



University of
South Australia

STARS – EMS (ProMaster)
&
Credit Card Policy

23rd November 2009





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Agenda

- Project Overview
- Draft Credit Card Policy
- Credit Card Procedures
- ProMaster Presentation
- Where to from here?
- Questions





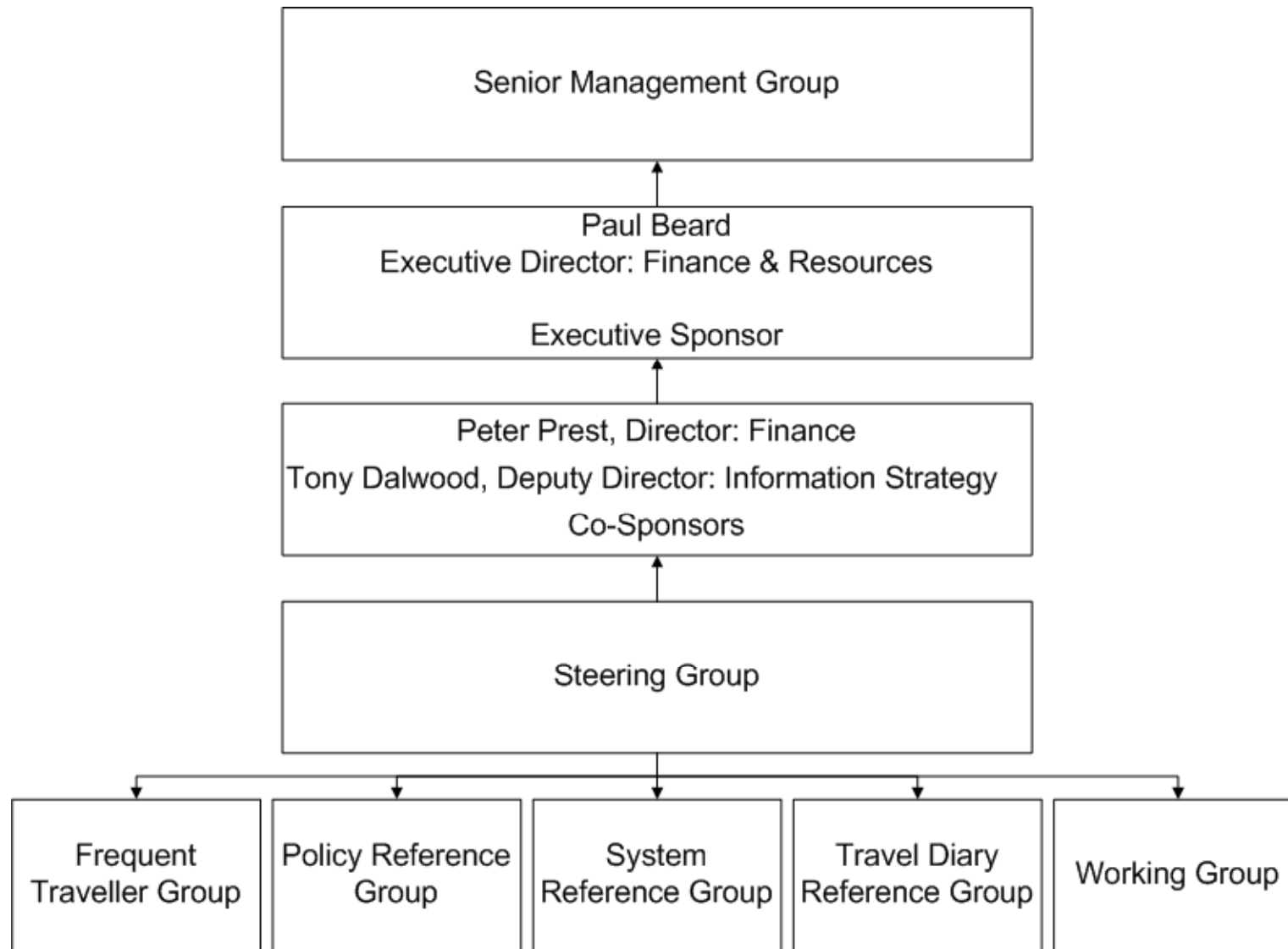
Project Overview

Staff Travel And Reimbursement System

- Identified as a Project in the 2007 Workplace Productivity submission (BPIP)
- Replacement of FlexiPurchase system and approximately 13 manual Forms
- Automate credit card acquittals, staff reimbursements, Travel Planning
- Replace manual processes with Workflow
- Confidence that UniSA is FBT compliant



