

CORPORATE CREDIT CARD PROCEDURE



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1 PURPOSE

- 1.1 This procedure outlines the requirements for the application and issue of corporate credit cards by CQUniversity. It establishes the parameters for appropriate use of corporate credit cards and the subsequent acquittal and approval of expenditure.

2 SCOPE

- 2.1 This procedure applies to all CQUniversity employees applying for or holding a corporate credit card issued by CQUniversity.

3 PROCEDURE

Eligibility

- 3.1 Employees with a direct involvement in procurement and/or travel activities on behalf of the University will be eligible for a corporate credit card upon recommendation from the relevant supervisor, Director or Senior Executive. Applicants must be a permanent employee of the University or be employed on a fixed-term contract with a duration of at least six months.¹

¹ Casual employees employed by the University Health Clinics may be eligible to apply for a corporate credit card subject to approval by the Chief Operating Officer or nominee (Deputy Director Financial Accounting and Operations).

Application

- 3.2 To apply for a corporate credit card the applicant should download the [Corporate Card Application Pack](#). The applicant must submit both the completed Acknowledgement and Declaration Form signed by the Dean of School/Head of Department/Head of Course and the Corporate Credit Card Quiz to Accounts Payable.
- 3.3 Applicants must nominate a monthly credit limit in consultation with their supervisor. The standard credit limit for corporate credit cards is \$3,000 however higher limits may be set where it is deemed necessary for the operations of the relevant business unit. All corporate credit card limits must be approved by an authorised officer.²
- 3.4 Accounts Payable will generate a link from the online CommBank portal sent out to the applicant to complete within 48 hours. Accounts Payable will verify and authorise the application in accordance with the University's [Authorities and Delegations Register](#). Applicants will be required to provide acceptable verification of their identification through one of the following measures:
- 100 points of identification in accordance with the Commonwealth Bank's list of acceptable documents and identification points
 - Australian or overseas issued drivers licence, or
 - evidence of an existing Commonwealth Bank account held in the applicant's name.
- 3.5 Copies of identification must be provided through the link.
- 3.6 All completed applications will be reviewed by Accounts Payable and must be approved by an authorised officer.³
- 3.7 Upon acceptance and approval of an application, Accounts Payable will forward the necessary documentation to the card provider for processing. The applicant's card will be provided by the card provider within three weeks of receipt of a full and complete application. Cards will be issued to the Finance Directorate and will be delivered to or collected by the cardholder upon arrival.
- 3.8 Upon receiving their corporate credit card, cardholders must sign and activate the card prior to use. Cardholders are responsible for reviewing any documentation provided by the card issuer (e.g. Conditions of Use) and must comply with such requirements.

Usage and exclusion

- 3.9 Corporate credit cards are provided by the University as a cost effective and efficient facility to supplement the purchasing, invoicing and travel processes of the University. They are a means of payment only and in no way substitute appropriate purchase and approval processes for the commitment of University funds.
- 3.10 All purchases made on a corporate credit card must adhere to this procedure, the [Procurement Policy and Procedure](#) and the [Travel Policy and Procedure](#). Particular attention should be paid to any purchases using grant funding (e.g. limitations of use) and purchases that may be covered by existing government or University contracts.
- 3.11 The corporate credit card can be used anywhere MasterCard is accepted and must only be used for official University expenditure⁴ and in accordance with any prescribed transaction limits. Cardholders must ensure they have sufficient funds available prior to making a purchase.

² Authorised officers include the Deputy Director Financial Accounting and Operations; Manager Finance Operations; and Coordinator Accounts Payable.

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⁴ Recommended card usage may include supplies and consumables, travel related expenses, tools and hardware, subscriptions, books and publications, services and professional memberships and entertainment and meal expenditure (where appropriate).

