



Version	Approved by	Approval date	Effective date	Next review
5.2	President and Vice-Chancellor	12 August 2019	12 August 2019	November 2020
<b>Procedure Statement</b>				
<b>Purpose</b>	This Procedure supports the UNSW <a href="#">Credit Card Policy</a> and provides clear direction on how UNSW credit cards are issued, used and managed.			
<b>Scope</b>	This Procedure applies to all University employees.			
<b>Are Local Documents on this subject permitted?</b>	<input type="checkbox"/> Yes, subject to areas specifically restricted within this Procedure.			<input checked="" type="checkbox"/> No
<b>Procedure Processes and Actions</b>				

**Contents**

1. Purpose of UNSW Credit Cards ..... 1

2. Roles and Responsibilities in relation to credit cards ..... 2

3. Eligibility ..... 2

4. Procedure..... 2

    4.1. Application ..... 2

    4.2. Credit limits ..... 2

    4.3. Safekeeping ..... 2

    4.4. Credit card use ..... 3

    4.5. Administration ..... 5

    4.6. Non-compliance and suspension/cancellation of Credit Cards ..... 5

5. Monitoring of Credit Card expenditure ..... 6

**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:

- Ad-hoc travel and accommodation;
- Other specific business expenditures described in the UNSW [Business Expenditure 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:

Roles and Responsibilities Matrix				
	<i>Card Holder<sup>1</sup></i>	<i>Card Holder Supervisor</i>	<i>Dean/ Divisional Head or delegate</i>	<i>Chief Financial Officer or delegate</i>
Using credit card for appropriate uses	✓			
Maintaining original receipts (or invoices) for all credit card purchases	✓			
Reconciling the credit card transactions within 30 days from the end of the calendar month	✓			
Approving the credit card expenditure within 21 days of submission of the credit card reconciliation		✓		
Monitoring <sup>2</sup> credit card expenditure			✓	✓
Ensuring credit card compliance	✓	✓	✓	✓

## 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 [Credit Card Portal](#) 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 and sign a [Credit Card Application form](#) and submit it for approval by the delegating authority.

### 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<sup>3</sup> by emailing [financehelp@unsw.edu.au](mailto:financehelp@unsw.edu.au) with the details of the Card Holder and limit change. 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.

<sup>1</sup> Or Finance Services Team (as agreed by Faculty or Division).

<sup>2</sup> As per the monitoring procedure (chapter 5) of this Procedure.

<sup>3</sup> Provided the new limits are within their financial delegation. If not, approval required from Card Holder's superior who has sufficient financial delegation level.

Where the credit card is used to make purchases over the 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 does 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](mailto:financehelp@unsw.edu.au).

#### 4.4. Credit card use

##### 4.4.1. Acceptable and unacceptable use of UNSW credit cards

Whilst this Procedure and supporting documents aim to cover many credit card usage scenarios, Card Holders are expected to exercise prudent judgment (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.

Items	Acceptable	Unacceptable
1. Payments for low value goods/services less than AUD \$3,000 (excl. GST) outside of UNSW supplier and UNSW panel suppliers	✓	
2. Deposits for low value goods and services less than AUD \$3,000 (excl. GST) outside of UNSW supplier and UNSW panel suppliers	✓	
3. Professional membership subscriptions	✓	
4. Conference fees	✓	
5. Travel and entertainment expenses incurred in accordance with the UNSW Business Expense Procedure	✓	
6. General equipment and consumables, other than where UNSW or panel suppliers exist (ref section 4.4.2)	✓	
7. Expenditure made on behalf of the card supervisor <sup>4</sup> .		✗
8. Goods or services to a value above AUD \$3,000 (excl. GST) without authorisation		✗
9. Payment of fines or penalties		✗
10. Laboratory consumables that require monitoring via Jagger and registration via the purchase order system		✗
11. Donations (including charitable or political) and sponsorship		✗
12. Travel-related expenditure, including meals and incidentals, for which the Card Holder has received a per diem/travel allowance		✗
13. Cash advances, including purchase of cash exchangeable products (e.g. Traveller's Cheques, foreign currency)		✗
14. Direct debits (unless pre-approved by the Chief Financial Officer)		✗
15. Any other purpose which the cardholder knows, or ought reasonably to know, constitutes inappropriate usage of the credit card		✗

##### 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](#).

<sup>4</sup> In other words a supervisor should not seek to circumvent the spirit of the Credit Card Policy by having their subordinate procure on their behalf

#### 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 genuine error. In those cases the Card Holder must reimburse the University via BPay<sup>5</sup> 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:

Type of expenditure	Approver
Domestic and international travel require approval/notification to be completed prior to making a booking	Person with the appropriate level of authority within the traveller's Faculty or Division
Training and conferences	Person with the appropriate level of authority within the Card Holder's Faculty or Division
Expenditure over AUD \$3,000 (excl. GST)	Person with the appropriate level of authority within the Card Holder's Faculty or Division
Direct debits	Chief Financial Officer
Expenditure otherwise contravening this Procedure and/or the supporting Policies and Procedures	Chief Financial Officer

#### 4.4.5. Sharing credit cards

The credit card is issued in the individual staff 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 the Card Supervisor must not approve transactions that relate specifically to themselves.

It is considered acceptable that executive assistants (or equivalent) make purchases on behalf of the cardholder (i.e. airfares, accommodation etc.) provided the expenditure relates to the cardholder. Where a transaction is made for the general functioning of the office, school or administrative unit, the executive assistant / administrative officer 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 cardholder may need to further clarify the nature of the expense through the comment field in the reconciliation process.