Project Governance





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Consultation Process

- Flexi Purchase Card Administrators
- Policy Group
- Systems Group
- Working Group
- Travel Planning Group
- Steering Group
- Frequent Traveller Reference Group
- Vice Chancellor / SMG Members



Project Overview

- Flexible so that it can manage travel planning, travel-related spend and low value procurement via credit cards
- User-friendly interface that provides efficiencies in the credit card acquittal process
- Based on current technology, includes access from anywhere in the world using a single login on UniSA website
- Simplified staff reimbursements that are consistent with the credit card acquittal process





Draft Credit Card Policy

- Clear Policy to support administration of credit card transactions
- Eligibility for issue of University credit card
 - Continuing or Fixed Term Contract
- Card types:
 - Corporate Card – Travel, entertainment and approved incidental purchases
 - Purchasing Card – Low-value procurement
- Cardholder and Approving Manager responsibilities clearly defined



Draft Credit Card Policy

- Cash withdrawals & repayments to University via Payroll deduction
- Credit Card limits will be revisited
- Situations for suspension or withdrawal of University credit card defined
- Prohibited & Conditional transactions defined
- New Declaration for receipts not provided or lost (FS56)



Draft Credit Card Policy

- Cardholders must obtain prior approval from their Approving Manager to commit expenditure on their University credit card
 - Issue of a University credit card to a staff member does not imply expenditure authority or authorisation unless accompanied by a VCA delegation or sub-delegation
 - Notwithstanding VCA delegation or sub-delegation, some expenditure still requires prior approval each time the activity is undertaken, for example travel



Major Changes to Procedures

- Approving Manager will be required to authorise online after Admin Controller has checked
- ProMaster will remind Cardholders (and delegates) every 2 weeks if there are any un-acquitted transactions
- Acquittal of transactions can be completed at anytime
- FBT is now handled through intuitive “wizards”
 - much less FBT knowledge required
- Documentation will be filed centrally in the Finance Unit with regular audits occurring



Changes to Procedures

- **Reminder emails:**
 - transactions greater than 45 days old
 - warning of pending escalation at 55 days
 - email sent to Approving Manager at 60 days
- **Repayments of surplus cash from credit card cash withdrawals and private expenses on Corporate Credit Cards**
 - after acquittal in ProMaster will be recouped through deductions in Payroll – Note: an approval to deduct from payroll will be completed
- **Approving Managers..... Do not approve without DCR**



Future Changes

- Staff Reimbursements automated with the same workflow approvals applied and paid fortnightly through payroll (FS57)
- Travel Plans (old FS87), Business Travel Record (FS37) and Overseas Business Forms will be replaced and managed through ProMaster
- Travel Planning process will be fully FBT compliant going forward – ‘closed-loop FBT system’



