



University
of Exeter

HSBC Purchasing Card User Guide and Terms and Conditions of Use.

You are responsible for your Purchasing Card and for ensuring that all transactions that you make with it are undertaken in accordance with these procedures. Any misuse may lead to disciplinary action against you.

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1. Introduction

- 1.1 You have been issued with a Purchasing Card as you regularly have the need to requisition goods in line with your day-to-day responsibilities. If either your job role or your duties within that role change and you no longer require the use of a Purchasing Card, it is your responsibility to notify [Accounts Payable](#) that the card is no longer required and needs to be cancelled. If you are unable to contact Accounts Payable, your Line Manager is then responsible for this notification.

These procedures explain how you should use your Purchasing Card.

They also explain what your responsibilities are as a cardholder and who to contact if you experience any problems.

You are responsible for your Purchasing Card and for ensuring that all transactions that you make with it are undertaken in accordance with these procedures. Any misuse may lead to disciplinary action against you.

On receipt of your card, you should sign it immediately for security reasons. You will also need to keep it in a safe and secure as you would for any other credit card in your possession. Under no circumstances should others be allowed to use your card.

When used correctly, the Purchasing Card will make your job much easier, saving time spent on the order process and reducing the delivery timescale of your goods. You will be trained on these procedures and the benefits of using the Purchasing Card to allow you and the University of Exeter to get maximum benefit from the Purchasing Card.

2. Glossary

These are some of the terms that you will encounter either in this document or while making use of your Purchasing Card.

Cardholder

- Is the person authorised by the University of Exeter to hold a Purchasing Card.

Card Services

- HSBC Bank have been appointed under contract to the University of Exeter to issue Purchasing Cards to the University of Exeter employees.

Purchasing Card

- Is the plastic Visa card issued to University of Exeter employees.

Purchasing Card Request Form

- Is the form completed by each Cardholder to enable Card Services to open a Purchasing Card account.

Conditions of Use

- These are the terms and conditions issued by the University that govern the use and security of the Purchasing Card by each Cardholder.

Purchasing Card Co-Ordinator

- Is the person nominated to administer the Purchasing Card Programme throughout the University of Exeter.

Purchasing Card Co-Ordinator

- Purchasing Card Statement is the monthly statement sent to each Cardholder by Card Services and on which will appear details of all Purchasing Card transactions undertaken during the month.

Credit Limit

- Is the total amount which each Cardholder may spend on their Purchasing Card per month. The Credit Limit is determined by the University of Exeter and notified to Card Services and must not be exceeded at any time.

Transaction Limit

- Is the total amount that may be spent on any single transaction. The transaction limit is determined by the University of Exeter and notified to Card Services and must not be exceeded at any time.

Spending Categories

- Certain categories are blocked to ensure compliance with financial and tax regulations, reducing potential risk to both the University and individuals. Blocks to categories are managed by Procurement Operations. Suppliers determine their own categorisation and some suppliers who do not pose a risk may fall into a blocked category. To determine why a transaction has been blocked or denied, please contact HSBC. Information on how to contact HSBC can be found [here](#). For more detail on blocked category types please refer to section 4.1 of the [Purchase Card Policy](#).

3. General Rules

3.1 Monthly Credit Limit

- The monthly credit limit is shown on the card carrier that you received with your first card.
- Cardholders must never exceed this credit limit.
- If cardholders find that their existing limit is insufficient for their needs, they should request a limit increase via MiVision. Limit amendments will be assessed for approval by Procurement Operations. Further information on standard limits for purchase card can be found in section 5 of the [Purchase Card Policy](#).
- Where credit limits are increased on a permanent or temporary basis, the card holder must continue to adhere to the terms and conditions set out in this document.

3.2 Transaction Limit

- The transaction credit limit can be viewed within MiVision. Cardholders must never exceed this transaction limit.
- If cardholders find that their existing limit is insufficient for their needs, they should request a limit increase via MiVision. This will be assessed for approval by Procurement Operations. Further information on standard limits for purchase card can be found in section 5 of the [Purchase Card Policy](#).
- You should never split the cost of goods that exceed this limit to enable the authorisation to go through.
- Where credit limits are increased on a permanent or temporary basis, the card holder must continue to adhere to the terms and conditions set out in this document.

3.3 What you can use the Card for and Excluded Purchases

Please refer to the University [Purchase Card Policy](#) which sets out what the Purchasing Card can be used for and what it must not be used for. The list of exclusion is review periodically by the University of Exeter.

3.4 Spending Categories

The spending categories blocked against your card have been set appropriately for your needs and in line with the Excluded Purchases in section 4.1. If you encounter problems using your card you need to contact HSBC who can identify the card is not working.

- Information on how to contact HSBC can be found [here](#).
- Where HSBC advise that the card is not working due to merchant categories, the card holder must contact Procurement Operations who can review and unblock the category where appropriate.

