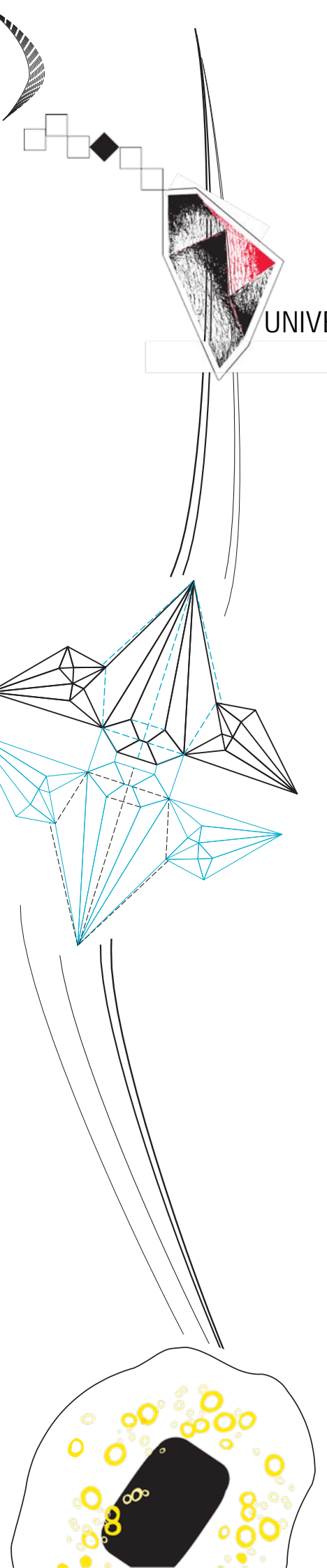


UNIVERSITEIT TWENTE.

UNIVERSITY OF TWENTE CREDIT CARD REGULATIONS



## COLOPHON

CENTRAL DEPARTMENT  
FINANCIAL AND ECONOMIC AFFAIRS (FEZ)

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## 1. CAUSE

During the review of the annual accounts, the Inspectorate of Education asked questions with respect to the use of credit cards. This was the cause for an update of the regulations for provision and use.

An increasing amount of suppliers use online stores for placing orders and making payments. For delivery of goods without delay, credit card payments are, in some cases, the fastest payment method for which the supplier receives confirmation of payment within minutes. Moreover, in a number of cases there are no alternative payment methods available.

## 2. TARGET GROUP

The University of Twente (UT) has a restrictive policy for the provision and use of credit cards. Only the members of the Executive Board (CvB), the Secretary of the Executive Board and Deans can be issued a credit card for functional expenses upon request. Online orders can only be paid by credit card by the Purchasing Department. (CvB Decree 12 Credit card policy UT of 14 December 2015)

All credit cards are issued in the name of UT stating the name of the credit card holder. The credit card holder is responsible for all transactions made with that credit card.

## 3. REGULATIONS FOR CREDIT CARD USE

The credit card can be used for:

1. The purchase of goods and/or services if no alternative order or payment method is offered by the supplier.
2. Functional expenses if these are not covered by the periodical fixed expense allowance received by the credit card holder.

Credit card purchases of goods and/or services can only be requested and paid for by the UT Purchasing Department. All other purchases via a credit card in the name of UT can only be functional purchases.

The appointed compliance officer will test the functional purchases made by the members of the Executive Board with the UT credit card against the *Executive Board expense allowance* regulations afterwards.

### Other conditions:

- 1 Every credit card holder is issued a maximum of one credit card.
- 2 If the credit card is not used, then it must be stored in a safe.
- 3 It is not permitted to place a direct debit collection on the credit card.
- 4 The credit card cannot be used for private payments and no cash can be withdrawn by means of the credit card.
- 5 The receipts or invoices for all payments made using the credit card must be kept available. (also see art. 5)
- 6 The maximum limit on a credit card is the standard sum of €5,000.

Non-compliance with the regulations of the UT credit card regulations can lead to termination of the credit card.

## 4. CREDIT CARD APPLICATION PROCESS AND VALIDITY

### APPLICATION PROCEDURE

A credit card can only be requested by an official stated under art. 2. The request must be made to the FEZ-FSC department via email. If the request meets the aforementioned conditions, the new credit card holder will receive a partially completed form *Application Form Extra Card(s)*.

The new credit card holder must only fill in the *data Extra Card Holder 1* on the form and send the original to the head of the FEZ-FSC Department.

After the *Application Form Extra Card(s)* has been received, the request will be processed and sent to the credit card company (ICS BV). The request process will take about one month.

