Royal Holloway, University of London
Online Purchasing Card Manual

Amendments from previous manual
Can book the Hub with Purchasing Card – 1.2
All queries to go to Purchasing Card Queries – rather than an individual

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1 General Information

1.1 About Purchasing Cards

Purchasing Cards are credit cards issued to named staff of the College.

They may be used for
- low value College purchases such as purchases from suppliers who are used on an ad hoc basis and are not set up on the Agresso finance system
- purchases made using the internet and
- activities such as the booking of delegate places at conferences and booking travel.

Agresso should be used for all purchases from suppliers registered on the system, and Purchasing Cards should not be used for these suppliers except in exceptional circumstances – check with Purchasing Card Queries before purchasing.

The purchase order and purchase invoice routines have well established controls and procedures associated with them. For purchasing cards more responsibility is placed with the cardholder, and in particular the cardholder must ensure that the card is used only to procure goods and services on behalf of the College, never for personal or non-College purposes. The cardholder must also ensure that the transactions are coded, reviewed and approved online in a timely fashion and relevant information is sent to the payments department as detailed below.

As with a normal credit card, the supplier receives payment through the Mastercard system and the College pays a statement of purchases at the end of each month.

1.2 Use of Purchasing Cards at Royal Holloway Outlets

Due to VAT rules, the purchasing card cannot be used to book accommodation in the Hub, in the College Shop, or in College catering outlets.

If you wish to use a card in the College Shop or in the College catering outlets, you must apply for a departmental RCS card from Campus Services.

From April 2017 you can also book rooms in the Hub by emailing TheHubAccommodation@rhul.ac.uk and provide a sub-project for charging the costs to your department.

1.3 Purchase of Laptops, iPads, Blackberries and Similar Equipment

IT equipment, such as laptops, iPads and Blackberries which have a potential personal use should not be purchased using a Purchasing Card as there is an increased risk of a tax or national insurance liability. If you have any questions about such items, please email the Deputy CFO for advice before making the purchase.
2 Overview of Cycle

In brief the main stages in the cycle are:

- the cardholder places an order by telephone or on the internet, providing the card details to the supplier
- goods are supplied as normal
- the supplier receives payment from Mastercard within four working days
- the College is debited a single monthly amount for all the purchasing card transactions within the College's scheme to the 12th of each month
- the cardholder allocates the correct account code online for each transaction and records a description. They then alert their authoriser that transactions are ready for authorisation. This process must be completed so that authorisation can be complete by the 20th of each month but transactions can be coded at any point during the month.
- the authoriser must authorise transactions by the 20th of each month. Again authorisation can be done at any time prior to this if this is more convenient.
- a copy of the statement, if required, with relevant receipts (see section 7.6) and signatures (sections 7.3 and 7.4) must be sent to Payments by the 28th of each month.

3 Administration of the Scheme

3.1 All Queries

Email Purchasing Card Queries

3.2 Issue of Cards

Cards are normally issued for use by administrators carrying out purchasing for their departments. If a card is required, the Head of the Department should contact Purchasing Card Queries who will review the requirements and, if appropriate, issue a card holders responsibilities form to the proposed cardholder. The proposed cardholder should sign the Cardholders Responsibilities form (page 41 of this manual) to indicate that they understand and agree to observe the responsibilities. The form must also be signed by their HoD and the Deputy CFO. Once the signed form is received, the Card Administrator will arrange for the forms required by the bank to be issued and submitted.

The cardholder must collect the card in person from the a member of Finance and sign the card in their presence.

The cardholder will be advised of the credit and transaction limits and any other restrictions for their card, and will receive training in using it.
3.3 Card Renewals

A new card will be issued by the Card Administrator approximately 14 days before the expiry date of the old card. As the validity dates do not overlap, the old card should be used until the start date of the new card. If a replacement card is not received on time, the cardholder should contact the Card Administrator. Expired cards must be cut into pieces and disposed of responsibly.

