Credit Card Procedure

Version | Approved by | Approval date | Effective date
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6.0     | Vice-President, Operations | 31 January 2023 | 31 January 2023

Procedure Statement

Purpose
This procedure supports the UNSW Credit Card Policy and provides clear direction on how UNSW credit cards are issued, used and managed.

Scope
This procedure applies to all University employees.

Are Local Documents on this subject permitted?
☐ Yes, however Local Documents must be consistent with this University-wide Document
☒ No

Procedure Processes and Actions

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1. Purpose of UNSW credit cards

The University provides a credit card facility to enable the secure purchase of goods and services in support of legitimate University business.

UNSW credit cards are intended to provide an efficient method of purchasing:

- Specific business expenditures described in the UNSW Business Expense Procedure; and
- Low value (below AUD $3,000 excl. GST) goods and services where no UNSW suppliers or UNSW panel suppliers are in place.

Staff issued with a UNSW credit card are in a position of trust regarding the use of University funds. Expenditure on a UNSW card must be in accordance with the fundamental requirements set out in the Credit Card Policy.
2. Roles and responsibilities in relation to credit cards

The roles and responsibilities under the Credit Card Procedure can be summarised as:

<table>
<thead>
<tr>
<th>Roles and Responsibilities Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role</td>
</tr>
<tr>
<td>Using credit card for appropriate uses</td>
</tr>
<tr>
<td>Maintaining original receipts (or invoices) for all creditcard purchases</td>
</tr>
<tr>
<td>Reconciling the credit card transactions within 30 days from the end of the calendar month</td>
</tr>
<tr>
<td>Approving the credit card expenditure within 21 days of submission of the credit card reconciliation</td>
</tr>
<tr>
<td>Monitoring credit card expenditure (Ref clause 5)</td>
</tr>
<tr>
<td>Ensuring credit card compliance</td>
</tr>
</tbody>
</table>

3. Eligibility

The University may issue a credit card to an applicant who:
- is a continuing or fixed term employee of the University;
- has an approved financial delegation;
- is required to make purchases as part of their role and responsibilities; and
- agrees to abide by the conditions of use as stated in the credit card application form, and to comply with the Credit Card Policy, this procedure and all other relevant University policies and procedures.

All exceptions to the above requires pre-approval from the Chief Financial Officer.

4. Procedure

All transactions on the card must be for a legitimate University purpose. The Finance website provides information on how to obtain, use and manage a UNSW Credit Card.

4.1. Application

To apply for a credit card, staff must complete the workflow request under myUNSW. All credit card users are to complete the online training assessment, made available upon receipt of their credit card.

4.2. Credit limits

Credit card limits are set to minimise risk to the University from misuse of cards without constraining staff in effectively undertaking their roles.

Default limits for credit cards are set at AUD $10,000 per month and individual transaction limits are set at AUD $3,000. Card Holders must not exceed their transaction and/or monthly limits and Card Supervisors must not approve such expenditure.

Increases to the default monthly or transaction limits must be approved by the Card Supervisor who holds the appropriate level of delegation by emailing financehelp@unsw.edu.au with the details of the Card Holder and limit change. The increase to default monthly or transaction limit must be within the Card Holders financial delegation. Transaction limits can be set at a lower limit than the default amounts by the Card Supervisor.
4.3. Safekeeping

Card Holders are responsible for the safe-keeping of their UNSW credit card and must keep their credit card secure and their Personal Identification Number (PIN) confidential at all times.

Where the credit card is used to make purchases over internet sites, the Card Holder must ensure the site has been confirmed as a secure site. Additionally, the Card Holder needs to ensure the website and/or search engines do not retain the credit card details for future purchases.

Lost or stolen cards must be reported immediately 24/7 to Westpac by telephoning 1300 651 089 (internationally by reverse charge to Westpac +61 2 9155 7700) or by visiting a branch. The Card Holder must also immediately report the loss to the Card Supervisor and Finance Help Desk by telephone (02 9385 3330) or email to financehelp@unsw.edu.au.

4.4. Credit card use

4.4.1. Acceptable and unacceptable use of UNSW credit cards

While this procedure and supporting documents aim to cover many credit card usage scenarios, Card Holders are expected to exercise prudent judgement (guided by the characteristics defined in the UNSW Credit Card Policy) and act in the spirit of this procedure when using their UNSW Credit Card. All expenses must be for a legitimate University purpose, meaning they are reasonable and appropriate in the circumstances, and publicly defensible.

The following is an indicative list of items categorised as considered acceptable or unacceptable use of UNSW credit cards.

