statement, they need to investigate this with the supplier and where necessary, lodge a dispute with the NAB through the dispute form within the credit card management system.

The cardholder should undertake the following steps when a transaction is a duplicate or is not recognised:

- (a) Contact the supplier and attempt to verify the transaction;
- (b) If unable to resolve, click on the disputed transaction box within the credit card management system and complete the online form.
- (c) Fax this form to the NAB at (03) 9208 5666 and provide a copy to the Corporate Card Administrator at (02) 9351 8729.
- (d) Answer the online questionnaire by clicking on the "Details" dialog box. This classifies the dispute to account class 6783 and allows tracking of the transaction in dispute.

Note: The Corporate Card Administrator maintains a Disputed Transaction Register for reconciliation purposes.

(ii) When a cardholder lodges a dispute, the bank sends a confirmation letter acknowledging receipt of the dispute request and outlining their procedures to investigate the claim. This letter will be sent to the Corporate Card Administrator who will retain a copy, forwarding the original advising the cardholder of the confirmation from the bank. Credit Card Scheme rules gives the bank up to 90 days to resolve the dispute.

(iii) If the cardholder wins the dispute, the bank processes a credit to the cardholder's Corporate Card. This credit will appear on the on-line NAB card statement in the month the credit is granted.

(iv) Should the transaction be substantiated by the merchant's bank as having been authorised by the cardholder and was correctly charged to the cardholder's statement, a \$5.00 voucher retrieval fee per investigated transaction will be debited to the cardholder's account to cover the cost of investigating the dispute.

2.10 Bank Fees and Charges

(i) The University is charged an annual fee for each cardholder, which is paid for the year in advance. The fee is listed on a cardholder's statement in the month the card is activated.

(ii) This fee is not charged to the cardholder's department/unit but is paid centrally by the University. It is not included in the initial debit (refer to section 3.2.1) to the cardholder's nominated account. The cardholder does not have to provide any documentation in relation to this fee or include it in the transfer journal (refer to section 3.2.2).

2.11 Lost or Stolen Cards

If a card is lost or stolen, the cardholder must inform the National Australia Bank for immediate cancellation (NAB dedicated telephone line 1800 033 103, 24 hours, 7 days a week). The cardholder must also inform the Corporate Card Administrator via

- email at pcardhelp@finance.usyd.edu.au, or
- phone on (02) 9036 9424
- facsimile on (02) 9351 8729

and their Authorising Officer.

2.12 Increasing/Decreasing Credit Limits

(i) Cardholders within Clusters or Faculties must arrange the increase or decrease in monthly credit limit using the [Corporate Card Profile Amendment](#) form through their respective Head of School and Faculty Finance Director. Cardholders within Administrative Portfolios must request the increase or decrease in credit limit through their Head of Administrative Unit and Director, Financial Services.

(ii) The requests for increased or decreased credit limits once approved are forwarded to the Corporate Card Administrator.

(iii) The Corporate Card Administrator shall lodge the request with the National Australia Bank and the cardholder will be advised when the new credit limit takes effect.

2.13 Expiry of Corporate Cards/Replacement Cards

Close to the date of expiry of a Corporate Card, the National Australia Bank will automatically issue a replacement card. This renewal card will be delivered to the

Corporate Card Administrator who will advise the cardholder about collection with suitable photo ID.

2.14 Cancellation of Corporate Cards

If the cardholder resigns, moves to another department/unit or the card is no longer required, the Authorising Officer must advise the Corporate Card Administrator. The Corporate Card Administrator will advise when the card has been cancelled with the NAB after which the card should be cut into pieces and forwarded to the Corporate Card Administrator.