4 Cardholders' Responsibilities

Cardholders must:

- keep their card securely at all times
- never allow another person to use their card
- not divulge your online password to another person, if you wish another person to administer your account, complete the form on page 43. This option must be accepted by the Card Administrator and will not be appropriate for all cardholders.
- keep within the credit and transaction limits agreed for their card
- only use the card to procure goods and services on behalf of the College, never for personal or non-College purposes
- not register the College card with a personal online account, eg Amazon, if you wish to purchase from such sites then the account must be a separate account, using your College email address and College as the delivery address.
- follow the procedures in this Manual, including the deadlines stipulated, NB it is the responsibility of the card holder to ensure that the transactions are authorised
- inform the Card Administrator immediately of any change of details
- on leaving College employment (or changing to a position in the College in which the use of a Purchasing Card is not authorised), hand their card directly to the Card Administrator, and witness that the card is destroyed
- cut into pieces and destroy expired cards
- in the event of loss or theft, immediately notify NatWest by telephone on 0870 6000 459 (this is a 24 hour, 7 day number) and inform the Card Administrator.
5 Using the Purchasing Card

5.1 When to use the Purchasing Card

The Agresso finance system should be used for all purchases from suppliers registered on the system and Purchasing Cards should not be used for these suppliers unless there are exception circumstances in which case the card holder should check with the Administrator before the purchase.

The Purchasing Card may be used for:
- low value College purchases such as purchases from suppliers who are used on an ad hoc basis and are not set up on Agresso
- purchases made using the internet and
- activities such as the booking of delegate places at conferences and booking travel.

The purchase must be:
- within the limits established for the card
- for authorised College use only
- for goods or services that do not require special terms and conditions
- over the counter purchases up to £200 in value may be made by the cardholder in person.

5.2 How to make a Purchase using the Card

The card is simply a means of payment and the use of it when purchasing goods and services does not negate the need to ensure College purchasing procedures are followed.

These will include steps to ensure that good value is being obtained, and that the appropriate supplier has been chosen following established College procurement policies. Consortia preferred suppliers are to be used wherever possible using Agresso.

Advice on purchasing is held on the procurement web page.

Staff must ensure that there are funds available for the purchase, and gain authorisation from the budget holder.

5.3 Recording the Purchase

The purchase will be shown on the RBS website within 24 to 48 hours of the transaction. You will need to maintain sufficient records to ensure the correct account code is allocated to the transaction in due course. Transactions can be coded at any point after they show on the website but must be coded promptly after the statement date of the 12th of each month to allow the authoriser time to authorise before the deadline of the 20th of each month. NB it is the responsibility of the card holder to ensure that authorisation is carried out promptly and regularly.

5.4 Security Code

You may be asked for a security code when you use the card for purchases. This is the last three digits of the number found on the back of your card within the signature panel.
Do not disclose the security code unless it is to enable a purchase you are making to be authorised.

5.5 Purchase Orders

Purchase orders are not issued for Purchasing Card transactions.

5.6 Ordering by Telephone

The Cardholder will telephone the supplier and order the goods or services.

The Cardholder will provide information as follows:

- advise the supplier that the purchase is to be made using the Mastercard Purchasing Card (the supplier may have established a different College customer account number for this) and quote the card number, expiry date, the cardholder's name, the College's (company) name and any other details requested
- request the goods or services and get confirmation of their availability and the total price including VAT and any other costs such as packaging or delivery charges, and confirm the delivery date
- ensure that VAT exemption for medical research is applied to the transaction, if applicable (you will be required to fax or post an exemption certificate)
- provide delivery details
- ensure that any documentation sent, including an invoice, will be clearly marked as "Mastercard Purchasing Card Paid"

5.7 Faxed Orders

Faxes should contain the same information as for telephone orders and should be signed by the cardholder. Care must be taken to safeguard documentation containing the card details, to prevent them from being misappropriated, and faxes should only be used with trusted sources using proven fax numbers. Suppliers should not ask you for the security code to be sent by fax and you must not do so.

5.8 Internet Purchases

NatWest will refund losses incurred as a direct result of on-line fraud, but only if the cardholder has not been negligent.

