User Manual: Finance – Credit Cards: Cardholder

<table>
<thead>
<tr>
<th>Version</th>
<th>Date Last Updated</th>
<th>By: Post</th>
<th>Post Holder</th>
<th>Main amendments</th>
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<td>11</td>
<td>29/11/17</td>
<td>Transitional SMA</td>
<td>Jules McMenigall</td>
<td>Draft to Final</td>
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<td>12</td>
<td>05/03/18</td>
<td>Transitional SMA</td>
<td>Jules McMenigall</td>
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<td>03/7/18</td>
<td>Transitional SMA</td>
<td>Jules McMenigall</td>
<td>Change format an add in a link to page 51</td>
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Context

Lloyds Credit Cardholder purchase details are uploaded into the Commercial Card Data Management (CCDM) interface for:

- Confirming
- Coding
- Adding narrative
- Approval
Related Documents

Methods of Ordering Policy http://www.st-andrews.ac.uk/staff/policy/financialoperatingprocedures

Corporate Card Policy, http://www.st-andrews.ac.uk/staff/policy/financialoperatingprocedures

University’s Expenses Policy http://www.st-andrews.ac.uk/staff/policy/financialoperatingprocedures

University’s Travel Policy http://www.st-andrews.ac.uk/staff/policy/financialoperatingprocedures

ITS Purchasing Forms http://www.st-andrews.ac.uk/itsupport/purchasingandsoftware/

Finance - Credit Cards: Administration, X:\Finance\finance\operations\Projects\30.0 Credit Cards\D – Training....

Finance - Credit Cards: Approver, X:\Finance\finance\operations\Projects\30.0 Credit Cards\D – Training....

Finance - Credit Cards: Read Only Administration, X:\Finance\finance\operations\Projects\30.0 Credit Cards\D – Training....

How to use this manual

Hints & Tips 🌿
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A – LOGGING IN TO THE SYSTEM

1. You can login to Commercial Card Data Management (CCDM) here: https://www.lloydsbank-datamanagement.com/secure/welcome.asp. Login in with your Lloyds CCDM username & password.

2. You will be informed of your login details via automated email once you have been set up as a user. Your username will normally be set as your University email address [userid@st-andrews.ac.uk]. If you don’t receive your username and password within twenty-one days of application, please contact the Credit Card Administrator via e-mail at creditcards@st-andrews.ac.uk.

3. If you ever forget your password you can use the ‘Forgotten your password?’ link on the login page (as shown below). You will be prompted to enter your username, and the system will email you a new, temporary password which you will be prompted to change when you log in.

4. Along the top of the page a banner with four links is always displayed (shown below). Here, as well as being able to change the language and personal settings of the system and log-out, you can refer to a comprehensive Help section.

5. HELP SECTION: Help opens on a subject that relates to the page you are viewing at the time but there is also a search function to help with more general queries.
6. Logging in to the system will take you to the “Home Page”
7. You will see the following on the home page:
   - **Account Statements** – will take you to a list of monthly statements which you can drill down into if required.
   - **Expense Reports** – allows you to view any “Trip Reports” that have been created (see section C).
   - **Reports** – Allows you to view your transactions and your account set up through various pre-set reports. See Appendix II for more information on the reporting tab.
   - **Image Library** – allows you to view any receipt images that you have uploaded (see section B).

8. A blue ribbon next to one of the home page items means that there are items requiring attention. A green ribbon means that things are up to date.
B – STORING A RECEIPT

All transactions must have an image of the receipt or invoice attached to them or they cannot be submitted for authorisation. The images are uploaded to a database within the credit card system and then they are “linked” to the transaction.

In order to avoid losing or damaging paper receipts best practice is to store an image as soon as you receive the receipt. This can be done either by taking a photograph or scanning a paper receipt (see section B2 below), or by emailing an electronic receipt as an attachment to your unique image library email address (see section B3 below).

B1 – FINDING YOUR LIBRARY EMAIL ADDRESS

Every cardholder has a unique image library email address and this can be found by:

1. In the Home tab click the drop down menu next to your name then select Image Library

2. Selecting “Upload via Email”
3. A pop up box will appear with your unique email address as per the screenshot below:

![Upload via Email](image)

To upload receipts to your account via email, please send your receipt to the email address below:

rtho.a.20cg0.v68bbl@receipt-upload.com

We recommend saving this email address to your contact list or address book to avoid having to enter the email address every time.

4. Clicking on the email address should automatically open a new email in Outlook (depending on your security set up, you may have to “Allow” Outlook to open the email by clicking on the “Allow” button).

5. Right click on the email address and select “Add to Outlook Contacts” (if you don’t have this option then put your cursor next to the email address and tab into the next field. If the email address becomes underlined then the right-click should now work).

6. A Contact card will then appear as per below:

![Contact Card](image)

7. Now you should be able to email any receipts to your image database by selecting “My Credit Card” from your contacts in Outlook. When opening up a new email select “To”:
8. Select “Contacts” in your Address book and search for “My Credit Card”.

9. Double click on the My Credit Card entry to select it and press OK to put the email address in the “To” box. You can now send the email with any appropriate attachments (see below) to the image library.

10. Going forward you should just be able to type “My Credit Card” directly into the “To” box and Outlook will automatically populate it with the correct contact.
B2 – PAPER RECEIPTS
One of the most convenient ways to store images is to take a photograph of the receipt on your smartphone or other device and then email the image to the image library using the email address noted in B1 above.

1. Using your device take a picture of your receipt.
2. Please ensure that the image is a full and complete replica of the paper document (this is very important for HMRC, audit and research funder requirements).
3. Email the picture as an attachment.

B3 – ELECTRONIC RECEIPTS
Sometimes you will be sent a receipt electronically via email. This may be sent either as an attachment to an email or just as a plain email where the details are contained in the body of the email.

1. If the receipt has been received as an attachment and is in one of the acceptable file formats (.jpg, .jpeg, .gif, .png, .tif, .xls, .xlsx, .doc, .docx and .pdf. - note that .bmp files are not supported) then simply forward the email to “My Credit Card” (your library image email address) as per the guidance in B1 above.

