Contents

Glossary of terms

Glossary term	Glossary definition
Service Area	Area of Responsibility assigned to a particular identifiable group of officers for this role eg Heads of Service
Card Holder (CH)	Officer(s) the card is issued to. Each card is issued to a named individual.
Procurement Card Distributor (PCD) Code allocation	Officer(s) responsible for coding Procurement Card transactions on the Agresso System and attaching related receipts to the transactions.
Budget Holder / Agresso Approver (BH)	Officer(s) responsible for all income and expenditure against a specific budget. Generally the budget holder and the Agresso Approver will be the same officer unless level of spend has been segregated on the Agresso System.
Barclaycard Spend Management (BSM)	BSM is an online management tool which provides transaction and statement data for Procurement Card activity.
Procurement Card Administration Team (PCAT) Creditors@monmouthshire.gov.uk	This is the team responsible for the administration of the Procurement Card scheme which includes: creation and maintenance of policies and procedures, review and submission of relevant forms to Barclaycard, Liaison between Barclay Card and Monmouthshire County Council. Creation and maintenance of system interfaces. Maintenance of the BSM system etc. The role is currently allocated to the Financial System Support Team.

Section 1: Policy

1.1. Policy introduction

1.1.1 Purpose of this policy document

This document outlines the policy and procedures governing the Welsh Government Procurement Card (Procurement Card) scheme for purchasing across Monmouthshire County Council (MCC). It outlines the roles and responsibilities of the Budget Holder, Procurement Card Distributors, Cardholders and the Procurement Card Administration Team.

This policy applies to ALL Procurement Card Schemes administered by MCC e.g. SRS, CMC2, Schools.

Please refer to separate policy for Lodged Procurement Cards.

Note: all staff involved in the administration of the Procurement Card or who require a Procurement Card must read this document prior to applying for a card and sign to agree that they will follow this policy prior to the card being issued.

All staff must follow the policies and procedures given in this document. Failure to adhere to the policy requirements may result in withdrawal of a Procurement Card and / or disciplinary action in accordance with the relevant disciplinary policies.

Staff should also refer to (MCC) Finance and Procurement policies as other council policies also govern purchasing and payment practice. Please see below:

Financial Procedure Rules
http://corplib/_layouts/15/WopiFrame.aspx?sourcedoc=/Records/Management/ Strategic%20planning/Polices%20and%20procedures/Financial%20Procedure %20Rules.pdf&action=default

Contract Procedure Rules
http://corplib/Records/Management/Strategic%20planning/Polices%20and%20p rocedures/Contract%20Procedure%20Rules.pdf?Web=1

Financial Instructions for Schools
http://corphub/initiatives/CYPFinance/Documents/Forms/Allitems.aspx

1.1.2 Procurement Card Governance and Assurance

Procurement Card Governance and Assurance is required within an overall framework of checks.

These are as follows:

- The policy is under the general control of the Head of Finance.

- Separation of duties (there must always be a separation of duties between the Budget Holder, Procurement Card Distributor and Procurement Card Scheme Administrator – please note the card holder can be either the Procurement Card Distributor or the Budget Holder but not both).
- Demonstrable audit trails.
- Meaningful and regularly produced management reports.
- Data integrity checks and compliance checks e.g. VAT.

1.1.3 Procurement Card overview

A Procurement Card is a Visa branded purchasing card, operated within MCC via Barclaycard. It is a recognised method of purchasing and payment for goods or services purchased in line with agreed business cases.

Suppliers' bank accounts will be credited with the transaction amount four days after a purchase has been made using a Purchasing Card.

The Authority will make one monthly BACS payment to Barclaycard for the total expenditure on each of the Authority's Purchasing Cards schemes.

The Procurement Card is not intended to replace the current purchasing and payment systems, but to complement MCC purchase order and payments systems.

The use of Purchasing Cards is permitted in the following circumstances:
- Where suppliers do not accept purchase orders, for example, when purchasing via the Internet; or
- When working outside of normal office hours when a Purchase Order cannot be raised; or
- Where supported by a business case to evidence service efficiencies (Business Case must be approved by Head of Finance or delegated officer).

Procurement Cardholders must only use the card for official business purposes. Misuse of the Procurement Card may result in disciplinary action and/or criminal proceedings.

Where transaction queries are raised with the Cardholder, it may be necessary for the Procurement Card Administration Team to report their responses to senior officers and MCC Chief Internal Auditor. Failure for Cardholders to respond to queries could result in the cancellation of cards.

