

# Corporate Credit Card Procedure

## Section 1 - Preamble

(1) Corporate Credit Cards provide an efficient and effective payment method that eliminates purchase orders and invoice processing. Corporate Credit Cards are specifically designed for, but not restricted to, high volume low value (less than \$1,000) transactions and to assist staff members who travel on behalf of the University.

## Section 2 - Purpose

(2) This document outlines the procedures for the application issuing, using and cancelling of Corporate Credit Cards.

## Section 3 - Scope

(3) These procedures apply to staff members applying for and issued with a University Corporate Credit Card and/or who has responsibilities approving Corporate Credit Card expenditure..

## Section 4 - Procedure

### Application

(4) Staff members who are eligible and accept the conditions of use outlined in the [Corporate Credit Card Policy](#) and Corporate Credit Card Agreement must complete the online Application for/or Amendment to Corporate Credit Card in eCentre.

(5) The Delegate authorising the application is responsible for ensuring that there is a valid business need for a Corporate Credit Card. A business case must be endorsed by the relevant Direct Line Manager, before proceeding to application.

### Assessment

(6) Finance is responsible for the management of all Corporate Credit Cards and will review all applications to ensure the staff member is eligible prior to issuing the credit card.

### Collection

(7) Finance will notify cardholders by email when new and replacement Corporate Credit Cards are available for collection.

(8) All Corporate Credit Cards, with the exception of cardholders in remote locations, must be collected in person by the cardholder where the Corporate Credit Card Register is maintained.

### Private Expenses

(9) Charging personal transactions to a Corporate Credit Card is not permissible under any circumstances. In the event

that private expenses are charged to the Corporate Credit Card please contact [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au).

## **Documentation**

(10) Cardholders are responsible for obtaining tax invoices or receipts and all supporting documentation for Corporate Credit Card transactions.

## **Lost or Misplaced Documentation**

(11) Where tax invoices or receipts have not been obtained or lost (and are not replaceable) the cardholder must complete a Statutory Declaration, detailing the transaction and reasons for the expenditure, and declaring that the expense was incurred for official University business purposes.

## **Disputing a Transaction**

(12) Where a transaction charged to a Corporate Credit Card is in dispute, the cardholder is required in the first instance to attempt to resolve the dispute directly with the supplier.

(13) Where a transaction remains in dispute after ten working days, cardholders must:

- a. complete the relevant Corporate Credit Card Dispute Form with as much detail as possible and email to [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au); and
- b. place the transaction in dispute in the Finance System.

(14) Cardholders are required to advise the bank within thirty days of the statement date to chargeback a transaction so they do not lose their chargeback rights. After this period expires, the transaction may no longer be investigated through the card provider and the charges may remain. The transaction must then be coded back to the organisational unit. When the dispute is resolved and results in a credit to the Corporate Credit Card, the credit will be reflected on the next statement.

## **Return of Goods for Credit**

(15) A credit/adjustment or voucher note must be obtained from suppliers upon the return of any goods that were paid for by Corporate Credit Card. This documentation is required to substantiate the transaction.

## **Expense Report**

(16) Cardholders must code Corporate Credit Card transactions in the Finance System on a monthly basis.

(17) Finance conduct regular audits of Corporate Credit Card transactions and may seek additional information from cardholders.

## **Lost or Stolen Cards**

(18) Lost or stolen Corporate Cards must be reported immediately to the card provider and [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au). Contact details of the card provider can be found in your Corporate Credit Card Agreement.

(19) Any notification number or acknowledgement provided by the card provider must be retained by the cardholder as evidence of the date and time of notification.

(20) If the card is cancelled, a new card will be issued by the card provider and the cardholder will be notified.

(21) If the Card is damaged please contact [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au).

## Cancellation and Return of Corporate Credit Cards

(22) Corporate Credit Cards must be returned immediately to Finance by contacting [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au) when a cardholder:

- a. resigns from the University;
- b. retires from the University;
- c. is instructed to do so by an authorised Delegate; or
- d. is transferred to another position within the University and no longer requires a Corporate Credit Card.

(23) Cardholders who are transferred to another organisational unit may retain the Corporate Credit Card on approval from the relevant Delegate

(24) Cardholders who will be absent from work for any period longer than four weeks must notify [corporatecard@cdu.edu.au](mailto:corporatecard@cdu.edu.au).

## Section 5 - Non-compliance

(25) Non-compliance with Governance Documents is considered a breach of the [Code of Conduct - Staff](#) or the [Code of Conduct - Students](#), as applicable, and is treated seriously by the University. Reports of concerns about non-compliance will be managed in accordance with the applicable disciplinary procedures.

(26) All staff members have an individual responsibility to raise any suspicion, allegation or report of fraud or corruption in accordance with the Fraud and Corruption Control Governance Framework, [Fraud and Corruption Control Policy](#) and [Whistleblower Reporting \(Improper Conduct\) Procedure](#).

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	15th January 2022
<b>Review Date</b>	14th October 2024
<b>Approval Authority</b>	Vice-Chancellor
<b>Approval Date</b>	14th October 2021
<b>Expiry Date</b>	20th April 2022
<b>Responsible Executive</b>	Anne Coulter Vice-President Corporate and CFO
<b>Implementation Officer</b>	Anne Coulter Vice-President Corporate and CFO
<b>Enquiries Contact</b>	