2. If the receipt is in the body of the email then you will need to save the email as a pdf. See instructions below:
   a) Open your e-mail.
   b) Choose File > Print.
   c) Choose “ScanSoft PDF Create” as the printer in the Print dialog box. (If you don’t have “ScanSoft PDF Create” or “Save as PDF” as options in your Print dialog box, put a call into ITS Helpdesk and they will add it.)
   d) Click Print.
   e) Name the PDF file, and save it in a desired location.
   f) Email the pdf attachment to “My Credit Card” (the image library) as per section B1 above.
B4 – PROVIDING RECEIPTS TO YOUR ADMINISTRATOR TO UPLOAD

Your school administrator / PA may be available to help manage your credit card receipts (depending on local School / Unit arrangements). Paper receipts could be passed to them in bulk with a request to scan / photograph and email them to the image database on your behalf using the process outlined in B1 to B3 above and using your unique image database email address (which you will have to provide them). You will then be able to “attach” these receipts to the transactions when you are coding them at a later date.

Please note that any delays in uploading images to the database increases the risk that receipts are misplaced. If receipts are misplaced this can result in costs not being covered by external funders such as research grant funders. It may also cause delays in the coding and the authorisation process.

Our strong recommendation is that as a matter of course the cardholder photographs and / or saves their receipts and uploads them to the image database as soon as possible after the purchase is made. This is to ensure that they are available to link to the credit card transaction. Please do not destroy your receipts until transactions have been fully authorised.
C - TRIP REPORTS

The Trip Report tool assists with collating all your trip information together into one report and allows you to group together all the costs associated with one trip for ease of reporting to funders, budget holders or for helping to plan future trips. It is good practice to create trip reports for each trip away. If your credit card transactions are not part of a ‘trip’ then go straight to section D to code up the transactions individually.

A trip report is created by firstly setting up the trip (entering the trip name and dates), and then by linking the individual transactions to the trip once the purchases have been made. See section C1-3 below.

C1 – CREATING A TRIP REPORT

1. From the HOME screen click on Expense Reports→ Expense Report: Create New Item as per the screen shot below:

2. When you select Expense Report: Create New Item the Expense Report: Create New Item window will pop up as per the screen shot below:

3. Populate the Description, Date and Expiry Date fields with appropriate information. The dates should be the start and end of the trip, the Comments field is optional.
4. Click Save
C2 - LINKING TRANSACTIONS TO THE TRIP REPORT

1. The Trip report should now appear as per the screen shot below (or it may open the Transactions Linking screen straight away – see 2. below). Click on the paperclip icon to link transactions to the report:

![Account Statement](image1)

2. Navigate to the correct statement via the drop-down menu and click OK. Note that these dates relate to the date that you purchased the items, so if you have e.g. prepaid for advance flights, then you may need to look for the date of purchase rather than the date of the trip.

![Transaction Linking & Allocation](image2)

3. Identify the transactions which are part of this trip and click on the Right Arrow. This will link the transaction to the trip report. Click Save.
4. You can link more transactions by clicking on the paperclip icon on the RHS of the screen again.

![Image of transaction linking]

5. This will take you back into the Transaction Linking & Allocation screen noted above. Just follow the same process noted above until all the relevant transactions are linked.

6. You can now choose to go ahead and code up the transactions clicking on the X button next to the transaction. Full instructions on how to code up transactions are contained in sections D-G below.

C3 – REMOVING A LINKED TRANSACTION FROM A TRIP REPORT

If you accidentally link an incorrect transaction to a trip report it’s very easy to ‘unlink’ the transactions.

1. Navigate to the trip report HOME→ Expense Reports and select the report you want to amend.

2. Click on the paperclip icon.

![Image of removal process]
3. On the RHS window that pops up you will see a list of the linked transactions. Simply click on the Left arrow to de-link this transaction from the trip and click **Save**.

C4 - PRINTING A TRIP REPORT

You may wish to print out a trip report for your records, your Head of School or for funder requirements. This can be done as follows:

1. Select “Expense Reports” from the Main Menu on the Home Page.
2. Click into the trip that you want to print out.
3. Select “Print Report” from the top right hand side.
4. Your report should look something like this:

![Expense Report for Rebecca Thomson]

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Supplier</th>
<th>Bill Currency</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>13/06/2016</td>
<td>-</td>
<td>GBP</td>
<td>0.69</td>
</tr>
<tr>
<td>Transaction Type</td>
<td>Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Description</td>
<td>Transaction Fees</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipt</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allocated To</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CFN1-RMT10X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/06/2016</td>
<td>Supershuttle Execucarfax</td>
<td>GBP</td>
<td>25.01</td>
</tr>
<tr>
<td>Transaction Type</td>
<td>Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Description</td>
<td>Travel Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipt</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allocated To</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CFN1-RMT10X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Expense Report Summary

- Total Card Transactions Expensed: 25.70 GBP
- Total Cash Transactions Expensed: 0.00 GBP
- Total Expensed: 25.70 GBP

5. If you click “Print” this produces a pdf of the report which you can save or print as required.

6. Note that this is a standard format report. It has “Approved by” and “Date Approved” at the bottom if you require this for your local arrangements. Manual approvals are not required for the University purposes as all approvals are made online by your line manager.
D – SELECTING TRANSACTIONS

Individual transactions can be coded up without creating a trip report. In order to code transactions directly from the credit card statements please use the following process.

1. Click Account Statements on your home page main menu to view all transactions by statement period.

2. Your current account statement appears. If you want to code a transaction from another period, click the statement period date from the Account Statements menu. Any statement periods where some action is required by you, appear in red text.
3. **Click the Transaction status icon to the right of the transaction amount you want to work on (This will either be a red cross which indicates that an action is required or a green tick which indicates that all required information has been provided).**

Once you have selected the transaction that you wish to code, please proceed to section E of the manual.
E – SELECT THE TYPE OF SPEND

Credit cards should primarily be used for travel, subsistence, accommodation and entertaining whilst on University business. All credit card spend must be reviewed and approved by the cardholder’s line manager to ensure that it is appropriate business spend and is in line with University policies. To ensure there is sufficient information for managers to review the spend and in order to meet HMRC and funding body requirements, additional information about the spend is required depending on the type of spend made.

To make it easier for cardholders to code transactions and provide the information required, the main ‘types’ of credit card spend have been set up on the system as per the picture below. This set-up tailors the information required to the type of spend and ensures that the correct detail code (i.e. the last four digits which denote the ‘type’ of spend) is populated automatically.

