### User Manual: Finance – Credit Cards: Approver

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Context

This user manual has been developed for use by credit card APPROVERS.

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: Cardholder, 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 🌿
Table of Contents
Context .......................................................................................................................... 2
Related Documents ........................................................................................................ 2
How to use this manual ................................................................................................. 2
A – LOGGING IN TO THE SYSTEM .............................................................................. 4
B – APPROVING TRANSACTIONS (OVERVIEW) ......................................................... 6
C – APPROVING TRANSACTIONS (HIGH-LEVEL) ...................................................... 7
C1 – GO TO APPROVALS SCREEN ............................................................................ 7
C2 – SELECT & REVIEW TRANSACTIONS ............................................................... 8
C3 – APPROVE TRANSACTIONS ............................................................................... 9
C4 – APPROVING UPDATED TRANSACTIONS ....................................................... 9
C5 – CHANGING YOUR MIND ............................................................................... 10
D – DETAILED REVIEW OF TRANSACTIONS ......................................................... 11
D1 - SELECTING TRANSACTION FOR DETAILED REVIEW .................................. 11
D2.1 – DETAILED REVIEW (CHECKING THE DETAILED INFORMATION PROVIDED) .......................................................................................................................... 13
D2.2 – DETAILED REVIEW (CHECK THE CODING) .................................................... 14
D2.3 - DETAILED REVIEW (CHECK RECEIPT / INVOICE AND VAT AMOUNT) .......................................................... 15
D2.3A - LOST RECEIPTS ...................................................................................... 15
D3 - MORE INFORMATION / AMENDMENTS REQUIRED ..................................... 17
D4 - APPROVE THE TRANSACTION .................................................................. 19
D5 - DECLINE TO PAY (A LAST RESORT) ............................................................. 20
E – REVIEWING UPDATED INFORMATION .................................................................. 21
F – OTHER USEFUL INFORMATION ......................................................................... 23
C1 – ONLINE HELP FUNCTION ........................................................................... 23
D - GLOSSARY .......................................................................................................... 24
APPENDIX I - REPORTS .............................................................................................. 24
APP 1.1 - Run a transaction report ........................................................................... 25
APP 2.2 - Run Other Types of Reports ...................................................................... 27
APPENDIX II – LOST RECEIPT FORM ................................................................. 28


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 of the cardholder manual for more info on Trip Reports)
   - **Approvals** – this page is where approvers review and approve transactions and the following manual is based around this page.
   - **Reports** – Allows you to view your transactions and your account set up through various pre-set reports. See Appendix I for an example report
   - **Image Library** – allows you to view any receipt images that you have uploaded (see section B of the Cardholder manual for more info in the Image Library)
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 – APPROVING TRANSACTIONS (OVERVIEW)

The University relies on approvers reviewing credit card spend as transactions are not checked within the Finance department. The essential checks that should be done by the approver can be summarised as follows:

- Should the university be paying for this? (i.e. Is it covered by the expenses policy?)
- Is this spend reasonable and not excessive?

Other, more detailed checks can include

- Is there sufficient information included about the business reason for incurring the expenditure?
- Is the transaction coded properly?
- Is there a proper VAT receipt or invoice attached?
- If yes, is the VAT amount correctly recorded?

Approvers are expected to ensure that the essential checks are done for all transactions, and should perform ‘drill-down’ reviews on higher value transactions (e.g. > £200) and on those that look inappropriate, excessive or may not be covered by the University’s expenses policy.

Section C explains how to do a High Level review to ensure that the essential checks are done. Section D explains how to drill-down into the transactions, should a more detailed review be appropriate.

Approvers are also encouraged to sample check a few lower value transactions throughout the year to ensure that the correct processes and procedures are being following by cardholders.

Approvers can, at any point “request more information” from the cardholder before approving a transaction (see section D3).

Please remember that all credit card spend can be (and frequently is) disclosed to the general public under Freedom of Information requests and so it is in the University’s interest to properly review transactions before approving them to ensure that any dubious spend or missing information is corrected before approving it.
C – APPROVING TRANSACTIONS (HIGH-LEVEL)

C1 – GO TO APPROVALS SCREEN

1. The Blue ribbon indicates that there is action to be taken on
2. Click on the Approvals tab on the left hand side of the screen
1. You should now see a summary view of 'Items Requiring Attention' as per the screen shot below.
2. You should see the status of all the cardholders that report to you.