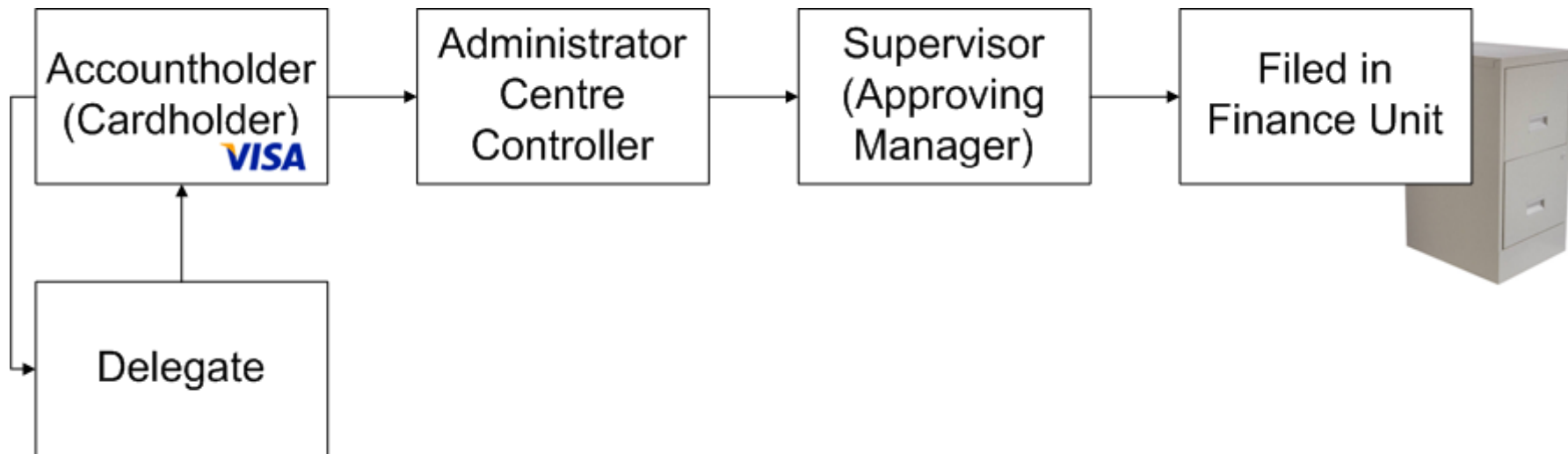
ProMaster Terminology

ProMaster Role	Authority Level	Demonstration Name
Account Holder (Cardholder)	Can delegate the (authority) acquittal online to a delegate, but cannot delegate the responsibility for signing documentation	Luke Cardholder
Delegate	The person who has authority to act on behalf of the Account Holder to: <ul style="list-style-type: none">• Print User Transaction Reports• Document & Code transactions• Submit transactions for approval• Print Document Control Reports & Attach documentation• Get Cardholder's signature	Obi-Wan Delegate
Administrator Centre Controller (AC)	The person responsible for the reviewing of the Account Holder's transactions before passing the transaction to the Approving Manager	Princess Leia Controller
Supervisor (SV) (Approving Manager)	The line manager who has the Vice Chancellor's delegation or sub-delegation to approve payment of ProMaster transactions	Darth Vader Supervisor



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Key Roles and Routes





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Demonstration of ProMaster



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Peter Prest | Account Holder

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Outstanding Tasks

[61 Waiting Accountholder \(Transactions\)](#)

New Actions

[Create Expense](#)

[Create Document Control](#)

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Outstanding Transactions/Expenses

		Date	Merchant	Amount	Actions
		11-09-2009	HILTON METROPOLITAN	475.00	
		12-09-2009	HERTZ CORPORATE SERVICES	285.30	
		12-09-2009	HOUSEHOLD DRYCLEANERS	15.50	
		12-09-2009	TAXICHARGE SERVICES	-40.50	
		12-09-2009	TAXICHARGE SERVICES	27.50	