To begin the process, select the ‘type’ of spend from the list below and then go to the relevant subsection for more details on how to complete each of these categories. (Subsections E1 to E12).

Before you begin the process please note there is useful information noted below

a) if the transaction involves foreign currency or
b) if the transaction covers more than one spend ‘type’.

This second scenario might happen if you are e.g. away on business and you pay for dinner for a non-university colleague. Your dinner would be most properly described as ‘subsistence’ (meals whilst away on business) whilst the colleague’s dinner would be ‘entertaining’.

If your transaction falls into either of these two categories then please read section EA and / or EB respectively before moving onto the specific section for that type of spend.
EA - FOREIGN CURRENCY SPEND

Please note that purchases made in a foreign currency will incur a separate Foreign Exchange fee and this will show as a separate transaction in your Account Statement per the screen shot below.

<table>
<thead>
<tr>
<th>Trn Date</th>
<th>Post Date</th>
<th>Supplier</th>
<th>Receipt</th>
<th>Image(s)</th>
<th>Amount Incl</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/09/2016</td>
<td>13/06/2016</td>
<td>Supershuttle Exencuriae</td>
<td>Yes</td>
<td>Yes</td>
<td>25.01</td>
</tr>
<tr>
<td>12/09/2016</td>
<td>13/06/2016</td>
<td>Transaction Fees - Foreign Exchange Fee</td>
<td>Yes</td>
<td>Yes</td>
<td>0.59</td>
</tr>
</tbody>
</table>

The Foreign Exchange fee transaction should be completed with the same information as the transaction it is associated with e.g. if it was incurred as part of a flight cost then it should be completed with exactly the same information (same code etc.) as the flight to which it relates.

EB - SPLITTING BETWEEN DIFFERENT TYPES OF SPEND

Occasionally it may be necessary to split the cost between different ‘types’ of spend. For example, one restaurant bill may be properly described as part subsistence (if the meal was for a University employee taken whilst away from St Andrews on business) and part entertainment (if we are paying for an external person), or if there are alcohol costs not covered by the University’s expenses policy (which should be charged to personal spend and reimbursed to the University).

Examples and guidance about how to code these kind of ‘split’ costs can be found in sections E3a and E5a.
E1 – TRAVEL

1. The Travel Expense Category will open in the Allocation tab. You will now see a list of the main types of travel as per the screen shot below.

2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.
3. Clicking on the blue radial button with an equals sign (as indicated below) will allocate all of the costs to that travel type. So, if the cost relates only to one type, press the equals sign to allocate it to that cost type.
4. Check that that Balance = zero as indicated below.

5. Note: If the cost relates to more than one “type” e.g. it’s for both a flight and rail tickets, see Section E3a for an example of how to split the cost between headings.
6. Once the cost has been allocated to the correct type(s) click on the Comments tab as indicated above.
7. The **Comments** tab is an area which sets out the information which should be provided for each item of spend and the tab has been designed to meet research funder & HMRC requirements as fully as possible.

8. Please note that the fields are mandatory and each box should be completed fully as possible. Please note that this information is normally required for audit, research grant and HMRC purposes.

9. Once the fields have been completed, please click ‘Save’ as indicated below.

10. This should take you through to the Coding Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E2 - SUBSISTANCE:

1. The Subsistence Expense Category will open in the Allocation tab. You will now see a list of the main types of subsistence as per the screen shot below.

2. Hovering over the blue question mark button on the right hand side of the page will give you more information about what should be included in this spend type.

3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that subsistence type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the subsistence cost should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the subsistence being incurred. Please complete each box as fully as possible, then click save.

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E3 – ACCOMMODATION:

1. The Accommodation Expense Category will open in the Allocation tab. You will now see a list of the main types of accommodation as per the screenshot below.

2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.

   ![Screenshot of Accommodation Expense Category]

   **This should be used to charge the cost of non-university accommodation incurred when away on university business and attending events such as courses, conferences or meetings. It may also be used to charge local non-university accommodation if it is being used by non-staff/students whilst visiting St Andrews on academic business.**

3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that accommodation type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.

   ![Screenshot of Allocating Costs]
E3a – Split a transaction across spend types

1. There are occasions where you will want to split your transaction over more than one spend type. This can be done by manually entering the amounts in to the spend type fields.

2. Once you have distributed the spend manually you must ensure that the **Balance** field shows 0.00.

3. Once the spend is fully allocated and the **Balance** is zero go to the **Comments** tab.
4. The **Comments** tab is where the additional information about the accommodation should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the accommodation being incurred. Please complete each box as fully as possible, then click save.

![Transaction: Details](image)

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E4 - TRAINING & CONFERENCE:

1. The Training & Conference Expense Category will open in the Allocation tab. You will now see three main headings that your transaction may fall into. Choose the one that is closest to the cost incurred.

2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.

3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that training & conference type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the training & conference should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the training & conference being incurred. Please complete each box as fully as possible, then click save.

![Transaction Details](image)

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E5 - HOSPITALITY & ENTERTAINMENT:

1. The **Hospitality & Entertainment Expense Category** will open in the **Allocation** tab. You will now see a list of the main types of hospitality & entertainment as per the screen shot below.
2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.
3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that hospitality & entertainment type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. There are occasions where you will want to allocate part of your transaction to **Personal Spend**, for example if you are having an evening meal with a University visitor and the alcohol exceeds what is allowable per the University’s Expense Policy (¾ bottle per person per evening can be claimed for by any employee). This can be done by manually entering the amounts in to the spend type fields.

5. Once you have distributed the spend manually you must ensure that the **Balance** field shows 0.00.

Please note that you will be expected to pay any disallowable expenses back to the University as soon as possible. You should receive an email from the system that explains how to do this, but if you haven’t received the email then please follow the instructions in section I to ensure that the money is paid back quickly and to save Finance from chasing!

Failure to repay any money due may result in it being deducted from your salary in line with the University’s Expenses policy and your corporate credit card facility may be withdrawn under the Conditions of Use Policy.
6. The **Comments** tab is where the additional information about the hospitality & entertainment should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the hospitality & entertainment being incurred. Please complete each box as fully as possible, then click save.

7. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E6 - BOOKS, PUBLICATIONS & SUBSCRIPTION:

1. The **Books, Publications & Subscriptions Expense Category** will open in the **Allocation** tab. You will now see a list of the main types of books, publications & subscriptions as per the screen shot below.
2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.

![Image of Expense Category screen](image-url)
3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that books, publications & subscriptions type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the books, publications & subscriptions should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the books, publications & subscriptions being incurred. Please complete each box as fully as possible, then click save.

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E7 - CONSUMABLES:

1. The **Consumables Expense Category** will open in the **Allocation** tab. You will now see a list of the main types of consumables as per the screen shot below.
2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.
3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that consumables type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the consumables should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the consumables being incurred. Please complete each box as fully as possible, then click save.

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E8 - LAB - CONSUMABLES:

1. The Lab - Consumables Expense Category will open in the Allocation tab. You will now see a list of the main types of lab - consumables as per the screenshot below.
2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.
3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that lab - consumables type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the lab - consumables should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the lab - consumables being incurred. Please complete each box as fully as possible, then click save.

![Transaction: Details](image)

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E9 - EQUIPMENT & FURNITURE:

1. The Equipment & Furniture Expense Category will open in the Allocation tab. You will now see a list of the main types of equipment & furniture as per the screen shot below.
2. Hovering over the blue question mark button on the right side of the page will give you more information about what should be included in this spend type.
3. Clicking on the blue radial button with an equals sign will allocate all of the costs to that equipment & furniture type. So, if the cost relates only to one type, press the equals sign and then go to the Comments tab. If the cost relates to more than one type, see Section E3a for an example of how to do this and then go to the Comments tab.
4. The **Comments** tab is where the additional information about the equipment & furniture should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for the equipment & furniture being incurred. Please complete each box as fully as possible, then click save.

5. This should take you through to the **Coding** Tab where you can now select the code that the cost is to be charged to. Please go to section F for guidance on how to code your transaction.
E10 - OTHER:

It is expected that most, if not all spend on credit cards should be covered by the main categories that have been set up for you to use. On occasion, it may be necessary to use your corporate card for something which is not covered by the main groups. If this is the case, then some additional information about the purchase may be required to allow procurement to monitor the reason for the purchase being made via credit card.

Please note that staff should follow the Universities agreed procurement policies and procedures, such as the Method of Ordering. Using your credit card in order to circumvent procurement policies - without the explicit agreement of the Director of Procurement - may result in your credit card facility being withdrawn.

1. The **Other Expense Category** will open in the **Allocation** tab.

![Image 1](image1.png)

2. Clicking on the blue radial button with an equals sign will allocate all of the costs to other.

![Image 2](image2.png)
3. Click onto the Comments tab. This is where the additional information about the Other spend should be inserted. Please note that these are mandatory fields, as much of this information is required by funders and by HMRC to support the business reason for spend being incurred. Please complete each box as fully as possible, then click save and this will take you to the Coding tab.

4. Unlike the other options, when you chose Other as the selection, you will need to populate the Detail Code field in the coding tab.
5. Click the drop-down menu under the **Detail Code** field to Search for your code. By clicking on **Search** the search screen will pop up.

6. You can search for the correct code in a number of ways.
   a. If you know the detail code that you are looking for (e.g. 4001 or 6025) type it in to the **Code Value** box and press **Search**. This should bring up the correct code.
   
   b. If you know the *description* of the code that you are looking for then you can enter it into the **Description** box. It’s probably easiest to use wildcards here too so that the system will pick up anything that contains the word you are looking for e.g. %train% would bring up all the codes that you have access to which have the word “train” in the description. See example below:

7. If you cannot locate or do not know which **Detail Code** you require for your transaction please:
   
   - Liaise with your school/unit administrator
   - Use the Detail Code QlikView Application which can be located at the following web address https://clyde.st-andrews.ac.uk/QvAJAXZfc/opendoc.htm?document=detail_codes.qvw&host=QVS%40clyde
   - Contact your FAS team. (You will find your FAS team e-mail address at https://www.st-andrews.ac.uk/finance/financialadviceandsupportteams/).
8. Once you have found the charge code that you are looking for, select the up arrow (as shown above) and that will enter the detail code into the detail code field.

9. For codes that you are likely to re-use. You can ‘favourite’ the codes by selecting the right arrow from the search box:

10. Note that ‘favouring’ the code doesn’t populate the detail code box the first time you use it but going forward it will be available in the drop down box like this:

11. Once you have selected the detail code, go to section F which shows you how to select the Charge Code (Cost Centre-Analysis Code)
E11 - ACCIDENTAL PERSONAL SPEND:

Corporate cards are for business purposes only and should not be used to fund personal spend. This is a condition of use [http://www.st-andrews.ac.uk/media/finance/documents/corporate-card-policy.pdf](http://www.st-andrews.ac.uk/media/finance/documents/corporate-card-policy.pdf) and could be construed as fraud should it occur on a persistent basis. This notwithstanding, we realise that sometimes errors happen and this category of “Accidental Personal Spend” has been set up so that errors can be corrected. It should not be used routinely.

By allocating spend to this category, cardholders are agreeing to pay for this transaction personally.

1. The Personal Spend Expense Category will open in the Allocation tab. Use the blue radial button with an equals sign to auto-populate the amount. Click on the save button.

2. You should now be taken through to the coding tab where you will see that the Account code has already been populated as ZBS0-Person-8570 which is a Finance Unit code.
3. Set the Tax Code to N/A by selecting that option from the drop-down menu.

4. Enter a reason as to why this personal spend was made in the Description box as per the screen shot below:

5. You will then need to link a receipt image to the transaction in order to be able to proceed. You can either choose to link the ‘real’ receipt image in the normal way (see section H1) or - because this is personal spend which will be reimbursed by you to the University - you can use a replacement image form. A replacement image form can be uploaded from the Finance webpages https://www.st-andrews.ac.uk/staff/money/corporatecards/. Please see section H3 which sets out in detail what to do when no receipt image is available.

