



Credit Cards

Management Instruction

MI-0202

Version 7

Effective 4 August 2014

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Change summary

Version	Date	Change Description
7	4 August 2014	General procurement guidance section added. Amendments to scope, responsibilities, accountabilities and credit card application information. No change bars.
6	9 October 2012	Amendment to requirement of cardholders to acquit transactions in a timely manner.

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1 Purpose

The purpose of this instruction is to provide guidance in the approval, issue and use of Airservices issued credit cards in conjunction with the [Procurement within Airservices Management Instruction](#) (MI-0223).

2 Scope

This management instruction applies to all Cost Centre Managers/Financial Delegates, Group Finance Managers, The Manager Shared Services, The Chief Financial Officer, Credit Cardholders and their immediate Managers, The Manager Financial Accounting and Reporting, The Manager Organisational Procurement, The Manager Commercial Agreements and Strategic Relationships and Credit Card Support.

This document will provide instruction for obtaining and utilising both Travel and Corporate credit cards issued to Airservices staff. This instruction is in support of and should be read in conjunction with the [Credit Card Operating Procedures \(C-PROC0037\)](#).

3 Background

The use of credit cards for low value, high volume transactions is the most efficient way of ensuring payment to Airservices Australia vendors whilst providing appropriate levels of reporting.

Airservices has a split purpose card system for all corporate credit cards, issuing cards to employees for either travel purposes or general purchasing. This card system is designed to facilitate the ease of use of credit cards within the organisation.

4 Responsibility/accountability

4.1 Group Finance Managers

- Responsible for endorsing all credit card applications and exception requests within their appropriate Business Group.
- Provide an escalation point when Cardholder Managers are not actioning their accountabilities.

4.2 Cost Centre Managers/Financial Delegates where 1 over 1 principle applies).

- Accountable for approving all credit card applications and exception requests within their appropriate Business Group.
- Must ensure that all credit cards and spending limits held in their business group are relevant and appropriate to the cardholder.
- Accountable for authorising system acquittal and/or approval of all outstanding transactions aged in excess of 70 days from statement date.

4.3 Manager Shared Services

- Accountable for approving all applications for new Corporate (Purchasing) cards and exception requests submitted for existing cardholders.

4.4 Chief Financial Officer (CFO)

- Specifically accountable for approving any exception requests submitted for cash withdrawal facility for new or existing credit cards.

4.5 Cardholder Managers (Financial Delegate)

- Responsible for ensuring their subordinate cardholder transactions are acquitted within a maximum of 30 days from statement date to ensure eligibility for dispute if necessary. Refer to the [Credit Card Operating Procedures](#) for further details regarding transaction dispute timeframes and procedures.
- Accountable for assisting Group Finance Managers to investigate and advise on issues identified in reporting provided by credit card support (i.e. inappropriate/incorrect card usage, purchase orders raised under \$5,000 v payment by credit card, SAP payments issued under \$5,000 v payment by credit card).
- Must ensure subordinates credit card expenses are business related and are approved within 30 days of cardholder acquittal. This will assist Finance with the production of timely and accurate expenditure reports.
- Must ensure that all credit card supporting documentation presented for review are original copies and are complete.
- Accountable for monitoring of repeated personal expenses incurred on a credit card, in accordance with the [Fraud Control Plan 2012-2014](#).
- Accountable for ensuring that any personal expenses incurred on a credit card are repaid by the cardholder in accordance with the [Credit Card Operating Procedure](#).
- Accountable for retaining all credit cards supporting documentation for a period of 7 years.
- Responsible for ensuring subordinate cardholders follow up on any outstanding transaction disputes.
- Responsible for ensuring that, where applicable, credit cards are correctly cancelled and destroyed. Refer to the [Credit Card Operating Procedure](#) for further assistance.
- Responsible for ensuring departing cardholders have received appropriate clearance from CCS to enable final payment of wages.
- Responsible for ensuring Card Holders return any remaining monies to the Cashier within 5 business days of trip completion.

4.6 Cardholders

- Accountable for ensuring all expenses and cash withdrawals (if applicable) incurred are business related.
- Accountable for, where applicable, understanding and adhering to the limits and obligations set out in the [ANZ Commercial Card Terms and Conditions](#).
- Accountable for declaring and repaying any personal expenses incurred in error on an Airservices' credit card, in accordance with the [Credit Card Operating Procedure](#).