- 3.12 Authorised transaction methods for use of the corporate credit card include the following:
- across the counter (in person)
 - telephone payments⁵
 - online via a secure website, and
 - purchases under \$3000 that comply with Procurement Policy and Procedure.
- 3.13 The corporate credit card must not be used for the following:
- purchase of capital equipment, computer hardware, mobile phones and attractive items over \$3000⁶
 - purchase of non-professional memberships (e.g. travel clubs)
 - purchase of non-employment specific professional memberships (e.g. Australian Institute of Company Directors)
 - cash advances
 - private expenditure
 - vaccinations, or
 - staff study (refer to [Staff Study Support Procedure](#)).
- 3.14 Corporate credit cards must only be used by the cardholder and must not be given to other employees to act on the cardholder's behalf. Additional cards will not be issued to delegates of the cardholder.
- 3.15 Cardholders must maintain security of their corporate credit card details and must not send credit card numbers to another party via email (either inbound or outbound).
- 3.16 Cardholders must obtain a valid tax invoice/tax receipt, as detailed in section 3.23 (or overseas equivalent) for all transactions incurred on their corporate credit card to substantiate the expenditure and enable any GST to be claimed.
- 3.17 Transactions deemed non-compliant with this procedure, the Procurement Policy and Procedure or the Travel Policy and Procedure will be considered misuse of the corporate credit card and/or misappropriation of funds. Cardholders must complete a [Corporate Credit Card Non-Compliance Form](#) and may face disciplinary action under the [Code of Conduct](#) and/or have their corporate credit card cancelled. Debt recovery processes will also be initiated in accordance with the [Collections Policy and Procedure](#).
- 3.18 Disputes between the cardholder and supervisor over what is considered a non-compliant transaction will be dealt with by the Chief Operating Officer.

Acceptance and acquittal of expenses

- 3.19 All cardholders must accept and acquit all transactions on their corporate credit card in the University's Financial Management System.⁷ It is expected that cardholders will finalise their acquittal within three weeks of the date of transaction. However, cardholders will be sent a weekly system generated email informing them of new, unacquitted transactions and are strongly encouraged to accept and acquit these prior to the end of the month in which the transaction occurred.
- 3.20 Cardholders must review and accept each transaction, ensuring that the expense is legitimate and was incurred by the cardholder. Where a charge appears incorrect or fraudulent, the steps detailed in the [Disputed transactions](#) section must be followed.

⁵ When making a telephone payment, cardholders must ensure their payments are entered directly into an EFTPOS terminal or payment gateway. Requesting a transaction authorisation number (contained on the bottom of EFTPOS receipts) will validate the payment. Cardholders should also request a receipt/reference number for the transaction as confirmation of their order (including the amount to be charged).

⁶ Attractive items purchased as a gift or benefit (as defined in the [Gifts and Benefits Policy and Procedure](#)) may be purchased using a corporate credit card, where appropriate. The purchase must be in accordance with the [Gifts and Benefits Policy and Procedure](#) and a copy of the Gift Given Declaration Form included in the cardholder's acquittal.

⁷ The University's Financial Management System for corporate card acquittals is FinanceOne. Tutorials on accepting and acquitting corporate credit transactions can be found on the University's [Finance Directorate StaffNet page](#) and Totara.

- 3.21 Cardholders must provide an item and costing code for each transaction. Costings can be obtained from the business unit's management accountant or administration officer within the relevant responsibility area. Cardholders must also provide a description of each transaction, ensuring that it is meaningful enough to provide relevant information on the nature of each expense.
- 3.22 Cardholders must attach a valid tax invoice (or overseas equivalent) to substantiate each transaction. EFTPOS receipts are not considered a tax invoice. Where the transaction relates to a minor acquisition and is costed to Equipment Other or Specialist Equipment, a [New Asset Form](#) must also be attached to substantiate the purchase. Other supporting documentation may also be attached, where appropriate. Scanned copies of documentation is acceptable, however, the original hardcopy documents should be retained by the cardholder as per [Records Management Policy and Procedure](#).
- 3.23 A valid tax invoice must include the words 'tax invoice' and include the following information:
- ABN of the supplier
 - GST inclusive price of the transaction, including a statement confirming the total price includes GST
 - date of issue
 - name of the supplier, and
 - brief description of the goods or services provided.
- 3.24 Where a valid tax invoice has not been obtained, the cardholder must attach a [Statutory Declaration](#) outlining a summary of the transaction, including date, amount and nature of the expense. In exceptional circumstances and where the total amount of the transaction is less than \$82.50 (including GST), the cardholder may attach a written summary of the transaction without the need for a statutory declaration.
- 3.25 Where a transaction relates to an entertainment expense⁸ (as detailed in the Travel Policy and Procedure), the cardholder must also attach a [FBT Entertainment Expense Form](#). Where the cardholder pays for meal expenditure relating to other travellers on official University business, an FBT Entertainment Expenses Form is not required, however the cardholder must note the names of all other travellers and details of the travel as part of the acquittal process.
- 3.26 Upon acceptance and acquittal of all transactions, cardholders must submit their corporate credit card transactions for review and approval by the relevant supervisor and financial delegate.