3. Internal Controls

3.1 Responsibilities/Accountability

<i>Officers</i>	<i>Responsibilities</i>
Cardholders	<ul style="list-style-type: none"> Responsible for complying with the Corporate Card Procedures. Responsible for the security and safekeeping of the Corporate Card. Ensuring that the Corporate Card is not transferred or shared with other University employees. Responsible for the use of the Corporate Card and for providing all supporting documentation for transactions.
Authorising Officers	<ul style="list-style-type: none"> Review, certification and authorisation of cardholder transactions. Ensure compliance with Corporate Card Procedures.
Corporate Card Administrator	<ul style="list-style-type: none"> Overall coordination, administration and management of Corporate Cards and implementation of controls. Administration and management of cardholders within Administrative Portfolios. Ensure compliance with Corporate Card procedures.
Cluster Finance Directors	<ul style="list-style-type: none"> Management of cardholders within their Cluster. Ensure compliance with Corporate Card Procedures by cardholders and Authorising Officers.

3.2 PeopleSoft Accounting Entries and Information

Transactions incurred on the University Corporate Cards are processed via an expense management system called Spendvision.com. These transactions, once verified, are processed for approval via electronic workflow to an Authorising Officer. Approved transactions are uploaded daily into the University's Financial System, PeopleSoft Financials.

There are two main stages in this process:

- Initial transaction entry
- Approval process

3.2.1 Initial Transaction Entry

Transactions are updated daily on the bank statement in Spendvision. No accounting entries are made to the University's Finance System until the approval process has been completed.

3.2.2 Approval Process

- Corporate Card charges must be coded and approved before the 29th of the month. This involves the cardholder correctly coding the online transactions to appropriate

account classes, claiming GST credits where applicable (refer to section 2.3) and applying FBT charges where applicable (refer to section 2.4).

(ii) Correct account classes, responsibility centres, project/grants, analysis codes (optional) and transaction descriptions (maximum 30 characters) must be included so the expenditure can be recorded accurately in the University's Financial System. Cardholders may also charge the transactions to different responsibility centres, project/grants and analysis codes (optional) where necessary.

(iii) Any transaction deemed to be private expenditure must be declined by the authorising officer in Spendvision. The declined transaction will default to account class 1196 which requires reimbursement by the cardholder to the University.

(iv) Credits made to the Corporate Card (i.e. refunds, dispute resolution credits) should be charged against the account codes that the original debit was charged to.

(v) The cardholder must indicate the correct GST and FBT coding in the credit card management system. Imported goods have a 0% GST default setting, whilst all other transactions have a 10% GST default setting. Transactions that do not attract GST need to have the GST coding changed, eg, bread, milk, fruit and vegetables.

3.3 Controls/Reconciliation/Reporting Activities

(i) Expenditure incurred on University Corporate Cards must be subject to review, certification and authorisation as detailed in this procedure. Any unauthorised expenditure must be reimbursed by the cardholder or will be recovered by the University.

(ii) The Corporate Card Administrator is responsible for ensuring the total monthly Statement balances are reconciled to the direct debit from the University's bank account and the transactions recorded in the University's Financial System.

(iii) The Corporate Card Administrator will monitor the transactions processed and the use of the Corporate Cards with the Cluster Finance Teams (see section 2.7 above).

(iv) Audits are conducted at regular intervals by Internal Audit.

(v) The Corporate Card Administrator and Cluster Finance Directors follow up cardholders who do not follow relevant policies and Corporate Card Procedures or who do not provide documentation that has been reviewed, certified and authorised by the cardholder's Authorising Officer. Where deemed appropriate a card may be cancelled for non-compliance with Corporate Card Procedures and other relevant University policies and procedures.

4. Related Information

4.1 Resources and web links.

(i) Training Materials

- [Spendvision User Guide](http://www.finance.usyd.edu.au/training_docs/sp-guide.pdf)
http://www.finance.usyd.edu.au/training_docs/sp-guide.pdf

(ii) References

- [Delegations for Specific Activities and Financial Delegations](http://www.finance.usyd.edu.au/docs/financial_delegations.pdf)
http://www.finance.usyd.edu.au/docs/financial_delegations.pdf
- [Finance and Accounting Manual](http://www.finance.usyd.edu.au/about/az.shtml)
<http://www.finance.usyd.edu.au/about/az.shtml>
- Motor Vehicle Procedures – University Owned (**currently being reviewed**)
- [Purchasing Policy](http://www.finance.usyd.edu.au/docs/purchasing_policy.pdf)
http://www.finance.usyd.edu.au/docs/purchasing_policy.pdf