1.1.4 Procurement Card Transparency

In accordance with MCC requirements for transparency, MCC will publish Procurement Card transactional level data on the MCC internet. This data is published monthly in arrears.
Publishing data will provide:
- Visibility to the use of the Procurement Card to the general public
- Evidence of control and compliance.

Before publication the data will be distributed to all managers to arrange for the transactions to be checked, and if necessary, explained. It is important to note that the details of all transactions will be in the public domain.

Transactions which are seemingly not in the interest of the taxpayer or do not represent general business activity may result in press and/or public interest. It is the responsibility of Cardholders and Budget Holders to be able to justify any transaction they make.

1.2. Policy regulations and restrictions
1.2.1 Administration and authorisation

All staff must ensure compliance with all business rules and purchasing restrictions.

- All staff that are given responsibility for Procurement Card authorisation, administration and usage must be permanent members of staff.
- Service Areas can have more than one Cardholder and more than one Procurement Card Distributor. It is recommended, wherever possible, that the Budget Holder is the line manager or a manager above the cardholder in the reporting hierarchy.
- Each Budget Holder can check the purchases of more than one Cardholder as long as the expenditure is being charged to their budget.
- Only requests from Budget Holders for changes to Cardholder details or to set up new Cardholders will be actioned by the Procurement Card Administration Team.
- To ensure the risk of fraud and misuse is mitigated Budget Holders in general must not hold a card themselves. However it is accepted that on occasion this situation may be unavoidable, particularly in smaller offices. Should this situation arise then the Procurement Card Distributor must be different from the Cardholder

Prohibited	Person A	Person A
	Cardholder ⟶	Budget Holder
	Procurement Card Distributor ⟵	Budget Holder

Allowed			
	Person A	**Person B**	**Person A**
Scenario 1	Cardholder ⟶	Procurement Card Distributor ⟶	Budget Holder
Scenario 2		Cardholder and ⟶ Procurement Card Distributor	Budget Holder

1.2.2 Delegated Financial Authority

It is the responsibility of the budget holder to ensure Cardholders have the correct delegated authority.

Procurement Card Delegated Authority

- Cardholders must always have an authorised level of spend equivalent to the Monthly Limit on the requested Procurement Card.

Cards can be associated with more than one Service Area to enable the cardholder to purchase on behalf of more than one service. Cardholders should not apply for a second card.
A default cost centre is set for each card so that in the event of any payments not being coded for any reason there is a cost centre to charge against.

1.2.3 Procurement Card credit limits

Each card carries a monthly credit limit for control purposes:

- 'Monthly credit limit', this is the total amount that can be purchased within each monthly cycle. (The cycle runs from the 15th of one month to the 14th of the next, inclusively.)

All new cards are set as standard in line with the business case (amount is inclusive of VAT) monthly limit; Card holders have no authority to amend this amount.

Any requests for change need to be referred to the Procurement Card Administration Team on a case by case basis by the budget holder. Request should be made through via email to the Procurement Card Administration Team.

1.2.4 Procurement Card application forms and personal data

Card Holders must ensure that the applications forms provided by the Procurement Card Administration Team are fully and accurately completed.

Acceptance of the *Personal data form* terms and conditions are a mandatory legal requirement under Financial Services Authority (FSA) rules and must be signed by each Procurement Card Cardholder.

The *Personal data form* must then be returned to the Procurement Card Administration Team to keep on record as evidence of acceptance.

1.2.5 Procurement Card purchasing rules

The following rules apply for Cardholders making purchases with their Procurement Card:

- For each requisition, the Cardholder should first follow all necessary procedures to ensure value for money before making the purchase.
- MCC contracted suppliers must be used whenever possible to ensure value for money and increased security of Procurement Card details (If in doubt the cardholder must contact the Strategic Procurement Section).
- The Cardholder must always personally place the order.

Note: compliance with this rule is closely monitored and repeated non-compliance will result in a breach which will be reported to MCC Chief Internal Auditor and cancellation of the Procurement Card.

- When using a Procurement Card, Cardholders must never personally benefit by gaining points on store loyalty cards, accepting sales vouchers or by any other means. This breaches policy on propriety and will be treated as a disciplinary offence.
- The Cardholder must always ask for the sales receipt or goods received note to be sent with the goods when ordering over the phone.
- Cardholders should also be mindful to ensure that a VAT receipt is obtained for all transactions paid for by Procurement Card.