Please note that you will be expected to pay the money back to the University as soon as possible. The most convenient way to reimburse the University is to make a payment via the Online Shop (here is a link which will take you to the University Online Shop where you can make your payment https://www.st-andrews.ac.uk/search?q=online+shop&btnG=Search&site=StAndrews_ITS&output=xml_no_dtd&client=StAndrews_ITS&proxystylesheet=StAndrews_ITS). For full payment instructions please go to section I to ensure that the money is paid back quickly and to save Finance from chasing!
Failure to repay the money will result in it being deducted from your salary, in line with the University's Expenses policy and your corporate credit card facility may be withdrawn under the Conditions of Use Policy.
E12 - FRAUDULENT ACTIVITY:

Cardholders are expected to look after the University Corporate Card in the same way as they would their personal credit cards as per the University’s policy:
All reasonable precautions should be taken to prevent fraudulent use of the card.

Unfortunately frauds do occur and if this is the case then the “Fraudulent Activity” type should be used to code up the transaction. This will place the cost in a Finance suspense account until it is refunded by the bank or otherwise resolved.

1. When you suspect a transaction is fraudulent you must call the bank to report it using the number on the back of your credit card.
2. When you come to code your transactions please use the “fraudulent spend” category to code the transaction.
3. The Fraudulent Activity Expense Category will open in the Allocation tab. Use the blue radial button with an equals sign to auto-populate the amount. Click on the save button.

4. Clicking Save will automatically code your transaction to ZBS0-FRAUDX-8570 which is a suspense account used for temporarily coding fraudulent transactions. It is expected that any transactions will be here less than three months as they should be refunded or otherwise resolved.
5. Set the Tax Code to N/A by selecting that option from the drop-down menu and confirm that you have contacted the bank to report the fraud by typing in the Description box as per below:

![Image of the expense category with the tax code set to N/A]

6. You will then need to link a replacement image form to the transaction to be able to proceed. A replacement image form can be uploaded from the Finance webpages [https://www.st-andrews.ac.uk/staff/money/corporatecards/](https://www.st-andrews.ac.uk/staff/money/corporatecards/). Please see section H3 which sets out in detail what to do when no receipt image is available. Once the receipt replacement image is uploaded, you can save this transaction in the normal way ready for the approver to review.

7. Once the problem has been resolved, the bank will normally issue a refund. When you see this transaction appearing on your card then you should code it up in the same way, but select “Fraudulent Refund” on the allocation tab.

![Image of the allocation tab with fraudulent refund selected]
E13 – CHANGING THE SPEND ‘TYPE’

1. If you have selected and saved the wrong spend type in error close down the coding screens and go back into the transaction from the start. You will see that the “type” you have saved appears in the left hand side of the transaction details screen. Click on that hyperlink so that you can amend it. Do not click on the other expense types as you will not be able to allocate any costs to them.

2. Press Delete to remove the incorrect allocation and begin again on the “Expense Category” tab with the correct expense type.
F – SELECTING THE CHARGE CODE

Once the detail code (which denotes the type of spend) and the additional information about the spend has been completed (sections C-E), the next step is to select the code that the spend will be charged to.

A charge code is made up of a **Cost Centre** (usually denoting the School or Unit) and an **Analysis Code** (denoting the project, research grant, budget group etc.). By default, each cardholder will be set up with access to codes belonging to their main School or Unit.

Cardholders can request to be set up on cost centres other than their School or Unit (if for example you are required to buy on behalf of others), but this will need to be authorised by that Head of School or Unit.

F1 – SINGLE CHARGE CODE

Normally a cost will be charged to a single cost-centre / analysis code. If you wish to charge the cost to more than one Cost-Centre-Analysis Code go to section F2 “Splitting the cost across different charge codes”.

1. Clicking the Save button from the Expense Category tab will take you to the Coding tab. You’ll notice the following fields have been pre-populated based on your prior selections:
   a. **Detail Code** (which is based on the ‘type’ of spend selected)
   b. **Amount Incl.** (this is the total cost including VAT)

2. **The Cost-Centre-Analysis Code field will default to the default charge code set up when you applied for the credit card. This will need to be changed so that the cost is charged to the correct place.**

3. In order to select the correct code to charge, click the drop down menu under the Cost-Centre-Analysis Code field and select search.

   ![Charge Code Selection](image)

4. By clicking on **Search** a search screen will pop up as per the picture below.
5. You can search for the correct code in a number of ways.
   a. If you know the cost centre that you are looking for (e.g. CFN1 or ACH0) type it in to the Code Value box and click Search. This should bring up all the codes that are available that start with these four digits.
   b. If you know the analysis or research code that you want then enter it in the Code Value box, but you will need to use the wildcard "%" before and after the code. E.g. “%XEC123%”
   c. If you know the description of the code that you are looking for then you can enter it into the Description box. It’s probably easiest to use wildcards here too so that the system will pick up anything that contains the word you are looking for e.g. %Finance% would bring up all the codes that you have access to which have the word “Finance” in the description. See example below:
6. Once you have found the charge code that you are looking for, you select the up arrow (as shown above) and that will enter the charge code into the cost centre-analysis code field.

7. For codes that you are likely to re-use. You can ‘favourite’ the codes by selecting the right arrow from the search box:

8. Note that ‘favouring’ the code doesn’t populate the Cost Centre-Analysis Code box. You will need to close the search box and also close and reopen the ‘Coding’ tab to refresh the drop-down menu. Refreshing the Coding tab in this way will give you the favourited code as an option to select immediately. Like this:
9. If you cannot locate the **Cost-Centre-Analysis Code** you require for your transaction please e-mail your enquiry to credit.cards@st-andrews.ac.uk

10. Once your transaction is coded go to section G which explains how to update the Tax Code box.
F2 – SPLITTING THE COST ACROSS DIFFERENT CHARGE CODES

Follow the process below if you wish to charge your spend to more than one Cost-Centre-Analysis Code.

1. If you need to split the cost of a transaction between more than one code, then after the line number, click on the square button with a plus sign, a Split Transaction Line screen will pop up.
2. Populate the Number of Lines required with the amount of codes you want to split the transaction over.
3. The total balance will automatically be distributed equally over the number of lines you select, however, this can be overwritten. If you distribute spend manually, once you are finished ensure that the Balance field shows 0.00.
4. Click save and this will take you back to the coding tab, where you can code the additional lines as instructed in step in section F1.
G – THE TAX CODE

G1 – SELECTING THE TAX CODE

1. Once the Cost-Centre-Analysis Code and the Detail Code fields have been populated for your transaction, you will then need to record the tax amount for the transaction. This ensures that the VAT is recorded correctly.