- [Tax-FBT Guide](http://www.finance.usyd.edu.au/docs/fbt_guide.pdf)
http://www.finance.usyd.edu.au/docs/fbt_guide.pdf
- [Tax - GST Guide](http://www.finance.usyd.edu.au/docs/GSTguide.pdf)
http://www.finance.usyd.edu.au/docs/GSTguide.pdf
- [Travel Policy](http://www.finance.usyd.edu.au/docs/travel_policy.pdf)
http://www.finance.usyd.edu.au/docs/travel_policy.pdf

(iii) Forms

- [Corporate Card Application and Agreement](http://www.finance.usyd.edu.au/docs/corpcard_applic_agreement.doc)
http://www.finance.usyd.edu.au/docs/corpcard_applic_agreement.doc
- [Corporate Card Profile Amendment](http://www.finance.usyd.edu.au/docs/corpcard_profile_amend.doc)
http://www.finance.usyd.edu.au/docs/corpcard_profile_amend.doc
- [Corporate Card Lost or Unobtainable Receipts](http://www.finance.usyd.edu.au/docs/corpcard_lostreceipts.doc)
http://www.finance.usyd.edu.au/docs/corpcard_lostreceipts.doc

(iv) Appendices

- Appendix A – Corporate Card Returned Goods Procedure
- Appendix B – Corporate Card Dispute Resolution Process
- Appendix B continued – Allocation of Credit Received for a Disputed Transaction
- Appendix C – Corporate Card – 100 Point ID Verification

4.2 University Procedures superseded or replaced by this procedure:

- (i) Finance and Accounting Manual
- Corporate Card Procedures: 30 June 2008
 - Corporate Card Procedures: 5 April 2004
 - Mastercard Procedures
 - Purchase Card Procedures

5. Contact and Review

5.1 Contact

Unit: Corporate Card Administrator
 Phone: 02 9036 – 9424
 Fax: 02 9351 – 8729
 Email: pcardhelp@finance.usyd.edu.au

5.2 Review

The Finance and Accounting Manual will be reviewed annually and on an ad hoc basis if required.

The Chief Operating Officer and DVC will approve changes to policy following consultation with the Senior Executive Group and other procedural amendments as required.

Amendments to forms, schedules and web links will be processed by Financial Operations and Systems.

Amendments to the Finance and Accounting Manual procedures and forms are listed on the FS website under: -

- [FAM Amendments](#)
- [Amendments to Forms](#)

Please forward suggestions and comments on the Finance and Accounting Manual via the [Feedback Form](#).



CORPORATE CARD RETURNED GOODS PROCEDURE

This procedure outlines the process for managing the return of goods or credit note processes for those purchases acquired with the University of Sydney Corporate Card.

Open Accounting Period

It is the cardholders responsibility to:

1. Contact the supplier/ vendor for any items purchased using the Corporate Card that require the return of goods and need either a credit transaction or credit note prepared.
2. If the supplier/vendor will not guarantee a credit transaction the cardholder must raise this as a dispute within the credit card management system if it is within the open accounting period, i.e. this period has not yet been closed. (Refer Disputed Amounts procedure in section 2.8)
3. Once the supplier/vendor has been notified, arrangements should be made to have the good(s) returned to the supplier. Local processes vary for each supplier/ vendor on how this will be managed.
4. A Credit Transaction should be found on the online Bank Statement once the supplier/ vendor has processed this credit to the cardholder's University of Sydney Corporate Card.
5. The credit transaction must be coded to the account code where the original charges were debited. This will reverse the original transaction and have a net effect of zero on the account codes.
6. Where the supplier is unable to process a credit to the Corporate Card, the cardholder is responsible for securing a credit note from the supplier/ vendor for the good(s) returned. The credit note should be attached to the online Bank Statement for the accounting period and adjusted against future purchases with the supplier.