The following recommended practice should be observed when purchasing over the Internet:

- make sure you have registered with "Nat West secure"
- always check the site being used is secure and will keep sensitive details safe. Pages requiring security, ie taking payment details and or passwords will have an “s” after http in the address bar with a visible padlock symbol in the status bar;
- do not register the College card with a personal account, eg Amazon, if you wish to purchase from such sites then the account must be a separate account, using your College email address and College as the delivery address.
- never buy from a company whose trading address is not featured on its web-site;
- use only reputable companies;
• always print a copy of the order confirmation in case problems arise;
• always keep the passwords used online private.

Further information can be found on http://www.oft.gov.uk/Consumer and on the web-sites of the major banks.

5.9 Retail Purchases

Retail purchases of up to £200 in value may be made by the cardholder in person. The cardholder must obtain the Mastercard slip and an itemised till receipt that clearly sets out the goods received and a Mastercard invoice for purchases above £100.

5.10 Declined transactions

If a transaction is declined the reason is probably that a restriction on the card is being violated (e.g., the credit limit). The cardholder can check their transaction limit and monthly limit by looking at their copy of their original application forms. All declined transactions should be referred immediately to the customer help desk – 0870 9093702. You will need to enter your card number so please have this to hand when you call.

5.11 Receipt of Goods

Departments must ensure that they have procedures to inform staff of purchase details if the goods are not to be received by the Cardholder. This could be by internal requisition.

Goods received should be unpacked and checked.

The delivery note and any other paperwork such as the Mastercard slip, must be passed to the cardholder who will retain the paperwork as back up. Supporting paperwork should have the purchase reference number clearly marked on it.

5.12 Problems with Supplies

Discrepancies or other problems with the goods supplied should be advised by the Cardholder to the supplier immediately and the problems resolved. It is recommended that problems are channelled through the Cardholder to enable the Cardholder to retain control of the transaction.

5.13 Cash Withdrawals

Certain members of staff are authorised to make cash withdrawals on their purchasing card.

The card should not be used to withdraw sterling in the UK but only foreign currency as required for College expenditure abroad.

The log should record the sterling equivalent of the withdrawal and a separate expenses claim must be submitted for the use of this cash, following the procedures set out for advances and cross-referenced clearly to the log.
There may be some circumstances when the cardholder may wish to carry over small sums of currency from one trip to another. In this case, please contact Purchasing Card Queries for advice.

6  Coding Transactions

6.1  Incorrect Coding

If an invalid account code is entered onto the system, the transaction will be coded to the departmental control account.

The card holder will be notified that there is an incorrect code and the transaction must be corrected by posting to the correct account code by submission of a journal to Management Accounts via Agresso.

If the control account is not promptly cleared, consideration will be given to suspending the card until all transactions relating to that card holder are correctly coded.

7  Month End Procedures – Card Holder

7.1  Download Statements

Ensure all transactions are coded correctly and are authorised by the 20\textsuperscript{th} of each month.

Download the report from your home page.

You and your approver will receive reminder emails before the deadline, but you can code transactions and the approvers can authorise transactions throughout the month.

7.2  Authorisation of Log

The authoriser must also ensure that the transactions listed are valid purchases for College business and in accordance with College Policies, eg Travel and Subsistence Policy or the Gifts and Hospitality Policy.

Supporting documentation should be reviewed to ensure it is adequate and supports the entries on the statement.

It is the responsibility of the Cardholder and Authorisers to ensure all purchases are legitimate College expenditure.

7.3  Authorisation of Travel and Subsistence Costs

If the transactions include travel and related expenses of the authoriser (e.g. air fares or hotel reservations), those items should be highlighted and the line manager of the authoriser should sign the hardcopy statement before submission to Payments.
7.4 Authorisation of Hospitality and Entertaining Costs

If there are transactions for entertainment, the purpose of the entertainment, the number of people attending from each organisation and the organisation’s name must be entered against the transaction. For each member of College staff their name and role in the context of the business relationship with the external organisation must be detailed.

In such circumstances the hard copy statement must be authorised by a more senior member of staff than the most senior present at the event.

7.5 Submission to Finance

A copy of the statement with relevant receipts attached must be sent to the Payments office by the 28th of each month to allow for processing.