2. Select the appropriate **Tax Code** based on the following table:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Tax Code</th>
<th>Next Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  You do not have a VAT receipt (see blue box below) or if a separate VAT amount does not appear on the receipt</td>
<td>N/A</td>
<td>Save and go to section H</td>
</tr>
<tr>
<td>2  If the transaction is ‘accidental personal spend’ (see E11)</td>
<td>N/A</td>
<td>Save and go to section H</td>
</tr>
<tr>
<td>3  If the transaction is foreign</td>
<td>N/A</td>
<td>Save and go to section H</td>
</tr>
<tr>
<td>4  If it is a UK purchase <strong>AND</strong> you have a valid VAT receipt (see blue box below)</td>
<td>VAT</td>
<td>Proceed to 3. below</td>
</tr>
</tbody>
</table>

3. Once you have selected “VAT” as the tax code, click the blue “i” radial button on the right hand side of the coding line as indicated below and proceed to G2 to check the VAT is correct.

![VAT Coding Interface]

*******VAT RECEIPTS*****

* A valid VAT receipt / invoice will include the following information:

a. Business name & address  
b. VAT number  
c. Date  
d. Unique invoice or receipt reference number  
e. Itemised description of the goods purchased  
f. VAT rate charged  
g. Total amount including VAT  

Please be careful not to confuse an order with a VAT invoice as these are **not the same**. Some suppliers such as Amazon will only email the order. Invoices can be downloaded from the website and these should be used wherever possible to evidence the VAT paid.

See Appendix I for guidance on how to obtain a VAT invoice when using Amazon.
G2 – CHECKING THE VAT

1. Clicking on the blue “i” button will open up the following window:

![Image of a window with options for Amount Tax, Amount Excl, Amount Incl, and Line %]

2. If you select VAT as the tax code then the system will automatically default the amount in the “Amount Tax” to 20% - as this is the standard rate for UK VAT.

3. **This will be correct in most instances** and so if it matches the amount of VAT on your receipt or invoice then **no further action is required** – just click on “Apply” to accept the system calculated number.

4. However, where a single transaction has **more than one VAT rate**, the default value may not be correct and so it should be changed so that the University does not record the wrong VAT amount. This can happen for example when you have bought a coffee (std. rated) and a sandwich (zero-rated) to take out as part of a subsistence claim. An example is shown below:

<table>
<thead>
<tr>
<th>Item</th>
<th>VAT rate</th>
<th>Net</th>
<th>VAT</th>
<th>Gross</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item one (Coffees)</td>
<td>Std.</td>
<td>£7.50</td>
<td>£1.50</td>
<td>£9.00</td>
</tr>
<tr>
<td>Item two (sandwiches)</td>
<td>Zero</td>
<td>£10.49</td>
<td>£0.00</td>
<td>£10.49</td>
</tr>
<tr>
<td>Total Amount of transaction / receipt</td>
<td></td>
<td></td>
<td></td>
<td>£19.49</td>
</tr>
</tbody>
</table>

5. In this instance, the system calculated amount of £3.25 does **not** match back to the receipt, so you must **over-write** the system calculated number in the “Amount Tax” box with the correct amount of VAT as per your receipt and shown below:

![Image of a window with options for Amount Tax, Amount Excl, Amount Incl, and Line %]

6. Then click the **Apply** button to save. That will bring you back to the previous screen.
7. You will see that there is now a ‘balance’ leftover (as indicated below). This balancing figure now needs to be properly coded up with the correct CC-Analysis and the Correct Detail Code.

![Image of cardholder training interface]

8. Set the Cost Centre-Analysis Code using the method described in Section F – “Selecting the Charge Code”

9. Replicate the detail code for the rest of the transaction by following the same ‘search’ method described in section F.

10. Allocate the leftover Balance in this line then select “N/A” as the Tax Code.

11. The “Balance” should now be zero.

![Image of cardholder training interface with updated balance]

CONTINUE TO SECTION H – “ATTACHING A RECEIPT”
**H – ATTACHING A RECEIPT**

All transactions must have an image of the receipt or invoice attached to them or they cannot be submitted for authorisation.

- To link a receipt you need to carry out one of the following steps:
  1. Link a previously uploaded image from your image library (H1)
     OR:
  2. Upload an image via computer/device at the same time as coding the invoice (H2).

- If you do not have a receipt, a replacement image will need to be uploaded – please see the instructions at (H3).

- If you have made a mistake and linked the wrong image to the transaction, you can easily amend this by following the guidance at (H4).

**H1 – LINKING FROM IMAGE LIBRARY**

If you have already uploaded the image to your library, you will need to link it to the transaction as follows:

1. **On the Coding tab** of your transaction, click on the paperclip icon as shown below:
2. Click on the relevant image and a pop will appear, then select the Link button.

3. When you select Link your image will now appear in Linked Images and you will receive a confirmation message.
4. You will notice that images which have been linked will have a linked symbol in the bottom right corner.

5. Close the Image Linking window to get back to the transaction and click “Save” to complete the transaction. It should now be ready for the approver to approve and should no longer appear on your ‘Items requiring attention’ list.
H2 – UPLOAD VIA COMPUTER/DEVICE

An alternative way to upload an image is to save the image onto your computer and then just upload it directly as follows:

1. Selecting a transaction→ Coding tab→ 0 (Upload Images)→Upload

2. Click on the Upload button, this will open a search window for your device. You will need to browse to locate your receipt image then click Open
3. When your image has been uploaded a confirmation message will pop up.

![Success message]

4. You will see this image is now in the **Linked Images** linked to the transaction you selected.

![Image Linking window]

6. Close the Image Linking window to get back to the transaction and click “Save” to complete the transaction. It should now be ready for the approver to approve and should no longer appear on your ‘Items requiring attention’ list.

**H3 – NO IMAGE TO UPLOAD**

We understand that from time to time, receipts and other documentation can be lost. We do not expect this to be a regular occurrence, but where it does happen, the process below should be used. Please note that where a receipt has been lost and there is no back-up for the spend, the cost **CANNOT** be charged to a research grant (a cost-centre beginning with “S”). To do so can put future grant funding at risk for the University and therefore if this happens persistently, it may result in your credit card facility being withdrawn. Any costs which cannot be evidenced with supporting documentation must be charged to a University charge code - which normally begins with an A or a C. Please ask your FAS team to clarify which one may be used if you are not sure.

