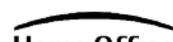


# **Users Guide**

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# 1 INTRODUCTION

## 1.1 JUSTIFICATION

The VISA Government Procurement Card (GPC) provides an alternative payment method to reduce costs and secure efficiencies. It looks and is used like any normal debit/credit card and is widely accepted within the UK. (Any establishment displaying the VISA symbol will accept the card).

The GPC assists in meeting prompt payment targets and avoidance of incurring interest payments on overdue bills. It offers the opportunity to improve both the focus and flexibility of purchasing procedures whilst reducing the volume of purchase orders and invoices for small value sundry purchases, improving the cost effectiveness of processing these transactions in line with the modernisation agenda.

**A card holder must not breach the rules regarding the use of the card contained within this guide. Each card holder will be notified of the credit limits applicable to the card(s) under their responsibility. Adherence to these procedures will be subject to review.**

**The GPC is issued to you personally, which means that you are responsible for all purchases made with it.**

**UNDER NO CIRCUMSTANCES MAY A CARD HOLDER HAND OVER A LIVE CARD TO ANY OTHER PERSON OR ALLOW THE CARD TO BE USED BY ANY OTHER PERSON.**

## 2 OBTAINING A CARD & CARD ACKNOWLEDGEMENT

Budget Managers must justify their need for new GPC card applications for staff. Application forms will be completed by the appointed cardholder for the business unit, justified and authorised by the departmental Executive Director as well as the Finance Executive Director then submitted to Glasgow Finance by mail ([Appendix 1](#)). The bank requires original signatures on the application form; therefore the form cannot be faxed or emailed.

**FAILURE TO SIGN THIS DECLARATION BY EITHER THE BUDGET MANAGER OR THE CARDHOLDER WILL RESULT IN THE APPLICATION BEING DECLINED.**

Once the application has been approved and processed, the cardholder will receive their GPC card sent by courier service from Glasgow Finance. Shortly afterwards, the cardholder will also receive an emailed GPC "Welcome Pack" which includes the IPS GPC User Guide, a card acknowledgement form, which the card holder will need to return once they have received their card, ([Appendix 2](#)) and additional information to assist the cardholder when the card is activated.

Unsuccessful applications will be returned to the budget holder with a written explanation from Glasgow Finance.

## 3 CARD SECURITY

When a GPC card is issued to a cardholder it is a **mandatory requirement** for the card holder to sign both the card and an acknowledgement form, ([Appendix 2](#)) to confirm receipt and that the cardholder understands and will adhere to the policy and procedures for the use of the GPC.

**FAILURE TO RETURN THE ACKNOWLEDGEMENT FORM WILL RESULT IN THE CARD BEING CANCELLED.**

Barclaycard will issue a Personal Identity Number (PIN), under sealed cover directly to the cardholder. The PIN is to be kept secure at all times and no record of the PIN may be held with the card at any time nor must the PIN be revealed to any other person or supplier.

Never write your card number, expiry date or PIN on any forms or letters sent to Glasgow Finance (or anywhere else). These numbers are confidential and should be treated with the same degree of security that you would use with a personal credit/debit card.

Be aware of “phishing”. This is a process whereby cardholders are solicited by hoax communications to verify or update their account details by entering them onto an official-looking website. **NEVER** reveal your GPC card number, expiry date or PIN to unauthorised persons, either over the phone, in writing or on web pages. Glasgow Finance or NatWest will never make unsolicited requests for your confidential card details. If you receive a request from whatever source, contact Glasgow Finance immediately for advice before proceeding.

In certain circumstances the bank may choose to issue live cards to customers through the postal system. This is done at their own financial risk. IPS however, requires all cards to be cancelled in advance and the policy remains that under no circumstances should “live” GPC cards be sent through the postal or courier services.