7.6 Receipts to send to Finance

Original receipts must be sent with the log for all hospitality and travel and subsistence costs, referenced to the transaction to which they relate. We do not require receipts for other purchases.

Small receipts should be stapled to an A4 piece of paper and all A4 sheets and larger receipts should be stapled to the purchasing card statement. An example is shown on the finance home page.

7.7 Receipts to Retain in the Department

Receipts which do not relate to travel, subsistence or hospitality should be kept in the department together with the Mastercard statement for a minimum of two years following the end of the financial year to which they relate.

8 Suspension of Purchasing Cards

Purchases should be coded and authorised in the month of the transaction. If they are not cleared, then the cardholder and/or authoriser as appropriate will be informed by email.

If the transactions are not fully coded and authorised in the following month, then the transactions will be coded to the departmental control account and the relevant card will be suspended until the transactions are correctly coded and authorised. NB it is the responsibility of the cardholder to ensure the transactions are authorised promptly and regularly.

If required receipts are not sent to Payments promptly, the related card will be suspended until all outstanding receipts are received.

Persistent problems with late coding and authorisation or incomplete submission of receipts will result in the card being withdrawn.
9 Card Holder Online Procedures – Logging on for the First Time

9.1 Cardholder Logon for the First Time

- Go to https://www.rbsbusinesscard.co.uk/ to access the SDOL site

Click on Cardholder Self-Registration Link

Cardholder Self-Registration

- To login the first time, enter your 16 digit card number.
- Enter 18942017 as the Company Registration Code.
- Click Next
Once Register Account is clicked and registration is success, then button ‘Return to login screen’ is displayed.

User ID rules – use your College user id - for example – usyz999
Email address rules – use your College email address

Password Rules
- Minimum 8, maximum 20 characters
- 2 characters must be numeric
- Case sensitive
- No spaces
- Old passwords cannot be re-used
- The password cannot be the same as the User ID
- The password will expire every 90 days or can be changed at any time by the User
If you have difficulty logging in the first time, please contact Purchasing Card Queries for assistance.

9.2 Forgot your password?

When you use the “forgot password” option you are prompted to select and answer your security question. If you answer the question correctly you will receive a temporary password you can use to log in. The information is sent to the e-mail address in your user profile. The temporary password is only valid for 24 hours.

If you do not know your security question/answer or do not receive a temporary password, please contact Purchasing Card Queries for assistance.

9.3 NatWest Secure

As an added security measure for online ordering, card holders must register their card with the “NatWest secure” service. The first time you order online with the card, you will be directed to the website for registration.

9.4 Reports

- Schedule your monthly statement to be produced each month, they will then be delivered to your homepage after the 14th of each month. You will get an email reminder that they are ready.

  To do this, go back to the log in page and Log in with your new name and password.

- Navigate using the tabs to Account Activity / Schedule Reports (not Scheduled Reports)

  ![Image of RBS interface]

  - Click on Account Statement – with Signature Lines
• Complete options as below – click **Next**

Select Adobe pdf

Add text to identify the report, eg ‘Purchasing Card Statement’

Use your College email address

Click Next
Select reporting cycle

Select current month and maximum number of cycles from the drop down menu, offset by two days to ensure all transactions for the statement are picked up and Save.

This will mean that the reports are delivered to your home screen each month until the end date specified above.

The report will arrive in your Completed Reports from Home Page window (refresh the screen by clicking on the banner or go to navigate Reports / Completed Reports).

For monthly procedures for sending reports to Payments, see sections 7.3 to 7.6.
10 Card Holder Online Procedures – Ongoing Processes

10.1 Viewing Your Transactions

The home page is your starting place and offers a quick summary of information that may be important to you, such as a summary of recent transactions, system news and the status of any reports you are running.

- Navigate to Account Activity tab
- Click on Transaction Summary
- Select ‘reporting cycle’ and click on the drop down arrow to select the month you wish to view. For example February 2013 is the period from 13 January 2013 to 12 February 2013.

![Search Criteria](image)

- Click Search.