The VAT receipt should be marked for information purposes only and not for payment. Any invoices received relating to Procurement Card purchases should be returned to the supplier to avoid duplication of payment.

- When an incorrect amount has been charged, the Cardholder must approach the supplier to resolve the problem within 48 hours of receiving the statement.

1.2.6 Procurement Card restrictions on use

The Procurement Card must never be used to make purchases contrary to MCC strategies and purchasing policies. This means that the cards cannot be used to purchase goods and services from an alternative supplier where a contract exists.

Off-contract spend or expenditure outside of an established procured contract is monitored centrally by the Procurement Team and will be challenged.

Restrictions / blocks applied to Procurement Card Merchant Category Groups (MCG) or Procurement Card Merchant Category Codes (WPCMCC) apply to all cards.

In special circumstances where there are operational difficulties which cannot be avoided cards may be unblocked for a category. A business case should be sent to the Procurement Card Administration Team for consideration.

1.2.7 Purchases prohibited by Procurement Card policy

Procurement Card **must not** be used for:

- obtaining cash
- paying invoices
- Direct debits – acceptable in exceptional circumstances only, and with prior authorisation by the Head of Finance or representative.
- making payments that fall under the Construction Industry Scheme (CIS)
- Payments to suppliers who have breached Procurement Card terms and conditions. Cardholders will be notified of these suppliers by the Procurement Card Administration Team
- purchase of capital equipment
- payment gateways, e.g. PayPal whereby card details are stored with the gateway supplier

Procurement Card Visa is categorised into 34 Categories of spend. Cardholders have access to all these groupings except those listed below.

Procurement Card Category Description	MCC Blocked Y/N	Comments
Cash	Y	Cash withdrawal has been blocked for all Procurement Cards

1.2.8 Procurement Card non-compliance reports

Monthly non-compliance reports are maintained by the Financial Control Team and are available to the Procurement Team, Vat Team, Audit Team and the Procurement Card Administration Team for review. Where unauthorised purchases have been made; these will be reported to the Head of Finance and the relevant Budget Holder for further investigation.

If you have questions about specific purchases please consult your Budget Holder in the first instance or the Procurement Card Administration Team.

1.2.9 Contingency cards

Cards which are used to purchase in operational emergencies are exclusively for this purpose.

Contingency Cards are to be supported by a business case. Use of these cards will be rare by nature. If spend is incurred on these cards, the relevant Budget Holder is responsible for ensuring spend is justified.

1.2.10 Delivery of goods purchased with Procurement Card

It is Procurement Card policy that all orders must be delivered to an official departmental address, ideally orders should be delivered to the Cardholder; however, it may be operationally necessary for orders to be delivered to specific locations. Cardholders should state the delivery location when placing an order. Any *Goods received notes* sent by the supplier (including those sent to stores) should be retained.

Regulations state that the supplier must be in a position to dispatch the goods before a transaction is processed. If the supplier has to place a back order because the goods are not in stock the transaction cannot be undertaken until the goods are available for despatch. At this time the supplier should contact the Cardholder for authorisation.

Note: where the supplier agrees to credit returned goods or failed service, they must apply the credit to the Procurement Card that made the purchase.

1.3. Record management policy

1.3.1 Importance of record management

Record management is essential to the success of the Procurement Card scheme. *Procurement Card statements*, *receipts* and all associated documents are to be retained to support the financial statements and reduce the risks of fraud or of staff being left in a vulnerable position should queries about individual purchase arise subsequently. This means documents for the current financial year, plus the six previous financial years must be retained. All documents should be kept in a secure location and be available for Audit as required.

1.4. Risk management policy

1.4.1 Importance of risk management

A Budget Holder/ Procurement Card Administration Team/ Procurement Officer must carry out spot checks on Procurement Card transactions inline with their own local risk management checks and compliance controls. The checks must be performed by a member of staff who is not a Cardholder.

It is the Budget Holders responsibility to report any forms of misuse, irregularities or potential breaches of propriety to the Procurement Card administration Team. Checks must be made to ensure Procurement Card transactions made for Travel and Subsistence expenses are not claimed elsewhere.

Cardholder lists must be verified six monthly with the Budget Holder. Any discrepancies noted must be reported to the Procurement Card Administration Team.

Cardholders, Procurement Card Distributors and Budget Holders should be made aware that departmental controls over procurement cards will be subject to inspection as part of normal Internal Audit routines.