![Approver Summary View](image)

<table>
<thead>
<tr>
<th>Employee</th>
<th>Period</th>
<th>Information Required</th>
<th>Information Provided</th>
<th>Approval Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean Drew</td>
<td>02/08/2017</td>
<td>-</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td></td>
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<td>02/11/2016</td>
<td>-</td>
<td>3</td>
<td>-</td>
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<td>1</td>
</tr>
<tr>
<td>Margaret Wilson</td>
<td>02/11/2015</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

**APPROVAL REQUIRED** – This is a new transaction which you should review *(Section C & Section D)*

**INFORMATION REQUIRED** – This transaction has been reviewed and is sitting with the cardholder for actioning. The approver may have required a change of code, or some more details.

**INFORMATION PROVIDED** – The requested information has been provided and the action is with the approver to review the updated information *(see section E)*

C2 – SELECT & REVIEW TRANSACTIONS

1. Click on the ‘employee name’ to show the items that need approved for that employee
2. Go to the “Approvals Required” section

![Approval Required](image)

Have a look at the high level information on this screen to ensure that it looks reasonable. This summary screen will show you a brief overview of what the transaction is, which code it has gone to and how much has been spent. In the majority of cases, this will be enough for you to decide whether or not to approve the transaction.

You may wish to consider clicking on the “Yes” hyperlink in the Images Column to ensure that there is an appropriate VAT receipt, invoice or other supporting documentation attached to the transaction. We have set the system up such that an image must be uploaded, however this can include a ‘no receipt’ image *(see Appendix II)* which is to be used if a receipt is lost. This would not be acceptable from a funder’s point of view and so if it is used, then the cost should not be charged to an S-Cost centre and the spend should be sent back to the cardholder for re-coding by clicking the ✅ and then following the instructions in section D3.

As noted in section B above, higher value or more unusual transactions may need to be reviewed in more detail. Items to look out for include alcoholic drinks, meals taken locally which are only for staff members, subscriptions to professional or trade bodies. These are the kind of things which cardholders may charge to the University in error and fall out-with allowable expenses. Training is available on Moodle which provides guidance on the type of expenses that can and cannot be charged to the University. Please speak to HR-Salaries on x2569 if you need any further help or guidance on what is, or is not allowed to be charged to the University.
If you are happy to approve the transactions go to section C3 to see how to approve them.

If any of the spend looks questionable, or you would like to get some more information about exactly what the transaction is for then you can ‘drill-down’ into the details before approving the transaction. The instructions for reviewing a transaction in detail are contained in Section D.

If you do not want to approve the transaction, or if you need additional information before you can do so, please follow the guidance in section D3 to pass the transaction back to the cardholder for comment.

C3 – APPROVE TRANSACTIONS

1. If the spend looks reasonable you can approve all of the transactions by ticking the box on the right hand side and clicking on “Approve selected transactions” as per the screen shot below.

Note: You can also use the “Approve All” button, but it’s probably better to physically select the transactions and approve the selection so as to reduce the risk of approving something in error.

2. You should then get a message saying that the transaction(s) have been approved
3. The transactions will now appear in the “Approved” section of the page
4. There will be two ticks beside the transaction:

The transaction is now ready for uploading onto APTOS, no further actions are necessary.

C4 – APPROVING UPDATED TRANSACTIONS

If you have previously passed a transaction back to a cardholder for e.g. further comment, a change of code, or for more information, it will appear in the “Information required” section of the page. Once the information has been updated, it will appear in the “Information provided” section and so is ready for review. Go to section E to see how to approve the transaction.
CS – CHANGING YOUR MIND

If you approve something in error, you have a limited amount of time in which you can change your mind.