GPC cards are the property of Barclaycard and are issued to named cardholders on behalf of Identity & Passport Service. They should be kept in a locked drawer or cupboard and stored on official premises. Loss or theft should be reported immediately to Glasgow Finance and Barclaycard.

**Do not remove the GPC card from official premises unless there is a legitimate business need to do so. Officers must ensure that their card is kept safe and secure at all times.**

GPC cards are **NOT** transferable between individuals or cost centres. If you are a cardholder and are moving jobs or leaving the department, you should arrange for the card to be cancelled and another member of staff should apply for a new card.

To comply with its policies on security, anti-fraud, failure to comply with policy or procurement, IPS reserves the right to withdraw your GPC card at any time.

## **4 CHANGES TO ORIGINAL DETAILS HELD**

### **4.1 CHANGE IN CARD HOLDER DETAILS**

If there are any subsequent changes to a cardholder’s details e.g. change of address, cost centre, Budget Manager, statement approver etc, complete form ‘Change of GPC Account Details’ ([Appendix 4](#)) and fax to Glasgow Finance on .

### **4.2 CHANGE OF SPENDING LIMITS**

If there are any changes to a cardholder’s spending limit, complete form ‘Change to GPC Account Spending Limits’ ([Appendix 3](#)), ensuring the Budget Manager has signed in the appropriate space and fax to Glasgow Finance on .

## **5 CANCELLATION OF GPC CARD**

If the cardholder is leaving IPS, going on maternity leave, long term sick, career breaks, secondments to OGDs or moving departments within IPS, the live GPC card will need to be cancelled. ‘GPC Cancellation Form’ ([Appendix 5](#)) should be completed by either the cardholder or Budget Manager and faxed to Glasgow Finance on . Cards are generally cancelled immediately with Barclaycard. Glasgow Finance will inform either the cardholder or Budget Manager by email that the GPC card is no longer live.

On receipt of this telephone call/email, the GPC card should be cut up (making sure the card number is obliterated) and placed in a confidential waste bin for secure disposal. There is no need to return the card to Glasgow Finance. Complete form ‘GPC Card Destruction Confirmation’ ([Appendix 6](#)) to confirm destruction and fax to Glasgow Finance.

## 6 CARD CANCELLATION AND WITHDRAWAL

The IPS Card Administrator reserves the right to cancel, suspend and/or withdraw a GPC at any time from any and all Cardholders without providing prior notification to the Cardholder or Budget Holder.

## 7 WHAT CAN BE PURCHASED WITH THE GPC CARD

**The GPC cards should only be used when all other procurement routes have been exhausted or in emergency circumstances for Business Continuity purposes.** Any goods or services, excluding those listed in the exceptions below, may be purchased as long as it is within the transaction and monthly credit limits of the cardholder and the purchase does not breach the existing procurement rules.

Loyalty/Reward cards should not be used in conjunction with payment using a GPC, as this is classed as a taxable benefit. HMRC may investigate this as a separate issue with cardholders being personally liable for any tax due.

## 8 EXCEPTIONS

The GPC card **MUST NOT** be used for the following:

- Purchase of goods or services where there is an existing contract agreement in place. **Please refer to Exchange for a comprehensive list of procurement routes available to IPS;**
- Personal or non-business use;
- To obtain cash or foreign currency. This functionality is disabled on all cards;
- To pay for fuel, parking or the London Congestion Charge, in a private vehicle in connection with a journey on official business. Mileage allowance and reimbursement of other expenses should continue to be claimed through the IPS expenses claims process.
- To pay for accommodation, subsistence or travel in relation to detached duty, or to pay for expenses in relation to a permanent transfer;
- To pay for any expenses which are regarded as taxable such as the purchase of evening dress for official business, or climatic clothing when travelling abroad;
- To pay for hospitality including rewards and recognition events;
- To make payments to individuals classed as self employed: such as consultants, doctors, lecturers, facilitators, interpreters and translators who are responsible for completing and submitting their own tax returns;
- Any purchase where the supplier is registered for construction industry tax;
- Payments of rent for flats or houses for staff or for utilities bills for such buildings;
- Payments which are covered by lodging allowance;
- Payments for goods or services for which an official loan is available e.g. season tickets, bicycles;
- IT equipment or software unless authorised in writing by Operations and HQ Estates.
- To purchase any commodity on E-Bay or any similar auction sale.
- Professional Fees or Studies