1.5. Card security and fraud awareness policy

1.5.1 Importance of card security and fraud awareness
The potential for frauds or Cardholder misuse is a key risk in the use of the card programme. A number of key controls have been built into the system to prevent, detect and deal with this.

The monthly spend limits are outlined in Section 1: Policy (1.2.3). CHIP & PIN provides added protection for point of sale transactions and **the ease with which transactions can be traced is also a deterrent.**

All staff (where applicable) must forward the details of all known incidents of fraud or suspected fraud to MCC Chief Internal Auditor.

If the cardholder suspects any fraud on the card the Cardholder must notify Barclay Card immediately using the 24-hour customer service (a leaflet containing contact details is provided with the Procurement Card – officers must ensure this is kept in an accessible location). The bank will cancel the card and arrange to issue a replacement. The cardholder should ensure that they have the details of the suspect transaction when making the call.

Where fraudulent activity has been suspected, the Card Administrator should cut the card through the magnetic strip and the chip and dispose of it in confidential waste. All users have a responsibility to make themselves aware of the areas of risk, and of what to do if fraud is suspected. What follows are the key points with regard to your Procurement Card.

1.5.2 Receiving your card and PIN
Cards are provided to named Cardholders and are not transferable.
Upon receipt the Cardholder must memorise and destroy the PIN in confidential waste.

1.5.3 Securing your card
When the Procurement Card is in use the Cardholder should retain the card on their person at all times, and never leave it unattended.

When the Procurement Card is not in use, it should either be retained on their person or must be locked in a secure place and should only be accessed by the Cardholder.

1.5.4 Non disclosure of card details and PIN
The Procurement Card should never be photocopied.

When making a purchase in person, the Cardholder should never let a cashier take the Procurement Card away, out of sight. If this happens the Cardholder must report the incident as suspected fraud.

The Cardholder should not disclose the full 16-digit number of the card to any other member of staff. Some Procurement Card forms require the full card number. These forms should only be completed by the Cardholder and only sent to the Procurement Card Administration Team.

Never email or fax any card details to suppliers.

Cardholders are expected to take reasonable care to avoid inadvertent disclosure of their card number, and to be aware of their surroundings and those present when using the Procurement Card. In particular, they should take care when using the card in public areas or over the telephone.

The Cardholder should never disclose their PIN or three-digit security code to any other staff member in any situation. If this happens accidentally (or the Cardholder suspects it has happened), Cardholders should contact the Procurement Card Administration Team to request a new PIN, or Procurement Card. Cardholders should also never write the PIN or security code down.

1.5.5 Procurement Card online card security

When purchasing online, Cardholders should always ensure they are using a secure site. The Internet address for secure sites begins 'https' and not just 'http'. Please refer to current best practice guide for purchasing over the internet available on https://www.getsafeonline.org/shopping-banking/shopping1/

The Cardholder must never reply to emails purporting to be from the bank. All genuine communication regarding Procurement Card will be sent from the Procurement Card Administration Team.

Section 2: Roles and responsibilities

This section defines the roles and responsibilities that individuals have when managing and utilising the Procurement Card on behalf of MCC.

2.1. The Budget Holder

2.1.1 Budget Holder role

The Budget Holder is a permanent member of staff with budget responsibility.

2.1.2 Budget Holder responsibilities for Procurement Cards:

- Submitting a business case identifying card holders to the Procurement Card Administration Team.
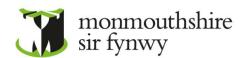- Budget Holders must check and ensure that all cardholders have read the Procurement Card policy and are aware of their obligations before using the card
- ensuring that the card holder has read and understood the personal data terms and conditions contained within the electronic application form and that they have signed a hard copy which the Procurement Card Administration Team must secure locally
- validating the data within all card applications before forwarding to the Procurement Card Administration Team for processing
- maintaining a list of cardholders and their business contact details for communication and administration purposes
- Checking their Cardholder(s) purchases and documentation each month, reconciling the *Card transactions* and recording any errors, mismatches, omissions or potential misuse.
- arranging for all associated documents to be retained for the current financial year plus the previous six years as per audit requirements
- Reporting any misuse or non compliance to the Procurement Card Administration Team and Chief Internal Auditor.
- Updating the Procurement Card Administration Team with any changes in their details or those of their Cardholder via email. E.g. staff who leave the authority or who leave the Section must be reported immediately to the Procurement Card Administration Team.
- ensuring card security during any long term absence of the Cardholder
- appropriate disposal of old or expired cards
- review and approval of Procurement Card transactions and documentation on Agresso
- Production of management information reports via Agresso as and when required.

