

UoB Purchasing card processing SOP

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16/02/17	<ul style="list-style-type: none"> Added in PayPal address to use to enable payment approvals 	NR
22/03/17	<ul style="list-style-type: none"> Added in additional mention of 'window' being opened and ensuring payee charges card account at that time. Added in paper copies of receipts and Proactis expense forms are to be saved in the red folder located in NR/LE's office bookcase. 	NR
11/07/18	<ul style="list-style-type: none"> Change from NR to Liz Hill (LH) Change from Proactis to MyERP 	LH

Review History		
Date	Review details	Approved by

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Definitions

UoB	University of Bristol
Credit card	The CLAHRC West UoB Barclays purchasing card
Requester	Member of CLAHRC West staff requesting purchase by UoB credit card

1.0 Background

- 1.1 This SOP relates to the use, organisation and management of the CLAHRC West credit card.

2.0 Purpose

- 2.1 The purpose of the SOP is to ensure the correct processes are followed to comply with the use of the credit card. There are several UoB financial processes to follow in order to retain use of this credit card – CLAHRC West staff are required to comply with these and any internal processes related to the card.

3.0 Scope

- 3.1 This SOP will describe the use of the credit card, who holds it and who has authority to use it. In addition, the processes to follow to ensure purchasing is correctly processed, receipted and recorded, in line with UoB finance processes.

4.0 Responsibilities

- 4.1 Liz Hill (LH) CLAHRC West Research Manager is the named card holder and is generally responsible for the card, its management and use and processes.
- 4.2 **No other CLAHRC West staff members are allowed to use the card.** This is a UoB finance rule and regulation and must be adhered to. Delegation to KW to use the card on a day-to-day usage under supervision by LH has been temporarily agreed internally, but this is strictly not allowed by UoB standard finance processes. Therefore, any correspondence with Faculty Finance should go through LH only.
- 4.3 Ms Katie Warner (KW) CLAHRC West project support officer is responsible for using the card under supervision of LH. KW is also responsible for holding and securing the card in a safe place when not in use.

5.0 Safety Considerations

- 5.1 Data and financial protection considerations must be complied with. UoB web pages detail the policy for all purchasing/credit cards.
<http://www.bristol.ac.uk/media-library/sites/finance/documents/forms/credit-card-guide.pdf>

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6.0 Procedure

6.1 Summary of the credit card

- 6.1.1** The credit card is a UoB purchasing card which is defined as “Suitable for users purchasing goods/services on behalf of the School/Division.” CLAHRC West applied for this in June 2018 using LH’s name on behalf of CLAHRC West. Only UoB employees are allowed to apply and manage this type of card (finance regulations determine this).
- 6.1.2 The purpose of the card is for use when an UHBristol or UoB usual finance process cannot be followed** (e.g. usual process would be raising an acquisition and purchase order number, obtaining an invoice). **Usual finance processes should always be investigated and used in the first instance** when a purchase needs to be made.
- 6.1.3** The credit card is only available for use for the following categories:
- Conference registrations
 - Accommodation (hotels/rooms) for conferences when Ian Allan cannot be used/CLAHRC West business meetings
 - Online purchases for equipment/consumables/general supplies
 - Registrations for conferences/academic bodies/meetings
 - Other purchases we cannot pay for under the usual UHBristol / UoB finance processes
 - Purchases must comply with UoB Finance policy, and UoB Expenses and Subsistence policy:
<https://www.bris.ac.uk/finance/staff/policies/>

6.2 Credit card details

- 6.2.1** The card is in the name of: Miss Elizabeth M Hill.
Address to use is: PROCUREMENT TEAM
AUGUSTINE'S COURTYARD
4TH FLOOR, ORCHARD LANE
BRISTOL, BS1 5DS

This is the **usual payment address to use**. If it is a PayPal account see section 6.3.7 which details what to do.

- 6.2.2** The limit to spend per month is £2,000, this covers a 6 week window period between statements.
- 6.2.3** The maximum limit per transaction is £1,000.
- 6.2.4** See **point 6.4** if these limits are required to be increased.

