****

guidelines

CORPORATE CARD

# Table

[0 Table 2](#_Toc35520635)

[1 Corporate Cards 4](#_Toc35520636)

[1.1 Who may hold a corporate card? 4](#_Toc35520637)

[1.2 Outside studies program (OSP) 4](#_Toc35520638)

[1.3 Use of Corporate Cards 4](#_Toc35520639)

[1.4 Applying for a Corporate card 4](#_Toc35520640)

[1.5 Who may hold an EVC card? 5](#_Toc35520641)

[1.6 Applying for an EVC card 5](#_Toc35520642)

[1.7 Corporate Card Limits 5](#_Toc35520643)

[1.8 Increase the limit on my card 5](#_Toc35520644)

[1.9 Use of Corporate Electronic Value Cards (EVC Card) 5](#_Toc35520645)

[1.10 EVC card limits and expiry dates 5](#_Toc35520646)

[1.11 Purchasing Store Gift Cards – other than EVC 6](#_Toc35520647)

[1.12 Purchasing Coles-Myer Gift cards: 6](#_Toc35520648)

[1.13 Travelling on University Business 6](#_Toc35520649)

[1.14 Cardholder responsibilities: 6](#_Toc35520650)

[1.15 Authoriser/Manager responsibilities: 8](#_Toc35520651)

[1.16 Director Strategic Sourcing & Procurement responsibilities: 8](#_Toc35520652)

[1.17 Finance Division responsibilities: 8](#_Toc35520653)

[1.18 Corporate cards can be used for Entertainment 9](#_Toc35520654)

[1.19 Myki Cards 9](#_Toc35520655)

[1.20 Gifts 9](#_Toc35520656)

[1.21 Corporate Cards cannot be used for: 9](#_Toc35520657)

[1.22 Coffees, snacks and meals on corporate cards (includes tea, hot chocolate or any other beverage) 10](#_Toc35520658)

[1.23 Coding expenses in Expensify 11](#_Toc35520659)

[1.24 Reimbursement to the University for personal items charged to the Corporate Card 11](#_Toc35520660)

[1.25 Suspension of cards or disciplinary action 11](#_Toc35520661)

[1.26 Purchase of Chemicals 12](#_Toc35520662)

[1.27 Query GST/FBT 12](#_Toc35520663)

[1.28 Fraudulent transactions; disputed transactions; lost, stolen or damaged cards 12](#_Toc35520664)

[1.29 Get some training 13](#_Toc35520665)

[2 Forms and links 13](#_Toc35520666)

[2.1 Forms 13](#_Toc35520667)

[2.2 Links 14](#_Toc35520668)

# Corporate Cards

## Who may hold a corporate card?

* The following staff classifications paid by the La Trobe University HR payroll, may request and hold a Corporate Card:
  + Permanent
  + Fixed Term
  + Outside Studies Program (“OSP”) (on approval of the Head of Division or equivalent)
  + Chief Investigators (“CI”)
  + Casual staff in exceptional circumstances may hold a Corporate Card on the approval of the Head of Division or equivalent.
* The following staff classifications NOT paid by the La Trobe University HR payroll, may qualify to hold an corporate card linked to a cost centre or WBS upon approval from the relevant Head of School or equivalent:
  + Council members
  + Honorary
  + Emeritus
  + Adjunct
  + Conagoth
  + Outside Studies Program (“OSP”)
  + Chief Investigators if the CI owns the grant

## Outside studies program (OSP)

The Corporate Card can be issued to OSP recipients on approval of the Head of School. In special circumstances, i.e. when an OSP participant is travelling to a country where cards are not widely accepted, a cash advance may be issued prior to departure. It is the individual’s responsibility to organise any cash advance or request for corporate card at least three weeks prior to departure

## Use of Corporate Cards

* The La Trobe University Corporate Card may be used if:
  + the staff member has a regular or immediate requirement to purchase goods or services of low risk, low value on behalf of the University;
  + approval has been received from the appropriate line manager with the correct financial delegate authority.
  + The staff member is a traveller on University Business.