<table>
<thead>
<tr>
<th>Items</th>
<th>Acceptable</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Low value goods/services less than AUD $3,000 (excl. GST)outside of UNSW supplier and UNSW panel suppliers</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2. Professional membership subscriptions</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>3. Conference fees (if unable to be serviced through UNSW's Travel virtual credit card facility)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>4. Expenses incurred in accordance with the UNSW Business Expense Procedure</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>5. General equipment and consumables less than AUD $3,000 (excl. GST), other than where there is a UNSW or UNSW panel supplier in place (ref section 4.4.2)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>6. Expenditure requested and made on behalf of the Card Supervisor or any other employee (ref section 4.4.5)</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>7. Goods or services to a value above AUD $3,000 (excl. GST) without authorisation (refer section 4.4.4)</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>8. Payment of fines or penalties</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>9. Laboratory consumables that require ordering via Jagg or through MyUNSW catalogues</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>10. Donations (including charitable or political) and sponsorship</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>11. Travel-related incidentals for which the Card Holder has received a per diem/travel allowance</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>12. Cash advances, including purchase of cash exchangeable products (e.g., Traveller's Cheques, foreign currency)</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>13. Recurring direct debits (unless pre-approved by the Chief Financial Officer)</td>
<td>✗</td>
<td></td>
</tr>
<tr>
<td>14. Any other purpose which the cardholder knows, or ought reasonably to know that constitutes inappropriate usage of the credit card</td>
<td>✗</td>
<td></td>
</tr>
</tbody>
</table>

4.4.2. UNSW suppliers and UNSW panel suppliers

Card Holders must familiarise themselves with the list of UNSW suppliers and UNSW panel suppliers. Where a UNSW supplier or UNSW panel supplier exists, the goods or services should be purchased through these suppliers by raising a purchase order approved in NS Financials rather than being paid via Credit Card in accordance with the UNSW Procurement Policy.
4.4.3. **Unavoidable private expenditure**

Use of credit cards for private expenditure is prohibited, even if that expenditure is intended to be subsequently repaid. It is recognised, however, that under certain circumstances it is unavoidable when connected to a legitimate business purpose or is incurred in as a genuine error.

In those cases, the Card Holder must reimburse the University via BPay using (Biller code 5181; Reference number being the Card Holder's credit card number) without delay and not later than within 14 days from transaction date. Private expenditure on credit cards is monitored to ensure that only unavoidable private expenditure is incurred.

4.4.4. **Expenditure requiring pre-approval**

Certain types of expenditure require pre-approval. Card Holders are required to attach evidence of approval along with the supporting documentation for the transaction. Table below lists relevant expenditure categories with the associated approvers:

<table>
<thead>
<tr>
<th>Type of expenditure</th>
<th>Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic and international travel pre trip approval ID (trip ID from UNSW’s travel system)</td>
<td>Person with the appropriate level of authority within the traveller's Faculty or Division</td>
</tr>
<tr>
<td>Training and conferences (if unable to be serviced through UNSW’s travel system)</td>
<td>Person with the appropriate level of authority within the Card Holder’s Faculty or Division</td>
</tr>
<tr>
<td>Transactions over AUD $3,000 (excl. GST)</td>
<td>Card Holders who hold the appropriate level of delegation</td>
</tr>
<tr>
<td>Recurring direct debits</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Expenditure otherwise contravening this procedure and/or the supporting policies and procedures</td>
<td>Chief Financial Officer</td>
</tr>
</tbody>
</table>

4.4.5. **Sharing credit cards**

The credit card is issued in the individual employee member’s name and sharing with any other person is prohibited.

The Card Holder must not redirect purchases to their subordinate’s credit card in the same way as a Card Supervisor must not approve transactions that relate specifically to themselves.

Where a transaction is made for the general functioning (such as room hire, small equipment purchasing etc) for office, school or administrative unit, an authorised employee as agreed by Divisional Head or appropriate delegate, may utilise their UNSW credit card.

4.4.6. **Supporting documentation requirements**

Original receipts and tax invoices must be obtained for all transactions, including Paywave (contactless) transactions. Receipts/invoices without a description of goods or services supplied are not acceptable (i.e., EFTPOS receipts not accompanied by tax receipts, PayPal transaction printouts).

Tax invoices and receipts must contain clear and meaningful descriptions of the goods or services purchased. If the tax invoice does not provide an adequate description of the goods or services, the Card Holder may need to further clarify the nature of the expense through the comment field in the reconciliation process.

For expenditure requiring pre-approval (refer 4.4.4), pre-approval is required to be attached along with the underlying supporting documentation.

In the event of lost or unobtainable invoices/receipts a Missing Receipt Declaration must be completed and submitted. Supporting documentation attached must correspond to the option that is selected of Tax Invoice/Receipt/No Receipt on reconciliation.