GPC can be used in an emergency situation however, budget holders must give approval **BEFORE** the transaction takes place. Full justification must be included when returning the Barclaycard purchasing daily log to Glasgow Finance.

Any doubt must be checked with the Glasgow Finance team.

## 9 MISUSE OF THE CARD

Any deliberate misuse of the GPC card will be treated as gross misconduct and subject to disciplinary procedures. Deliberate misuse may be regarded as breach of contract justifying (in the case of an employee) disciplinary proceedings.

Should IPS discover card misuse this will be thoroughly investigated. Should that misuse be considered to be deliberate, the matter is likely to result in formal disciplinary action and could potentially constitute gross misconduct. The appropriate sanction could therefore be dismissal.

## 10 HOW TO USE THE CARD

Purchases using the GPC can be made:

- By telephone;
- By post or fax;
- By attending suppliers premises in person;
- Via the internet but note, if making payment to suppliers using PayPal or WorldPay you must not set up an account with either of these but select "one-off" payment if prompted. Otherwise, it is not permitted to purchase goods or services using either of these mediums.

All transactions undertaken throughout each month must be recorded on the 'Transaction Log' ([Appendix 7](#)). Use of the 'Transaction Log' is mandatory and by signing the log the Budget Managers/Statement Approvers are confirming each month that this rule is followed.

**Any failure to maintain a 'Transaction Log' will result in a written warning being given and any failure in two consecutive months or, any two non-consecutive months in three, will result in the withdrawal of the card facility from staff members not complying.**

Full details on how to use the GPC are given in [Appendix 8](#).

## 11 DEALING WITH PROBLEMS IN THE SUPPLY OF GOODS/SERVICES

If there is a problem with the quality of goods/services supplied, it is the cardholder's responsibility to contact the supplier immediately to request a refund if appropriate; or the replacement of goods or re-provision of the service.

If the supplier agrees to issue a refund, the transaction log should be updated with the credit and the cardholder must ensure receipt of a VAT credit note. It is important to ensure that the credit, subject to timing, appears on the next statement.

If agreement cannot be reached with the supplier within a reasonable time of the problem being brought to their attention, an account query must be raised with the card issuer giving full details of the dispute so that a refund can be pursued.

If agreement still cannot be reached the matter should be referred to Glasgow Finance.

## 12 CARD HOLDER PROTECTION

Every effort must be made to ensure the security of the card and card details. **Under no circumstances is the card to be used for private purposes.**

Misuse of the card by the cardholder will result in a full departmental investigation conducted by the internal investigations team. If premeditated misuse of the card is proven, disciplinary or, possibly, criminal proceedings will be taken against the perpetrator with the normal conduct, discipline or inefficiency procedures outlined within the Staff Handbook.

The normal safeguards of the Data Protection Act applies within the card agreement which means that the information supplied to the card issuer cannot be used to perform checks against any individual cardholder.

## 13 LOSS/THEFT OF CARD

In the event of loss or theft of your card, inform Barclaycard Customer Services immediately by telephone on the following number:-

0844 8222140 8am-8pm Mon-Sat

All instances of loss or theft should be reported to the Budget Holder and Glasgow Finance. Glasgow Finance will make arrangements for a new card to be issued.

Glasgow Finance will report repeated losses by a cardholder to their respective Budget Holder, HQ Security and the Internal Investigation Unit.

