

## Credit Card Policy

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<b>Owner</b>	<b>Finance</b>
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## 1 General Overview

This document details the University policy for the usage and administration of a University issued credit card. In the interests of value for money and the appropriate use of public funds, claimants are expected to be prudent in their spending and delegated authorisers, as per the [Delegated Level Authority Policy](#), are expected to be diligent in their review and approval of purchases. All expense reports and supporting receipts are subject to regular review by the University Auditors.

### 1.1 Responsibilities of the cardholder

The credit card is issued for your exclusive use, which means that you are responsible for all transactions made. This policy must be read prior to receiving your University credit card and the declaration in Appendix 3 must be signed and returned with your credit card application form. If this declaration is not signed, your credit card will not be issued.

### 1.2 Personal use is not permitted

All transactions made with the card must be wholly, exclusively and necessary in the performance of duties for the benefit of Glasgow Caledonian University and can only be for items that would be purchased by you as part of your normal responsibilities at work. **Knowingly using, or attempting to use, the credit card for personal purchases will be treated as gross misconduct under the terms of the University's Conduct and Capability Policy.** If this is done in error the Operational Services team in Finance must be contacted who will guide on the following steps including repayment via University's [online store](#) and the reconciliation of the credit card transaction.

### 1.3 When to use your credit card

Purchases should be made in accordance with Glasgow Caledonian University's current [Climate Conscious Travel and Expenses Policy](#) and [Procurement Journey](#). The card can be used by staff who regularly travel as part of their role at the University to pay for UK travel costs and subsistence costs on all travel. The card may also be used to purchase incidentals and items from suppliers not able to be adopted on to the University purchasing system, PECOS.

### 1.4 Advance against expenses

Staff can use the credit card to withdraw foreign currency during, or prior to, travel on University business. Any currency withdrawal or currency purchase must be approved by the appropriate delegated authoriser and fully accounted for with receipts for each transaction paid for with the withdrawal. Any exchange differences will be charged to the School/Department/Project to which the overall expenditure relates to. Any unused currency must be converted back to GBP at a currency exchange and paid via the [online store](#) noting the cardholder name and the iExpenses claim number.

**Cash withdrawals on University corporate credit cards are not permissible unless they are for foreign currency cash withdrawals.**

### 1.5 Card security

As a cardholder, you are responsible for your card and should never ask anyone else to take responsibility for it. The card must be kept in a secure place.

### 1.6 Lost or stolen cards

Immediately notify RBS on 0800 0964 743 (UK) during 8am-5pm, Monday to Friday. Please call 0370 600 0459 outside of these hours. or +44 1268 500 813 (Overseas). The new card will be sent to Finance and you will be contacted by a member of the team to come to the office and collect it. Please ensure you have your staff card when you come to collect your card.

### 1.7 Expiry Date

A new card will be issued approximately 14 days before the expiry date of the old card. The validity dates of the old and new cards do not overlap, so use the old card until the start date of the new card. If a replacement card is not received on time, contact the Operational Services team in Finance. Expired cards must be cut in half and disposed of. Your new card will only be issued once all charges have been reconciled.

### 1.8 Damage

If you damage your card contact the Operational Services team in Finance. The damaged card should be cut in half and returned to Finance following receipt of the new one.

### **1.9 Change of name**

If you have a change of name, contact the Operational Services team in Finance. A new card will need requested from the bank following a change of name submission form. The old card should be cut up and returned to Finance following receipt of new card.

### **1.10 Job/Department change**

Should a job move involve a change of department you must advise the Operational Services team in Finance. If the card is no longer required as part of your new role, the card must be cut in half and returned to the Operational Services team in Finance. All credit card transactions must be reconciled and approved prior to leaving your current role.

### **1.11 Leaving employment**

On leaving employment with Glasgow Caledonian University you must cut your card in half and return to the Operational Services team in Finance. All credit card transactions must be reconciled and approved prior to your leaving date.

### **1.12 Your liability**

Although the credit card is embossed with your name, the account and therefore liability is in the name of Glasgow Caledonian University. The card does not have an impact on your personal credit status.

### **1.13 Limits on spend**

Every card includes a built-in set of controls detailed on Appendix 2 which includes:

- A maximum value of any one purchase (single transaction limit)
- A maximum amount which can be spent in a month (monthly credit limit)
- Prevention of use against certain suppliers (merchant category blocks)

## **2 Using your Credit Card**

### **2.1 Where the card can be used**

Your credit card can be used at all outlets worldwide that accept card payments however you should check Appendix 2 for the list of merchant category blocks applied to the GCU card.