2.2. The Cardholder

2.2.1 Cardholder role

The Cardholder is a permanent member of staff nominated by the budget holder. By inclusion in the business case the cardholder is deemed to have been assigned the appropriate level of delegated financial authority by the Budget Holder to purchase goods and services via Procurement Card in accordance with the MCC Procurement Card policy.

2.2.2 Cardholder responsibilities

The Cardholder is responsible for the following:

- compliant use of the Procurement Card as outlined in the Procurement Card policy
- must ensure that all necessary procedures to ensure value for money are followed for each purchase
- is responsible for the security of their assigned card, card number and PIN [Section 1:Policy (1.5)]
- keep accurate and up-to-date *records*
- Must reconcile their *Card transactions* with their *Purchases*, confirming that the details accurately reflect the purchases made, and submit receipts along with all other documents when recording / coding the transactions on Agresso at the end of each period for approval (Training will be provided to all card holders before the card is issued).
- Must ensure that any overcharges are credited back to the Procurement Card.
- Must retain Procurement Card spend receipts and associated documents e.g. Vat receipts.
- must raise any Procurement Card queries with the Procurement Card Administration Team
- Must update Procurement Card Administration Team of any changes (e.g. maternity leave).

Note: Cardholders are reminded of the need for care when using the card and particularly in the selection of suppliers used to make purchases. Where possible, a contracted supplier should always be used as prices charged will have been determined in advance (All Welsh Purchasing Consortium contractors allow Procurement Card transactions).

Details of current contracts can be viewed via the "Contract Register and Forward Plan" following the below link:

http://corphub/initiatives/Procurement/SitePages/Home.aspx

2.3 The Procurement Card Distributor Role and Responsibilities

2.3.1 Procurement Card Distributor Role

The Procurement Card Distributor is a permanent member of staff nominated by the Budget Holder by inclusion in the business case. This officer is required to code the Procurement Card Transactions within the Agresso system and attach the relevant receipt to the transaction.

2.3.2 Procurement Card Distributor Responsibilities:

The Procurement Card Distributor is responsible for the following:

- Compliant recording of Procurement Card Transactions as outlined in the Procurement Card policy.
- Confirming that the details accurately reflect the purchases made, and submit receipts along with all other documents when recording / coding the

transactions on Agresso at the end of each period. (Training will be provided to all Procurement Card Distributors before the card is issued).
- must store Procurement Card spend receipts and associated documents
- must raise any Procurement Card queries with the Procurement Card Administration Team
- Must update Procurement Card Administration Team of any changes (e.g. maternity leave).

2.4 Audit

2.4.1 Audit role
This role is completed under the direction of the Chief Internal Auditor or Audit Manger.

2.4.2 Audit responsibilities
The Audit Section is responsible for the following:

- Providing independent assurance on the control environment for procurement cards.
- Undertaking periodic reviews to monitor compliance with Policy and the value for money obtained from the use of the cards.
- Reporting to the Head of Finance, Assistant Head of Finance, Finance Manager and relevant Budget Holders on findings from Audit work undertaken.

2.5 The Procurement Card Administration Team

2.5.1 Procurement Card Administration Team roles
The Procurement Card Administration Team are the first point of contact for Procurement Card Distributors and Cardholders in relation to Procurement Card general administration and control.

2.5.2 Procurement Card Administration Team responsibilities
The Procurement Card Administration Team is responsible for the following:

- issuing key communications to Procurement Card users
- processing card applications and validating card accounts
- dealing with any Procurement cardholder account queries, e.g. unblocking cards, amending card limits
- Acting as the first point of contact with the bank.
- arranging for all payments to be made through the agreed finance process
- Day-to-day maintenance of Barclaycard Spend Management information for Cardholders.
- To provide adhoc/monthly management information upon receipt of an *Application for management information* where staff do not have access to Barclaycard Spend Management System.
- Undertake the download of transaction information from the Barclaycard Spend Management Online System to Agresso.
- Monitor and report on transactions not adhering to this policy.
- Monitor and report on un-recovered Vat as a result of lack of Vat receipts
- Reconciliation of Control Account to ensure monthly payment to Barclay Card matches value of transactions recorded by card holders.
- Reporting any concerns over potential misuse of cards or non compliance with Policy to the relevant Budget Holders and/or Head of Finance for investigation.