Closed Accounting Period

It is the cardholder's responsibility to:

1. Contact the supplier/ vendor for any items purchased using the Corporate Card to advise of the need to return the good(s). This must be completed at least within 90 days of the posting date of the transaction, bearing in mind the supplier may need to be advised earlier as per contract arrangements.
2. If the supplier/ vendor is not willing to guarantee a credit transaction, the cardholder must raise a manual dispute with the NAB, also advising the Corporate Card Administrator.
3. Once the supplier/vendor has been notified, arrangements should be made to have the good(s) returned to the supplier. Local processes vary for each supplier/ vendor on how this will be managed.
4. A Credit Transaction should be found on the online Bank Statement once the supplier/ vendor has processed this credit to the cardholder's University of Sydney Corporate Card.

5. The credit transaction must be coded to the account code where the original charges were debited. This will reverse the original transaction and have a net effect of zero on the account codes.
6. Where the supplier is unable to process a credit to the Corporate Card, the cardholder is responsible for securing a credit note from the supplier/vendor for the good(s) returned. The credit note should be attached to the online Bank Statement for the accounting period and adjusted against future purchases with the supplier.

Corporate Card Administrator Responsibilities

The Corporate Card Administrator is responsible for:

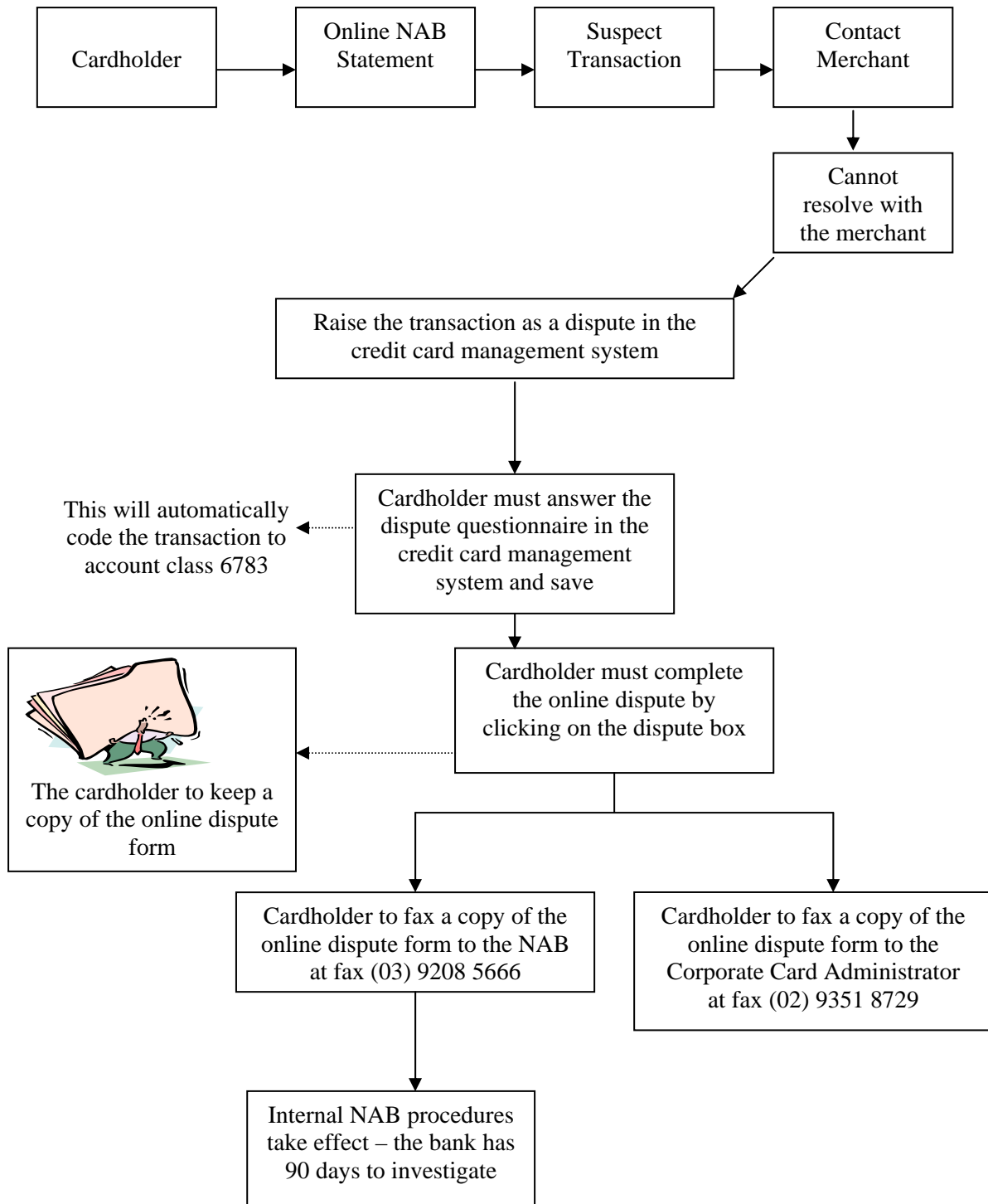
1. Managing the dispute transactions logged with the financial institution (National Australia Bank) liaising as the University of Sydney representative.
2. Assisting in the reconciliation of all disputed transactions prior to the payment of monies owing to the financial institution (National Australia Bank).