- The transactions for the selected period will now be displayed. This is the “Transaction Summary” screen.
Advanced search filters can be used by to enable you to search for particular types of transactions, e.g. reviewed status.

10.2 Adding Your Accounting Information / Coding

- Click on the third icon on the left-hand side of the page, ‘Accounting detail’, which will show the information required for the transaction with any defaulted values has already populated.

- Ensure you enter sufficient information in the description field so that the Authoriser can approve the transaction. **Do not include punctuation in the description box as this causes us problems when we upload into the financial system.**

- If there are transactions for entertainment, the purpose of the entertainment, the number of people attending from each organisation and the organisation’s name must be entered against the transaction. For each member of College staff their name and role in the context of the business relationship with the external organisation must be detailed.

- If there is staff travel on code 6050, enter the employee number of the member of staff travelling in the Employee Number box. If there is more than one member of staff travelling, enter the employee code of the most senior staff member.

- Enter the correct Sub Project and Account code for each transaction, ensuring the account code combination is valid. (If there is a code fail, the transaction will be posted to the department’s default control account which must then be reallocated by the Cardholder on a journal via Agresso)

- You can type in the code if you know it by typing into ‘Starts with:’ field.
If a code you need doesn’t show up, email Purchasing Card Queries.

The fields marked with an asterisk are mandatory and must be completed before you can Save your data and exit the Transaction.

See 10.4 below if you need to split a transaction over more than one account code.

10.3 Saving Your Accounting Information / Coding

Click Save Accounting Codes to save the codes for each transaction.

When you are satisfied no further changes are required, click on the ‘Reviewed’ box for each completed transaction.

Click on Save to lock all transactions ready for approval.

NB The check box will turn into a padlock and no further changes can be made unless unlocked by your Approver or an Administrator.

Click on the Send Email button to notify your designated approver to confirm that you have checked your transactions.

You can choose to email your approver each time you code a transaction or wait until the end of the month. However all transactions must be coded and approved by the 20th of each month.

Tip: to make this process easier enter the email details of your approver into ‘My Profile’ (top left hand side of the screen) under the section below. This address will then be populated each time you select the email functionality. You will need to complete a message in the email otherwise it will be blank, you can include this hyperlink if you wish which will take your authoriser to the RBS login page. http://www.rbsbusinesscard.co.uk/

The approver will then review your transactions and authorise them.

If your primary approver is unavailable, you must ensure your alternate authoriser approves the transactions within the specified deadlines. It is the responsibility of the cardholder to ensure the transactions are approved promptly and regularly.
• If there are any problems, email Purchasing Card Queries for assistance.

10.4 Splitting a Transaction

• How to ‘split’ a transaction that needs allocating to multiple accounting streams.

• Follow the steps above to find your transaction.

• Add the description of the item as detailed in 10.2

• Select the transaction you wish to split and click on the ‘split’ icon.

• The split transaction screen appears.

• Select the number of splits that you want to create and click ‘Add’. The screen will refresh and display the split lines.

• Enter the amount or percentage for each split line and check box when split OK.

• The split totals line calculates the splits as each line is entered. When the amounts do not balance the total displays in red text.

• Add a description to each line.

• Click on Save

• Once you save the splits you can cost allocate in the normal way – see earlier page. Click on ‘next split’ to apply further account codes.

• Click on Transaction Summary on the breadcrumb trail at the top of the screen to return to the Transaction Summary screen.
10.5 Month End Reports

- Monthly reports are scheduled as detailed above in 9.7 they will then be delivered to your homepage after the 14th of each month. You will get an email reminder that they are ready.

- The report will arrive in your Reports and Data Files from Home Page window (refresh the screen by clicking on the banner or go to navigate Reports / Completed Reports).
• Print the report and staple required receipts to it (paragraph 7.6) and obtain any required signatures (paragraphs 7.3 and 7.4). Send to Payments by 30th of the month. Keep other receipts within the department.

• If there are no required receipts or signatures, you do not need to send a paper copy of the statement to Payments.

If you have any difficulties completing this process, please contact Purchasing Card Queries.