- Responsible for returning to the cashier any unused cash taken as an advance on the credit card. Refer to the [Credit Card Operating Procedure](#) for further assistance.
- Accountable for resolving all disputed credit card transactions with the merchant or supplier. Where the cardholder is unable to resolve the dispute with the merchant or supplier, the cardholder is accountable to complete the [ANZ Dispute Form](#) and fax to ANZ. The cardholder is responsible for informing their financial delegate of any transactions for which they have lodged a dispute, as well as following up with the ANZ when a response to the dispute is not received in a timely fashion.
- Must ensure expenses are acquitted within 30 days from the statement date recorded in ProMaster. Failure to acquit transactions in accordance with this MI may result in credit card facilities being withdrawn. Where credit card facilities are withdrawn the employee may be eligible for access to a Travel Allowance with any additional expenses incurred being managed through the Airservices reimbursement process.
- Accountable for ensuring that all expenses incurred for travel purposes are acquitted against the relevant trip number in ProMaster.
- Accountable for obtaining and submitting their credit card supporting documentation, e.g. tax invoices, to their Manager.
- Responsible for ensuring the Senior Fixed Asset Accountant is notified of all assets purchased via credit card. Refer to the [Credit Card Operating Procedure](#) for further instruction.
- Responsible for the safekeeping of their credit card and the PIN (Personal Identification Number) issued in conjunction with the card.
- Acknowledge that the credit card number assigned to them is for their use only and is not to be provided to others for purchasing or payment on their behalf.
- Accountable for immediate notification of lost or stolen cards; refer to the [Credit Card Operating Procedure](#) for further assistance.
- Responsible for notifying Promaster Support of any change to cardholder's business group, default cost assignments (e.g. cost centre) or approver, to enable update of the cardholder's ProMaster profile.
- Responsible for returning any remaining monies to the Cashier within 5 business days of trip completion.

4.7 Credit Card Support (CCS)

- Responsible for providing assistance to cardholders in accordance with this Management Instruction and corresponding Operating Procedure
- Responsible for the accurate and timely processing of all credit card applications received and follow up with the card provider in the event of delays.
- Responsible for ensuring that all credit card applications received are fully completed and contain the relevant and appropriate approvals.
- Accountable for the safekeeping of all credit card applications, exception requests and credit cards awaiting issue.
- Accountable for informing cardholders and approvers of monthly processing deadlines.

- Responsible for providing monthly outstanding transaction reporting to Group Finance Managers.
- Responsible for providing quarterly active credit cardholder listings to Group Finance Managers to assist with completion of their Quarterly Financial Certification questionnaire.
- Responsible for providing accurate information for [Staff Clearance Notices \(C-FORMS0047\)](#) and ensuring credit card accounts are cancelled for departing staff.

4.8 Manager Financial Accounting and Reporting

- Accountable for assessing and responsible for endorsing cash withdrawal exception requests received from Petty Cash Officers in remote locations.

4.9 Manager, Organisational Procurement

- Accountable for determining the appropriate merchants to be blocked from the use of credit cards.

4.10 Manager, Commercial Agreements and Strategic Relationships

- Accountable for ensuring that the appropriate corporate contract is in place for Airservices credit cards, and that the contract is appropriately managed.

5 Instruction

5.1 Eligibility requirements for Airservices card issue

The following criterion is a guide for determining the type of credit card an employee may be eligible for:

- **Travel cards** may be issued to employees who travel frequently (defined as more than 6 times per year) or who travel internationally, or who travel for a continuous period of 2 weeks or more
- **Corporate (purchasing) cards** may be issued to employees who are *approved purchasing officers* within their Business Group. Employees holding a Corporate card may also use their credit card for travel related business expenditure.

Credit cards can only be issued to staff who are employed under an Airservices Collective Agreement..

5.2 Card application flow

5.2.1.1.1 New credit cards

- The applicant must fully complete the [Credit Card Application Form](#), selecting the appropriate card type and providing a detailed justification for card issue.
- The application must then be endorsed by the Finance Manager for the business group and forwarded to Credit Card Support for processing.
- The application must then be approved by the applicant's appropriate financial delegate; refer to [Instrument of Delegation Airservices Australia - Financial \(including Project Delegations\)](#)

- In the case of Corporate card applications, CCS will seek further approval from the Manager Shared Services as delegated by the CFO.

5.2.1.1.2 Existing card exception requests

- The applicant must fully complete the appropriate card type exception request form, including a detailed justification for the request.
- If cash withdrawal facilities have been requested, an expiry date for the facility must also be included.
- Certain countries that C & IA staff travel to regularly have been identified as cash economies. As such, these selected C&IA cardholders may hold an open expiry date for cash withdrawal facilities. Refer to Operating Procedures for further details.
- The application must then be approved by the appropriate Cost Centre Manager.
- The application must then be forwarded to the Manager Shared Services, who will seek final approval from the CFO where cash withdrawal facilities are requested.

5.3 When to use a credit card

Credit cards must be used to purchase goods and services if:

- the purchase price is lower than the relevant purchasing officer's credit card transaction limit
- there is no specific risk associated with the purchase
- the purchase is not for a consultancy, construction, demolition or software.