Section 3: Procurement Card administration

3.1. Account opening mandate

3.1.1 Product account opening mandate

Each entity e.g. MCC, CMC2 etc is required to set up a product with Barclaycard and it is mandatory that a *Product opening mandate form* is completed before any application forms can be processed by the Authority.
The Procurement Card Administration Team will complete the Product *opening mandate form.*

3.1.2 Nominating the Procurement Card Distributor and the Cardholder

When the product has been set up the Budget Holder must nominate a suitable Procurement Card Distributor and Cardholders, A description of these roles is given in Section 2: Roles and Responsibilities (2.2, 2.3, and 2.4). The nominees must be provided with a copy of this policy and asked to read it through. They must be able to demonstrate an understanding of their responsibilities.

Card Holders, Procurement Card Distributors and Budget Holders will be required to attend an induction program for Procurement Cards after which they will be required to sign to confirm they understand their responsibilities under the Procurement Card Policy.

3.2. Card application, distribution and activation

3.2.1 Card application process
To apply for a Barclaycard Procurement Card, a *Cardholder application form* must be completed by each requestor. The form will be provided by the Procurement card Administration Team. The form must be returned to the Procurement Administration Team to review and forward to Barclaycard

The Procurement Card Administration Team must approve the Cardholder's *Procurement Card application form* and validate its contents including the Service reference numbers and retain locally the card requestors' signed *Personal data form* [Section 1: Policy (1.2.4)].

Forms will be checked and verified by the Procurement Card Administration Team. Incomplete applications will be rejected back to the Card
Holder. Please note personal postal and/or email addresses will not be accepted. Phone numbers must be work landline numbers only.

Approved applications will then be forwarded to Barclaycard within five working days.

3.2.2 Card distribution

All new cards and PINS will be sent to the Procurement Card Administration Team business address. Cardholders will need to arrange to collect cards. Cards are usually received within 5–7 business days.

When Cardholders collect their new card, they must complete an *Acknowledgement of card and PIN receipt form*. They must also attend an induction to MCC Procurement Cards session. This will be arranged by the Procurement Card Administration Team.

The PIN will be sent separately from the Procurement Card and once received the Cardholder must memorise and destroy the PIN in confidential waste.

Card Administrators will need to contact the Procurement Card Administrators if the card or PIN is not received within ten working days.

If Cardholders lose their Procurement Card or forget their PIN, they should contact the Procurement Card Administration Team to request a new PIN, or Procurement Card. Never write the PIN or security code down. To report lost or stolen cards see Section 3: Procurement Card Administration (3.8.1).

3.2.3 Card activation

Upon receipt of the new Procurement Card, instructions will be included regarding the activation process.

3.3. Purchasing process

3.3.1 Purchasing methods
Purchases can be made in one of the following ways:

- by telephone and quoting the card number
- by using the internet, via a secure site, providing the necessary card and delivery details The Internet address for secure sites begins 'https' and not just 'http'. Please refer to current best practice guide for purchasing over the internet available on https://www.getsafeonline.org/shopping-banking/shopping1/
- By visiting the supplier's premises and using CHIP & PIN/signing for the goods.

For security, a supplier may request the billing address of a card. For all cards, this is the Cardholder's business address.

Cardholders must not also issue purchase orders where a Procurement Card has been used.

3.3.2 Items received into Stores

For items received into stores, the Store manager is responsible for updating the *Cardholder* when the goods are received. Items that have been part delivered should

be recorded as such to notify the Cardholder to ensure they take this into account when reconciling statements.

Where goods are not received directly by the Cardholder the original requisitioner must make an entry on the *Purchase transaction log* as independent verification that delivery has occurred.

3.4. Recording and Reconciling Transactions

3.4.1 Recording and reconciliation

- Each purchase must be recorded as it is made, this may be via a log or storage of receipts, orders etc.
- All receipts and delivery notes should be kept. If your purchase is over the phone, then remember to ask your supplier to ensure that the sales receipt/goods received note is sent to you when the goods/services have been delivered.

Transactions made just prior to the end of the monthly card cycle (14th of each month) may not appear on Agresso until the following month. The Card Holder should retain the documentation and carry this forward to their next months' transactions.

The Card Cardholder must also confirm that the:
- purchases were appropriate and made for the Department
- goods or services were received
- Price was fair and reasonable.
- Documentation is in compliance with this policy.