Transaction Count for you as Account Holder

61
Waiting Accountholder
(Transactions)

1
Disputed

14
Waiting Admin Review AC

10
Waiting Approval SV

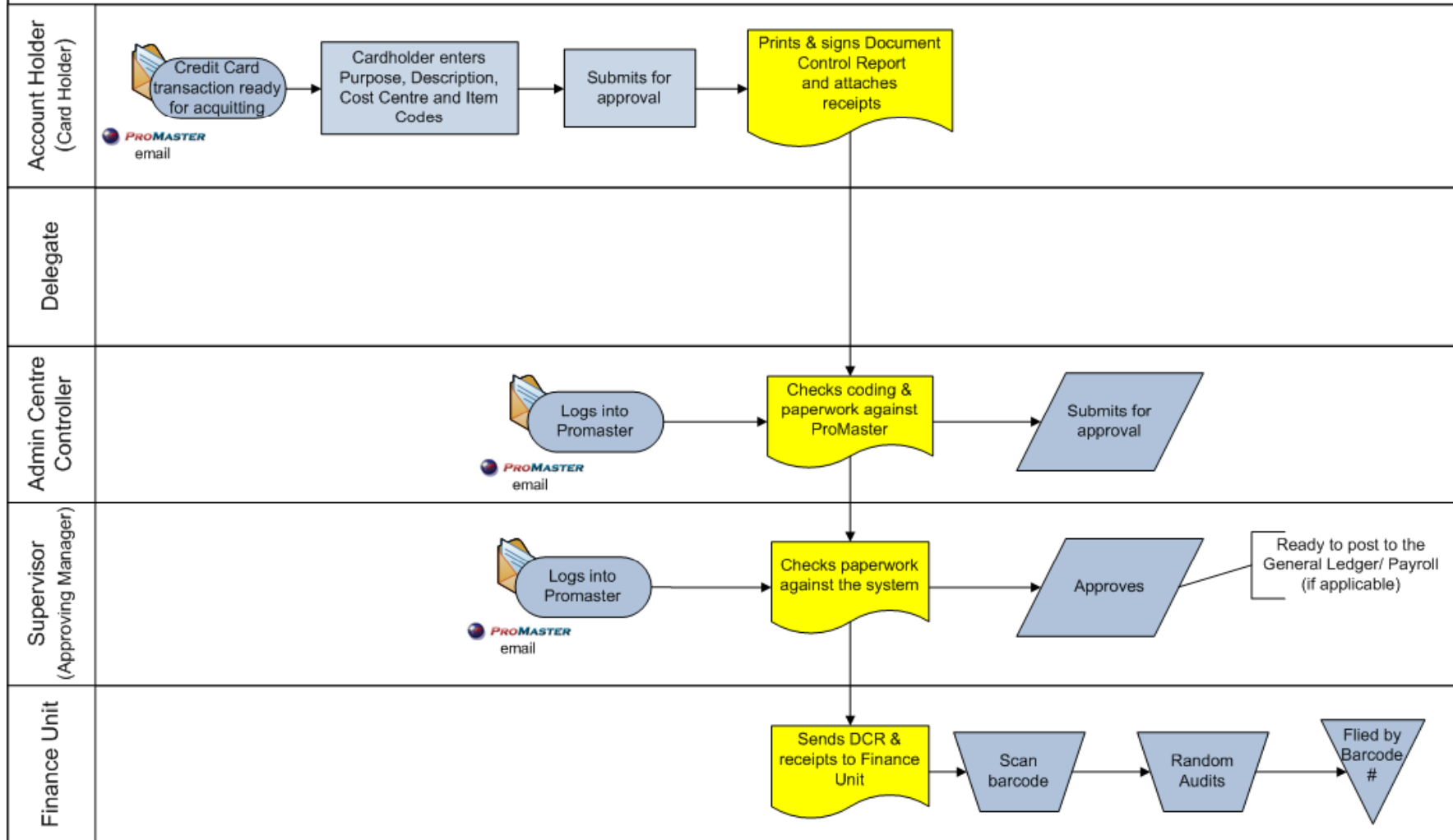


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Work Flow – No Delegate

Note: These are DRAFT processes at this stage and a representative of the intended design

ProMaster Work Flow - PREFERRED OPTION (WHEN NO DELEGATE)



