

A quick guide to The UCT PCard

A step-by-step reference guide on how to use the UCT PCard.



What is a PCard?

A purchasing card (PCard) is an alternative purchasing tool to a SAP purchase order. The UCT PCard operates like any other credit card but uses a limit according to a unique card profile. Anyone who regularly requests re-imbursments should apply for a PCard.

Who is this guide for?

The objective of this booklet is to inform PCard Holders on how to use the PCard for UCT travel and other transactions.

Important contacts

UCT Purchasing Card Office
 93 Main Road, Mowbray, Meulenhof building, Level 2, Room 2.22
fnd-pcard@uct.ac.za

Card Payments Solutions Manager
 Natalie Pitcher
 021 650 4462
Natalie.Pitcher@uct.ac.za

Procurement Card Admin Assistant
 Lee-Ann Johnstone
 021 650 3160
Lee-Ann.Johnstone@uct.ac.za

Nedbank Help Desk (Office Hours)
 010 217 4024 / 086 172 2731
rfservicing@nedbank.co.za

Manual Authorisations (After hours)
 +27 11 710 4808

Lost / Stolen / Damaged Cards:
 (Office Hours) 010 217 4024 / 086 172 2731
 (After Hours) Local: 0800 110 9290
 (After Hours) International: +27 11 710 4330




Roles and responsibilities of the PCard holder

- **The PCard is to be used for UCT business expenses only, no personal expenses.**
- Only use the PCard if there are adequate funds available to meet the commitment (w.r.t. UCT funds and cost centres).
- Submit all supporting documentation to your Card processor:
 - Within 7 days of local transactions.
 - Within 7 days of return from a trip.
 - Card Holder's must make every effort to obtain a copy of the slip if the original slip has been lost.
 - If a copy of the slip cannot be obtained, the FM050 (missing documentation form) can be completed.
 - However, the Finance Manager's reserve the right to reject the FM050 for refreshment and entertainment expenses and have the right to request a refund by the Card Holder to the UCT fund.
- **Failure to comply with document submission will result in the PCard being blocked.**
- Identify disputes/fraudulent transactions on the PCard and notify Nedbank and PCard Administrator immediately.

Limit increases


Complete the MM014 form for:

- Temporary; or
- Permanent credit limit.

 **Note: Motivation is required for permanent limit increases above R30 000.**

The MM014 must be signed off by your Head of Department (HOD) and Finance Manager (FM) and should be email to: fnd-pcard@uct.ac.za


PPS will submit the request to Nedbank for processing. You will receive an email confirmation once the facility has been loaded

 **Note: Nedbank takes 2-3 working days to approve and load the facility.**

If you plan on purchasing foreign currency from a Forex agent, you need to open a cash facility at least a week before the Forex will be delivered.

Cash facility

Complete the MM014 form for a temporary cash facility.

 **Note: Motivation is required for a temporary cash facility.**



The standard daily ATM withdrawal limit is R2 000, if a Card Holder wants to raise this withdrawal limit he/she will need to go into a Nedbank branch with his/her Identity Document to request a higher limit.

The Card Holder will need to submit a balanced cash reconciliation of how the cash was spent upon submission to the Card processor.

Any unspent cash can be re-deposited into either:

- The UCT standard bank account. Complete the SD002 and submit this form to debtors/ cash office; or
- Back into the PCard at a Nedbank branch and the deposit will reflect in SAP for processing and posting back to the original fund.


Cash withdrawals attract additional bank charges (withdrawal fees and interest charges) which will be allocated to your fund.

International travel

The Card Holder needs to inform the bank when travelling abroad.

An email must be sent to Nedbank, rfservicing@nedbank.co.za, with the following information to activate your PCard for international use:

- Subject: Travel
- Name and card number
- Cellphone number (if roaming)
- Countries to be visited
- Departure and return dates for international travel **not more than 2 weeks before departure.**

 **Note: You may use the PCard for S&T expenses if you do not claim an S&T allowance. (all slips must be submitted upon return)**



Subsistence and Travel (S&T)

When travelling, you may use your PCard to cover your S&T type expenses if you do not claim an S&T allowance.

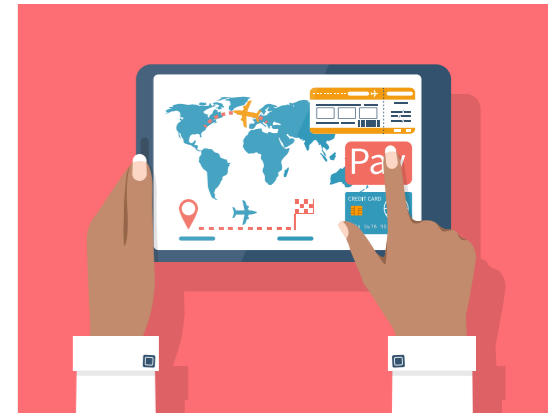
You cannot do both, this is called double dipping and it is NOT ALLOWED.