Approval of expenditure

- 3.27 Supervisors will receive a system generated notification that an employee has submitted corporate credit card transactions for review and approval.
- 3.28 All transactions submitted for approval must be reviewed by the cardholder's supervisor in the Financial Management System and approved in accordance with the Authorities and Delegations Register. Where the supervisor does not have the necessary delegation to approve the transactions submitted, they must be referred to the relevant manager, Director or Senior Executive for approval.
- 3.29 Supervisors must ensure all transactions are reasonable and legitimate business expenses and adhere to the requirements of the Procurement Policy and Procedure and Travel Policy and Procedure.
- 3.30 Where the supervisor deems an expense unreasonable, not a legitimate business expense or non-compliant with this procedure, the University will seek reimbursement from the cardholder in accordance with the Collections Policy and Procedure.
- 3.31 Supervisors must also ensure the attached scanned copy of each receipt is of suitable quality.
- 3.32 Transactions that are not approved, require additional information or amendment, or are not accompanied by a receipt of acceptable quality, must be rejected and a justification provided to the cardholder. The Financial Management System will return such transactions to the cardholder for review and further action as required.

⁸ 'Entertainment expenses' refer to meals and beverages provided for the purpose of entertainment. They may include meals paid for spouses, partners and associates of the cardholder, meals consumed in a social rather business situation or unreasonable consumption of alcohol. It also includes meals and beverages consumed as part of an entertainment experience (e.g. river boat cruise, theatre restaurant, etc.).

Escalation procedure

- 3.33 The University applies a five-step approach to the escalation and follow up of outstanding corporate credit Card transactions:
- Step 1: Initial reminder. Cardholders will receive a reminder notifying them of any outstanding transactions that have not been accepted and acquitted by the due date for acquittal.⁹
 - Step 2: Final reminder. Cardholders will receive a final reminder within three weeks of the due date for acquittal.¹⁰
 - Step 3: Suspension. Where a final reminder has been issued, and acceptance, acquittal and approval of outstanding expenditure has not been finalised within one week¹¹, the cardholder's corporate credit card will be suspended and notification forwarded to the relevant supervisor and Director or Senior Executive, where appropriate.
 - Step 4: Cancellation. Where a notification of suspension has been issued, and acquittal and approval of outstanding expenditure has not been finalised within three weeks¹², the cardholder's corporate credit card will be cancelled and notification forwarded to the relevant supervisor and Director or Senior Executive, where appropriate.
 - Step 5: Debt recovery. Where a corporate credit card is cancelled, the University will commence debt recovery processes for any outstanding expenditure in accordance with the Collections Policy and Procedure.
- 3.34 All outstanding and overdue transactions are cumulative. To limit the number of emails received, cardholders with outstanding transactions across multiple time thresholds (e.g. some transactions at the initial reminder stage and some at the final reminder stage), will only receive one notification or reminder which will be issued based on the age and escalation applicable to the oldest outstanding transaction/s.

Disputed transactions

- 3.35 Where the cardholder identifies a charge that appears fraudulent or incorrect, a [Corporate Card Dispute Form](#) must be completed. Completed forms must be forwarded to Accounts Payable within 30 days of the date of the disputed transaction. Failure to adhere to the 30-day timeframe, may result in the operational area accepting the transaction and the associated expense. A new card will be issued in accordance with the [Lost and stolen cards](#) section.
- 3.36 Accounts Payable will liaise with the card provider to investigate the transaction and determine if it is legitimate.