Credit cards must not be used to settle purchases where purchase orders have been previously raised through SAP or where invoices have already been submitted to Accounts Payable for payment.

Credit cards should not be used in situations where a specific risk is considered to exist. Specific risk includes situations where Airservices may be exposed commercially, technically, environmentally or legally. In these situations it is more appropriate to use a contract with a supporting purchase order to settle purchases. Refer to the [Purchase Orders & Payment of Vendor Invoices Management Instruction \(MI-0219\)](#) for further information on using purchase orders.

Cardholders must not use credit cards to withdraw cash unless the cardholder has had a credit card exception request approved and is:

- travelling internationally to a remote location for business purposes where credit card facilities are not available and significant cash payments will be required
- a petty cash officer in a remote location (e.g. more than 15 kms from the nearest Commonwealth Bank branch, as approved by the manager, Financial Accounting & Reporting)

Refer to the [Credit Card Operating Procedures](#) for further information.

5.4 General Guidance

5.4.1.1.1 Procurement guidance

- Purchases greater than the card and transaction limit are not to be split to allow payment to occur

- Where there is a recurring amount a purchase order must be used

5.4.1.1.2 Travel expenditure guidance

- The ATO guidelines on the reasonable amounts for breakfast, lunch and dinner claims, noted in [MI-0222 \(Business Travel and Associated Travel Expenditure\)](#), are to be considered the upper limits on expenditure and any expenditure in excess of these amounts will require an express prior approval by an Executive General Manager or will be considered reimbursable by the traveller
- Tipping or gratuities are not to be charged to the credit card for domestic travel. For international travel, local custom and practice should apply
- In-room mini bar (not including bottled water), in-room entertainment and toiletries are considered personal expenses and are not to be charged to the credit card
- Payments for meals and beverages for staff who are travelling on an allowance or who are at their normal work location are considered to be hospitality payments and are not to be included as travel expenses
- Short term assignments involving a temporary relocation (less than 4 weeks) should apply existing travel policy with regards to credit card expenditure. Greater than 4 weeks, including those that have been placed in short term rental accommodation, should have their terms and conditions endorsed by an Executive General Manager. Further guidance is available from your respective HR Group Relationship Manager

Further information regarding travel can be found in [MI-0222](#).

5.4.1.1.3 Hospitality/Rewards and Recognition guidance

- Only official Christmas events corporately sponsored by the Executive may be charged to the card
- ATO guidelines on reasonable amounts for breakfast, lunch and dinner claims must also be considered as limits for hospitality. These can be found in [MI-0222](#)
- Gifts for Life Events eg. Births/Weddings/Birthdays/Retirements are not to be charged to the credit card

Substantiation for all credit card expenditure is required and in particular the details of each attendee (name and organisation) must be provided with receipts for travel and hospitality.

6 Definitions

Within this document, the following definitions apply:

Term	Definition
Corporate credit cards	Corporate credit cards are purchasing cards which can be used for payment when the purchase is within the assigned credit limits of the card and will not result in a contract. Corporate credit cards may also be used for travel expenses when following the guidelines for Travel credit cards.
Travel credit cards	Travel credit cards are for travel related expenses ONLY. All charges must reconcile back to an existing travel plan in Promaster.
Approved purchasing	Approved purchasing officers are those staff members within a

officers	business group whose role identifies them as strategic purchasing officers, or have regular credit card purchasing requirements other than travel, eg operating supplies or assets. These people may be issued with a general purchasing credit card if their application is approved by their relevant Finance Manager, Financial Delegate and the Manager Supply Chain & Contract Management.
Credit card support (CCS)	An internal resource based in the Accounts Payable team to assist with credit card administration.
Exception request	Credit cards are issued with preset spending limits and no cash withdrawal facilities. An exception request must be lodged to change the spend limits or activate cash withdrawal facilities.
Personal expenses	Any purchase made using an Airservices credit card that is not business related.
ProMaster	Airservices expense management tool used to reconcile credit card transactions and create & manage travel plans.
Trip number	The unique identifier created by ProMaster for each individual trip plan.
CFO	Chief Financial Officer

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References

Title	Number
ANZ Commercial Card Terms and Conditions	
ANZ Dispute Form	
Credit Card Operating Procedure	C-PROC0037
Credit Card Application Form	C-FORMS0369
Credit Card Exception Request	C-FORMS0237
Ethics and Fraud Control Plan	C-MAN0030
Instrument of Delegation Airservices Australia - Financial (including Project Delegations)	AA02/2012
Procurement within Airservices Australia Management Instruction	MI-0223
Purchase Orders & Payment of Vendor Invoices Management Instruction	MI-0219
Business Travel and Associated Travel Expenditure	MI-0222
Staff Clearance Notice	C-FORMS0047