## 14 CONTACT NAMES & USEFUL TELEPHONE NUMBERS

NATURE OF QUERY	CONTACT	NAME	TELEPHONE
Issue, return of card, change of details or change of transaction limit.	Glasgow Finance		
Lost/Stolen Cards (24 hour service)	Barclaycard Customer Services	Card Loss Centre	
Account Queries	Barclaycard Helpline (Office Hours)		
Internal Investigations Team			

# APPENDIX 1    IPS CARDHOLDER NOMINATION & DECLARATION FORM

Please complete one of these forms for each cost centre required.

**COST CENTRE NUMBER:**

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## PART 1

### NOMINATION (To be completed by the Budget Holder)

Note: This form must be accompanied by the cardholder application form. A Budget Holder cannot nominate him/herself to be a card account holder (segregation of duties applies).

1. I wish to nominate the following member of my staff:

**Name:** ..... **Staff Number:** .....

to hold a Government Procurement Card Account to purchase for the above Cost Centre. I confirm the person named above is a permanent Civil Servant.

2. I agree to ensure that the GPC will only be used to make purchases that are in compliance with IPS policy.
3. I agree to provide and retain a clear and transparent audit trail in respect of all GPC transactions.
4. I agree to adhere to the IPS Standards of Behaviour and the Propriety & Regularity Framework in respect of GPC financial matters.
5. I agree not to allow use of the GPC card for personal purchases of any kind.
6. I agree to take all reasonable measures to ensure that the card details and/or PIN number do not become known to unauthorised persons. I will familiarise myself with and follow the security related guidance as detailed in the GPC User Guide.
7. I understand that failure to comply with these terms will result in IPS closing the GPC account.

Budget holder justification for a new card and details of what the card is likely to be used for:

--

**Signature:**

**Date:**

<b>Name:</b>	<b>Grade:</b>
<b>Job Title:</b>	<b>Tel. No:</b>
<b>Email Address:</b>	
<b>Full postal address and post code:</b>	

## PART 2

### **DECLARATION (To be completed by the person named as cardholder in Section 2 of the Barclaycard GPC Cardholder Application Form 4)**

Please read the following terms and conditions carefully. Once you have read and understood them, please complete the rest of the form and sign it below. You should keep a copy of this form for future reference.

1. I agree to ensure that the GPC will only be used to make purchases that are in compliance with IPS policy.
2. I agree to comply with the GPC procedures and to fully reconcile my GPC statement each month, ensuring a clear and transparent audit trail in respect of all GPC transactions.

The GPC card **MUST NOT** be used for the following:

- Purchase of goods or services where there is an existing contract agreement in place;
  - Personal or non-business use;
  - To obtain cash or foreign currency. This functionality is disabled on all cards;
  - To pay for fuel, parking or the London Congestion Charge, in a private vehicle in connection with a journey on official business. Mileage allowance and reimbursement of other expenses should continue to be claimed through the IPS expenses claims process.
  - To pay for accommodation, subsistence or travel in relation to detached duty, or to pay for expenses in relation to a permanent transfer.
  - To pay for any expenses which are regarded as taxable such as the purchase of evening dress for official business, or climatic clothing when travelling abroad;
  - To pay for hospitality including rewards and recognition events;
  - To make payments to individuals classed as self employed: such as consultants, doctors, lecturers, facilitators, interpreters and translators who are responsible for completing and submitting their own tax returns;
  - Any purchase where the supplier is registered for construction industry tax;
  - Payments of rent for flats or houses for staff or for utilities bills for such buildings;
  - Payments which are covered by lodging allowance;
  - Payments for goods or services for which an official loan is available e.g. season tickets, bicycles;
  - IT equipment or software unless authorized in writing by Operations and HQ Estates.
  - To purchase any commodity on E-Bay or any similar auction sale.
3. I agree to advise Glasgow Finance of any changes in respect of my GPC account including:
    - Changes of cost centre