1. As long as the transaction has not been uploaded to APTOS you can ‘unapprove’ the transaction. Simply select the transaction by clicking on the second ‘tick’. This will open the Approval transaction tab as per the screenshot below:

2. Change the status back to “Approval Required” by clicking on the radial button and hit “Save”

3. This will put the transaction back in the ‘unapproved’ state and you can start with the approval process again.
D – DETAILED REVIEW OF TRANSACTIONS

D1 - SELECTING TRANSACTION FOR DETAILED REVIEW

Note that this is for transactions that you are viewing for the first time i.e. they will be in the “Approval required” section as per the screenshot below:

For transactions that you have previously reviewed and sent back to the cardholder (see section D3) you should go to section E. These will be the ones in the “Information provided” section.

1. Click on the ✔️ of the transaction that you want to check in more detail. This will take you to a screen that looks like this:
2. Click into the green hyperlink (as shown above) to see the transaction details as per the screenshot below:

This shows you whether any has been coded as “Personal Spend” (which the cardholder will reimburse).
If the “questionable” / unproved spend has been coded to personal spend here then the transaction can be approved. Finance will monitor and recoup anything which has been coded to personal spend.
If you wish to see more details about the transaction proceed to section D2. If you are happy to approve, go to section D4.
D2.1 – DETAILED REVIEW (CHECKING THE DETAILED INFORMATION PROVIDED)

1. Clicking on the “Comments” tab will show you the additional information that the cardholder has provided about the transaction.

2. The information contained in the Comments tab should justify the business reason for the expense. Only purchases which are wholly, exclusively and necessary for business purposes should be approved.

3. If the purchase falls outside the expenses policy and the spend should NOT be paid for by the University, please discuss this with the cardholder and if you agree that the cost is not allowable then ask them to re-code the cost to “personal spend” using the process described in section D3.

4. If the cardholder refuses to re-code the transaction to personal spend and you still believe that the University should not be paying the costs then you can force the issue and ‘decline’ to authorise the transaction (see section D5).

5. If there is insufficient information in the Comments tab, or if the allocation is incorrect proceed to section D3 to pass the transaction back to the cardholder for amendment.

6. If the information is clear and complete, either approve the transaction (section D4) or proceed to section D2.2 “Check the Coding”
D2.2 – DETAILED REVIEW (CHECK THE CODING)

1. Select the “Coding” tab:

![Transaction Details Screen]

2. This screen shows you a bit more detail about the code that the transaction has been coded to. There is a narrative description of the analysis code and the detail code to help you assess whether the coding has been done correctly.

3. If you are not happy with the coding proceed to section D2.4 “More information required” to pass the transaction back to the cardholder for actioning.

4. If you are happy with the coding, you can approve the transaction (section D4), or you can do further checks on the receipt – go to section D2.3 “Check receipt / invoice and VAT amount”.

[Image of Transaction Details Screen]
D2.3 - DETAILED REVIEW (CHECK RECEIPT / INVOICE AND VAT AMOUNT)

1. Click on the “View Receipts” link

2. This will bring up the ‘linked images’ screen.
3. Clicking on the image will bring up a magnifying glass allowing you to view a larger image

4. If the tax code selected by the cardholder is VAT then please ensure that the image attached is a proper itemised VAT invoice or receipt. A VAT receipt is required if there is any amount in the “Tax” column.
5. If there is not a proper VAT receipt and the “VAT” tax code has been selected then the transaction should be sent back to the cardholder to request that a VAT RECEIPT is uploaded or the TAX CODE is changed to N/A. (Section D3)
6. Check that the narrative and value on the receipt / invoice matches the transaction on the system
7. Check that the tax code selected matches the supporting document.
   a. If there is no VAT receipt or VAT does not appear on the receipt N/A should be selected
   b. If the transaction is ‘accidental personal spend’ N/A should be selected
   c. If it is a UK receipt and the VAT is on the receipt VAT should be selected
   d. If the transaction is foreign –N/A should be selected

8. If all is ok then proceed to section D4 “Approve the transaction”

9. If there is insufficient supporting documentation or the tax code is not right, go to section D3 “More information required”.

10. If there is no receipt see section D2.3A

D2.3A - LOST RECEIPTS
From time to time receipts may be lost or misplaced. If this happens, then the correct procedure for cardholders is to upload a ‘lost receipt’ image which can be found at https://www.st-andrews.ac.uk/staff/money/corporatecards/ and is shown in Appendix II of this manual.