10.6 How do I know if My Transactions have been Authorised?

Once your authoriser has authorised a transaction, a tick will appear in the approved box on each line and a padlock appears in the reviewed column showing that you cannot make any changes to it as a cardholder (though the approver can remove the padlock as can the central administration team if you need to correct a coding).

We ‘export’ approved transactions each month after which the authoriser cannot unlock the transaction and no further changes can be made. The padlock in the reviewed column becomes a ticked box.

If an exported transaction has been incorrectly coded, then you will need to prepare a journal within Agresso to correct the costing.

The screen shot below shows approved transactions which have been exported – first five lines, and approved transactions which have not yet been exported – following lines.

All of these transactions have been approved as there is a tick in the approved box.
<table>
<thead>
<tr>
<th>Detail</th>
<th>Reviewed</th>
<th>Approved</th>
<th>Posting Date</th>
<th>Transaction Date</th>
<th>Description</th>
<th>Transaction Amount</th>
<th>VAT Amount</th>
<th>VAT Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>16/11/2013</td>
<td>16/11/2013</td>
<td>Amazon DD</td>
<td>40.92</td>
<td>8.09</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>16/11/2013</td>
<td>16/11/2013</td>
<td>RYMAN 1075</td>
<td>24.99</td>
<td>0.08</td>
<td>UK Non Evidence</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>25/11/2013</td>
<td>23/11/2013</td>
<td>Amazon DD</td>
<td>40.02</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>02/12/2013</td>
<td>01/12/2013</td>
<td>RYMAN 1075</td>
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</tr>
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<td>04/12/2013</td>
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<td>RYMAN 1075</td>
<td>26.70</td>
<td></td>
<td>UK Non Evidence</td>
</tr>
</tbody>
</table>

- Exported approved transaction
- Approved transaction which has not been exported
11 Online for Approvers – Logging on the First Time

11.1 Logging On for the First Time

- When you have been set up as an approver you will receive two emails from the system, one confirming your user ID (usually your College id) and one with a temporary password.

- To log on, access the site www.rbsbusinesscard.co.uk

- Enter your user ID as detailed in the email, this will usually be your College id eg uxyq999 – in lower case

- Enter your temporary password as detailed in the email received

- When logging in the first time, you will be prompted to change your password and to set a security question and answer (the security question and answer will be needed to reset your password in the future).
Create a New Password

CREATE PASSWORD

* Current Password:  

* New Password:  

* Confirm Password:  

* E-mail Address:  sue.brownett@ibs.co  

* Confirm E-mail Address:  sue.brownett@ibs.co  

Security Question and Answer:

* Security Question:  

* Security Answer:  

Submit Cancel

Password Rules
- Minimum 8, maximum 20 characters
- 2 characters must be numeric
- Case sensitive
- No spaces
- Old passwords cannot be re-used
- The password cannot be the same as the User ID
- The password will expire every 90 days or can be changed at any time by the User

11.2 Forgot your password?

When you use the “forgot password” option you are prompted to select and answer your security question. If you answer the question correctly you will receive a temporary password you can use to log in. The information is sent to the e-mail address in your user profile. The temporary password is only valid for 24 hours.

If you have any queries, email Purchasing Card Queries.
12 Authorisers Procedures – Ongoing Processes

The home page at www.rbsbusinesscard.co.uk is your starting place and offers a quick summary of information that may be important to you, including transactions approved / not approved, system news and the status of any reports you are running.

The following tabs will be showing

- **Financial** – main tab used for searching / locating and approving transactions
- **Reports** – ability to schedule reports
- **Accounts** – view the cardholders assigned to you
- **User** – you can update your own information

12.1 Reviewing and Authorising Transactions

- Hover over the Financial tab.
- Click on Account Summary
• Search for the cardholder(s) in your group you wish to view.

Click on the financial tab

Select account name (starts with) from drop down menu – then enter part of cardholder’s name and press Search

Then select cardholder from choices below.
- Select ‘reporting cycle’ and click on the drop down arrow to select the month you wish to view. For example February 2013 is the period from 13 January 2013 to 12 February 2013.