Should assistance be needed with this procedure or assistance with any Corporate Card process please contact the Corporate Card Administrator on (02) 9036 9424 or pcardhelp@finance.usyd.edu.au

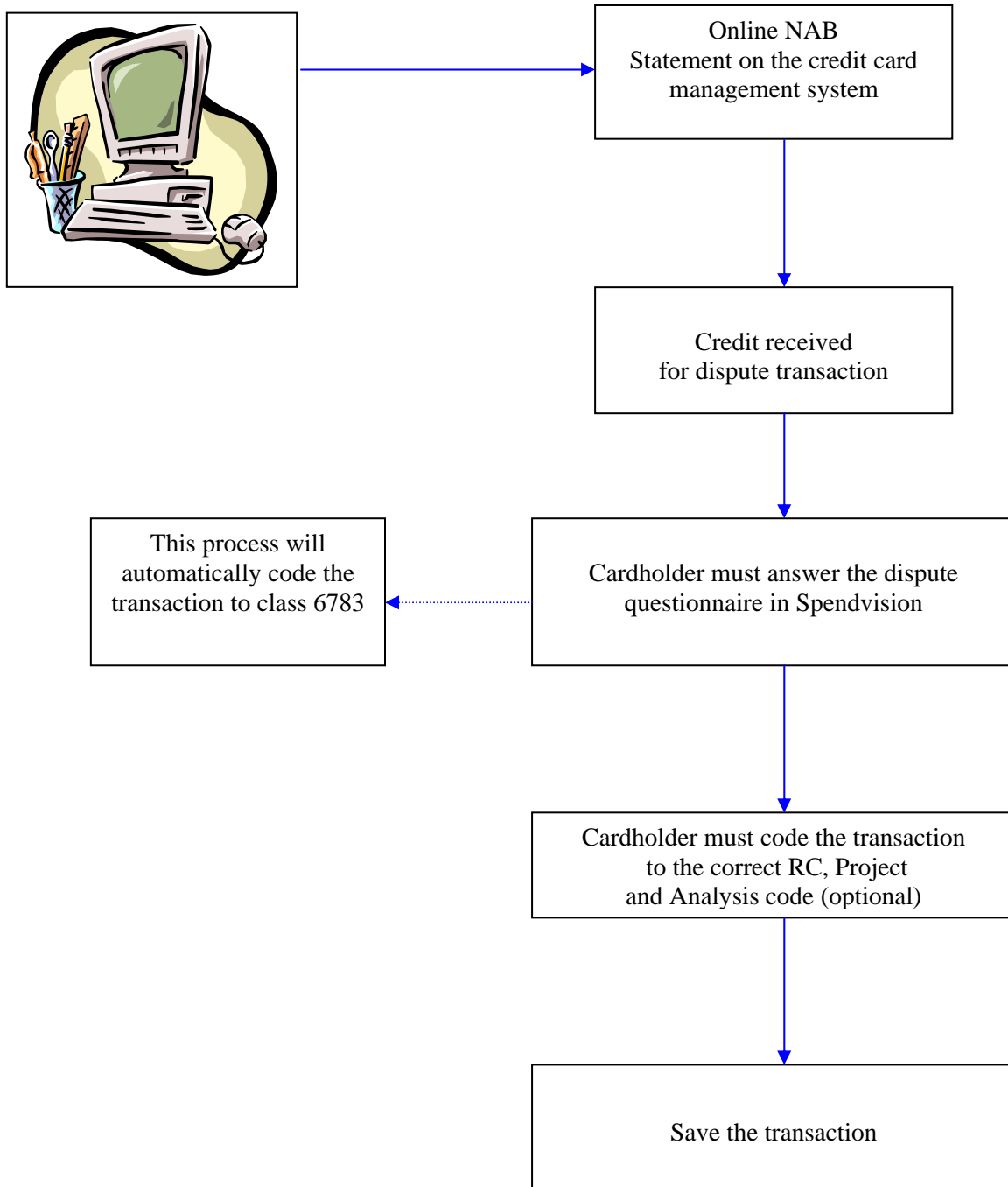
CORPORATE CARD DISPUTE RESOLUTION PROCESS

This procedure is a guideline for processing disputes identified through the use of the Corporate Card. The following flowchart provides a view of the process that is documented within the Corporate Card Procedures, Disputed Amounts Section 2.8.

Disputed Transaction Process



ALLOCATION OF CREDIT RECEIVED FOR A DISPUTED TRANSACTION





CORPORATE CARD – 100 POINT ID VERIFICATION

Successful applicants will be required to complete a 100-point ID check with the Corporate Card Administrator or a representative to the Corporate Card Program. The identity check is registered in the banks AUSTRAC system, which is the banks computer system for registering identification checks. It is not necessary to hold or open an account with the National Australia Bank in order to satisfy the 100-point ID check. A number of University officers have completed training in the AUSTRAC system and are approved to undertake verification on behalf of the NAB.

A score of 100 points is needed before the University of Sydney Corporate Card can be issued.

A list of acceptable identification and the 'score' earned by each Identification source is listed below:-

IDENTIFICATION SOURCE	POINTS SCORED
<i>Primary Documents (only one may be used)</i>	
Birth Certificate	70
Passport- current or expired within the preceding 2 years but not cancelled	70
International travel document	70
Citizenship Certificate	70
<i>Secondary Documents (any of the following secondary documents may be used, but only once)</i>	