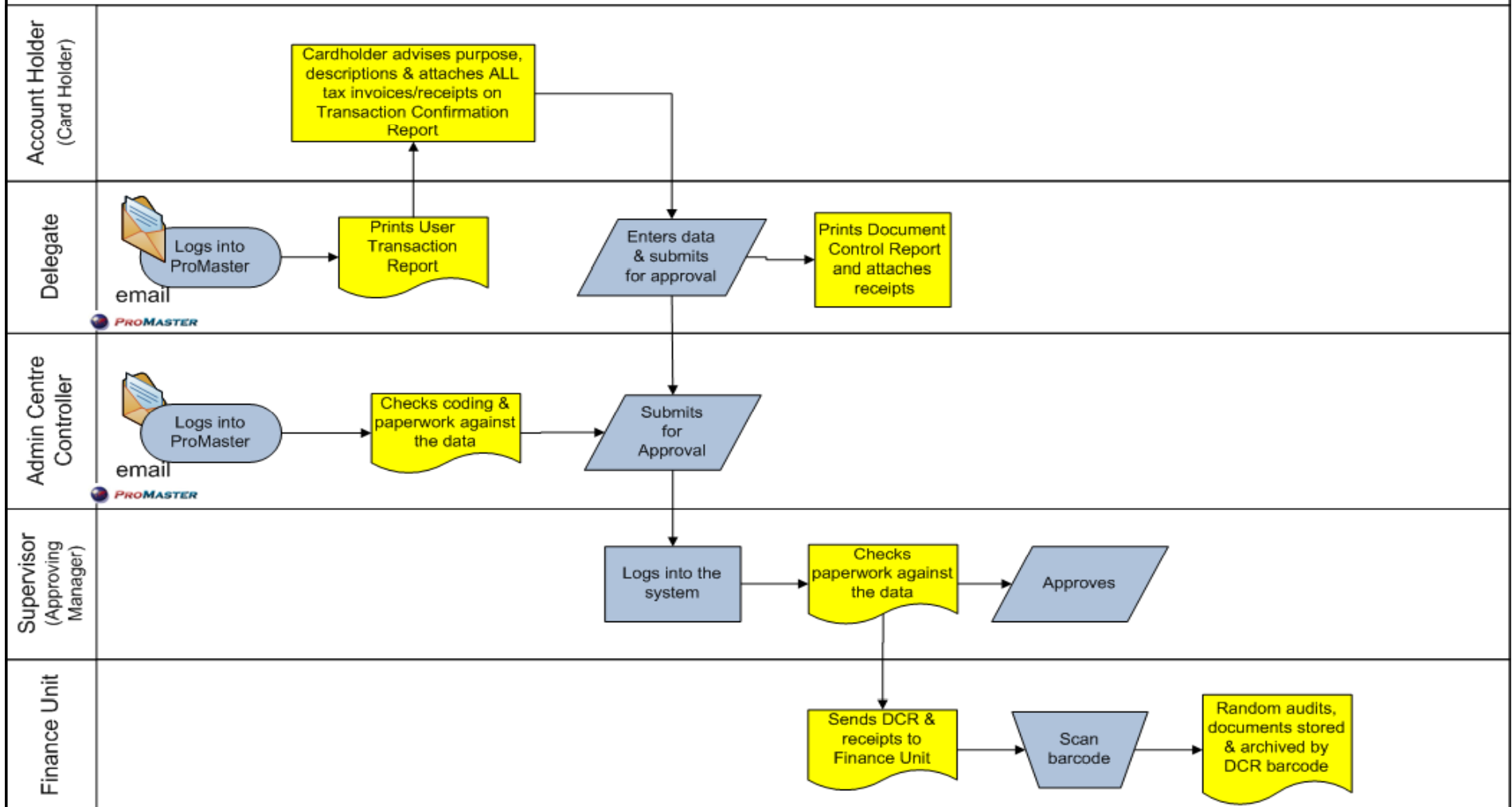


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Work Flow – Delegate Option 1

Note: These are DRAFT processes at this stage and a representative of the intended design

ProMaster Work Flow - OPTION 1





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Document Control Report

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PROMASTER

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Expense Report - File Copy



AU00000153

Reference No	Expense Type	Tran Date	Tran Type	Status	Merchant Name	Merchant Type	Quantity
Invoice No.	Original Currency Amount	Tax Code	Tax Evidence?	Tax Receipt?	Net	Tax	Gross
Purpose	GL Code	Description					
Peter Prest	Visa	PRESTPR4301					
Visa00000000000009805	TAXIS & FARES	12-09-2009	Retail Purchase	Waiting Admin Review AC	HERTZ CORPORATE SERVICES	HERTZ CORPORATION	1
	N/A	T	No (Tax: 0.00)	Yes	259.36	25.94	285.30
Trip To Finance Officers' Conference			AD 070800 1781	Hire Car from Airport - UTS Return			
AD070800							
Transaction Summary [Ref No. : Visa00000000000009805]					259.36	25.94	285.30
Account Total (AUD)						285.30	