![Search Criteria](image)

Press Search

- You will see a list of your cardholders which have transactions during the selected date range. Click on the account name of the cardholder whose transactions you wish to review.

- The Transaction Summary for that cardholder for the period you have selected will now appear with a single line for each transaction.

- Click on the third icon from the left to view the applied accounting codes. Click on same icon to collapse to hide the codes.
Each transaction will have a description and the sub-project/account code the expense will be charged to. You can see the details for all the transactions on the page by clicking the Expand All Button.

Once you are happy with the transactions and codes, tick the Approved box. Click Save when all transactions approved.

You can see the details for all the transactions on the page by clicking the Expand All Button.

Once you are happy with the transactions and coding, tick the Approved box.
• The review box should have been ticked by the cardholder. You will not be able to approve until the review box is checked. You should only approve transactions that have been Reviewed by the cardholder.

• Note - If you wish to amend the coding you will need to unlock the transaction by clicking on the Review check box and removing the tick. Press Save. You will then be able to amend the coding. Once you are happy this is correct click both the Review and Approve boxes.

• Click Save – a padlock will now appear.

• If the cardholder has more than 10 transactions you will need to click view next / view previous to move pages.

• If you have approved a transaction in error email Purchasing Card Queries.
Once you have approved all transactions for all your cardholders, you can Log out.

12.2 Reports

The system can produce a variety of reports, if you want reports on your cardholders’ transactions, please contact Purchasing Card Queries and we will assist.

If you have any queries or require any assistance, please refer to Purchasing Card Queries.
13 Online for Administrators – Logging on the First Time

13.1 Logging On for the First Time

- When you have been set up as an administrator you will receive two emails from the system, one confirming your user ID (usually your College id) and one with a temporary password.

- To log on, access the site [www.rbsbusinesscard.co.uk](http://www.rbsbusinesscard.co.uk)

- Enter your user ID as detailed in the email, this will usually be your College id eg uxyq999 – in lower case

- Enter your temporary password as detailed in the email received

- When logging in the first time, you will be prompted to change your password and to set a security question and answer (the security question and answer will be needed to reset your password in the future).
Password Rules

- Minimum 8, maximum 20 characters
- 2 characters must be numeric
- Case sensitive
- No spaces
- Old passwords cannot be re-used
- The password cannot be the same as the User ID
- The password will expire every 90 days or can be changed at any time by the User

13.2 Forgot your password?

When you use the “forgot password” option you are prompted to select and answer your security question. If you answer the question correctly you will receive a temporary password you can use to log in. The information is sent to the e-mail address in your user profile. The temporary password is only valid for 24 hours.

If you have any queries, email Purchasing Card Queries.
13.3 Reports

- Schedule the monthly statement for the card you are administering to be produced each month, they will then be delivered to your homepage after the 14th of each month. You will get an email reminder that they are ready.

- Navigate using the tabs to Reports / Schedule Reports

- Click on Account Statement
Search for the Cardholder Account you administer by entering name and ‘Search’

Select cardholder from list shown

- Complete options as below – click Next

Select Adobe pdf

Add text to identify the report, eg ‘Purchasing Card Statement’

Use your College email address

Click Next
- Select reporting cycle – click Save

- Select current month and maximum number of cycles, offset by two days to ensure all transactions for the statement are picked up and Save.

- This will mean that the reports are delivered to your home screen each month until the end date specified above.
• The report will arrive in your Completed Reports from Home Page window (refresh the screen by clicking on the banner or go to navigate Reports / Completed Reports).

• For monthly procedures with sending reports to Payments, see sections 7.3 to 7.6.

14 Administrators Online Procedures – Ongoing Processes

14.1 Viewing the Transactions of the Cardholder you administer

The home page is your starting place and offers a quick summary of information that may be important to you, such as a summary of recent transactions, system news and the status of any reports you are running.
- Navigate to **Financial** tab

- Click on **Account Summary**

- Search for the relevant Card Holder and click on correct name.
• Select ‘reporting cycle’ and click on the drop down arrow to select the month you wish to view. For example February 2013 is the period from 13 January 2013 to 12 February 2013.

  ![Search Criteria](image)

• Click Search.