6.3 Using the credit card

- 6.3.1 The following process must be followed when using the credit card.**
[Appendix A](#) details the process to follow in a flowchart format

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- 6.3.2 KW holds the card in a locked holder in her desk. KW/LH will use the credit card on behalf of CLAHRC West staff (Project officers, Research staff, other staff) requesting the purchase (the 'requester') once all the details about the required purchase have been communicated. UoB Finance rules and regulations determine that no one but the card holder can use the credit card.
- 6.3.3 Advance notice of the need to use the credit card is ideally required in order for KW/LH to be able to book this in to their work schedules – 2 to 3 working days ideally and one working day at the very least. Occasionally KW/LH can complete the process at short notice.
- 6.3.4 Team lead or CLAHRC West Manager authorisation is required (email or verbal) if CLAHRC West staff are requesting purchases.
- 6.3.5 Either email or speak to KW directly with the details of the required purchase. KW will need to know (a) the reason for the request and why this cannot be obtained by invoice to UHBristol or purchased through UHBristol/UoB travel or other finance processes etc (b) the cost/amount of the purchase (c) the method of purchase (website/telephone line/booking form/Chip and Pin entries) etc and (d) that Team Lead or CLAHRC West Manager approval has been obtained. The staff member requiring the purchase is responsible for ensuring the correct information is provided to KW/LH to complete the purchase properly.
- 6.3.5.1 If KW is unsure of information provided in (a) to (d) above, KW is to discuss with LH.
- 6.3.5.2 If KW is uncertain about authorisation for the request, then KW must immediately raise this with LH and/or CLAHRC West Manager (LE).
- 6.3.6 KW will endeavour to complete the purchase as soon as possible and inform the requester that it is in process/has been completed. The card holder name and address (see section 6.2.1) should be used. If it is a PayPal account then a different address should be used (see next bullet point)
- 6.3.7 **PayPal account:** Please use card holders name and email address (liz.hill@bristol.ac.uk) to create a guest PayPal account - this will ensure card and account details are the same and the payment receipt goes to the cardholder's email account. The card address to use with the PayPal account is:
- CC & Payables - Finance Services,
4th floor, Augustine's Courtyard,
Orchard Lane, Bristol BS1 5DS
- 6.3.8 **If the credit card is accepted,** KW will save the receipt of the purchase, label it appropriately and email to LH with requester's details and purchase information (as described in 6.3.5) as soon as possible and within 5 working days of the purchase. Please ensure the payee processes the

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payment as soon as possible (i.e. does not hold the card details for a later date as it may not work).

6.3.9 LH will save the receipts in her O-drive for future processing via UoB ERP.

6.3.10 **If the credit card is declined – see point 6.6**

6.4 Reconciling purchases on MyERP (Quick guide: <https://www.bris.ac.uk/my-erp-support/resources/qrg-purchasing-card-reconciliation.pdf>)

- 6.4.1 A file containing all Corporate Cards transactions is provided by Barclaycard to the Card Administrator five times per week (Monday to Friday) and with a two day delay (Monday's transactions are received on Wednesdays, Saturday's and Sunday's transactions are bundled with Monday's). This file is uploaded onto MyERP by the Card Administrator generating PCard Claims that Cardholders must reconcile.
- 6.4.2 Log in to MyERP at myerp.bris.ac.uk with your normal username and password. Click on the Your Tasks icon in top right menu bar. Choose the Purchase Card Transaction Coding task. Click a task to view the purchases made on one day.
- 6.4.3 Scroll down to the Supplier invoice details section to see the purchases for the day in question. This the section you should check and amend.
- 6.4.4 Click in the **Account** box for the first item. Type part of the code or of the account name and choose the required account from the list. Or click the Value lookup icon [...] on the right of the box, enter 4* in the Search criteria box and click Search to see all accounts. If you do not change the Account code of an item, the item will not go into workflow when you later submit the day's transactions; it will return to your task list.
- 6.4.5 Click in the **Budget code** box and start typing either the code or a keyword from its name (R111143-101). Pick from the list offered.
- 6.4.6 Click in the **Description** box. It is essential that you delete the word DESCRIPTION but leave the date and supplier name in place. Then enter the actual description of the purchase to the left on the date. Repeat this process for each item on the list.
- 6.4.7 Attach **receipts** - Click the paperclip icon at the top right. Click Add a document. Under Document type choose Purchase card receipt Click the Upload button and browse for the file. Click Open. Check / alter the Document title and add a Document description. Click Save.
- 6.4.8 Submit the items by clicking the Approve button. The transactions will enter workflow. Any item for which you did not change Account and Description with return to your task list. Items above £100 will appear as tasks for the budget holder(s) to approve. If a proxy has done the reconciliation, the cardholder will receive a confirmation task prior to budget holder approval.

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6.4.9 The information about the purchase is required to be reconciled with the ERP entry ideally within a few days and must be completed by the 13th of each month.