## Applying for a Corporate card

* Due to changes in banking regulations, the process for requesting a corporate card has changed From Tuesday 28 January 2020 Westpac now require new cardholders to complete the “[Cardholder Agreement](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0016/200824/WestPac_cc_cardholder_agreement.pdf)” form and attach the completed form to the online corporate card application form.
* A request for a University Corporate Card is made by clicking on the “[Online Corporate Card Application form](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/new-card_cxform)”.
* The traveller will require the manager’s approval with the correct financial delegation that accords with the correct [Financial Delegation Schedule – Major Table of Authorities](https://intranet.latrobe.edu.au/__data/assets/excel_doc/0018/141363/2019-03-01-Financial-Expenditure-Schedule-Revised.xlsx).
* A different credit limit may be requested under certain circumstances if approved by a line manager with the appropriate financial delegation authority.
* To request a different credit limit complete the [online](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/amendment_cxform) form. Finance will review the request and give the final approval after considering the reasons for the request.

## Who may hold an EVC card?

* All staff may request an Electronic Value Card for use as a gift card only if the line manager with appropriate Financial Delegation authority has approved the request.

## Applying for an EVC card

* To apply for an EVC card, complete the [Online Corporate Card Application form](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/new-card_cxform) and select “Electronic Value Card”. The approver must have the correct financial delegation authority that accords with the amount of the requested value.
* The EVC card cannot exceed the amount of $999.
* The requestor/business unit must keep detailed records of who the gift card is given to including name; date; amount and reason for gift.

## Corporate Card Limits

* Corporate Cards issued are subject to credit limits. There are 3 credit limits available:
  + $2,000 for purchasing goods and services
  + $7,000 for domestic travel; and
  + $15,000 for overseas travellers.
* Where a Corporate Card is issued with a limit of $2,000, the transactional limit will be $2,000.
* Where a Corporate Card is issued with a limit of $7,000, the transactional limit will be $5,000.
* Where a Corporate Card is issued with a Limit of $15,000, the transactional limit will be $7,000.
* Exceptions to the limits of corporate card limits must be approved by the Director Strategic Sourcing & Procurement.

## Increase the limit on my card

* There are some circumstances where the standard credit limits need to be adjusted.
* To apply for a different credit limit, seek approval from the appropriate financial delegate authoriser and submit a [limit adjustment](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/amendment_cxform).

## Use of Corporate Electronic Value Cards (EVC Card)

* A University employee may request an EVC Card if they hold eligibility and they have approval from the appropriate line manager with the appropriate financial delegate authority.
* Westpac Bank advised on 6 March 2020 that EVC cards can no longer be used for cash. This means that EVCs can only be used as gift cards. The recipient uses the card as a credit card.
  + A gift card may be loaded with a maximum value of $999.
* EVC cards will not be issued for staff travelling overseas.
  + Staff must use a corporate card for business related expenses whilst overseas.
  + If the overseas country does not regularly accept credit cards in certain regions (eg Vietnam local transport), the staff member should request a cash advance using the [Funds in Advance Request](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0022/136426/Funds-in-Advance-Request-Form.pdf) form.
  + The sum will be deposited into the staff member’s bank account prior to departing overseas.
  + The staff member must acquit the cash advance within two weeks of their return from the overseas business trip using the [Funds in Advance Acquittal](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0016/136600/funds-in-advance-acquittal.pdf) form.
  + The EVC card may only be used as a Gift Card
* You will need to keep detailed records of gift card distribution – including; name; date; amount and reason as you may be required to produce this information for audit purposes.

## EVC card limits and expiry dates

* EVC cards have a limit of $999.
* EVC/Gift cards expire after 15 months. The expiry date is printed on the card.

## Purchasing Store Gift Cards – other than EVC

* There are instances where store gift cards may be purchased through Finance for gift purposes.

**NOTE**: EVC and Gift cards for Research Participation payments can only be used as a specified in the National Human Ethics Guidelines – refer to the University [HREC website](https://www.latrobe.edu.au/researchers/research-office/ethics/human-ethics) for further information.