- Changes of Budget Holder
  - Changes of contact details including the GPC statement address
  - If I wish to vary the spending limits set on my GPC account
  - If I am leaving the IPS, moving to another section or going on long term absence or maternity leave. (I undertake not to leave a live GPC account open after I leave)
  - To respond to Glasgow Finance requests for information in relation to my GPC card/account
4. I agree to adhere to IPS Standards of Behaviour and the Propriety & Regularity Framework in respect of GPC financial matters.
  5. I agree not to use my GPC card for personal purchases of any kind.
  6. I agree to take all reasonable measures to ensure that my card details and/or PIN number do not become known to unauthorised persons.
  7. I understand that failure to comply with these terms will result in IPS closing my GPC account.

<b>Signature:</b>	<b>Date:</b>
<b>Name:</b>	<b>Grade:</b>
<b>E-mail address:</b>	<b>Staff Number:</b>

#### **CARDHOLDER CHECKLIST**

- Have spending limits been set for the account at section 3? Yes/No
- Have you signed your Cardholder Application Form (Barclaycard Form) at section 4, as well as the declaration above? Yes/No
- Has your Budget Holder signed the nomination above? Yes/No
- Have you kept a copy of your application? Yes/No

Once you are satisfied that your application is complete, please return this Nomination/Declaration Form together with your **original** Cardholder Application Form (Barclaycard) to the address below. We regret that photocopied or faxed versions of the Cardholder Application Form cannot be accepted.

**Finance Department  
Identity & Passport Service  
3 Northgate  
96 Milton Street  
Cowcaddens  
G4 0BT**

## APPENDIX 2 IPS GPC CARD ACKNOWLEDGEMENT FORM

PLEASE FAX IMMEDIATELY UPON RECEIPT OF YOUR GPC CARD

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To: Glasgow Finance  
Identity & Passport Office  
3 Northgate  
96 Milton Street  
Cowcaddens  
Glasgow  
G4 0BT  
Telephone:  
Fax:

From: (Enter full address)

1. I acknowledge safe receipt of the Barclaycard HM Government Procurement Card issued to me.
2. I understand that if I misuse the card this will be viewed by IPS as being gross misconduct and may result in disciplinary procedures and possibly criminal proceedings.
3. I agree to ensure that the GPC will only be used to make purchases that are in compliance with IPS policy.
4. I agree to fully reconcile my GPC statement every month ensuring a clear and transparent audit trail in respect of all transactions.
5. I agree to advise Glasgow Finance of any changes in respect of my GPC account, including changes of cost centre, changes of Budget Manger and changes of contact details including the GPC statement address. If I wish to vary the monthly spending limit set on my GPC account or if I am leaving IPS/moving to another section and wish to cancel my GPC account. I undertake not to leave a live GPC account open after I leave.
6. I agree to respond to Glasgow Finance request for information relating to my GPC card/account.
7. I agree to adhere to the IPS "Standards of Behaviour" and the "Propriety and Regularity Framework" in respect of GPC financial matters.
8. I agree to take all reasonable measures to ensure that my card details and/or PIN number do not become known to unauthorised persons. I will familiarise myself with and follow the security related guidance as detailed in the GPC User Guide.
9. I understand that failure to comply with these terms will result in the department closing my GPC account.
10. If this is a re-issue or replacement Government Procurement Card, I agree to dispose of my previous card in the local confidential waste ensuring that the card number is no longer readable.