3.5. Cardholder statements

3.5.1 What is Barclaycard Spend Management System (BSM)?
BSM is a Visa internet-based reporting and expense management solution which provides the Procurement Card Administration Team with the ability to review card transactions online within 24 hours of the transaction being posted to the card account in the system.

In accordance with the sustainability agenda, hardcopy *Cardholder statements* will not be provided. All *Cardholder transactions* will be available electronically through Agresso System.

3.5.2 Access to BSM

Access to the system will be made available to Procurement, Audit and the Procurement Card Administration Team upon request.

3.5.3 Disputed transactions and unsatisfactory goods and services
Cardholders may from time to time want to query a transaction on their statement. This can be for a number of reasons such as:

- The card statement lists an item that the Cardholder does not recognise, and cannot be reconciled.

- the incorrect amount has been charged [Section 3: Procurement Card Administration (3.5.5 below)]
- refunds not applied to the Procurement Card
- faulty or damaged goods supplied, refund requested
- goods/services not supplied
- Wrong goods/services supplied.

Barclaycard may need the Cardholder to complete a *Declaration form* or supply copies of correspondence with the supplier. Once they have receipt of this, the bank will perform a thorough investigation with the merchant(s) in question, and will endeavour to get the disputed amount credited back to the Cardholder's Procurement Card account.

Note: Barclaycard only have limited time span to query transactions with the supplier. Therefore it is important that the Cardholder advises Barclaycard of any queries within 30 days from the statement date.

3.5.4 Incorrect amount charged to card
When an incorrect amount has been charged, the Cardholder must first approach the supplier to resolve the problem within 48 hours of the statement being made available in *Agresso.*

If the supplier insists on the transaction being genuine the Card Administrator must raise the issue with Barclaycard. If no explanation follows, the transaction should be treated as a disputed item [See Section 3 (3.5.3 above)].

3.5.5 Goods charged but not received
If the Cardholder is charged for items that have not been received (goods/services), they should firstly contact the supplier to ensure that the goods have been delivered to the correct address. (It is a regulation set down by Visa that the transaction is not processed until the goods are allocated for dispatch.)

If the supplier insists that the goods have been delivered, treat the transaction as a disputed item.

The majority of the time these issues can be resolved by the Cardholder contacting the supplier directly. If the Cardholder is unable to resolve with the supplier they should contact **Barclaycard Customer Services**.

3.5.6 Unsatisfactory goods or services
The Cardholder must raise any disputes relating to unsatisfactory goods immediately with the supplier. If they cannot come to a mutual agreement with the supplier, they should contact the Procurement Card Administration Team as soon as possible. Any credit amount agreed with the supplier must be recorded.

Note: contact the Procurement Card Administration Team immediately if a supplier insists on sending a cheque instead of applying credit to the Procurement Card for returned goods or failed service.

3.6. Change of information

3.6.1 Changing Cardholder details, credit limits and cancelled cards
Budget Holders should ensure that the Procurement Card Administration Team is notified of any change in their contact details, or those of their Cardholder(s) via email. Failure to do so increases the risk of fraudulent transactions being made on the Procurement Card and Services will be liable for any loss incurred in this instance.

3.6.2 Change of Cardholder's name
If a Cardholder changes their name, an email should be sent to the Procurement Card Administration Team. A new Procurement Card, with the same 16 digit card number, will be issued within **ten** working days.

3.6.3 Amending credit limits
The Budget Holder can adjust credit limits, but must assess its requirements for each card carefully in order to set the limits at an appropriate level. The limits should be high enough to enable the Cardholder to make the purchases expected of them, whilst low enough to act as a control. To apply for a change to credit limits an email must be sent to the Procurement Card Administration Team.

Amending credit limits is time consuming. Careful planning should help to avoid having to do this unnecessarily.

3.6.4 Cancelling cards
The Budget Holder must email the Procurement Card Administration Team as soon as possible. If the Cardholder is leaving the department, this form must be completed beforehand; so that a specific date can be given.

To destroy the card, the Budget Holder must cut through the magnetic strip of the card and the part of the card containing the chip and dispose of it in confidential waste.
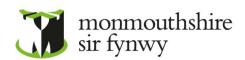
3.6.5 Long-term absence
If a Cardholder is on long-term absence, it is the Budget Holders responsibility to ensure the security of the card. They must:

- lock the card in a secure cabinet where possible and / or
- Email the Procurement Card Administration Team, requesting that the monthly transaction limit of the card is set to zero. When the Cardholder returns to work, the card should be returned and an email request made for the credit limit to be reset.