* Raise a Purchase Request for gift cards through the Ask Finance platform
* **NOTE**: if the gift card merchant is not an existing La Trobe vendor, you will need to submit a New Vendor Request through the Ask Finance platform. Procurement will liaise with you with regards to the possibility of using this vendor. Please engage with Procurement early in your contract negotiations in order that we may assist you in setting up a process for ordering your specific gift cards.
* Please use the Vendor Lookup through the Ask Finance platform to check if the merchant is already an existing vendor.
* Once the Purchase Request has been submitted and approved, Finance will process your request and purchase the required gift cards. When these have been delivered, Finance will contact you to arrange collection.
* You will need to keep detailed records of gift card distribution – including; name; date; amount and reason as you may be required to produce this information for audit purposes.

## Purchasing Coles-Myer Gift cards:

* Note – the University receives a 5% discount on the purchase of Coles-Myer gift cards.
* Raise a Purchase Request for gift cards through the Ask Finance platform (deducting the 5% discount from the total value of your request).
* Once the Purchase Request has been submitted and approved, Finance will process your request and purchase the required gift cards. When these have been delivered, Finance will contact you to arrange collection.
* You will need to keep detailed records of gift card distribution – including; name; date; amount and reason as you may be required to produce this information for audit purposes.

## Travelling on University Business

* The Corporate Card should be used wherever possible, to cover business related expenditure whilst travelling.
* Airfares must be purchased on the staff’s individual Corporate Card via the University Travel Booking System (Locomote) and through the University Travel Management Provider (FCM).
* Accommodation must be purchased on the staff’s individual Corporate Card via the University Travel Booking System (Locomote) and through the University Travel Management Provider (FCM).
* The University does not have Per Diems.
* The University uses ATO rates as a guide to determine travel expense rates to cover meals and incidental expenses when travelling domestically on University business (refer to [Travel Management Guidelines](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0034/139588/Travel-Guidelines.pdf) – Appendix A & B).
* Where a Corporate Card is used for travel, a cash advance or reimbursement should not be required except in exceptional circumstances.

## Cardholder responsibilities:

* Coding expenditure:
  + All Travel expenses must abide by the University’s Travel Management Policy and Guidelines.
  + The cardholder must ensure expenditure is 100% for University business and is responsible for all the transactions on their card.
  + The cardholder is responsible for the timely monthly coding and submission of the Corporate Card expenses attaching the matching receipts/tax invoices for each item.
  + All expenses must be submitted with supporting documentation for all purchases:
    - For domestic expenses more than $82.50 (including GST), the Cardholder is required to provide a valid tax invoice as supporting documentation.
    - For domestic expenses up to the amount of $82.50 (including GST), the Cardholder is required to provide supporting documentation (ie receipts or [Business Expense Verification Form](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0021/53607/Business-Expense-Verification-Form.pdf)) .
    - For all international expenses (regardless of the amount), the Cardholder is required to provide supporting documentation (ie invoice, receipts, sales record or [Business Expense Verification Form](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0021/53607/Business-Expense-Verification-Form.pdf)).
  + All supporting documentation should include merchant name, date and amount including GST portion if applicable.
  + In the event that an original invoice or receipt is lost or misplaced a [Business Expense Verification Form](https://webstat.latrobe.edu.au/url/intranet.latrobe.edu.au/__data/assets/pdf_file/0021/53607/Business-Expense-Verification-Form.pdf) must be submitted in Expensify to verify the expenditure.
  + Ensures their La Trobe University Corporate Card is securely controlled.
  + Is responsible and accountable for the accuracy of the expense acquittal into Expensify against the Corporate Card.
  + If a transaction in Expensify doesn’t appear to be the cardholders; immediately contact the Merchant directly and dispute the transaction. If after reviewing the Merchant’s response, the card holder still believes the transaction is not theirs, complete the Dispute Transaction form online. A copy of the correspondence from the Merchant must be forwarded to [corporatecard@latrobe.edu.au](mailto:corporatecard@latrobe.edu.au) as evidence the card holder has contacted the Merchant.
  + Must ensure that the card is not used for purchases for items that the Strategic Sourcing and Procurement have preferred supplier agreements with unless prior approval is obtained from the Director, Strategic Sourcing and Procurement.
  + Must sign a declaration stating that they have read and understood the Corporate Card Policy, and Guidelines at the time of collecting their new Corporate Card from the Corporate Card Administrator.
  + If staff member is transferring to a different department:
    - Ask your new line manager if your new role requires a corporate card. If not:
      * submit an online cancellation request.
      * Return their Corporate Card to the line manager for prior to transfer to new department.
      * Ensure all expenses have been approved and coded prior to last day working at department.
    - If your new role permits the use of a corporate card, your transaction report will automatically workflow to your new financial delegation authoriser
  + Prior to departing the University:
    - Notify line manager of their departure date or last working day at the University.
    - Seven days prior to departure, submit a cancellation request.
    - Returns their Corporate Card to the line manger upon transfer/resignation of employment.
    - Ensure all expenses have been approved and coded prior to last day at University.
  + If a corporate card is damaged or cancelled, the card must be returned to Corporate Card Administrator.
  + Lost or stolen cards:
    - Immediately report their lost or stolen Credit Card to Westpac Bank (Domestic: 1300 650 107 or International: +61 2 9374 7082) and then to the Corporate Card Administrator by phone 9479 3114 or international +613 9479 3114.
  + If fraudulent transactions are detected on the corporate card, the cardholder must immediately contact the Bank; notify the Corporate Card Administrator and their Manager.