Where expenditure on the card cannot be substantiated as expenditure for a legitimate University purpose, it will be treated as private expenditure, meaning that the amount must be repaid (refer 4.4.3) and the use of the card will be treated as a breach of the [Credit Card Policy](#) and this procedure.

4.4.7. **Transaction splitting**

Purchases must not be split into smaller transactions (or over multiple credit cards) to circumvent expenditure, transaction limits or procurement thresholds. Such actions will be viewed as a breach of this procedure.
4.4.8. Transactions while on leave

If the Card Holder is taking significant leave exceeding six (6) months (i.e., maternity leave, long service leave or extended sick leave) the Card Holder should notify Finance Helpdesk to bring the functional credit card limit to zero. This rule does not apply when approved by the Dean/Divisional Head (or equivalent) for example long service leave combined with research activities.

4.4.9. Actioning disputes

It is the Card Holder’s responsibility to action and resolve disputed credit card transactions with the bank and/or merchant within 28 days.

4.4.10. Deviation from this procedure

It is acknowledged that deviation from this procedure may be necessary in exceptional circumstances. Where this occurs, the Card Holder must seek approval of such deviation from the Chief Financial Officer or delegate. Such approval must be obtained before making a purchase and is required to be attached along with the transaction supporting documentation.

4.5. Administration

4.5.1. Reconciliation of the credit card

Credit card transactions must be acquitted and reconciled within 30 days from the end of the calendar month. Guidance on how to reconcile credit card transactions is available on the UNSW Finance Portal.

The cardholder must certify that all charges shown are correct and were incurred for specific business expenditure purposes. For each individual transaction provide a clear description and use the most suitable expense type. The Card Holder must ensure the option selected of Tax Invoice/Receipt/No Receipt is accurate based on the supporting documentation.

It is the responsibility of the Card Holder to obtain sufficient supporting documentation from the supplier in relation to each purchase made on their credit card (ref 4.4.6). This documentation must evidence that a transaction has been processed on the credit card and support the transaction as a valid business-related expense.

The below outlines the course of actions where credit card transactions remain unreconciled:

<table>
<thead>
<tr>
<th>Period outstanding</th>
<th>Action to be taken as per this procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 - 60 day balances</td>
<td>A warning email will be sent to the Card Holder and Card Supervisor, advising the credit card will be suspended if action is not taken immediately. Contact your Finance Services Team representative immediately.</td>
</tr>
<tr>
<td>61 + day balances</td>
<td>The credit card will be suspended without further warning. A letter will be sent to the Dean/Divisional Head or delegate advising of the action taken. In the absence of exceptional circumstances, expenditure on the credit card in the period which has not been reconciled and approved may be treated as private expenditure, meaning that the amount must be repaid, and the use of the card will be treated as a breach of the Credit Card Policy and this procedure.</td>
</tr>
</tbody>
</table>

4.5.2. Approval of the credit card transactions

Approvals must be completed within 21 days of submission of the credit card reconciliation by the Card Supervisors. Card Supervisors must verify that expenditure is in line with the requirements of this procedure and ensure appropriate tax invoices/receipts/approvals are electronically attached. Employees cannot approve their own expenditure.

The credit card transactions of the University Senior Executive will be approved by the Vice-Chancellor and President or their nominee.

4.6. Non-compliance and suspension/cancellation of Credit Cards

Failure to use the credit card in compliance with UNSW policy and procedures may result in suspension or cancellation of the credit card and a possible requirement for repayment by the employee. Non-compliance will be monitored by Finance, with significant cases assessed in accordance with the Escalation Process approved by the Chief Financial Officer (refer to Appendix 1 of the Business Expense Procedure).

Any non-compliance suspected of being intentional will be treated in accordance with the UNSW Fraud and Corruption Prevention Policy and escalated to Internal Audit for further investigation and may also be reported to the Independent Commission Against Corruption.
Card Holders who resign are responsible to inform financehelp@unsw.edu.au two weeks in advance of their exit date to ensure a timely cancellation of their UNSW Credit Card.

5. Monitoring of Credit Card expenditure

Credit Card expenditure will be monitored on a regular basis to ensure compliance with the Credit Card Policy and procedure and to identify potential inappropriate expenditure.

Faculties and Divisions are responsible for timely follow-up on the reported unreconciled and unapproved credit card expenditure on a monthly basis, Finance Operations will monitor the unreconciled and unapproved credit card expenditure. Card Holders who consistently fail to meet the reconciliation and approval deadline will be escalated to the Chief Financial Officer. The Chief Financial Officer will approve subsequent enforcement procedures such as suspension and/or cancellation of UNSW credit cards.