3.5 Misuse of Card

Procurement Operations conduct daily checks on a sample of purchase card transactions. Any misuse of cards identified could result in cards being withdrawn and could be deemed a disciplinary offense.

3.6 Lost or Stolen Cards

As soon as you are aware that your card has been lost, stolen or the number has become known to a third party who may use it fraudulently, you must contact the Bank's Lost and Stolen Services on 03456 015934. This service is available 24 hours a day, 365 days a year. You should also advise the Purchasing Card Co-Ordinator.

A replacement card will be issued to the Purchasing Card Co-Ordinator within 5 working days.

3.7 Damaged Cards

If your card is damaged a replacement can be requested by contact Card Services on 03456 015934. This service is available 24/7. For security reasons, identification questions will be asked. You should also advise your Purchasing Card Co-Ordinator who will receive the replacement card.

3.8 Reconciling your Statement

Reconciling card transactions are done on the T1 finance system and should be undertaken on a weekly basis and fully reconciled within 30 days of the spending incurred. Where the cardholder does not reconcile within the timescale, notifications will be sent to the cardholder and the frequency of these will escalate to the individual and their line manager.

Failure to reconcile the card within 30 days of the spend incurred may result in the suspension or removal of your card.

3.9 Cardholders should be aware that under the Freedom of information Act the UOE could be asked to share purchase card spend information (<http://www.exeter.ac.uk/foi/summary/>).

3.10 Responsibilities of staff leaving or changing roles within the University.

Should a cardholder no longer require their purchase card due to the cardholder leaving the University or if there is a change of role within the University, it is the cardholder and or their respective manager's responsibility to contact [Accounts Payable](#) and advise them that the card is no longer required. Once notified [Accounts Payable](#) will provide further information of how to dispose of the purchase card.

Purchasing Card Programme

HSBC and University of Exeter User Guide and Purchasing Card Terms and Conditions

4. Useful Information/Key Contacts

HSBC- Lost or Stolen Cards

[Contact HSBC](#)

HSBC- Card not Working.

[Contact HSBC](#)

University of Exeter- Finance and Procurement Operations

[Contact Us](#)

University of Exeter- Purchasing Card Reconciliation Support

Finance Helpdesk

[Purchase Card Training and Guides](#)

Email: financehelpdesk@exeter.ac.uk

Telephone: 01392 726981

5. University of Exeter – Purchasing Card Terms and Conditions.

Please read the following terms and conditions carefully

- 5.1 Purchasing cards may only be used for bona fide University purchases within the agreed limits set on your card. Each card has a transaction limit, monthly credit limit and authorised merchant categories.
- 5.2 In the event a University purchase card is mistakenly used for personal purchases, the cardholder must immediately notify [Accounts Payable](#) who will advise the card holder on how to repay the University.
- 5.3 Cardholders may only use their cards for the approved merchant categories and must remain within agreed limits.
- 5.4 College Managers of Directors of Services (or delegated authority) may authorise changes to cardholders' limits and merchant categories.
- 5.5 Purchasing cards may be used for items as set out in **Section 5** of the Purchasing Card Policy ([link](#))
- 5.6 Purchasing cards should **not** be used for any of the items set out in **Section 6** of the Purchase Card Policy ([link](#))
- 5.7 The cardholder will provide as part of the reconciliation detailed documentation showing the supplier's name and address, the items purchased, the price paid, VAT payable and information about any additional charges such as delivery, together with an acknowledgement that payment has been accepted.
- 5.8 VAT receipts should be obtained for all UK purchases. These should be requested from the supplier if one is not automatically given. VAT cannot be recovered without a valid tax invoice.
- 5.9 Reconciliation card transactions on the T1 finance system should be undertaken on a weekly basis and be fully reconciled by the end of each month as a minimum. Unless Finance Services have been notified of a valid reason for a delay in reconciling your card spend within 30 days of it being incurred, we reserve the right to suspend or remove the card.
- 5.10 The card must be surrendered if the cardholder is leaving the University, or on extended period of absence (e.g., maternity) or no longer requires the card. All expenditure on the card unreconciled or created during the notice period must be reconciled and authorised by the relevant line manager as expenditure occurs. Where a leaver has not fully reconciled their card prior to leaving the University, this responsibility will be escalated to the line manager for completion.

6. Submission of the Purchase Card Application Form

Submission of the purchase card application form is treated as confirmation that the staff member applying for the card:

1. Has read and understood the Purchase Card Policy and it is the cardholder's responsibility to ensure the policy is adhered to.
2. Has read and understood the above terms and conditions and understands that their card may be suspended if they do not comply with these terms and conditions.
3. Is aware of the Freedom of Information Act under which the University of Exeter could be asked for full details of all transactions - (<http://www.exeter.ac.uk/foi/summary/>).
4. Will undertake all necessary Purchase Card Training.