For expenditure requiring pre-approval (see 4.4.4), pre-approval<sup>6</sup> 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, unless the transaction value is less than AUD \$75.00 (excl. GST<sup>7</sup>). 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, and the use of the card will be treated as a breach of the *Credit Card Policy* and this Procedure.

<sup>5</sup> Biller code is 5181; reference number is the UNSW Credit Card number.

<sup>6</sup> For travel transactions where trip has been approved through the travel system, the Card Holder is required to include booking ID.

<sup>7</sup> GST cannot be claimed on these transactions and should be changed to 'nil' when doing the reconciliation.

#### 4.4.7. Transaction splitting

Purchases must not be split into smaller transactions (or over multiple credit cards) to circumvent expenditure or transaction limits. Such actions will be viewed as a breach this Procedure.

#### 4.4.8. Transactions whilst 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 a clear description and accurate coding of what the expense relates to must be provided.

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 (see 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:

Period outstanding	Action to be taken as per this Procedure
30 - 60 day balances	A <b>warning</b> 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 <a href="#">Finance Services Team</a> representative immediately.
61 + day balances	The credit card will be <b>suspended</b> 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.

#### 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. Staff members cannot approve their own expenditure.

The credit card transactions of the University Senior Executive will be approved by the President and Vice-Chancellor or his/her 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](mailto: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 the compliance with the Policy and Procedure and to identify potential inappropriate expenditure.

Faculties and Divisions are responsible for timely follow-up on the reported unreconciled and approved 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.

Based on the nature of the exceptions identified a quarterly report will be submitted to the Vice-President Finance & Operations and Internal Audit.

Periodic audits may be conducted into compliance with the *Credit Card Procedure* by Internal Audit.

<b>Accountabilities</b>	
<b>Responsible Officer</b>	Chief Financial Officer
<b>Contact Officer</b>	Director Group Financial Control
<b>Supporting Information</b>	
<b>Legislative Compliance</b>	Nil
<b>Parent Document (Policy)</b>	<a href="#">Credit Card Policy</a>
<b>Supporting Documents</b>	<a href="#">Business Expense Policy</a> <a href="#">Business Expense Procedure</a> <a href="#">Credit Card Application Form</a> <a href="#">Transaction Declaration Form</a> <a href="#">Escalation Process – potential non-compliant expenditure of UNSW funds (Appendix 1 of the Business Expense Procedure)</a>
<b>Related Documents</b>	<a href="#">Procurement Policy</a> <a href="#">Procurement Procedure</a> <a href="#">Fraud and Corruption Prevention Policy</a> <a href="#">Travel Policy</a> <a href="#">Travel Procedure</a> <a href="#">Gifts and Benefits Procedure</a>
<b>Superseded Documents</b>	Credit Card Procedure, version 5.1
<b>File Number</b>	2017/26624
<b>Definitions and Acronyms</b>	
<b>Cancelled card</b>	Card is notified to Westpac as no longer active and can no longer be used

<b>Card Holder</b>	The staff member whose name appears on the UNSW Credit Card
<b>Card Supervisor</b>	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.
<b>Excessive expenditure</b>	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
<b>Private Expenses</b>	Any expense that is not for UNSW business purposes and/or does not meet requirements of this Procedure
<b>Reasonable expenditure</b>	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 whilst highlighting the benefit to the University.
<b>Reconcile</b>	The processing of a card transaction in New South Financials so that its costing, GST and FBT expenses are coded to the appropriate ChartFields
<b>Senior officer</b>	Dean, Divisional Head, Head of School, General Manager or equivalent
<b>Suspended card</b>	Use of the card is suspended by reducing the available balance to \$0 (zero) until further notice
<b>UNSW Credit Card</b>	Credit card provided by the University and identified by UNSW branding
<b>Enterprise Agreement</b>	<a href="#">UNSW Australia (Academic Staff) Enterprise Agreement</a> or <a href="#">UNSW Australia (Professional Staff) Enterprise Agreement</a>
<b>Direct debit</b>	Regular payments automatically deducted by merchant from the credit card on set date or at set frequency, until advised to cease.

#### Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Vice-President, Finance and Operations	16 April 2012	16 April 2012	New document
2.0	Acting Vice-President, Finance and Operations	26 July 2013	26 July 2013	Annual Review
3.0	Acting Vice-President, Finance and Operations	15 May 2014	15 May 2014	2.0 Definitions 3.1 Responsibilities of Cardholder 3.2 Responsibilities of Card Supervisor 3.3 Responsibilities of Finance 4.0 Obtaining a UNSW Credit Card 5.1 Unavoidable private expenses 6.0 Credit Card limits
4.0	President and Vice-Chancellor	8 April 2016	8 April 2016	All sections
4.1	Administrative update by the Director of Governance	12 July 2016	12 July 2016	Section 1, 3, 5, 7.1-2: finance website links updated
4.2	Administrative update by the Director of Governance	20 March 2017	20 March 2017	Section 2; 5.1; 5.2; 5.3 and Supporting Documents updated.

5.0	President and Vice-Chancellor	30 November 2017	30 November 2017	Full review
5.1	Vice-President, Finance and Operations	9 August 2018	9 August 2018	Minor amendments to align content with other UNSW Procedures and improve clarity
5.2	President and Vice-Chancellor	12 August 2019	12 August 2019	Amended to include reference to the Escalation Process detailed in the Business Expense Procedure