

NDIA Corporate Credit Card Policy

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1. Purpose

The purpose of this policy is to provide the framework for the issuance, management and processing of the National Disability Insurance Agency's ('the Agency') corporate cards and corporate card transactions.

2. Scope

This policy and related procedures applies to all Agency staff who have been provided with an Agency corporate card.

3. Policy Content

3.1 Type of Corporate Cards Issued

The Agency uses ANZ corporate cards for general purchases.

Corporate credit cards are organised through the DHS shared service arrangements.

Only the CEO and CFO have the delegation to enter into a borrowing arrangement for the issue and use of corporate cards or credit vouchers by Agency staff.

3.2 Corporate Card Eligibility

Corporate cards must only be issued to employees of the Agency who:

- i. are ongoing employees past the probation period.
- ii. have an employment contract that extends beyond 6 months.
- iii. have a business requirement for a corporate credit card with endorsement by the supervising Senior Executive Service (SES).
- iv. after the prospective card holder signs and completes the corporate credit card agreement form.

Eligibility must be re-assessed when a cardholder is transferred or promoted within the Agency. To retain the corporate credit card, the cardholder must seek approval from their new supervising SES via the NDIA corporate credit card request form to determine if there is a continuous business need.

In the event that a staff member is on probation and requires a corporate card, a delegate approved business case must be provided to the Credit Card Coordinator.

An annual SES review of the Agency's corporate credit cards will be undertaken. SES officials must complete this review within the required timeframe.

3.3 Corporate Card Authorisation

On issuance of a corporate card the cardholder is deemed to hold financial delegation as stated in the Financial Delegations Policy.

3.4 Corporate Card Limits

The corporate credit card is the preferred payment method to vendors when the arrangement is valued under \$10,000, except where the payment is being made in relation to:

- i. a multiple-payment contract.
- ii. a standing offer arrangement.
- iii. a payment listed at 3.8.

ANZ purchasing limit will be \$9,999 (GST inclusive) per transaction and \$20,000 (GST inclusive) per month. Any purchases exceeding these thresholds should be directed to the Shared Services Procurement Helpdesk in the first instance. If exceptional circumstances arise, transaction limits may be increased with CFO approval and monthly limits may be increased after receiving the appropriate endorsement.

3.5 Application for Corporate Card

Prospective cardholders should print and sign the NDIA corporate credit card request form and send it with the ANZ cardholder registration form and the corporate credit card agreement form to the Credit Card Coordinator.

3.6 Corporate Card Security and Responsibility

The cardholder must ensure that:

- i. the corporate credit card is only used by the cardholder, or the credit card number used at the cardholder's direction.
- ii. the transaction and monthly limit of the corporate credit card is not exceeded.
- iii. all expenditure on the corporate credit card is a proper use of relevant money.
- iv. an original valid tax invoice is obtained for all purchases \$82.50 and above (including GST), unless the supplier is GST exempt.
- v. an original receipt or proof of purchase is obtained for all purchases below \$82.50 (including GST).
- vi. if a valid tax invoice, receipt or proof of purchase cannot be obtained, a credit card no tax invoice declaration form is to be completed.

Failure to take these actions could make the cardholder responsible in the event that the card is misused or lost and would negate the liability normally taken by the financial institution who issues the card.

3.7 Corporate Card Use | Purchases

Existing preferred supplier arrangements and contracts must be utilised, where available, to ensure negotiated discounts are received. Supervisor approval must be obtained when preferred supplier arrangements are not able to be utilised.

The ANZ credit purchasing card should be used to pay for all goods and services required for official purposes, **excluding** the following:

- i. goods and services available under a corporate contract or panel.
- ii. when a purchase order or bulk order has been raised.
- iii. asset purchases (including participant plan purchases).

Private expenditure on a corporate credit card is not allowed, except where a credit card charge contains both private and business components and separating the charges is not possible. In these instances, the private component of expenditure must be repaid to the Agency as soon as practicable.