### **2.2 How to use the card**

#### **In person:**

Once price/delivery details have been agreed, transactions can be authorised through the use of your PIN. You must not place an order by phone and then send someone else with the credit card to pay for the goods.

#### **By telephone/online:**

Once price/delivery details are agreed, transactions can be made by quoting:

- Card number
- Expiry date on your card
- Full name (as printed on the card)
- CCV number – 3-digit security code found on the signature strip on the reverse of the card
- Ensure you are aware of the details the bank is using for your Multifactor Authentication.

Once the supplier has accepted the credit card details, you must:

- Obtain a reference number (this will make things easier if there is a dispute later).
- Ensure that any paperwork is marked 'Paid by credit card'

To ensure compliance with Payment Card Industry Data Security Standard (PCI DSS) requirements, card details must **never** be

1. sent by email
2. stored electronically on the University network (i.e. Excel worksheet, Word document)
3. written down

As the cardholder, it is your responsibility to be aware of the importance of card data security and protect your card details.

### **2.3 What if the supplier declines your card?**

The supplier will always run your card details through their card terminal (physical or online) for approval. If this is declined, they will be unable to accept your card for payment. The supplier will not know the reason for rejection. Check if any of the following apply:

- The cost of the goods/service is over your single transaction limit of £1,000
- You have exceeded your monthly credit limit of £5,000
- The purchase is in a merchant category that has been blocked for your card

Be aware of the limit on your card and act accordingly. The card issuer is not authorised to accept requests from any individual outside of Finance for increased limits at the time a transaction is attempted.

If you are blocked for a merchant category, or you feel that your authorised single transaction or monthly limit is insufficient, please raise this issue with the Operational Services team in Finance. A credit card change authorisation form will be sent to you to be completed to temporarily remove any merchant category blocks or increase limits. This form will be passed for review and approval by the Financial Controller.

The card issuer may block transactions if they suspect this to be fraudulent activity on the card. If the transaction does not fall into the above categories, the cardholder will need to contact the card issuer directly. Customer Service contact details for the card issuer will be found on the back of your GCU Credit Card. Additionally, please see Contact information in Appendix 1. Finance staff are unable to liaise with the card issuer on declined payments not related to single transaction limits, monthly limits or merchant category blocks.

### **2.4 Retaining receipts**

All receipts, goods received notes or paid invoices must be retained for purchases made using the card. A credit card transaction receipt is not sufficient, the receipt must be from the supplier and show the items purchased. If this is not automatically produced, please request the supplier to provide this.

## **3 Reconciling transactions**

- 3.1** The timely reconciliation of transactions in iExpenses is required with all items reconciled no later than 14 days of the statement date (i.e. 28<sup>th</sup> of every month). Reminders will be sent by Finance for entries out-with these timeframes. In the event of aged entries remaining unreconciled, Finance will place a hold on individual's cards.

Failure to comply with these timescales may result in the actions outlined in Appendix 3 being implemented.

### **3.2 What to do if a transaction appears that you do not recognise**

If possible, contact the supplier to obtain details. If you are unable to solve this, contact the card issuer who will assist in the dispute until it is resolved. Customer Service contact details for the card issuer will be found on the back of your GCU Credit Card. Additionally, please see Contact information in Appendix 1. This transaction should also be marked as disputed in Oracle iExpenses. It is the cardholder's responsibility to

follow up on disputes until a resolution is reached. Transactions should not be left in dispute indefinitely. If the card issuer is unable to resolve the dispute, this will require to be reconciled.

### **3.3 The supplier's price is greater than quoted**

If possible, contact the supplier direct in order to resolve the difference. If you are unable to solve the difference, contact the card issuer who will assist in the dispute until it is resolved. Customer Service contact details for the card issuer will be found on the back of your GCU Credit Card. Additionally, please see Contact information in Appendix 1. The transaction should also be marked as disputed in Oracle iExpenses. It is the cardholder's responsibility to follow up on disputes until a resolution is reached. Transactions should not be left in dispute indefinitely. If the card issuer is unable to resolve the dispute, this will require to be reconciled.

## **4 Refunds**

If a refund is due from a supplier, you must contact the supplier immediately to request the refund back to your card. You should confirm with the supplier that the refund has been made and ensure the refund is processed back to you card and appears in Oracle iExpenses.

The initial transaction will appear on iExpenses as well as the refund transaction. If you have marked the original transaction as disputed, you should remove the dispute and reconcile both transactions using the same expense type in iExpenses.

## **5 Authorisation**

Your line manager (or other designated authorising person) must approve your credit card transactions via your submitted claim on Oracle iExpenses.

