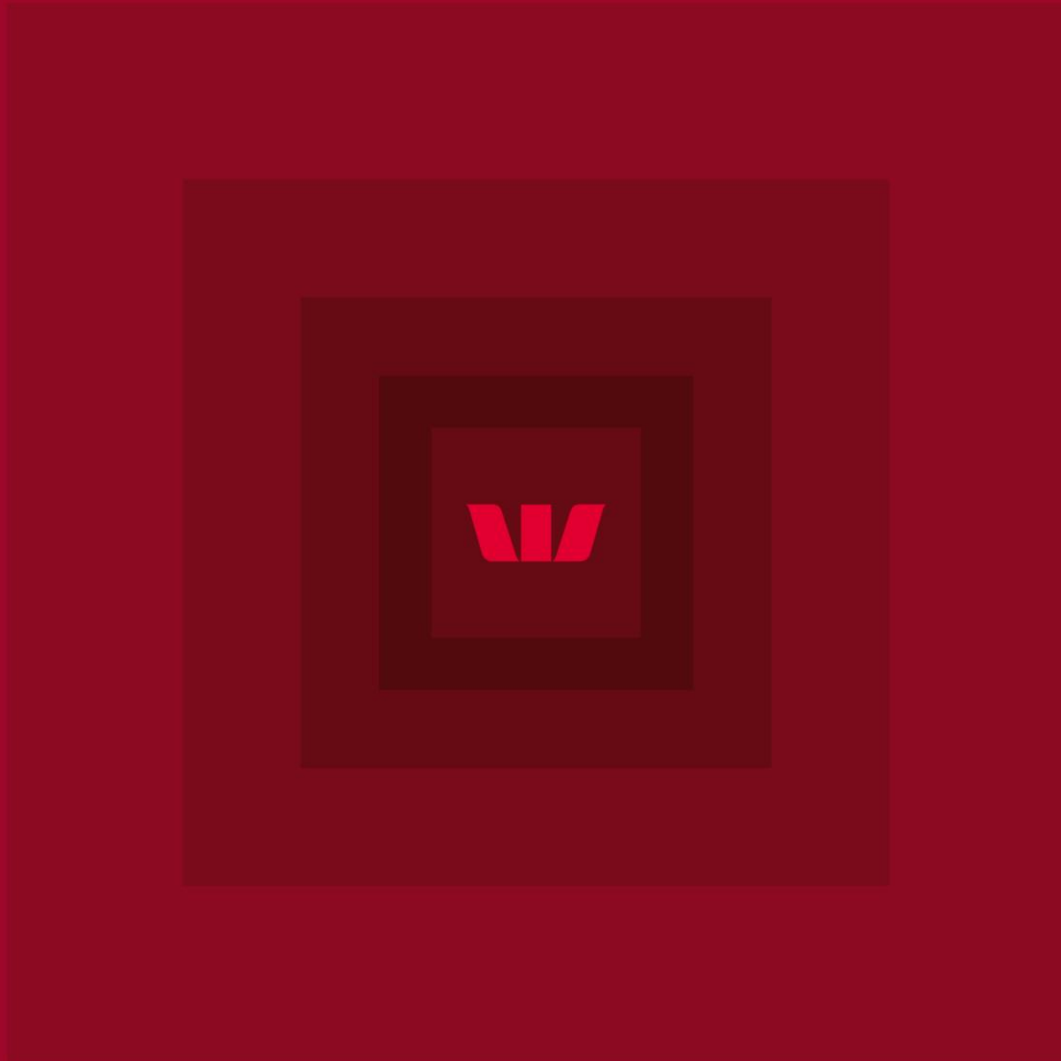


# Corporate Cards with the Institutional Bank



## Administrator Guide

Victorian Government

Department of Education and Early Childhood Development

# Queries?

If you have any queries regarding this document, please contact:

Victorian Government Client Service Team

Tel: 03 9608 3975

Email: [vicclientservice@westpac.com.au](mailto:vicclientservice@westpac.com.au)

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# Introduction to Westpac Corporate Cards

DEECD and Westpac have engaged to undertake the establishment of the Schools Purchasing Card Program as part of the Whole of Government Banking Arrangement between the Victorian Government and Westpac (effective 8th June 2011).

Westpac provides this facility in partnership with 

## Benefits and Features

- Corporate liability
- Customised Control (spending restrictions) for different cardholders including transactional limits, daily and monthly spend restrictions
- Eliminate manual reconciliation and reporting using Expense Management System (via Visa IntelliLink)
- Monthly outstanding balances on the Facility will automatically debit the Organisations nominated Bank Account (no interest is paid on purchases)
- Customised card designs are available to reflect the Organisations own Brand
- Worldwide acceptance of Visa Card
- Liability Insurance

## Terms and Conditions

All terms and conditions have been agreed to under the Whole of Government Banking Arrangement between the Victorian Government and Westpac (effective 8th June 2011).