Lost receipts can be accepted if it is a one-off occurrence but it should not become routine. If it becomes a regular occurrence, we would ask that you please speak to your cardholder to emphasise the importance of retaining receipts and bring this to the attention of creditcards@st-andrews.ac.uk. Repeated instances of lost receipts may result in the cardholder’s card being withdrawn in line with the Corporate Card Conditions of Use policy.

1. Where there is not a valid receipt or invoice, the transaction should be sent back to the cardholder for ‘information required’ to request that a valid receipt is linked (see section D3). If the cardholder is unable to provide a valid receipt or invoice then please re-check the coding of the transaction (D2.2) to ensure that has not been coded to a research grant (a cost centre beginning with S).

2. If the transaction has been coded to a research grant (cost centre beginning with S) then please return the transaction back to the cardholder (section D3 “More information required”.) with a request to re-code it to an alternative budget code.

N.B. NO TRANSACTIONS SHOULD BE CODED TO A RESEARCH GRANT WITHOUT HAVING SUPPORTING DOCUMENTATION
D3 - MORE INFORMATION / AMENDMENTS REQUIRED

This process passes the transaction back to the cardholder for further action and should be used in the following instances:

a) Where the descriptions in the comments tab are insufficient to justify the business nature of the expense
b) Where the coding is incorrect;
c) Where a proper VAT receipt / invoice has not been uploaded (in error) and the cardholder has got this documentation available
d) Where supporting documentation (such as a receipt or an invoice) is not available due to being lost or misplaced and the transaction has been coded to a research grant.

It should also be used as a “first” option where you do not believe that the University should be paying for the item purchased e.g. if it is for personal spend such as a ‘working lunch’ which does not meet the criteria required by the expenses policy, or if it is for alcohol (which falls out-with that allowed by the expenses policy). In these instances, the first option should be to return the transaction to the cardholder with a request that they re-code the transaction as ‘personal spend’ as it is not allowable. Coding it as personal spend will transfer the cost to a Finance holding code rather than charging it to your budget. The cardholder will be notified by e-mail of how to reimburse the University and the process will be monitored by Finance to ensure that all debts are paid.

If the cardholder refuses to re-code the transaction as personal spend, you as line-manager can force the issue and decline the transaction (see section D5). The recovery process will then be automatically initiated as for personal spend. It is recommended that disputes are resolved amicably wherever possible and declining a transaction should be a last resort. Please note that frequently declined transactions may be construed as a misuse of the corporate credit card and repeated infringements will result in the card facility being withdrawn from the cardholder.

1. To pass the transaction back to the cardholder for action, click on the “Approval” tab:
2. Enter comments in the “Approver Comments” box to explain to the cardholder what the problem is and how to resolve it as per the screen shot below.

3. Select the ‘information required’ button and hit Save. This will send an email to the cardholder telling them that they have an action to complete before the transaction can be approved.

4. Once the cardholder has provided the information and re-submitted it, you should receive an email to tell you that information has been provided and it is ready to review again. Check that the information is now sufficient (by reference to steps D2.1 – D2.3 above). If all is well, continue to D4 to approve the transaction. If the information has not been fully provided, repeat step D3 until it is.
D4 - APPROVE THE TRANSACTION

Once you have completed steps above and are happy that the transaction has been properly coded, the supporting information is sufficient, that there is a proper VAT receipt and that the tax code has been properly selected you can approve the invoice.

1. Select the Approval Tab as per below

2. Click on the ‘approved’ button

3. Hit Save

The transaction should now move into the “Approved” section on the Approval screen and it will have two “ticks” next to it as it is fully coded, approved and ready to be transferred to APTOS.
D5 - DECLINE TO PAY (A LAST RESORT)

The use of this functionality should be a ‘last resort’ when a dispute with a cardholder cannot be resolved using the method described in D3 above.