• The transactions for the selected period will now be displayed. This is the “Transaction Summary” screen.

  ![Transaction Summary](image)

For further information on coding transactions, see Section 10.2 onwards.
Acceptance of Responsibility by Card Holder

Cardholders' Responsibilities

Cardholders must:

- keep their card securely at all times
- never allow another person to use their card
- not divulge your online password to another person, if you wish another person to administer your account, complete the form on page 32. This option must be accepted by the Card Administrator and will not be appropriate for all cardholders.
- keep within the credit and transaction limits agreed for their card
- only use the card to procure goods and services on behalf of the College, never for personal or non-College purposes
- not register the College card with a personal online account, e.g., Amazon, if you wish to purchase from such sites then the account must be a separate account, using your College email address and College as the delivery address
- follow the procedures in this Manual, including the deadlines stipulated, NB it is the responsibility of the cardholder to ensure that the transactions are authorised
- inform the Card Administrator immediately of any change of details
- on leaving College employment (or changing to a position in the College in which the use of a Purchasing Card is not authorised), hand their card directly to the Card Administrator, and witness that the card is destroyed
- cut into pieces and destroy expired cards
- in the event of loss or theft, immediately notify NatWest by telephone on 0870 6000 459 (this is a 24 hour, 7 day number) and inform the Card Administrator.

Declaration by the Cardholder and Authorisation to Use the Purchasing Card

I have read and understand the cardholders' responsibilities set out above and I agree to observe them. I understand that the Purchasing Card records will be subject to audit inspection. I understand that unauthorised use of my Purchasing Card shall be regarded as a breach of contract which may result in the card being withdrawn. I also understand that unauthorised use or misuse of my Purchasing Card could result in disciplinary proceedings and that, if proven, fraud, or any such offence bearing financial implications is considered to be gross misconduct:

Card Holder

Name __________________________ Signature __________________ Date __________________

Head of Department

Name __________________________ Signature __________________ Date __________________

(Deputy) Chief Financial Officer

Name __________________________ Signature __________________ Date __________________
Acceptance of Responsibilities by Authoriser

Authorisation of Transactions

- Transactions reviewed by Cardholders online should be authorised promptly
- The authoriser must ensure they receive sufficient information to verify the validity of the transaction.
- The authoriser must also ensure that the transactions listed are valid purchases for College business and in accordance with College Policies, eg Travel and Subsistence Policy or the Gifts and Hospitality Policy.
- Supporting documentation should be reviewed as appropriate to ensure it is adequate.
- It is the responsibility of the cardholder and authoriser to ensure all purchases are legitimate College expenditure.

Authorisation of Travel and Subsistence Costs

- If the log includes travel and related expenses of the authoriser (e.g. air fares or hotel reservations), those items should be highlighted and the line manager of the authoriser should also sign the statement.

Authorisation of Hospitality and Entertaining Costs

- If the log includes entertainment, it must record the purpose of the entertainment, the number of people attending from each organisation and the organisation’s name. For each member of College staff their name and role in the context of the business relationship with the external organisation must be detailed.
- In such circumstances the statement must be authorised by a more senior member of staff than the most senior present at the event

Card Holder

Name ____________________________ Signature ________________ Date ______________________

Designated Authoriser

Name ____________________________ Signature ________________ Date ______________________

Alternate Authoriser

Name ____________________________ Signature ________________ Date ______________________
Delegation of Card Administration to Nominated Administrator

If you wish an administrator to code and submit your transactions for authorisation, complete the form below and return to Susan Fielding.

Please note that administrators may not be accepted for all cardholders.

Declaration by Cardholder

I delegate responsibility for coding and submitting transactions for authorisation on my purchasing card to:

Name ______________________________

I understand that responsibility for the validity and accuracy of transactions remains with me. I will not divulge my password to the administrator who will have their own account within the system.

Card Holder

Name ______________________________ Signature __________________ Date __________________

Declaration by Nominated Administrator

I accept responsibility for coding and submitting transactions for authorisation on the named card holder’s account.

Nominated Administrator

Name ______________________________ Signature __________________ Date __________________