If the card remains inactive for a period of six months and the Procurement Card Administration Team have not been advised of a long-term absence then the card is subject to cancellation

3.6.6 Withdrawn cards
Budget Holders must ensure the destruction of cards that are withdrawn or no longer required for any reason and notify the Procurement Card Administration Team in order for them to cancel the card.

3.7. Reporting and management controls
3.7.1 Reports for Directorate Finance Officers

Transactions will be directed to Procurement Card Distributors for coding in Agresso when the monthly statement from BSM is loaded by the Procurement Card Administration Team. Once coded these transactions will be routed to the relevant Budget Holder for approval based on the workflow set up within Agresso.

Should the transactions not be coded within the defined period, they will be posted to the code supplied on the business case and a warning issued.
Warnings will consist of emails to the cardholder and budget holder identifying the issue, the action taken and advising if future returns are not submitted accurately the card will be withdrawn. Warnings will be limited to three after which time the card will be stopped.

Transaction will then be reported in the Monthly Budget Monitoring reports circulated to Budget Holders.

3.7.2 Budget Holder management controls

The Budget Holder must carry out their own local risk management checks and compliance controls. They must ensure:

- checking and endorsement of original documentation – *Purchase transaction log*, receipts and delivery notes – recording any errors, omissions or non-compliance [Section 1: Policy (1.3 & 1.4)].
- Logging of all Cardholders within the Service and their credit limits, to act as the basis for random checks on the physical presence of the Procurement Card and for risk assessment purposes. **Note: card numbers should not be recorded on this log.**

3.7.3 Procurement Card Transparency Reporting

Prior to the publication of Procurement Card data and at the end of the Procurement Card statement period the Payments Team will distribute to all managers Procurement Card transaction data to review spend relevant to their area of responsibility.

Individual transactions must be verified, and where necessary, redacted in accordance with FOI guidelines. Lines must also be provided to explain any transactions that may be likely to attract press attention. Service Areas will also be required to respond to any queries following publication of the transaction data.

3.8. What to do if a card is lost or stolen, or declined

3.8.1 What to do if a card is lost or stolen
If your card has been lost or stolen, the Cardholder must notify Barclaycard immediately using the 24-hour customer service line.

Barclaycard will cancel the card, ensuring that no further transactions can be made. They will then make the necessary arrangements for a new card to be issued to the Cardholder via the Procurement Card Scheme Administrator.

Note: the bank will cancel the card and arrange to issue a replacement, with a different 16-digit number.

All new cards and PINS will be sent to the Procurement Card Administration Team's business address. Cardholders will need to arrange to collect cards from their Procurement Card Scheme Administrator.

When Cardholders collect their new card, they must complete an *Acknowledgement of card and PIN receipt form* [Section 3: Procurement Card Administration (3.2.2)].

3.8.2 What to do if a card gets damaged
Cardholders should inform the Procurement Card Administration Team if their card gets damaged. The Budget Holder should forward the Cardholder's name and last 10 digits of their card to the Procurement Card Administration Team, who will be able to order a replacement.

The new card will have the same 16-digit number.

The Cardholder should cut the damaged card through the magnetic stripe and the part of the card containing the chip and dispose of it in confidential waste.

3.8.3 What to do if a Procurement Card is declined?
If a Procurement Card or transaction is declined Cardholders must:

- first check with the supplier that all the details they have are correct
- ensure they have sufficient credit on their Procurement Card; if not, seek authority from their Budget Holder to initiate an amendment [Section 1: Policy (1.2.3)]
- Check they are not making purchases listed in the *Procurement Card Prohibited purchases list* [Section 1: Policy (1.2.7)].

If the Cardholder has sufficient credit, and is sure the supplier has all correct details, they need to refer the problem to the Procurement Card Administration Team. Their Budget Holder also should be made aware of the issue.

3.9. Procurement Card forms and service levels

3.9.1 Table of forms
This table lists all Procurement Card forms, how they should be sent, and the process turn around times.

Form	To be Held by…	Method of delivery	Procurement Card Administration Team (PAT)	Barclay Card Customer Service Team
Account opening mandate	Administration Team	Email	Up to two working days	Up to ten working days
Procurement Card application form	Administration Team	Email	Up to two working days	Up to ten working days
Acknowledge ment of card and PIN receipt form	Administration Team	N/A	N/A	N/A

All forms are managed by the Procurement Card Scheme Team.