## Authoriser/Manager responsibilities:

* Staff classified as Expensify Authorisers must have the relevant financial delegated authority as per [Instrument of Delegation (Financial Expenditure)](https://intranet.latrobe.edu.au/__data/assets/excel_doc/0018/141363/2017-07-27-Financial-Expenditure-Schedule-Revised.xlsx)
* Is responsible for the corporate card payment approval in a timely manner each month.
* Verifies that transactions are 100% University business related and are all supported by tax invoices/receipts/Business Expense Verification form as required by the University’s Policy and Guidelines.
* All expenses must be submitted with supporting documentation for all purchases:
  + For domestic expenses more than $82.50 (including GST), the Cardholder is required to provide a valid tax invoice as supporting documentation.
  + For domestic expenses up to the amount of $82.50 (including GST), the Cardholder is required to provide supporting documentation (ie receipts or [Business Expense Verification Form](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0021/53607/Business-Expense-Verification-Form.pdf)) .
  + For all international expenses (regardless of the amount), the Cardholder is required to provide supporting documentation (ie invoice, receipts, sales record or [Business Expense Verification Form](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0021/53607/Business-Expense-Verification-Form.pdf)).
* Ensures that the Cardholder has reported any Disputed/Fraudulent transaction to the Bank .
* Instructs staff member to contact the Merchant directly and dispute the transaction prior to submitting the Dispute Transaction online form. A copy of the correspondence from the Merchant must be forwarded to [corporatecard@latrobe.edu.au](mailto:corporatecard@latrobe.edu.au) as evidence the staff member has contacted the Merchant.
* Ensures that any Fraudulent transactions on a staff member’s card are reported to the Bank by the Cardholder.
* May delegate the approval authority to another staff member provided that the staff member is identified in the [Instrument of Delegation (Financial Expenditure)](https://intranet.latrobe.edu.au/__data/assets/excel_doc/0018/141363/2017-07-27-Financial-Expenditure-Schedule-Revised.xlsx)
* May delegate the approval authority to another staff member if that person has been nominated to act in their position and the 'Acting in another Position Form" has been submitted to HR.
* Cannot give his/her Expensify username and password to any other person.
* Cannot code, submit and also authorise the same Corporate Card transactions.
* Where employment is terminating, either by the Cardholder or the University, the Manager must ensure that prior to any staff departing the University, the Cardholder has:
  + Surrendered their corporate card;
  + Submitted an online cancellation request form; and
  + have all expenses coded and approved.