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Transaction User Report

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Transactions By User Report

Reference No Description Invoice No.	Tran Date Quantity	Tran Type Tax Evidence	Status Tax Code	Tax Receipt GL Code	DCR Price	Merchant Name	Purpose Net	Tax	Gross
Peter Prest									
Visa PRESTPR4301									
Visa00000000000009786	12-09-2009 1	Retail Purchase No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		HERTZ CORPORATE SERVICES 285.30 @ (AUD 1)	HERTZ CORPORATE SERVICES PERTH AU 259.36	25.94	285.30
Visa00000000000009765	12-09-2009 1	Returned Item No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		TAXICHARGE SERVICES -40.50 @ (AUD 1)	TAXICHARGE SERVICES BRISBANE AU -36.82	-3.68	-40.50
Visa00000000000009785	12-09-2009 1	Retail Purchase No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		TAXICHARGE SERVICES 27.50 @ (AUD 1)	TAXICHARGE SERVICES PERTH AU 25.00	2.50	27.50
Visa00000000000009807	12-09-2009 1	Retail Purchase No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		HOUSEHOLD DRYCLEANERS 15.50 @ (AUD 1)	HOUSEHOLD DRYCLEANERS SYDNEY AU 14.09	1.41	15.50
Visa00000000000009764	12-09-2009 1	Retail Purchase No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		TAXICHARGE SERVICES 40.50 @ (AUD 1)	TAXICHARGE SERVICES BRISBANE AU 36.82	3.68	40.50
Visa00000000000009803	12-09-2009 1	Returned Item No (Tax: 0.00)	Waiting Accountholder T	No AD 070800		TAXICHARGE SERVICES -40.50 @ (AUD 1)	TAXICHARGE SERVICES BRISBANE AU -36.82	-3.68	-40.50
Visa00000000000009787	12-09-2009 1	Retail Purchase No (Tax: 0.00)	Waiting Accountholder F	No AD 070800		TAXICHARGE SERVICES 15.30 @ (USD 0.75)	TAXICHARGE SERVICES PERTH US 15.30	0.00	15.30



Cutover

- Road Shows – November / December
- 2009 FlexiPurchase transactions loaded and verified in FlexiPurchase
- 2010 transactions loaded and verified in ProMaster from approx. 4 January 2010
- Training January & February 2010
- Staff Reimbursements – March 2010
- Travel Planning module – March 2010



Preparing Your Area

- Ensure 2009 transactions are acquitted in FlexiPurchase as soon as practicable
- How do you want your local processes to operate?
 - some Flexibility..... so local choices need to be made
 - opportunities for efficiencies
 - smooth workload by acquitting anytime BUT don't print too many DCRs!
- Attend training – especially Delegates, Admin Controllers and Personal Assistants



Preparing Your Area

- Forward DCRs with Tax Invoices and Receipts to Finance Unit immediately once approved by Approving Manager (Supervisor)
- Barcode on DCR scanned by Finance Unit confirming receipt



Preparing Your Area

- Choose a local Champion to support transition
 - Some Account Holders (card holders) and Supervisors will require local desktop support
 - Rudimentary working knowledge of FBT
 - Account Holders may require support to delegate access
 - SMG Members, Directors, HOS may have existing delegations in place so they will have to review arrangements and establish these in ProMaster
 - How to manage Supervisor delegation while on leave
 - Involve key people in local process design



Training

- January 2010, City East – Hands On
- Admin Centre Controllers – 3 hours
- Card Holders – 2 hours
- Approving Supervisor's – 1 hour
- ProMaster for Personal Assistant's - 2 hours