1. Where a receipt is not available please use the relevant form from the Finance website [https://www.st-andrews.ac.uk/staff/money/corporatecards/](https://www.st-andrews.ac.uk/staff/money/corporatecards/)

2. Select the “Replacement Receipt Image” form. Complete form and email it to your image library using one of the methods noted in H1 or H2.
H4 – CHANGING A LINKED IMAGE

If you want to change the image that has been linked to your transaction for instance say you found a receipt that had previously been reported as ‘lost’ – you can change the linked image by unlinking the first one and re-linking to a new one. Note that this can only be done before the transaction is approved by your line manager.

1. **Selecting a transaction → Coding tab → (Upload Images) → Upload**

2. Click on the icon for the image and a pop up will appear. Click on the **Unlink** button.
3. You will receive a pop up message to tell you that the unlinking has been successful.

4. Close the **Image Linking** window and you can upload the correct image per H1 or H2.
H5 – COMPLETE THE TRANSACTION

1. Once you have completed the relevant parts of sections C, D, E, F and H you need to click **Save** on the **Coding** tab to save all the changes and exit the transaction.

2. Note: The Transaction Status will update to a green tick status. It will then be available for the Manager to approve.
3. Your manager will review your transaction and they have three options to progress it:
   a. Approve
   b. Information Required
   c. Decline

4. **Approved:** If the transaction is approved the approval status will change from an exclamation mark to a green tick and the transaction is now complete.

5. **Information Required:** However in some instances your manager may request more information, if this is the case you will receive an e-mail advising you of this and you will be asked to log in to the system to provide the additional information as requested. The approval status will have changed from an exclamation mark to a question mark.
6. When you click on the question mark the transaction will open up at the Approver tab of the spend wizard where you can read your approvers comments telling you what needs to be amended.

7. You may now go back to the relevant tab within the spend wizard (e.g. Coding tab if the code is not correct) and make the appropriate amendments as per the approvers instructions.

8. Once you have updated the transaction you must go back to the Approver tab and make a short note in the Cardholder Comments before Saving. This tells the system that you have made the changes, and so it knows to send it back to the approver again.

9. **Declined:** If the transaction is declined you will receive and e-mail which will inform you of this with instructions on how to reimburse the University (see section I). The approval status will have changed from an exclamation mark to a black cross.
I – REPAYING THE UNIVERSITY

If you accidentally used your corporate credit card for personal spend or your approver has declined a transaction, you (the cardholder) will be required to reimburse the value of this purchase to the University. Below is a note of the ways you can make your payment to reimburse the University.

I1 – PAYING VIA ONLINE SHOP

1. If your transaction was declined you will receive an automated e-mail which provides a link to the Online shop.
2. If the transaction was personal spend or you have lost your “Declined” email below is a link which will take you to the University Online Shop where you can make your payment, please have your payroll number to hand.
3. Click on the address below and it will take you to the Online Shop link, then click on the Online Shop link.

https://www.st-andrews.ac.uk/search?q=online+shop&btnG=Search&site=StAndrews_ITS&output=xml_no_dtd&client=StAndrews_ITS&proxystylesheet=StAndrews_ITS

4. Once you are in the online shop go to Product Catalogue\Finance\Credit Card Repayments
5. You will now be taken to the payments screens simply follow the on screen instructions.
I2 – PAYING WITH CASH

If you wish to reimburse the University using cash this needs to be accompanied by an Income Received Posting Slip. Two versions of this document are available (the link to these documents is noted below). The excel document will do all of the calculations (such as the VAT and totals) automatically. The pdf version is available for those users who do not use excel. Both versions can be printed easily. They should be printed, signed off and accompany any cash to be banked.

1. LINK - https://www.st-andrews.ac.uk/staff/money/bankingmoney/

2.

a. This is an example of the details required when completing an “Income Received Posting Slip” for the reimbursement of accidental personal spend, the purple boxes are the boxes you will need to populate:

Remember to populate your name and extension number then print and sign the document.

b. This is an example of the details required when completing an “Income Received Posting Slip” for the reimbursement of a declined spend, the purple boxes are the boxes you will need to populate:

Remember to populate your name and extension number then print and sign the document.
I3 – PAYING BY CHEQUE

If you wish to reimburse the University using a cheque this needs to be accompanied by an Income Received Posting Slip. Two versions of this document are available (the link to the documents is noted below). The excel document will do all of the calculations (such as the VAT and totals) automatically. The pdf version is available for those users who do not use excel. Both versions can be printed easily. They should be printed, signed off and attached to any cheque to be banked.

1. When paying your reimbursement by cheque please make cheque payable to the ‘University of St Andrews’ and send to:

   University of St Andrews
   The ASC
   79 North Street
   St Andrews
   Fife
   KY16 9AL

2. Link to “Income Received Posting Slip” - [https://www.st-andrews.ac.uk/staff/money/bankingmoney/](https://www.st-andrews.ac.uk/staff/money/bankingmoney/)

3.

   a. This is an example of the details required when completing an “Income Received Posting Slip” for the reimbursement of accidental personal spend, the purple boxes are the boxes you will need to populate:

   Remember to populate your name and extension number then print and sign the document.

   b. This is an example of the details required when completing an “Income Received Posting Slip” for the reimbursement of a declined spend, the purple boxes are the boxes you will need to populate:

   Remember to populate your name and extension number then print and sign the document.
J – REPORTING

J1 – TRANSACTIONS

To view or interrogate your transactions go to HOME → Account Statements → Card Account 1 – 03/10/2013 → View Statement Report.

J2 – IMAGES

1. To view or interrogate your uploaded images go to HOME → Account Statements → Card Account 1 – 03/10/2013 → Manage Receipt Images.
2. The **Manage Receipt Images** window will pop up.
3. Click on an image to open up the tooltip box. From here you can
   a. Click to edit the label
   b. View larger image
   c. Manage Receipt Links
   d. Delete the image

J3 – VIEW A TRIP REPORT
1. Select Statements > Expense Reports > Statement - your name from the main menu.
2. The **Account Statement** screen appears, displaying your expense report summary with any current
3. Click the expense report you want to view.
J4 – PRINT A TRIP REPORT

1. To print a trip report go to HOME→ Expense Reports→ Expense Reports→ Statement – Your Name then double click on the relevant report.
2. Click on Print Expense Report.
3. Click on Print.
Glossary

Click – when you have to click the left mouse button.
Press – when you have to enter keystrokes e.g. Press Ctrl +G.
Select – where a choice has to be made.
Navigate to – move around within a document.