## Director Strategic Sourcing & Procurement responsibilities:

* monitor and oversee adherence with all compliance obligations for their areas of responsibility
* Through Internal Audit, undertake regular audit and assessments of transactional activity, with relevant stakeholders.
* provide guidance and support to employees on relevant compliance obligations, and promote a culture of compliance across the University;
* monitor, report and oversee all actual or potential breaches, ensuring the adequacy of corrective action plans to reinstate compliance and mitigate risk of reoccurrence.
* providing reporting in a timely manner, in accordance with this and/or other University Policies, and promptly respond to requests for information as/where required.

## Finance Division responsibilities:

* Finance have the final responsibility to approve the issuing of a Corporate Card to a staff member.
* Finance review all transactions on a monthly basis and will send reminders to those staff that have outstanding transactions Reminder emails will be sent as follows:
  + For transactions older than 30 days, the card holder will receive the first reminder email requiring them to code transactions and submit for approval as soon as possible.
  + For transactions older than 45 days the cardholder will receive the second reminder email requiring them to code transactions and submit for approval immediately.
  + For transactions older than 60 days, the School Manager and Admin Coordinator (or Executive Director and their Executive Assistant) will receive the list of non-compliant corporate cards for review prior to suspension.
  + When Finance Division receive notification that corporate cards should be suspended, the corporate card limit will be reduced to zero
* Finance have the final responsibility of cancelling or reducing the credit limit of the Corporate Card.
* To reinstate a corporate card when it has temporarily been suspended, submit a general enquiry through the Ask Finance platform.
* Finance ensure that all spend coded in Expensify complies with the FBT (Fringe Benefits Tax) Procedure where FBT has been incurred by the card holder.
* Finance will review usage of corporate cards. If a corporate card has been dormant for more than six months, Finance will endeavour to contact the cardholder or the cardholder’s line manager/approver, and where appropriate, suspend, reduce the limit to zero or cancel the corporate card.

## Corporate cards can be used for Entertainment

* Meal entertainment which is subject to FBT must be paid for by the University Corporate Card of the most senior staff member present.
* Entertainment expenses subject to FBT must be coded appropriately in Expensify:
  + Names of all attendees; date and reason for expenditure.
  + The expense must be coded in Expensify to the department’s cost centre or WBS and to the “Meals and incidentals (Domestic or International); “Entertainment (on or off campus)” or “Awards, prizes and tributes (to La Trobe Staff or to other)”

## Myki Cards

* The Corporate Card can be used to purchase and top up a departmental Myki card.
* The expense must be coded in Expensify to the department’s cost centre or WBS and to the “Public Transport” Category.

## Gifts

* Staff may purchase gifts for business purposes or gifts or tributes for staff e.g. milestone birthdays, family bereavement etc.
* Before purchasing a gift, approval must be sought from the staff member’s line manager and a threshold agreed upon.
* The line manager will have discretion as to the reasonable amount to be spent on the gift.
* University staff will have the option of utilising the one time use EVC Card as a replacement for store gift card purchases.
* The requestor will require the manager’s approval with the correct financial delegation that accords with the [Instrument of Delegation (Financial Expenditure).](https://intranet.latrobe.edu.au/__data/assets/excel_doc/0018/141363/2017-07-27-Financial-Expenditure-Schedule-Revised.xlsx)

## Corporate Cards cannot be used for:

* Personal expenditure at any time including when staff are travelling on university business. The University allows reasonable expenditure limits for meals and incidentals whist travelling on university business. Any other expenditure would be considered of a personal nature and therefore not permitted. For example, purchasing a non-academic novel to read on an airplane would be considered personal and therefore not permitted. Other personal expenses include but are not limited to:-
  + Mini bar expenses or duty free items
  + Non-academic books or magazines
  + Souvenirs
  + Items of clothing
  + Excess baggage
  + Store gift cards
* whilst a staff member is on annual leave.
* Items not for business use from online catalogues such as Istore on university equipment such as iPhones; iPads; laptops and computers. For purchase of any of these items, contact ICT.
* Motor vehicle fuel/oil/etc (unless fuel cards are not in the vehicle). Corporate Card should not be used to purchase fuel in private vehicles.