Signed:

Name (in caps):

Date:

Cost Centre:

Each GPC card received must be acknowledged separately using one of these acknowledgement forms. **Failure to return this form will result in the card being cancelled.**

**PLEASE DO NOT WRITE YOUR CARD NUMBER ON THIS FORM; PLEASE FAX BACK TO**

## APPENDIX 3 IPS CHANGE TO GPC ACCOUNT SPENDING LIMITS

To: Glasgow Finance  
 Identity & Passport Office  
 3 Northgate  
 96 Milton Street  
 Cowcaddens  
 Glasgow  
 G4 0BT  
 Telephone:  
 Fax:

From: (Enter full address)

**Name of GPC Cardholder:** ..... **Cost Centre** .....

1. Please vary the limits on the cardholder account held by my staff as detailed above:

Spending Limit	Old Limit	New Limit
Monthly Credit		
Budget Manager justification for increase in monthly limit:		

2. Please tick here  if the limit variation is to be **TEMPORARY** only:

The limit(s) will revert to their original level at the next statement date. If you do not tick this box, we will assume you require the variation to be on a permanent basis.

**Signature of Budget Holder** .....

**Name (printed)** ..... **Date** .....

**This form must be authorised by the same person who authorised the original GPC application form, his/her successor or an officer acting with appropriate delegated financial authority.**

**PLEASE DO NOT WRITE THE CARD NUMBER ON THIS FORM**

**PLEASE FAX BACK TO**

For GPC use only	
<b>Date Barclaycard contacted</b>	
<b>Date Cardholder notified</b>	

## APPENDIX 4    IPS CHANGE OF GPC ACCOUNT DETAILS

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To: Glasgow Finance  
 Identity & Passport Office  
 3 Northgate  
 96 Milton Street  
 Cowcaddens  
 Glasgow  
 G4 0BT  
 Telephone:  
 Fax:

From: (Enter full address)

**Name of GPC Cardholder:\***..... **Existing Cost Centre:** .....

1. Please TICK () the change in detail required.

**IMPORTANT: Please note that GPC accounts are not transferable between individual members of staff and that you cannot use this form to change the name of the cardholder.**

<b>Change of Address/Telephone Number</b>		<b>Change of Budget Holder</b>	
<b>Cost Centre Change</b>		<b>Other Change</b>	

2. Please detail exact changes in the box below including any new contact details:

**Signed by GPC Cardholder:** ..... **Date:** .....

**PLEASE DO NOT WRITE YOUR CARD NUMBER ON THIS FORM  
 PLEASE FAX BACK TO**

<b>For GPC use only</b>	
<b>Date Barclaycard contacted</b>	
<b>Date Cardholder notified</b>	

## APPENDIX 5 IPS GPC CANCELLATION FORM

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To: Glasgow Finance  
Identity & Passport Office  
3 Northgate  
96 Milton Street  
Cowcaddens  
Glasgow  
G4 0BT  
Telephone:  
Fax:

From: (Enter full address)

Please confirm your cancellation instructions by completing and returning this form by fax to Glasgow Finance on .

**When we have received confirmation that the card has been cancelled from Barclaycard, we will contact you.**

**For this purpose please write your telephone number here: .....**

**When you have received confirmation that the card has been cancelled, please cut the GPC card in half, making sure you have obliterated the card number and dispose of the card in the confidential waste immediately. Complete and fax GPC Card Destruction Acknowledgement form (Appendix 6) to .**

**Under no circumstances should 'LIVE; (un-cancelled) cards be sent through the postal or courier service.**

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With effect from .....(insert date) please cancel the Government Procurement Card(s) held by the following member of staff:

**Name of Cardholder:** .....

**Cost Centre(s):** .....

**Reason for cancellation:** .....

**This form must be signed either by the cardholder or by the same person who authorised the original GPC application forms; his/her successor or an officer action with appropriate delegated financial authority. Only one signature is required.**

**Signature of Cardholder:** ..... **Date:** .....

**OR:**

**Signature of Budget Holder:** ..... **Date:** .....

**Name of Budget Holder (printed):** .....

**PLEASE DO NOT WRITE YOUR CARD NUMBER ON THIS FORM**

<b>For GPC use only</b>	
<b>Date Received</b>	

## APPENDIX 6 IPS GPC CARD DESTRUCTION CONFIRMATION

PLEASE FAX IMMEDIATELY UPON DESTRUCTION OF YOUR GPC CARD

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To: Glasgow Finance  
Identity & Passport Office  
3 Northgate  
96 Milton Street  
Cowcaddens  
Glasgow  
G4 0BT  
Telephone:  
Fax:

From: (Enter full address)

1. I confirm destruction of the Barclaycard HM Government Procurement Card issued to me.
2. I confirm the GPC card was cut in half and disposed of in the confidential waste, ensuring the card number had been obliterated.