6.4.10 Budget holder approval: As LH is a budget holder and a card holder, the purchases will be approved automatically.

6.4.11 Once the ERP form is submitted, UoB Finance department process this and pays the Barclaycard account. LH receives monthly printed statements and these are filed in LH/LE's office.

6.4.12 All receipts and completed ERP expense forms should be printed out so that paper copies can be saved in the red folder located in LH/LE's office bookcase.

6.5 Increasing the credit card limit(s)

6.5.1 If the total limit and single purchase limits need to be increased for particular purchases, then this must be requested by LH by emailing the Corporate Card team (finance-corporatecards@bristol.ac.uk) with details of the request. Only LH can request this, as the card holder.

6.5.2 LH will inform KW once this has been completed.

6.5.3 Time to allow for this administration is required prior to purchases going through.

6.6 Problems with using the credit card

6.6.1 **If the card is declined**, then KW is required to inform LH about this problem and the reason for decline detailed on the purchase as soon as possible and within one working day.

6.6.1.1 In order to rectify this, LH is required to check the Barclaycard online statement and reason for decline by logging onto the system here (<http://www.barclaycard.co.uk/business>) with the appropriate login details. The decline reason can be obtained.

6.6.1.2 If the purchase is through a PayPal account, see section 6.3.7 to resolve the issue.

6.6.1.3 LH is to then email Corporate Card Mailbox (finance-corporatecards@bristol.ac.uk) with details of the decline reason, credit card details and request to resolve. Appendix B details an example email – this has to come from LH only.

6.6.1.4 On occasions where the payment category is generic (e.g. a website), it may be possible to open up the payment category temporarily for a short period of time to allow payment to occur. The Corporate Card Team will decide whether this is appropriate and will request this with Barclaycard themselves. Rachel Evans (Rachel.Evans@bristol.ac.uk), Deputy Faculty Finance Controller can be contacted by LH when requests

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cannot be resolved with the credit card team. RE should only be contacted very occasionally.

6.6.1.5 If the declined reason is resolved, then LH will be informed by the Corporate Credit card team and payment can be made.

6.6.2 Double bookings/payments

6.6.2.1 **This should not occur if processes are being followed appropriately.** However, in cases where this has happened, it is the requester and KW/LH's responsibility to ensure that transactions are correct and to rectify any discrepancies with the supplier.

6.6.2.2 **Please complete a contact report detailing the problem, who was involved and how this was rectified** and email to LH in case of queries from UoB finance or Barclaycard.

Contact report templates can be found here:

G:\Studies\CLAHRC\Projects\00_PLEASE DO NOT REMOVE
Project Template Folder Structure for copying\Administration

6.6.3 Refunds

6.6.3.1 If a refund on the card is required, then please inform LH of this and ensure a receipt is obtained.

6.6.3.2 LH will need to reconcile the refund on the monthly ERP statements, as usual (see 6.3.10) in order for the refund to be accepted, hence why a receipt is required.

6.7 Annual/sick leave

6.7.1 Planning in advance is required for any credit card purchases when KW/LH are on annual leave or sick leave. KW/LH will endeavour to inform CLAHRC West staff of periods of annual leave in advance, to give staff the opportunity to organise purchases prior to annual leave commencing.

6.7.2 During periods of annual leave/sick leave and the card is not available/usable, then PHS also has a departmental credit card for use in emergencies. Please contact Claire Snadden/Anne Rennie for advice (Claire.Snadden@bristol.ac.uk/ Anne.Rennie@bristol.ac.uk) explaining the urgent nature, previous attempts to pay and details required of the purchase. There is no guarantee that this will be resolved and the requester may need to wait until the CLAHRC West credit card/KW/LH are available again.

7.0 Contacts

Barclaycard Customer Services: **0800 008 008 / +44 (0)1604 269 605**

Card Administrator / general queries and declines: finance-corporatecards@bristol.ac.uk / **+44 (0) 117 928 9083**

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8.0 List of Appendices

8.1 Appendix A: Flowchart of the credit card process

8.2 Appendix B: Example email to Corporate Card Mailbox

9.0 Approval and sign off

Author:

Name: Liz Hill

Position: Research Manager

Signature:

Date: 11th July 2018

Authorised by:

Name:

Position:

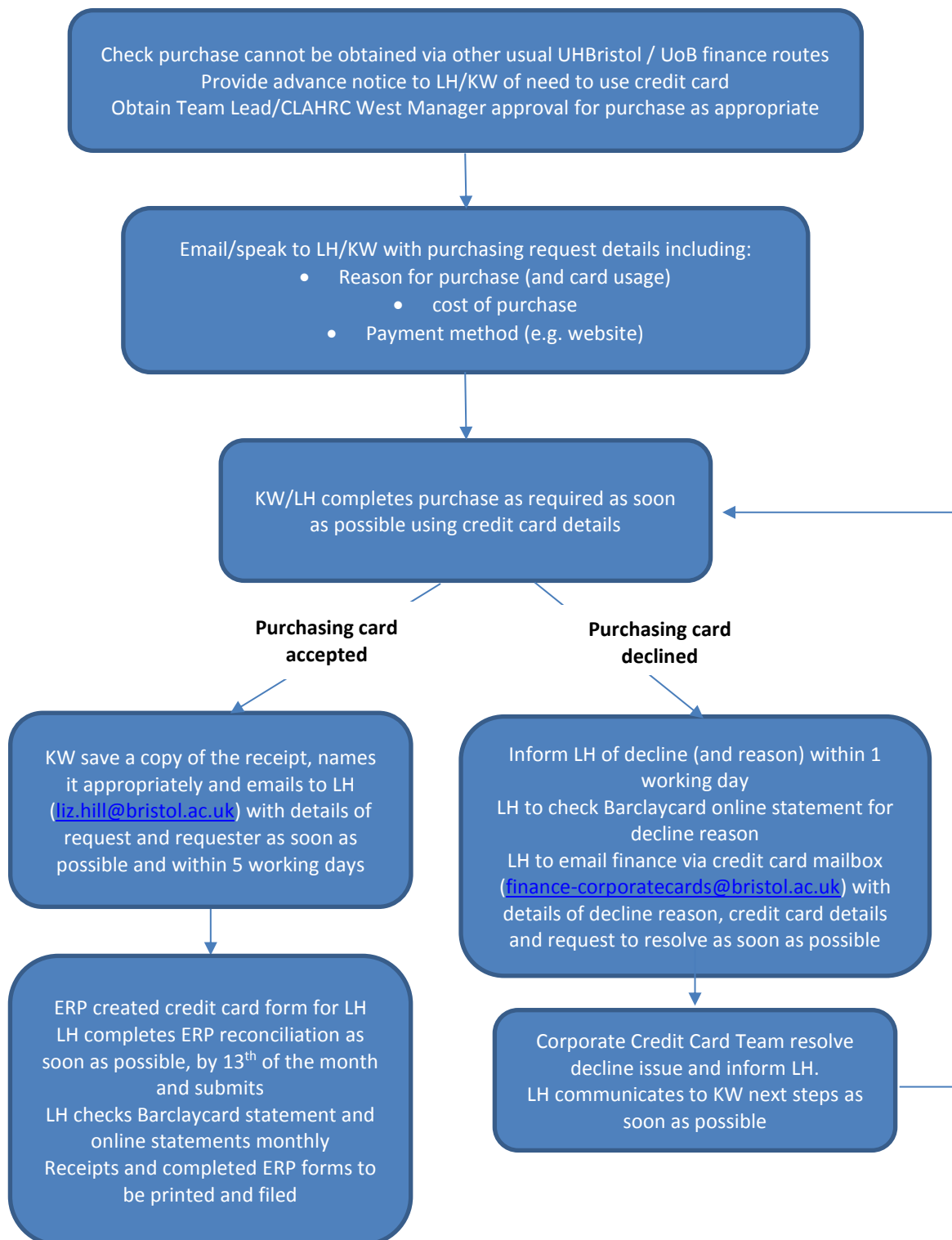
Signature:

Date:

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Appendix A:

Flowchart of the credit card process



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Appendix B

Example email to Corporate Card Mailbox (finance-corporatecards@bristol.ac.uk) to request payment category opening or rectification of declined card.

Subject: CLAHRC West Conference accommodation payment

Ref: Credit card no: ending in 5435 9801

Dear Maria

I'm afraid we've had another decline for a conference booking for some CLAHRC West researchers. The actual conference registration went through on the credit card but the associated accommodation booking did not. Please see below for declined info:

08/02/2017 11:36	Declined	000000	SPEEDYBOOKER.COM	7011	140.00	Payment	INDIVIDUAL MCCG INCLUDE (NO MATCH)
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Would it be possible to rectify this for us temporarily please?

Many thanks,

Liz Hill

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