\*\*NOTE – there are some circumstances where a corporate card may be used:

* + if fuel cards are missing/not working or a driver cannot locate a close Caltex or BP petrol station; or
  + when purchasing fuel in an Avis/Budget or Hertz vehicle on University business.
* Cash withdrawals (Not available or permitted)

\*\*NOTE – if you require cash, please submit a Funds in Advance form and submit a General Request through the Ask Finance platform.

* Mobile phone purchases from any supplier other than the University's approved supplier or as authorised by the Procurement Unit.
* Any item that can be purchased using a university contract e.g. stationery.
* When travelling on University business, under no circumstances are costs associated with accompanying family members to be charged to the University’s Credit Card.

\* In instances of overseas travel, reasonable expenses, up to 15% may be claimed where tipping or gratuities are an accepted custom or required business practice of that country. However, if a service charge appears on the account it takes the place of the gratuity and an additional amount must not be included.

Note: Any expenditure of a personal nature (or purchases not allowed on corporate card) where the staff member has used his/her own funds will not be reimbursed by the University. The cardholder is expected to repay this expenditure.

## Coffees, snacks and meals on corporate cards (includes tea, hot chocolate or any other beverage)

* *Traveling on University Business:* 
  + When staff travel overnight and/or interstate on University business then they may claim reasonable meal allowances as noted in the [Travel Guidelines](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0034/139588/Travel_Guidelines.pdf) at Appendices A&B. The University follows the ATO recommended travel rates. These are a guideline only and staff should always spend with discretion with due consideration to where the funds are sourced – ie taxpayer money.
  + If staff are attending a conference where meals are included as part of the conference, then staff should not be claiming a separate meal expense.
  + As per the Collective Agreement (Section 27), staff on field trips can claim the field allowance for food and camping consumables up to the amount specified in the Agreement.
* *Not Travelling on University Business:* 
  + When staff are NOT travelling on University business – i.e. if you are meeting with a colleague for a discussion over a work-related matter and you buy a coffee – coffee should NOT be purchased on your corporate card. If you choose to have a coffee during a meeting, this is considered a personal expense and should be paid personally. This applies to coffee/tea/any other food or beverage.
* There are some instances where staff may be required to purchase a coffee for a contractor, a supplier; a colleague from another University or other external party. In these circumstances, the coffee can be paid on corporate card. As the expense then attracts FBT you must attach an invoice or receipt and code Expensify as follows:
  + In the Category Field – select “entertainment on or off campus” (whichever is relevant)
  + In the Description Field - list each person that received a coffee or food/beverage and the reason for purchasing the coffee, food/beverage eg. John Brown from Monash University for Finance project meeting.

## Coding expenses in Expensify

* Expensify is the University's electronic system for coding and authorising your Credit Card statements.
* All expenses must be submitted with supporting documentation for all purchases:
  + For domestic expenses more than $82.50 (including GST), the Cardholder is required to provide a valid tax invoice as supporting documentation.
  + For domestic expenses up to the amount of $82.50 (including GST), the Cardholder is required to provide supporting documentation (ie receipts or Business Expense Verification Form) .
  + For all international expenses (regardless of the amount), the Cardholder is required to provide supporting documentation (ie invoice, receipts, sales record or Business Expense Verification Form).
* Expensify [login](https://www.expensify.com/signin)
* If a transaction in Expensify doesn’t appear to be the cardholders; immediately contact the Merchant directly and dispute the transaction. If after reviewing the Merchant’s response, the card holder still believes the transaction is not theirs, complete the Dispute Transaction form on line. A copy of the correspondence from the Merchant must be forwarded to [corporatecard@latrobe.edu.au](mailto:corporatecard@latrobe.edu.au) as evidence the card holder has contacted the Merchant.