Ongoing Support

- On-line training modules / quick reference guides



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Key Project Dates

Id	Milestone Description	Start Date	Finish Date
	Credit Cards and Staff Reimbursements		
001	Test Environment created	15-September-2009	16-September-2009
002	Data Load completed	16-September-2009	28-September-2009
003	Project Testing (Credit Cards)	28-September-2009	30-November-2009
004	Project Testing (Staff Reimbursements)	28-September-2009	30-November-2009
005	Project Testing Workflow (Credit Cards)	28-September-2009	30-November-2009
006	Project Testing Workflow (Staff Reimbursements)	28-September-2009	30-November-2009
007	UAT Testing (Credit Cards)	16-November-2009	30-November-2009
008	UAT Testing (Staff Reimbursements)	16-November-2009	30-November-2009
009	Inlogik Deliver main fixes for 7.0/EmpowerHR patch	20-November-2009	20-November-2009
010	Steering Group meeting	30-November-2009	30-November-2009
011	UAT Testing Sign off	30-November-2009	30-November-2009
012	All Testing completed	11-December-2009	11-December-2009
013	Systems Go/No Go for Setup	11-December-2009	11-December-2009
014	Create Training Environment from Test	14-December-2009	15-December-2009
015	Go Live Approval Given	06-January-2010	06-January-2010
016	Enabling Access Strategy Decision for Credit Cards	07-January-2010	07-January-2010
017	Production Environment Live (including system interfaces)	07-January-2010	07-January-2010
018	Load Production Data (Credit Cards)	07-January-2010	08-January-2010
019	Uni Wide Rollout	08-January-2010	31-March-2010
020	Training (Credit Card Cash Advances)	11-January-2010	28-January-2010
021	Training (Credit Card)	11-January-2010	28-January-2010

Conditional Transactions

The following transactions are permitted under conditional circumstances outlined below.

Transaction Type	Conditions
Airfares	Only in accordance with Travel Guidelines (strictly not when UniSA's contracted Travel Service Providers are expected to provide the booking service).
Clothing	Only where covered by employment conditions e.g. safety clothing, uniforms.
Computer Equipment	Only for incidental computer peripherals and supplies not covered by preferred supplier agreements.
Flowers	Only for official functions/ceremonies/exhibitions or for the purpose of condolences.
Fuel Purchases	Only for hire cars and new University vehicles waiting issue of a fuel card. Note: Where a staff member has approval to use their own private vehicle on official University business, reimbursement is on the cents per kilometre rate per set by the Australian Taxation Office rate.
Gifts	Only for official University business. FBT may apply if the value exceeds \$300 or is regarded as 'entertainment'.
Meals	Only during official University business travel.
Preferred Supplier Agreements	Only be used to make payments to preferred suppliers where it has been explicitly specified in the Preferred Supplier Agreement.
Professional Membership Subscriptions	Only permitted where it is part of a staff member's employment contract and/or where it can be shown the membership is essential for the performance of the staff member's duties and approval has been given by the Cardholder's supervisor who has a Vice Chancellor's Authorisation Authority Band 5 or higher.
Tours	Only when Cardholders are hosting visiting delegates.
Travel Luggage	Only when replacing damaged luggage not covered by Travel Insurance and where it is reasonable to equal value. Value exceeding \$300 is subject to FBT.



Prohibited Transactions

The following transactions are strictly prohibited when using University credit cards.