**Signed:** .....

**Name (printed):** .....

**Date:** .....

**Cost Centre:** .....

Each GPC card destroyed must be confirmed separately using one of these destruction confirmation forms.

**PLEASE DO NOT WRITE YOUR CARD NUMBER ON THIS FORM**

**PLEASE FAX BACK TO**

## APPENDIX 7 HOW TO USE THE GPC

1. Before making a commitment to purchase using the GPC remember that the card transaction limit is inclusive of the purchase price, VAT and any delivery/shipping charges. Confirm also that the card's monthly credit limit will not be breached before proceeding.
2. If the intended purchase is allowed by card and the value is within an individual's transaction limit, the GPC may be used to purchase the product or service. If the value is outside of the authorised limit, or the intended purchase is not permitted by GPC then existing purchase ordering procedures must be followed.
3. Splitting orders i.e. making two or more separate transactions for one purchase, to avoid breaching the transaction limit is a breach of GPC policy and is not permitted. If the cardholder's Budget Manager gives authorisation, the cardholder may request either a temporary or permanent increase to any individual cardholder's card limits; see Appendix 3.
4. Due to the large number of suppliers who accept VISA, it is not feasible to maintain a central list. If cardholders are unable to identify an existing VISA capable supplier, or find another VISA capable supplier; then existing purchase order procedures must be followed.
5. When contacting suppliers, refer to the card as VISA as this has wider recognition than the term GPC.
6. Before committing to a purchase ensure there is clear understanding regarding:
  - Product description;
  - Unit price;
  - Quantity ordered;
  - Delivery or other supplementary charges;
  - Total cost of order including VAT and delivery/shipping;
  - Delivery instructions (to an official address, or one recognised by the Budget Manager only);
  - Any other terms and conditions e.g. time to inspect and return goods if faulty;
  - Contact details in event of problems.
7. Order goods/services from the supplier quoting the card number, cardholder name and expiry date and confirm total amount of the transaction with the supplier. As point of sale verification capability varies the supplier may seek additional verification in the form of a date of birth, the card security code (the last three digits of the number of the signature strip on the back of the card), and the statement address including postcode.
8. The agreement between the card issuer and each supplier provides the latter to debit an agreed charge to a cardholder account on or after despatch of the goods, or provision of the service(s) at the time agreed with the cardholder e.g. at commencement of the service or on completion. If the charge is debited sooner than agreed, or for an amount in excess of that agreed, the supplier must be contacted without delay for a credit.
9. The supplier must be advised to send the VAT invoice/goods advice note (where applicable) directly to the cardholder.
10. The supplier must also be advised to mark the invoice/goods advice note "Paid by VISA". (It is essential that the supplier does this, to avoid confusion with other invoices to be paid through the normal accounts payable system).

11. If the supplier at the point of sale rejects the card purchase, contact Barclaycard Helpdesk Account Queries on XXXX XXX XXXX to ascertain the reason. Possible reasons for the purchase being declined are:
  - The amount exceeds the monthly limit, or the individual transaction limit;
  - The supplier enters details incorrectly; ask for details to be confirmed and re-entered;
  - The trade category for that particular supplier has been disabled;
  - Supplier equipment problems;
  - The card has been damaged;
  - The card has expired, or been blocked or cancelled.
12. Cardholders must maintain a transaction log, see [Appendix 7](#) and update it with the purchase details.
13. Cardholders may also purchase on behalf of colleagues in their own unit where the requestor is not a cardholder. When making the purchase complete the transaction log and ask the requestor to sign to confirm receipt of the goods/services on the invoice/goods advice.