## Reimbursement to the University for personal items charged to the Corporate Card

* Where a staff member inadvertently purchased a personal item on their corporate card and they need to reimburse the University, the staff member will need to code the items to the Cardholder’s wassigned Cost Centre or WBS. Under the Category field, please ensure each item is coded to the relevant code . In the Comment field, the description should be “Personal charge”.
* The staff member then needs to repay the full amount of the personal charges by crediting the sum of money on to their corporate card at Westpac Bank.
* The staff member will need to code to the relevant code. In the comment field, the description should be “Refund – personal charge”.

## Suspension of cards or disciplinary action

* Any breach of the La Trobe University Corporate Card policy e.g.: use of card for personal expense, restricted purchases, exceeding credit/limits, splitting of invoices, failure to provide documentation, will be referred to the Director, Strategic Sourcing and Procurement. Any recommendation for withdrawal of the card or disciplinary action will be in accordance with the University Policies and Guidelines.
* Cardholders have one month from the statement date to ensure the expense acquittal process is complete i.e. all transactions coded, submitted and authorised, the only exception are those cardholders who are travelling overseas. Cardholders on overseas business travel will have two weeks from the date they return from overseas to complete their statements.
* Finance review all transactions on a monthly basis and will send reminders to those staff that have outstanding transactions Reminder emails will be sent as follows:
  + For transactions older than 30 days, the card holder will receive the first reminder email requiring them to code transactions and submit for approval as soon as possible.
  + For transactions older than 45 days the cardholder will receive the second reminder email requiring them to code transactions and submit for approval immediately.
  + For transactions older than 60 days, the School Manager and Admin Coordinator (or Executive Director and their Executive Assistant) will receive the list of non-compliant corporate cards for review prior to suspension.
  + When Finance Division receive notification that corporate cards should be suspended, the corporate card limit will be reduced to zero

## Purchase of Chemicals

* A Safety Data Sheet (SDS) must be supplied prior to first use of the chemical, and a current compliant Hazardous Substances and Dangerous Goods Risk Assessment be completed and readily available to all users. Many departments have their own risk assessment to be followed. Alternatively, further information regarding [Chemical Safety](https://intranet.latrobe.edu.au/human-resources/safety-wellbeing/operational-safety/chemical-safety) can be found at Risk assessment's [Operational Safety](https://intranet.latrobe.edu.au/human-resources/safety-wellbeing/operational-safety) intranet page.
* For more information, refer to the University’s [Occupational Health and Safety](https://intranet.latrobe.edu.au/human-resources/safety-wellbeing) website or contact the Health Safety & Environment (HSE) office on 9479 2462.

## Query GST/FBT

* [GST](https://intranet.latrobe.edu.au/tasks-and-processes/finance/tax/gst)
* [FBT](https://intranet.latrobe.edu.au/tasks-and-processes/finance/tax/fbt)