Data – information.
Data Set – a collection of separate sets of information that is treated as a single unit by a computer.
Dialog box - a small window that communicates information to the user and prompts them for a response.

Enter – put information into.
Download – to copy of move programs or information into a computer’s memory.
Extract – to remove or take something out.
Upload – to copy or move programs or information to a larger computer system or the internet.

Field – an input box on a database or software programme
Cell – an input box within a spreadsheet.
Ribbon – the top of the Microsoft screen containing FILE HOME INSERT etc.
Tab – headings across top of word / excel e.g. FILE HOME INSERT PAGE LAYOUT.
Workbook – excel file.
Worksheet – individual sheets within a file / workbook.
Spreadsheet – an electronic document in which data is arranged in rows and columns of a grid and can be manipulated and used in calculations e.g. Excel spreadsheet.

CCDM – Commercial Card Data Management.
CCIS – Commercial Card Internet Servicing.

(Add or delete as necessary)
Appendix I

APP 1.1 - PRINT AN INVOICE FROM AMAZON

After you place an order on Amazon, an itemised electronic invoice will be available in Your Account as soon as your order is dispatched.

To print or download your invoice

1. Go to “Your Orders” on your Amazon account

2. Find the order for which you wish to print an invoice and click on “Invoice”

3. If you placed your order directly with Amazon then you will have a VAT invoice available immediately once the order is dispatched. Using Internet Explorer as your browser, you can email the invoice directly to your library image database by selecting the envelope icon on the left hand as shown below and selecting “Send File”:
4. Click on “Send Copy”:

![Acrobat Reader dialog box showing options to email the document](image)

5. You can now email this directly to your library image database using the method described in section B (emailing it to “My Credit Card”)

**APP 1.2 - PRINT AN INVOICE FROM A MARKET PLACE SELLER**

1. If you bought your purchase from a marketplace seller then you may have to contact the seller to get them to send you a copy of the VAT invoice. You do this by selecting “Request Invoice”

![Invoice request screen](image)

2. This will take you to a screen where you can write a message to the supplier. Select “Write message”

![Write message button](image)
3. You can write a message to the supplier (although the subject will already be completed as ‘invoice request’ so they should know what to do. Click “Send email”

**To:** BlueBeach

**Order:** 206-0233570-5965126

**Items:** 1 of BlueBeach® 2 PCS Replacement Clip Holder for Fitbit Zip Activity Tracker - (Black and White)

**Subject:** Invoice Request

For your security, please do not include links, e-mail addresses, credit card numbers or other personal information in

Add attachment

Please limit your text to less than 4000 characters.

4000 characters remaining.

IMPORTANT NOTICE. When you submit this form, Amazon will replace your email address with one provided by Amazon and e-mails sent and received using this service, including the message you submit below, and may review these messages to ensure compliance with our **Notice and Conditions of Use.**

Send email
APP 2.1 - RUN A TRANSACTION REPORT

As a cardholder you can view your transactions details by running a transaction report in Lloyds CCDM.

1. Go to Home\Reports\Transaction Search – Personal, this will open up the Transaction Search – Personal window.

2. Select your account from the Statement Issuer field drop down.
3. Populate the date range you wish to include transactions from, then click **Search**.

4. Click into the background where you will see your transactions listed.
5. From this list you will be able to click the transaction status buttons to take you to all the detail specific to that transaction.

Transaction Search - Personal

All amounts are tax inclusive and displayed in their billing currency
As the cardholder or delegate you are able to make adjustments to transactions shown if edits are made.

Filter

Lloyds Bank. 01/10/2015 to 19/09/2017

Mapped Cards
Rebecca Thomson

<table>
<thead>
<tr>
<th>Posting Date</th>
<th>Tran Date</th>
<th>Supplier</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>27/10/2015</td>
<td>26/10/2015</td>
<td>Trainline</td>
<td>17.29</td>
</tr>
<tr>
<td>17/12/2015</td>
<td>15/12/2015</td>
<td>Forgans</td>
<td>18.00</td>
</tr>
<tr>
<td>13/06/2016</td>
<td>10/06/2016</td>
<td>Supershuttle Executarlax</td>
<td>25.01</td>
</tr>
<tr>
<td>13/06/2016</td>
<td>13/06/2016</td>
<td>Transaction Fees - Foreign Exchange Fee</td>
<td>0.69</td>
</tr>
<tr>
<td>13/10/2016</td>
<td>12/10/2016</td>
<td><a href="http://Www.Gorgeousshops.co.uk">Www.Gorgeousshops.co.uk</a></td>
<td>19.49</td>
</tr>
<tr>
<td>19/10/2016</td>
<td>18/10/2016</td>
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<tr>
<td>20/10/2016</td>
<td>19/10/2016</td>
<td>Easyhotel ‘victoria’</td>
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</tr>
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<td>30/05/2017</td>
<td>Paypal *bufdg</td>
<td>75.00</td>
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<td>06/07/2017</td>
<td>04/07/2017</td>
<td>Amazon.co.uk</td>
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<tr>
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<tr>
<td>07/09/2017</td>
<td>06/09/2017</td>
<td>Paypal *bufdg</td>
<td>250.00</td>
</tr>
</tbody>
</table>

Debit Total GBP 540.78
Credit Total GBP 0.00
Total GBP 540.78

Export to Excel  Export to PDF
6. Alternatively you can export the list to excel where you can edit it.

Transaction Search - Personal

Lloyds Bank, 01/08/2015 to 22/09/2017

Mapped Cards

Rebecca Thomson

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<td>18/10/2016</td>
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<tr>
<td></td>
<td></td>
<td>Total GBP</td>
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</tr>
</tbody>
</table>

APP 2.2 - RUN OTHER TYPES OF REPORTS
If you wish to request alternative reports please submit your request to creditcards@st-andrews.ac.uk and they will endeavour to meet your needs.