# Establishing a New Facility

Complete the required forms and submit to the [Victorian Government Client Service Team](#)

## Required Forms

<b>Authorised Signatory/ Verifying Officer Letter of Nomination Form</b>	<p>Please fill out a Letter of Nomination form for each Authorised Signatory / Verifying Officer required on the facility. This letter needs to be printed on your organisation's letterhead.</p> <p><b>* Please note the identification requirement for Authorised Signatories and Verifying Officers (refer below)</b></p>
<b>PC2016 CC Corporate &amp; Purchasing Card – Facility Application Form</b>	<p>Complete this form from page 3 onwards. The form will need to be signed by a nominated Authorised Officer.</p> <p><b>* Please note the requirements for confirming delegations to the signing Authorised Officers.</b></p>
<b>Cardholders Application Spreadsheet</b>	<p>Use this spreadsheet to record all card holders for the facility. You will need to fill two tabs only (CardholderAppIn &amp; Control Entry).</p>
<b>Cover Letter for the Cardholder Application Spreadsheet</b>	<p>This is a cover letter required for the cardholder application spreadsheet you create from the previous spreadsheet. This letter needs to be printed on your school letterhead and signed off by the Authorised Signatory and Verifying Officer.</p>
<b>Email Authority Application Form</b>	<p>Completing this form will allow Westpac to action any emails regarding the facility once established.</p>

## Authorised Officers

Please note that Westpac will require your organisation's Authorised Officer(s) to sign the applicable facility application forms. You are required to provide certified evidence that confirms the delegation to the Authorised Officer(s) to allow them to establish banking facilities on behalf of your school council.

Typical evidence could include the motion, recorded in the minutes of the school council meeting, printed on school letterhead.

A typical Authorised Officer for the school will be the Principal. The School Council President will be the delegated signatory for the Principal's Letter of Nomination form.

## Authorised Signatories and Verifying Officers

Nominating **Authorised Signatories** allows these nominees to authorise facility specific instructions on behalf of your school.

Nominating a **Verifying Officer** allows your school to identify individual cardholders that will participate in the program. All individual cardholders must be identified by a Verifying Officer before a card application is completed. It is the responsibility of your school and Verifying Officer to keep appropriate identification records.

Before you nominate your Authorised Signatories and Verifying Officer(s) , your nominees must have their identification checked and confirmed by Westpac. Nominees can have their identification checked at any Westpac Branch. Westpac will issue an 8 digit Customer number that must be included on the relevant establishment form.

Common examples of identification documents:

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<b>1 x Primary Identification</b>	<ul style="list-style-type: none"><li>• Current Drivers License</li><li>• Current Passport</li></ul>
<b>1 x Secondary Identification</b>	<ul style="list-style-type: none"><li>• Credit Card</li><li>• Medicare Card</li></ul>

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A nominee can be either an Authorised Signatory, or a Verifying Officer, or both. Your organisation can have one or more Authorised Signatories and Verifying Officers .

## Issuing New Cards and PINs

Westpac will issue new cards to the facility administrator by default for issuance to individual cardholders.

PINs will be issued to individual cardholders, unless otherwise specified by the facility administrator. The school address will be the mailing address for all individual cardholders when you establish the facility.

## Setting and Managing Credit and Transaction Limits

You are able to set credit limits for individual cardholders. You can also set limits on individual transactions for individual cardholders.

You will need to provide the initial limits as part of the establishment process.

Once the card has been issued, the Authorised Signatory can modify both the credit and transaction limits of the cardholder by contacting the Victorian Client Service Team on email [vicclientservice@westpac.com.au](mailto:vicclientservice@westpac.com.au)

## Delivery of Transactional Data

Westpac will on your behalf establish access to Visa's IntelliLink online tool. Intellilink provides you access to transactional data. You can select and extract transaction data fields and online card statements in several formats for use in your reconciliation processes and systems. For further assistance on Visa IntelliLink navigation, the Administrator who was given access to Visa IntelliLink reporting tool can call the Electronic Reporting Team on (02) 9767 0495 or email: [electronicreporting@westpac.com.au](mailto:electronicreporting@westpac.com.au).

## Hard Copy Statements

In addition to the IntelliLink Online card statements, a monthly paper statement including the summary of each cardholders monthly spend will be issued to the facility administrator after the statement cycle date. A separate cardholder statement will also be issued to individual cardholder.

## Statement Cycle

The statement cycle cut off date is 22<sup>nd</sup> of each month.

## Facility Settlement

As part of establishing the facility, you will complete a Direct Debit application linked to a nominated bank account.

At the end of each statement cycle, Westpac will debit your account for the total value of the transactions for that statement period to settle the facility.

Facility settlement is 10 business days from the statement cycle date.

## Fees and Charges

There are no fees and charges applicable at the department/agency level, as agreed under the Whole of Government Banking Arrangement between the Victorian Government and Westpac (effective 8th June 2011).

## Summary of facility establishment process

The following steps are typical for the standard establishment of a corporate card facility.