## Fraudulent transactions; disputed transactions; lost, stolen or damaged cards

* The Cardholder is to immediately report a missing, stolen or damaged corporate card to the Bank and notify the Corporate Card Administrator. Damaged corporate cards are to be returned to the Corporate Card Administrator for replacement.
* Fraudulent transactions:
  + Cardholders are responsible to immediately contact Westpac Bank on 1300 650 107 if fraudulent transactions are detected and the Corporate Card Administrator. This is important to prevent future fraudulent transactions.
  + The Cardholder must then complete the University on-line "Dispute Transaction" form and then the relevant Westpac documentation (which will be sent to them by Corporate Card Administrator).
  + Corporate Card Administrator will send the cardholder either the Westpac "Dispute Transaction" form or a "Fraud Claim" form for completion - depending on the issue.
  + Cardholder completes the relevant Dispute or Fraud claim form and returns form to Corporate Card Administrator.
  + The bank will then investigate the charge on the cardholder’s behalf.
  + Depending on the result of the investigation, the bank may then reverse the disputed charge in the current month, or the next month. This will appear as a credit in Expensify. This credit is to be coded using the expense type disputed in Expensify if the original transaction was coded to expense type disputed. If the bank decides the charge was valid the Corporate Card Administrator will raise a journal to clear the disputed transaction from the Disputed Expense account.
  + Cardholders must code disputed transactions to the expense type “Dispute Expense” in the “Category” field and it will automatically code to the dispute account in Expensify. Coding to “Dispute Expense” does not automatically raise a request with the Bank – the online Dispute a Transaction form must be completed.
  + If the expense is not coded to expense type disputed it will not be disputed to the Bank. The transaction must be coded, submitted and authorised within 90 days of the date of the transaction. If a staff request is submitted online in the last day or two before the 90 day period, there is no guarantee it will be submitted within the 90 day time frame. After this 90 day period Westpac loses all charge back rights and the merchant has no obligation to respond to our request for a refund.
  + Depending on the result of the investigation, the Bank may then reverse the disputed charge in the current month, or the next month. This will appear as a credit in The University’s Expense Management software tool. This credit is to be coded using the expense type disputed in The University’s Expense Management software tool if the original transaction was coded to expense type disputed. If the Bank decides the charge was valid Finance will raise a journal to clear the disputed transaction from the Disputed Expense account.
* Disputed transactions:
  + If Cardholders cannot identify a transaction that has been charged to their corporate card, they must contact the Merchant directly and dispute the transaction.
  + If, after reviewing the Merchant's response, the cardholder still believes the transaction is not theirs, then the cardholder should complete the University "Dispute Transaction" on-line form You can only dispute the full charge not partial. A copy of the correspondence from the Merchant must be forwarded to the Corporate Card Administrator as evidence that the Cardholder has contacted the Merchant.
  + Upon receipt of the dispute form, Westpac will investigate the transaction. Depending on the result of the investigation:
* The disputed transaction may be reversed in the current month, or the next month.
* If it is determined the transaction was valid the Corporate Card Administrator will raise a journal to clear the disputed transaction from the Dispute Expense category (GL account).
  + Note: if a Dispute Transaction form is not completed and provided to Westpac within 90 days of the transaction date it is unlikely to be successful; after 90 days Westpac loses charge back rights and the merchant has no obligation to respond.
  + Regardless of the outcome of the investigation, the disputed transaction (and reversal if received) must be coded in My Expenses to the Cardholder’s cost centre or WBS, the “Dispute Expense” category (GL account), included on a report, and submitted and approved.
* Terminating employment
  + Prior to resignation/termination of employment, a final reconciliation of all outstanding expenses on the Corporate Card must take place prior to departure (eg all expenses to be coded, submitted and approved).
  + The Cardholder must return their Corporate Card to the Line Manager or Corporate Card Administrator prior to resignation/termination of employment and the Line Manager must advise the Card Administrator in writing.

## Get some training

* Coding and approving University credit card purchases is done through Expensify. Cardholders or their delegates use Expensify to enter details about each credit card transaction, such as the purpose of the expenditure, tax status, documentation and account coding. Managers use Expensify to approve or reject the transactions submitted by their staff.
* Contact Finance Assist for training or assistance.

# Forms and links

## Forms

* [Online Corporate Card application form](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/new-card_cxform)

## Links

* [Online dispute transaction](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/dispute_cxform)
* [Online cancellation request](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/cancel_cxform)
* [Expensify Training Manual](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0021/65280/MyExpensesTrainingManual.pdf)
* [On-line credit/transaction limit adjustment](https://intranet.latrobe.edu.au/tasks-and-processes/finance/expenses-credit-cards/credit-cards/amendment_cxform)
* [Travel Booking & Approval System (Locomote)](https://ltu.locomotetmp.com/)
* [Funds in Advance Request](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0022/136426/Funds-in-Advance-Request-Form.pdf)
* [Funds in Advance Acquittal](https://intranet.latrobe.edu.au/__data/assets/pdf_file/0016/136600/funds-in-advance-acquittal.pdf)