As a safety measure, the credit card company will block the card before sending it to the address of the credit card holder stated on the application form.

After receiving the credit card, the credit card holder must place his/her signature on the credit card.

### VALIDITY

The credit card is valid from the receipt date up to and including the final day of the month stated on the credit card under 'valid through'. A new credit card will automatically be sent to the credit card holder before this expiry date. The credit card will be terminated by the FEZ-FSC Department upon termination of employment and upon a change of job position.

## 5. PROCESS DESCRIPTION CREDIT CARD COST HANDLING

All credit card payments are handled through one central bank account. Every month, the credit card holder will receive a transaction overview for the credit card. Credit card purchases of goods and services must be requested according to the UT standard order procedure *FB order requests (OTA)*.

**For ordering goods and/or services, the credit card holder must:**

Provide corresponding invoices and receipts for the approved FB order request (OTA).

**For functional expenses, the credit card holder must:**

Collect corresponding invoices and receipts as much as possible and indicate how the incurred costs must be put in the books. Have invoices and receipts authorized by the immediate supervisor.

The credit card statement together with the original approved documents must be sent to the FEZ-FSC Department within five working days after receipt. A check must be done beforehand to see whether the number of receipts/invoices correspond to the total number of credit card transactions stated on the credit card statement.

**FEZ-FSC will check:**

- 1 The credit card statement for the credit card holder's signature.
- 2 Whether all receipts/invoices for payments made with the credit card have been added and whether they have been signed. In the case of expenses made by members of the Executive Board, the UT compliance officer will check whether the declared costs meet the current regulations.

After inspection, FEZ will take care of further administrative processing.



## 6. SAFETY

### CONTESTED PAYMENT

If the credit card holder does not agree with a deducted sum on the statement, then the head of the FEZ-FSC Department must immediately be informed. To this end, a copy of the statement containing the contested payment must be sent. FEZ-FSC will then contact the credit card company.

Subject to certain conditions, the credit card company will correct the deducted sum on the next credit card statement. If the credit card company afterwards substantiates that the contested payment was made by the credit card holder, then the sum still needs to be paid.

### PURCHASE PROTECTION INSURANCE

Nearly all purchases made with the credit card in a store or online are insured against loss, theft or damage for at least 180 days.

## 7. HOW TO ACT IN CASE OF CHANGES, THEFT OR LOSS OF THE CREDIT CARD

### CHANGES

- 1 Changes in name, address, city information of the credit card holder**

All changes regarding the credit card holder must be provided to FEZ-FSC in writing. The FEZ-FSC supervisor (see contact information) will then send a change form to the credit card company.
- 2 Requesting and increasing spending limit**

The FEZ-FSC Department supervisor (see contact information) can request the current limit of the card at any time.

A temporary increase of the limit is possible by means of a one-time manual wire transfer (cf. *procedure and guideline manual payments University of Twente*). To this end, you can contact the head of the FEZ-FSC Department. If the limit must be increased structurally, then this requires the prior permission of the FEZ director. To this end, you can contact the head of the FEZ-FSC Department. The application procedure for the structural increase of the limit is the same as the application procedure for a new credit card. (See art. 4)
- 3 Change in job position of credit card holder**

The credit card holder is responsible for handing in the credit card with the head of the FEZ-FSC Department in case of a change in job position.
- 4 Credit card holder leaves employment**

Upon the credit card holder's departure, the credit card must be handed in with the head of the FEZ-FSC Department no later than on the final working day.
- 5 Transferring the credit card to a different credit card holder**

Transferring or using a credit card in other ways than stated in art. 3 is not permitted.
- 6 Termination of the credit card**

Other request for termination of the credit card can be submitted to the head of the FEZ-FSC Department.

### THEFT AND LOSS

In case the credit card is lost or stolen, then this must be reported, as soon as possible after the incident has been discovered, to:

- 1 ICS. This is possible 24/7 by means of the special telephone number: +31 20 66 00 611.
- 2 The police
- 3 FEZ-FSC supervisor (see contact information).

The credit card will immediately be blocked after this report.

## 8. CONTACT INFORMATION

### INTERNAL

FEZ-FCS supervisor  
Room SP605  
Building de Spiegel

Telephone: +31 53 48 92 192

### EXTERNAL

International Card Services BV (ICS)  
PO Box 23225  
1100 DS Diemen

GENERAL TERMS AND CONDITIONS AND CREDIT CARD INFORMATION:  
[WWW.ICSCARDS.NL](http://WWW.ICSCARDS.NL)