Periodically, Finance generates exception reports highlighting potential inappropriate expenditure, as defined by the Business Expense Policy and procedure. The Faculties and Divisions will be asked to respond to the exceptions highlighted in the reports. For all significant non-compliance items, a response is required within five working days.

Non-compliant expenditure will be dealt with in accordance with the Escalation Process. The Chief Financial Officer will approve subsequent enforcement procedures such as suspension and/or cancellation of UNSW credit cards or reimbursement to UNSW. All significant cases of non-compliance will be escalated to the relevant Dean and/or Divisional Head.

Periodic audits may be conducted into compliance with the Credit Card Procedure by Internal Audit.
Card Supervisor (Card Holder Supervisor) is normally the direct supervisor of the Card Holder, subject to them having sufficient financial delegation. Otherwise, the Card Supervisor is Card Holder’s other superior who has the sufficient delegation level.

Excessive expenditure
Goods and services purchased at terms disproportional to their worth to the University or generally considered excessive with reference to comparable prices or like goods or services.

Private Expenses
Any expense that is not for UNSW business purposes and/or does not meet requirements of this procedure.

Reasonable expenditure
Expenditure that can withstand the public disclosure test, thus the Card Holder has no qualms about disclosing the expenditure, being able to defend both its purpose and amount while highlighting the benefit to the University.

Reconcile
The processing of a card transaction in New South Financials so that its costing, GST and FBT expenses are coded to the appropriate ChartFields.

Senior officer
Dean, Divisional Head, Head of School, General Manager or equivalent.

Suspended card
Use of the card is suspended by reducing the available balance to $0 (zero) until further notice.

UNSW Credit Card
Credit card provided by the University and identified by UNSW branding.

Enterprise Agreement
UNSW Australia (Academic Staff) Enterprise Agreement or UNSW Australia (Professional Staff) Enterprise Agreement.

Direct debit
Regular payments automatically deducted by merchant from the credit card on set date or at set frequency, until advised to cease.

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved by</th>
<th>Approval date</th>
<th>Effective date</th>
<th>Sections modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Vice-President, Finance and Operations</td>
<td>16 April 2012</td>
<td>16 April 2012</td>
<td>New document</td>
</tr>
<tr>
<td>2.0</td>
<td>Acting Vice-President, Finance and Operations</td>
<td>26 July 2013</td>
<td>26 July 2013</td>
<td>Annual Review</td>
</tr>
<tr>
<td>3.0</td>
<td>Acting Vice-President, Finance and Operations</td>
<td>15 May 2014</td>
<td>15 May 2014</td>
<td>2.0 Definitions, 3.1 Responsibilities of Cardholder, 3.2 Responsibilities of Card Supervisor, 3.3 Responsibilities of Card Supervisor, 4.0 Obtaining a UNSW Credit Card</td>
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<tr>
<td>4.0</td>
<td>President and Vice-Chancellor</td>
<td>8 April 2016</td>
<td>8 April 2016</td>
<td>5.1 Unavoidable private expenses, 6.0 Credit Card limits</td>
</tr>
<tr>
<td>4.1</td>
<td>Administrative update by the Director of Governance</td>
<td>12 July 2016</td>
<td>12 July 2016</td>
<td>Section 1, 3, 5, 7.1-2: finance website links updated</td>
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<tr>
<td>4.2</td>
<td>Administrative update by the Director of Governance</td>
<td>20 March 2017</td>
<td>20 March 2017</td>
<td>Section 2; 5.1; 5.2; 5.3 and Supporting Documents updated</td>
</tr>
<tr>
<td>5.0</td>
<td>President and Vice-Chancellor</td>
<td>30 November 2017</td>
<td>30 November 2017</td>
<td>Full review</td>
</tr>
<tr>
<td>Version</td>
<td>Date</td>
<td>Date</td>
<td>Reason</td>
<td></td>
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<tr>
<td>5.1</td>
<td>Vice-President, Finance and Operations</td>
<td>9 August 2018</td>
<td>9 August 2018</td>
<td>Minor amendments to align content with other UNSW Procedures and improve clarity</td>
</tr>
<tr>
<td>5.2</td>
<td>President and Vice-Chancellor</td>
<td>12 August 2019</td>
<td>12 August 2019</td>
<td>Amended to include reference to the Escalation Process detailed in the Business Expense Procedure</td>
</tr>
<tr>
<td>6.0</td>
<td>Vice-President, Operations</td>
<td>31 January 2023</td>
<td>31 January 2023</td>
<td>Full review Updated alignment to business expense procedure 4.4.1 Use of credit cards 4.4.5 Card sharing 4.1 Application</td>
</tr>
</tbody>
</table>