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<b>Step 1</b>	Read through this Administrator Guide to get familiar with the facility. Queries regarding the facility and implementation can be directed to the <a href="#">Westpac Victorian Government Client Service Team</a>
<b>Step 2</b>	Nominate your Authorised Signatories and Verifying Officers  Authorised Signatories and Verifying Officers complete an identification check at their local Westpac Branch  Your nominated Verifying Officer completes individual identification checks of each cardholder.  In remote locations without a Westpac branch, the Principal, Authorised Signatories and nominated Verifying Officers must complete a Certified Copy Certificate – Individual form and return to <a href="#">Victorian Government Client Service Team</a> to issue the 8 digit customer number.
<b>Step 3</b>	Fill in and complete the required establishment forms

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<b>Step 4</b>	The facility administrator sends the completed original forms to the Westpac Victorian Government Client Service Team and emails the cardholder spreadsheet. Copies to be retained at the school.
<b>Step 5</b>	The Westpac Victorian Government Client Service Team confirms and validates the forms submitted, and lodges a request to establish the facility.
<b>Step 6</b>	Westpac will process the forms, and establish the facility and access to Visa's IntelliLink Reporting Service.
<b>Step 7</b>	Westpac will send the new cards in bulk to the facility administrator.  Access details to Visa's IntelliLink will also be sent to the facility administrator.  PINs will be posted to individual cardholders, unless otherwise specified.
<b>Step 8</b>	(OPTIONAL) The facility card administrator performs a low value transaction on a nominated card. The transaction is reported up to 48 hours but quite often within 24 hours via Visa IntelliLink.  The transaction data is downloaded from Visa IntelliLink and used to test reconciliation
<b>Step 9</b>	The facility administrator issues the cards to individual card holders.
<b>Step 10</b>	Cardholders activate and commence use of the card. (refer to <a href="#">Cards Management</a> )  Transactions details are reported via Visa IntelliLink up to 48 hours but quite often within 24 hours of a processed transaction.
<b>Step 11</b>	The statement cycle is reached and the facility is settled for the month using your nominated account.  You perform reconciliation on the transaction data provided via Visa IntelliLink.

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# Purchasing card program management

## Westpac Victorian Client Service Team

**Authorised Signatories:** for any enquiries regarding an existing facility and service requests, please contact the Westpac Victorian Government Client Service Team.

## Ongoing Card Management and Facility Administration

### Cards Management

The Card will be activated on the first transaction at the point of sale. However, if the Cardholder's first transaction is a purchase over the phone or internet, the Cardholder must telephone the Westpac Business & Corporate Card Customer Service team on **1300 650 107** to request activation of the card (phone number is listed on the back of the card).

### Facility Administration

Authorised Signatories can contact the Westpac Victorian Government Client Service Team to request modifications to the facility, including credit limit changes, amendment to existing Authorised Signatories and/or Verifying Officers and amendments to the School Council Official Account number required for the settlement sweep.

### Additional Cardholder Request

Use a new Cardholder Application spreadsheet to record all additional card holders for the facility. A cover letter is required for the cardholder application list you create from the spreadsheet. This letter needs to be printed on your school letterhead and signed off by the existing Authorised Officer and Verifying Officer.

## Cancelling Existing Westpac Cards or the Facility

The existing cardholder can be cancelled by contacting the Victorian Government Client Service Team to request the Card Cancellation form.

The existing Westpac Purchasing Card facility can be cancelled by contacting the Victorian Government Client Service Team to request the Facility Closure document.

## Lost or Stolen Cards

All cardholders can report lost or stolen cards (24 hours x 7 days)

(Australia) 1300 650 107

(International) +61 2 9374 7082

## Disputed Transactions

The cardholder will call the Westpac Business & Corporate Cards team on 1300 650 107 to lodge the disputed transaction. A reference number starting with DTN..... will be issued.

The Authorised Signatory can also lodge the dispute on behalf of the cardholder by emailing the HVC Team on [hvc@westpac.com.au](mailto:hvc@westpac.com.au). The HVC Team will then advise the status back directly to the Authorised Signatory.

All follow-up inquiry calls regarding this dispute are to be made by cardholder and should also be directed to the Westpac Business & Corporate Cards team on 1300 650 107.

All Disputed Transactions need to be lodged within 90 days of the Transaction date, otherwise the Westpac Disputed Transactions Team are unable to assist with identifying the transaction.

## Further Information

All forms required to establish and manage the Purchasing Card facility can be obtained by contacting the Department of Education and Early Childhood Development (DEECD) via email on: [schoolspurchasingcard@edumail.vic.gov.au](mailto:schoolspurchasingcard@edumail.vic.gov.au)

**Remote locations without a Westpac branch** To apply for the Westpac 8 Digit Customer Identification number, where a Westpac Branch is not accessible, a 'Certified Copy Certificate – Individuals' form P/C 2074 can be completed and returned to the Victorian Client Service Team. The identification number will be issued to the applicant.

This form can be requested by emailing [schoolspurchasingcard@edumail.vic.gov.au](mailto:schoolspurchasingcard@edumail.vic.gov.au)

### Postal address for the Victorian Government Client Service Team:

Victorian Government Client Service Team  
Westpac Institutional Bank  
Level 10, 360 Collins St.  
Melbourne VIC 3000  
Tel: 03 9608 3975  
Fax: 03 8668 1116  
Email: [vicclientservice@westpac.com.au](mailto:vicclientservice@westpac.com.au)