Transaction Type	Description
Airline Club & Frequent Flyer memberships	Must not be purchased on cards as they are managed centrally by Finance Unit. http://www.unisa.edu.au/fin/travel/qantasclub.asp
Annual Parking Permits	Payments to UniSA for staff home campus parking permits. http://www.unisa.edu.au/policies/codes/miscell/parking.asp#3
Auction Purchases	All traditional and online auction sales, including but not limited to, eBay and Grays online.
Direct Debits	Automatic Periodic Debit authorities for payments to external parties using your University credit card.
Capital Expenditure	Where deemed a Fixed Asset under the University Fixed Asset Policy. https://my.unisa.edu.au/extranet/fin/policies/fixedassets.pdf
Chemicals and/or Dangerous Goods	Must not be purchased on cards due to OH&S requirements. http://www.unisa.edu.au/ohsw/procedures/hazardsub.asp
Excessive Volumes of Transactions	Where the volume of credit card transactions undertaken cannot be reasonably justified and is disproportionate to the Cardholder's role and performance of duties.
Fines	Fines of any description, such as library, parking or speeding fines.
Non Business Related Entertainment	Entertainment not related to approved University business (e.g. family and friends).
Non Compliance with Contracted Suppliers	Purchasing goods and services from alternate suppliers where contracted supplier arrangements exist.
Insurance	Travel Insurance, Personal Insurance policies, including professional indemnity for work outside normal University duties, or involving private outside earnings.



Prohibited Transactions

The following transactions are strictly prohibited when using University credit cards.

Transaction Type	Description
Personal Transactions	Where an expense incurred comprises both official University Business and personal expenditure, the personal expenditure must be paid separately by the Cardholder and only the portion that relates to the University can be charged to the card. Alternatively the staff member can pay the full cost personally and seek reimbursement of the University portion.
Student Fee payments	An internal payment request must be used for these transactions. http://www-p.unisa.edu.au/sas/staffforms/internalpaymentrequestform.doc
Subscriptions	To sporting bodies or fitness clubs, golf clubs or other bodies that are not required to carry out University business.
UniSA Staff tuition fees	Staff must refer to the Study Assistance guidelines. http://www.unisa.edu.au/hrm/guidelines/study_assistance_guidelines.pdf
Unsecured Websites	Transactions must only be undertaken on secure websites. Cardholders should look for an icon of an unbroken key or closed lock in the browser window. If either sign is not visible or apparent, or if a broken key or an open lock appears, the security protocol SSL is not working to protect the transaction. If the site cannot be confirmed as secure the purchase must not proceed.
Weekend/Leave Periods	The card must not be used on weekends or when a cardholder is on leave unless the expenditure is directly associated with University business.



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Proposed ProMaster Reminder Emails

ACCOUNT HOLDER ACQUITS BY END OF MONTH

Transaction date	1st of month	8th of month	22th of month	End of month
Days old	0	8	22	
EMAIL		General Reminder	General Reminder	
Recipient		all users	all users	
Report		all transactions	all transactions	

AH = Account Holder (Credit Cardholder)
 AC = Admin Centre Controller
 SV = Supervisor (Approving Manager)

ACCOUNT HOLDER FAILS TO ACQUIT

Transaction date	1st of month	8th of month	22th of month	End of month						
Days old	0	8	22	31	45	55	60	74	90	120
EMAIL		General Reminder	General Reminder		Individual Reminder	Escalation Warning	Automatic Escalation	Manual escalation	Manually Suspend card	Manual escalation
Recipient		all users	all users		AH	AH	SV	PVC	Director:Finance	Director:HR
Report		all transactions	all transactions		Transactions > 30 days	Transactions > 45 days	Transactions > 45 days	Transactions > 60 days	Transactions > 74 days	Transactions > 90 days



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Proposed ProMaster Reminder Emails

SUPERVISOR (Approving Manager)

APPROVES PROMPTLY

Transaction date	1st of month	10th of month	26th of month	End of month
Days old		10	26	
EMAIL		Reminder	Reminder	
Recipient		all approvers	all approvers	
Report		all transactions	all transactions	

AH = Account Holder (Credit Cardholder)

AC = Admin Centre Controller

SV = Supervisor (Approving Manager)

SUPERVISOR (Approving Manager)

FAILS TO APPROVE

Transaction date	1st of month	10th of month	26th of month	End of month				
Days old	0	10	26	31	45	55	60	74
EMAIL		Reminder	Reminder		Reminder	Escalation Warning	Manual escalation	Manual escalation
Recipient		all approvers	all approvers		SV	SV	PVC	Director:Finance
Report		all transactions	all transactions		Transactions > 30 days	Transactions > 45 days	Transactions > 45 days	Transactions > 60 days



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Thank You