## **6 Returning receipts**

Receipts for all reconciled transactions must be returned to the Operational Services team in Finance with a note of the claim number to [iExpenses@gcu.ac.uk](mailto:iExpenses@gcu.ac.uk). Finance will check your receipts and complete an audit on your claim. If there are any receipts missing that have not been marked as missing, you will receive a notification from Finance requesting any missing receipts forwarded to Finance or you may have to withdraw your claim and make any amendments as advised in the notification.

## **7 Withdrawal of card**

**The University reserves the right to place on hold or withdraw any card that is not being operated within the terms of the University procedures.**

## Appendix 1 – Contact Information

<b>Role</b>	<b>Phone Number</b>
Operational Services	0141 331 3809
RBS Lost/stolen cards	0800 0964 743 (UK) or 0370 600 0459/ 0044 1268 500 813 (Overseas)
RBS Customer Service	0345 301 6264

## Appendix 2 – Merchant Category Blocks and Card Limits

### 3. Transaction blocking details

Mark all categories where cardholders or Virtual Accounts are NOT allowed to spend

1. Building services	<input type="checkbox"/>	2. Building materials	<input type="checkbox"/>	3. Estates and garden services	<input type="checkbox"/>	4. Utilities and non-automotive fuel	<input type="checkbox"/>
5. Telecommunication services	<input type="checkbox"/>	6. Catering and catering supplies	<input type="checkbox"/>	7. Cleaning services and supplies	<input type="checkbox"/>	8. Training and educational	<input type="checkbox"/>
9. Medical supplies and services	<input type="checkbox"/>	10. Staff – temporary recruitment	<input checked="" type="checkbox"/>	11. Business clothing and footwear	<input type="checkbox"/>	12. Mail order/Direct selling	<input type="checkbox"/>
13. Personal services	<input checked="" type="checkbox"/>	14. Freight and storage	<input type="checkbox"/>	15. Professional services	<input type="checkbox"/>	16. Financial services	<input checked="" type="checkbox"/>
17. Clubs/Associations/Organisations	<input type="checkbox"/>	18. Statutory bodies	<input type="checkbox"/>	19. Office stationery, equipment and supplies	<input type="checkbox"/>	20. Computer equipment	<input type="checkbox"/>
21. Print and advertising	<input type="checkbox"/>	22. Books and periodicals	<input type="checkbox"/>	23. Mail and courier services	<input type="checkbox"/>	24. Miscellaneous industrial/commercial supplies	<input type="checkbox"/>
25. Vehicles, servicing and spares	<input type="checkbox"/>	26. Automotive fuel	<input type="checkbox"/>	27. Travel	<input type="checkbox"/>	28. Auto rental	<input type="checkbox"/>
29. Hotels and accommodation	<input type="checkbox"/>	30. Restaurants and bars	<input type="checkbox"/>	31. General retail and wholesale	<input type="checkbox"/>	32. Leisure activities	<input type="checkbox"/>
33. Miscellaneous	<input type="checkbox"/>	34. Cash – cash withdrawal facility from ATM		<input type="checkbox"/>			
		– cash over the branch counter/foreign currency outlets etc		<input type="checkbox"/>			

### Supplier merchant category blocks

Crossed above are the categories for which expenditure is not permitted. Any transaction attempted to a supplier pertaining to the above categories will automatically decline. If, however, you feel that the transaction is admissible then please contact Operational Services. A credit card change authorisation form will be sent to you to be completed to temporarily remove any merchant category blocks which will be passed for review and approval by the Financial Controller.

### Exclusions and typical transactions

The following transactions are specifically **prohibited** for Credit Card use:

- Personal use

The transactions where we see this card specifically being used are:

- Items not suitable for adoption to PECOS
- UK Travel costs and subsistence

### Card Limits

The following standard limits apply

- Single Transaction Limit           £1,000
- Monthly Credit Limit               £5,000



### Appendix 3 – Cardholder Declaration



I confirm that I have read and understood my copy of the Credit Card Policy.

I will be making financial commitments on behalf of the University. All transactions will be conducted ethically, in observance of the rules of use, University Financial Regulations, University Financial Procedures, Climate Conscious Travel and Expense Policy and Procurement Journey.

I understand that any reported misuse of the card will be fully investigated, and may result in revocation of my user privileges or other appropriate action deemed necessary.

I agree to reconcile my transactions via iExpenses within 14 days of the statement date and return original receipts. I understand that I am liable for this amount should the required documentation not be submitted to Finance. I also understand that failure to account for the expenditure will give Finance the right to put a hold on the Credit Card, withhold the provision of future payments or reimbursement of expenses or make a direct deduction from payroll of the outstanding sum.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Department \_\_\_\_\_

Date \_\_\_\_\_