Administration and security

- 3.37 All corporate credit cards will be administered by the Finance Directorate. Some services may also be available through the relevant responsibility area on regional campuses.
- 3.38 Charges incurred on the corporate credit card are the responsibility of the University and not the individual cardholder (with the exception of private expenditure and instances of misuse). Use of the corporate credit card will not affect the cardholder's personal credit rating provided it is used in the manner intended by this procedure.
- 3.39 Cardholders are responsible for the security and safeguarding of their corporate credit card and credit card details. Full or un-truncated card numbers must not be recorded and/or stored in either hardcopy or electronic form on any University systems or network. Physical cards must be stored appropriately and not left in desks, unlocked cabinets or other locations where they may be accessible to unauthorised persons.

⁹ within three weeks of the date of the initial transaction.

¹⁰ within six weeks after the date of the initial transaction.

¹¹ within seven weeks after the date of the initial transaction.

¹² within 10 weeks of the date of the initial transaction.

Card renewals

- 3.40 Prior to expiry, the card provider will issue a new card directly to the cardholder in accordance with the expiry date printed on the card.
- 3.41 Upon receiving their new card, cardholders must notify Accounts Payable of their new card number to allow update in the University's Financial Management System.

Lost and stolen cards

- 3.42 In the event that a corporate credit card is lost or stolen, the cardholder must notify the card provider¹³ as soon as possible. Notification must also be forwarded to Accounts Payable.
- 3.43 It is imperative that cardholders report any lost or stolen cards as soon as they become aware, as by reporting the loss the cardholder and the University are relieved of any liability for future charges incurred.
- 3.44 Where a card is reported lost or stolen, the card will be cancelled and a new one issued. If the old card is located, it must be destroyed and cannot be reinstated.
- 3.45 Upon receiving their new card, cardholders must notify Accounts Payable of their new card number to allow update in the University's Financial Management System.

Cancellation and suspension of cards

- 3.46 The Chief Operating Officer may suspend or cancel an employee's corporate credit card at any time where an instance of misuse or non-compliance with statutory obligations and/or University policy and procedure has been reported and investigated. Examples may include:
- misuse or abuse of the corporate credit card
 - non-compliance with this policy and procedure and/or the Procurement Policy and Procedure or Travel Policy and Procedure , or
 - the cardholder undertaking an extended leave of absence from the University.

End of employment

- 3.47 Upon resignation, retirement or termination from the University, cardholders must contact Accounts Payable to return and cancel their corporate credit card and finalise any outstanding payments.
- 3.48 Supervisors must ensure that all corporate credit cards are returned in accordance with the University's departure checklist prior to resignation, retirement or termination of employees in their responsibility area.

Reinstatement of suspended or cancelled cards

- 3.49 Suspended corporate credit cards may be reinstated with the approval of the Chief Operating Officer upon full and complete acquittal of any outstanding transactions.
- 3.50 Where a corporate credit card has been cancelled, cardholders must seek the approval of the Chief Operating Officer and refer to the [Application](#) section to apply for a new card to be issued.

Extended leave

- 3.51 Where an employee takes periods of extended leave, it is the supervisor's responsibility to advise Accounts Payable. Extended leave may include maternity leave, sick leave, leave without pay, in excess of one month.

¹³ The current Corporate Credit Card provider is the Commonwealth Bank. Contact can be made by phoning 131 576.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Chief Operating Officer is responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.
- 4.2 The Finance Directorate is responsible for developing and implementing additional documents and guidelines as required, to support effective compliance with this procedure, including documents and guidelines relating to procurement and purchase of University goods and travel for official University purposes.

Reporting

- 4.3 The University will compile data on suppliers using corporate credit card usage data to negotiate purchasing agreements that improve payment performance, simplify administrative processes, effect strong cash management processes and improve overall service delivery.

Records management

- 4.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 4.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Authorities and Delegations Register](#)

[Code of Conduct](#)

[Collections Policy and Procedure](#)

[Corporate Card Dispute Form](#)

[Corporate Credit Card Application Pack](#)

[Corporate Credit Card Non-Compliance Form](#)

[FBT Entertainment Expense Form](#)

[Financial Accountability Act 2009](#) (Qld)

[Financial and Performance Management Standard 2019](#) (Qld)

[Gifts and Benefits Policy and Procedure](#)

[New Asset Form](#)

[Procurement Policy and Procedure](#)

[Queensland Procurement Policy](#)

[Travel Policy and Procedure](#)

[Treasurer's Guidelines for Use of Queensland Government Corporate Purchasing Card](#)

7 FEEDBACK

- 7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

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