3.8 Summary of Exclusions and Restrictions

This card is **specifically not** to be used for the following types of purchases:

- i. Cash withdrawals from ATMs, unless approval has been obtained from the CFO.
- ii. Scheme items – cards cannot be used to purchase items for participant plans.
- iii. Stationery, office supplies and paper (the exception is when urgent supplies are required on the same day).

Notes:

- a. When urgent purchases are made on the corporate credit card a note confirming the purchase was urgent must be attached to the reconciliation paperwork.
 - b. Customised rubber stamps, toner cartridges for a standalone printer, occupational health and safety supplies, first aid supplies and any items where a labour component is required (e.g. whiteboards including wall mounted installation) can be purchased outside of the Complete Office Supplies (COS) contract without an exemption.
- iv. Purchases of Agency assets, inventory or ICT hardware and software, unless approval has been obtained from the CIO or CFO.
 - v. Fuel for lease vehicles. Note: Under exceptional circumstances when the fuel card is either not operational or not accepted by the vendor it is acceptable to use the corporate credit card to purchase fuel. A note explaining the circumstances should be attached to the credit card reconciliation.
 - vi. Private purchases, including loans, borrowings or payment of private accounts.
 - vii. Expenditure already provided for by an allowance (i.e. 'double dipping').
 - viii. Undergraduate courses, Higher Education Loan Program (HELP) or Higher Education Contribution Scheme (HECS).
 - ix. Order splitting - items where the payment is split into two or more parts (except a deposit, where it is accepted practice to pay a deposit).
 - x. To pay a deposit where the balance will be paid by another means (e.g. a deposit on a conference where the balance will be paid using a purchase order).
 - xi. Internet data packages unless travelling for business. Staff are required to use free Ethernet/Wi-Fi when available.
 - xii. Cardholder loyalty programs such as Flybuys and Rewards points cannot be accrued

- xiii. Gift cards, where the intended use is to purchase items for the Agency.
- xiv. Bereavement notices and flowers, unless approved in writing by an SES official.
- xv. Mobile phones, and mobile phone accessories, including pre-paid phones required for travel. Services can be sourced by contacting IT.
- xvi. Must not be linked to an account which stores credit card details for future use, such as iTunes, Paypal or equivalent.
- xvii. Food and Beverage / Official Hospitality payments, unless a delegated officer has given approval via the Financial Management Compliance System (FMCS).
- xviii. Items covered by a corporate contract or panel such as Thrifty and Europcar.
- xix. Commercial accommodation costs, (the exception is when the department's accommodation broker provides written confirmation that they are unable to provide the required accommodation).
- xx. Memberships with affiliate organisations (e.g. CEB, Committee for Geelong) unless approved in writing by an SES official at band 2 or above level.
Note: an affiliated organisation is an external organisation to which the Agency (as opposed to an individual within the Agency) joins.
- xxi. Official's or client's identity documents, unless the Agency's negligence has resulted in loss of documents and a claim is submitted to the Legal Team for a legal liability determination.

3.9 Cash Advances

- i. Cardholders must not use their corporate credit card to obtain a cash advance unless prior approval has been given by the CFO.
- ii. The maximum amount that can be drawn as a cash advance is \$1,000 per day.
- iii. When the cash advance facility is activated, a Personal Identification Number (PIN) must be obtained. PINs must be set up at an ANZ branch prior to use and must be kept private and secure at all times.

3.10 Cancelling and Suspending Cards

- i. Cancellation / Suspension of corporate credit cards will occur under the following circumstances:
 - a. when a cardholder leaves the Agency.
 - b. when the card has not been used in accordance with this policy.
 - c. continued incidents where a cardholder has not finalised the reconciliation of their account.

The corporate credit card holder must return the corporate credit card to the Credit Card Coordinator. Any cardholder who has their corporate credit card cancelled is responsible for ensuring that all outstanding acquittals are completed within 28 days.