## **APPENDIX 8 DEALING WITH THE MONTHLY PROCUREMENT CARD STATEMENT**

1. On receipt of the monthly statement, check that the details of each transaction correspond with the details on the transaction log and the invoice or receipt. This will generally be the first opportunity to spot any discrepancy, especially any fraudulent entry. Although the incidence of card fraud is low it can occur and staff must remain vigilant.
2. The overriding aim each month is to balance the transaction log to the statement by correcting any log entry which is in error, and/or by making additional entries, with outstanding debits or credits being carried over. Transactions made close to the statement date may not appear until the following month.
3. When the monthly statement has been reconciled, the cardholder must declare all goods or services have been received/completed by adding the text 'GOODS/SERVICES RECEIVED' (or annotate statement where they have not), sign, date and attach all supporting invoices, receipts and other documents pertaining to the purchase. Information on the statement and attachments must be sufficient to allow the Budget Holder or approving manager to verify the purchases, and may require additional annotation (comments box on form) or verbal briefing where complex.
4. It is the responsibility of the cardholder to ensure that the details on each monthly statement are correct and that any discrepancies are rectified with the supplier. If it is not possible to resolve the dispute with the supplier then an account query must be raised with the card issuer immediately the discrepancy is discovered. The card issuer will investigate and a credit will be raised as long as there are no further issues about the transaction in dispute.
5. In the event of the card issuer debiting an account in error, e.g. the supplier has confirmed the transaction was put through to the card issuer against another VISA card account, immediately raise a query with the card issuer for a credit to be issued.
6. Where the supplier fails to confirm the validity of a transaction or maintains it was a correct transaction then the card issuer must be informed and a disclaimer requested. The card holder must sign and return the disclaimer to the card issuer who will credit the transactions value to the card account and conduct their own investigation in to the transaction.
7. It is incumbent upon the card holder to ensure all credits due are received and these must be entered on the succeeding month's transaction log as sums due in, to ensure that they are effectively tracked.
8. The statement must then be submitted to the Budget Manager or approving manager for verification and signature no later than the 8th day of each calendar month.
9. Repeated failure to submit a reconciled statement on time e.g. for two consecutive months, or two months in three, may result in withdrawal of the card.
10. The Budget Manager or approving manager must sign and date the statement as this will be checked by Internal Audit to ensure that compliance is being achieved. Once signed, the statement must be passed to Glasgow Finance by mail no later than the 10th day of each calendar month. Glasgow Finance will conduct checks to ensure the GPC policy rules compliance.

## APPENDIX 9 GOVERNMENT PROCUREMENT CARD DAILY LOG

<b>CARD HOLDER NAME (print)</b>	
<b>DEPT/DIRECTORATE</b>	
<b>BUSINESS UNIT</b>	
<b>TELEPHONE NUMBER</b>	
<b>CARD NUMBER (last 4 digits only)</b>	

Order Date	Delivery Date	Supplier	Description of Goods or Services Ordered	Price (inc. VAT)	Cost Centre	Account Code	Name of Requester	Department of Requester	Comments

DECLARATION: By signing this form the cardholder and Budget Holder/approving manager are confirming that all goods or services procured have been received and that the requirements were to fulfill legitimate business needs.

In respect of expenditure on travel, including hotel accommodation, signatories are confirming that this was an emergency, properly authorised and no other method of booking was available.

**NB where the card holder and budget holder are one and the same, this should be authorised by the card holder's line manager, This form cannot be self authorized.**

**Cardholder Signature:** ..... **Date:** .....

**Budget Holder Signature:** ..... **Date:** .....

**Budget Holder Name (Print):** ..... **Grade:** .....

<b>Reconciled with GPC Statement (Yes / No)</b>	<b>Comments</b>