All slips must be kept and handed over upon return from a trip. If S&T expenses exceed the SARS rates, the additional S&T spent must be declared to HR and will appear on the IRP5

Online bookings

The official UCT address when making online bookings are as follows:

University of Cape Town
 Private Bag X3, Rondebosch, 7701




There are websites which will sms you a one time pin (OTP) when finalising a booking, this OTP will be sent to the cellphone number you have registered with Nedbank. In the event that you do not receive a OTP, call the Nedbank help desk for direct assistance.

Available credit

Call the Nedbank help desk on 010 217 4024 to find out what the available credit on your PCard is at any time. They are able to see in "real-time" which transactions have come off your PCard and confirm your available credit.

PIN / PCard security

Nedbank PCards are issued to an individual, not the department. Your PIN is your responsibility, do not share it with anyone as this compromises the security of your PCard.

 **Note: PCard holders can change their PIN code at any Nedbank ATM.**

If a Card Holder forgets the PIN, it must be reset within a Nedbank branch (ID will be required).

Statements

Card Holders receive an emailed electronic statement at the beginning of each month to verify that all transactions were valid UCT purchases.

To open the encrypted statement, the Card Holder needs to ensure that the correct software is downloaded by clicking the link within the email received. Once downloaded, the following information is required:

- Username: PURCH; and
- Password: PURCH01.

PCard limits are refreshed on the second working day of each month.

Interim statements are available on request, email: rfservicing@nedbank.co.za or call: 010 217 4024.

Declined transactions

If a payment is declined, call the Nedbank help desk immediately. They can see in "real-time" why the transaction has declined and advise you accordingly.

Disputes

If you identify a transaction on the bank statement which you have not authorised, proceed as follows:

- Contact Nedbank PCard help desk immediately to raise a dispute.
- Nedbank will :
 - Block the PCard immediately.
 - Email a dispute form to you which must be completed and emailed back to them and the PCard Administrator.
 - Investigate and send you a letter within 60 days to confirm or decline the charge-back related to the dispute.
- As the Card Holder you have :
 - 30 days from statement date to report any local disputes (ZAR transactions).
 - 45 days from statement date to report any foreign disputes (other currencies).

Fraud

If Card details have been compromised and unauthorised purchases made, either:

- Nedbank may call you to confirm whether the transaction is fraudulent; or



- You may receive an SMS and then be able to pick up that Fraud has been perpetrated on the PCard.

If Fraud is suspected proceed as follows :

- Contact Nedbank immediately.
- Nedbank will block the PCard.

Nedbank will then:

- Email a dispute form which must be completed and emailed back to them and the PCard Administrator.
- Send you a letter within 60 days to confirm or decline the chargeback related to the fraud reported.

Travel insurance

All Travellers are entitled to automatic standard insurance cover when purchasing flight tickets for local and international travel on the PCard.

For a copy of the Nedbank insurance schedule, contact the PCard office.

When travelling internationally UCT insurance can be applied for by contacting the UCT insurance office and completing the INS02 (Overseas Travel Insurance) form.

A completed INS02 form must be sent to the UCT Insurance Office 14 days prior to departure/application for visa purposes.

University travel insurance covers all staff members and students travelling on UCT business. Students are however charged a premium of R27 per day (subject to change).

UCT Insurers, AIG South Africa (AIG) must be contacted for the necessary authorisation should a staff member or student fall ill and require medical attention whilst overseas.

The AIG contact details can be found on the travel card issued to travellers by the UCT Insurance Office.

Staff members or students are to notify the UCT Insurance Office of any claim immediately upon their return to South Africa.

A claims pack will be sent to staff members or students by the UCT Insurance Office. The claims pack must be completed in full and returned, together with all required documents, to the UCT Insurance Office within 21 days of receipt.

Queries to Debbie.Erasmus@uct.ac.za or call: 021 650 2204



Electronic document submission


The document scanning solution is a new initiative within the Purchasing Card environment.

This central storage solution for all financial documents will enable greater financial statutory compliance and efficient processing.

The **MM031 eForm** and the **Help document** are available on UCT Administrative Forms: <http://forms.uct.ac.za>.

At point of submission, users must have VPN access, electronic copies of the transaction documents and the following details:

- The card holder's staff number;
- The relevant card number;
- The fund number;
- The cost centre.

 **Note computer requirements: Internet Explorer (IE) or Mozilla Firefox ESR (Firefox) as well as the latest version of Java must be installed.**

Should you experience any technical issues email fnd-pcard@uct.ac.za

Do's & Don'ts

- ✓ **DO** use the PCard for travel expenses such as accommodation, conference fees, etc.
- ✓ **DO** retain all slips for submission
- ✓ **DO** inform the bank when travelling abroad to activate the PCard for international use
- ✓ **DO** check your PCard limits
- ✓ **DO** contact the bank immediately if you suspect unauthorised transaction
- ✗ **DON'T** share your PIN with anyone
- ✗ **DON'T** use the PCard for personal expenses
- ✗ **DON'T** use the PCard if there are insufficient funds

FAQs

- Q When is my limit refreshed?
A PCard limits are refreshed on the second working day of each month.
- Q How do I increase my limit?
A Complete an MM014 form together with a motivation letter and send to fnd-pcard@uct.ac.za
- Q How do I get a cash facility?
A Complete an MM014 form together with a motivation letter and send to fnd-pcard@uct.ac.za