Current National Australia Bank (NAB) Customer	100
Driver's Licence - Australian Government issue sealed in plastic with photograph or signature	40
Australian Public Service Employee ID Card	40
Other Australian Government issue ID Card	25
Social Security/Pension Card	40
Tertiary Student ID Card	40
Permit- Australian Government issue	40
Licence, eg International/foreign drivers	25
Licence- paper- Australian Government issue, eg interim drivers	25
Adoption or Marriage Certificate	25
Certificate of Title	35
Credit/Debit/ATM Card- multiples may be used, however, only one Card is permitted per Financial Institution	25
Electoral Roll records	25
Medicare Card	25
Mortgage/Security Document over property	35
Membership Card, eg Union, Professional, Trade Association, Club, Library, Video Library or other verification, eg Store account, ID Card – Overseas Government issue, Education	25
Records in the last 10 years	
Rates Notices eg Water, Council, etc	25
Statement of Account from a Financial Institution where account has been held for a minimum of 12 months	25

Utility Bills/Registration Notice, eg Electricity, Gas, Telephone, Card Registration, etc	25
Telephone Directory/Directory Assistance- to verify, we are required to make contact with you on that number	25
Written references from the following also fall within this category:	
Acceptable referee who must have known you for a minimum of 12 months	40
Current or previous employer within the last two years	35
Another Financial Institution where an account has been held for a minimum of 12 months	40
Other referee, eg landlord, rental agent, etc	25
Existing NAB customer who must have known you for a minimum of 12 months	40