If the cardholder refuses to re-code the transaction as personal spend, you as line-manager can force the issue and decline the transaction. The recovery process will then be initiated as for personal spend. It is recommended that disputes are resolved amicably wherever possible and declining a transaction should be a last resort. Declined transactions may be construed as a misuse of the corporate credit card and repeated infringements will result in the card facility being withdrawn.

1. Select the transaction
2. Select the Approval Tab as per below

3. Click on the ‘Declined’ button
4. Hit Save
5. The transaction should now have a green tick and a black cross next to it as it is completed ready to be transferred to APTOS.
6. Declining the transaction will transfer the cost to a Finance holding code rather than charging it to your budget. The cardholder will be notified by e-mail of how to reimburse the University.
E – REVIEWING UPDATED INFORMATION

This section explains what to do when you have previously passed a transaction back to a cardholder for further information / re-coding.

Once the cardholder has responded and provided the information, the transaction status will be moved from “Information required”, to “Information Provided” – and appear here in your Approval page:

1. Click on the question mark. This will take you straight to the Approvals tab as per the screen shot below:

In the example above, the approver pointed out that there was no VAT receipt attached and so the cardholder should have selected N/A as the tax code. In addition, the account code selected was incorrect. All of this information was entered into the “Approver Comment” box so that the cardholder knows what needs to be corrected.

The cardholder then did the corrections required and passed the transaction back to the approver.
2. You may wish to check that the corrections have been done properly. In the case above, this would be done by going to the “Coding” tab to check that the detail code had been changed to 6012 and that the Tax code was now N/A. As you can see from the screen shot below – it looks as though the corrections have been done properly.

3. Once you are happy that the corrections are done, go back to the “Approval Tab”, select the “Approved” radial button and hit Save.

The transaction is now approved and ready to be uploaded to Aptos.
F - OTHER USEFUL INFORMATION

C1 – ONLINE HELP FUNCTION

There is a Help function in the top right hand side of the Home page. This is context sensitive and will display help content based on the pages you are viewing. There is also a ‘search’ functionality.
D - 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
→ - the next step is...

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.

Add or delete as necessary
APPENDIX I - REPORTS

APP 1.1 - RUN A TRANSACTION REPORT

You can run reports to show all your card transactions over a specified time.

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

2. Select an account from the Statement Issuer field drop down

3. Populate the date range you wish to include transactions from, then click Search
4. Close the pop up window to get back to the main screen.

5. If you click on the ‘tick’ button it will drill down to the transaction detail

6. You can also export the list to Excel using the hyperlink noted below:
### 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.

<table>
<thead>
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<th>Posting Date</th>
<th>Tran Date</th>
<th>Supplier</th>
<th>Amount</th>
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<tbody>
<tr>
<td>27/10/2015</td>
<td>26/10/2015</td>
<td>Trainline</td>
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</tr>
<tr>
<td>17/12/2015</td>
<td>15/12/2015</td>
<td>Forsans</td>
<td>18.00</td>
</tr>
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Debit Total GBP  540.78
Credit Total GBP  0.00
Total GBP  540.78

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**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.
APPENDIX II – LOST RECEIPT FORM

We understand that from time to time receipts and invoices can be lost but we ask staff to make every effort to put procedures in place to ensure that this does not happen on a regular basis.

In the unusual event of a receipt image not being available, costs should not be charged to an “S” Cost Centre (a research grant) as it will not normally meet the terms and conditions of the research funder. Failure to provide receipts for monies claimed can put future grant funding at risk. The cost should instead be charged to a University Cost Centre which will normally begin with an “A” or a “C”. Please ask your P&AS team to clarify which one may be used if you are unsure.

Please select the reason why no image has been uploaded:

- Lost receipt
- A receipt wasn’t available (please explain)
- This was personal spend made in error and I will reimburse the University using the agreed process
- Fraudulent activity (I have notified the bank*, and the cost should be reimbursed by them)

* Please report any fraudulent activity to the bank by calling the Customer Services number on the back of your card.

Please enter any further information (such as why the receipt wasn’t available) that you think is relevant here:

Please note that repeated failure to follow Corporate Credit card processes (such as ensuring that there is appropriate supporting documentation attached to your transaction) may result in the card facility being withdrawn in line with the “Corporate Cards - Conditions of Use” Policy.

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