- ii. When the corporate credit card holder is on leave beyond 6 weeks, the leave dates must be provided to the Credit Card Coordinator by:
 - a. the credit card holder for planned leave.
 - b. the line manager for unplanned leave.

The Credit Card Coordinator will reduce the limit on the card to \$1 during the period of leave. This reduction can be requested for shorter leave periods at the discretion of the cardholder.

- iii. The Office of the CFO may at any time, without notice:
 - a. reduce the limit of a corporate credit card.
 - b. withdraw a corporate credit card.
 - c. cancel a corporate credit card.

3.11 Corporate Card Account Reconciliation | Record Keeping

Corporate credit card transactions must be acquitted in ESSentials within 28 days of the date of purchase (receipt date in ESSentials).

The corporate credit card holder must upload a scanned, legible copy of the supporting documentation to the credit card reconciliation when acquitting the transaction.

Note: the corporate credit card holder should contact the Credit Card Coordinator to discuss the alternatives available if they are unable to access scanning facilities.

Where a credit card reconciliation is returned for correction, the request for correction must be actioned within 7 calendar days.

Note: Where the credit card holder is on leave when a transaction is returned for correction, the request for correction must be actioned within 7 calendar days of their return to work.

3.12 Line Manager of Corporate Credit Cardholders

Line managers must review the credit card reconciliation and the supporting documentation no later than 7 calendar days after the reconciliation is received to ensure:

- i. all transactions are in line with NDIA policy.
- ii. all coding is correct.
- iii. transactions have not been split to circumvent credit limits.
- iv. all transactions are for business purposes unless it includes permitted coincidental private expenditure and any private expenditure has been appropriately identified and the process to recover the amount has commenced.
- v. valid tax invoices, receipts and supporting documentation have been uploaded to the credit card reconciliation; and
- vi. loyalty points have not been accrued for personal schemes.

Line Managers cannot delegate this function.

4. Key Risks Addressed by the Policy

4.1 Lost or Stolen Cards and Unauthorised Transactions

- i. If a corporate credit card is lost / stolen the cardholder must immediately report the loss to the credit card provider (ANZ Bank); and the Credit Card Coordinator.

- ii. Where unauthorised and unrecognised transactions are identified:
 - a. disputed transactions for ANZ credit cards are processed in ESSentials, the ANZ commercial credit cards disputed transactions form is completed and scanned to the Credit Card Coordinator.
 - b. duplicate transactions or incorrect charges should be followed up with the merchant to request a credit.

4.2 Cardholder Liability | Misuse Penalties and Audit

A corporate card can only be used for official purposes. Where the cardholder has contributed to any misuse or unauthorised use of the card, this will lead to the card being cancelled, and/or disciplinary action, with the cardholder being required to pay restitution to the Agency. In the event of misuse of a corporate card, penalties may be incurred under Commonwealth legislation.

The Agency has the right to deduct any expenditure incurred through the misuse of the card from salary payments or other money due to the cardholder. The Credit Card Coordinator, internal audit or the Australian National Audit Office may, at any time, request access to cardholder's official corporate card files for audit purposes.

5. Policy Breaches

Breaches of this policy need to be reported to the Office of the CFO within 1 business day of identification. The Enterprise, Strategy and Risk Branch are to be advised of breaches over \$1,000 or consecutive breaches.

Breaches of this policy may lead to Code of Conduct investigation as set out in section 13 of the Public Service Act 1999.

6. Questions or Concerns

Supporting material (task cards and forms) for financial activity relating to Credit Card Management can be found on the Shared Services - Financial Services intranet page.

For further assistance or advice on corporate card management or application, contact:

NDIA Credit Card Coordinator at OfficeoftheCFO@ndis.gov.au

DHS Accounting Operations Section at credit.cards@humanservices.gov.au

DHS Credit Card Manager at credit.card.manager@humanservices.gov.au