Corporate Card Procedures

Approved by the Chief Financial Officer on 20 September 2011
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1. Overview
   1.1 Purpose
       To provide procedures on the issue, use and responsibilities for University Corporate Cards.

       University Corporate Cards can be issued to any University representative with the approval of a Finance Director/Associate Director Finance, within a specified accountability area. The approval must specify whether the card can be used for:

       (i) regular expenses on approved University business, eg, cardholder’s own travel and entertainment expenses, conferences, etc. Refer to the Travel Policy for details on travel; and/or
       (ii) the purchase of goods and services for the University to a maximum value of $5,000 per transaction (GST inclusive).

       Note: Personal credit cards must not be used for regular expenses on approved University business.

   1.2 Coverage
       This procedure applies to everyone involved in the operation, supervision, management and administration of University Corporate Cards for the acquisition of goods and/or services, excluding travel expenses. Refer to the Travel Policy for details on travel.

   1.3 Essential Information
      1.3.1 Operating Principles
      (i) University Corporate Cards are to be used for University business purposes only. They cannot be used for types of expenditure listed in either section 1.3.2 below or the Non-allowable Expense Procedures.

      (ii) Individual monthly credit limits should be established for each cardholder having regard to the anticipated usage of the card and the likely expenditure to be incurred. Unless specific approval is given by the relevant Finance Director/Associate Director Finance for a higher credit limit, the maximum monthly credit limit per Corporate Card for expenses on approved University business, eg, cardholder’s own travel and entertainment expenses, conferences, etc, will be $5,000.

      (iii) The HOS/HOA and Corporate Card Administrator are to monitor the continued need for the card and the credit limit applying for each cardholder on a regular basis, at least annually.
The cardholder must comply with the Corporate Card Procedures, Procurement Policy, Travel Policy, Travel Procedures, Non-Allowable Expense Procedures and other relevant University policies and procedures. Expenses incurred on a University Corporate Card require the normal examination, certification and authorisation.

Each cardholder must complete a Corporate Card Application and Agreement form. This cardholder agreement sets out in detail the responsibilities and accountability of the cardholder and the expense approver agreement specifies the accountability of expense approvers.

Failure to comply with this procedure will result in cancellation of the Corporate Card and, in appropriate cases, may result in disciplinary action.

All expenses must be incurred with due regard to economy and the University’s procurement policies and procedures.

Inappropriate expenditure shall be recovered from the cardholder (refer to section 2.8(iii) below).

Note: Refer to the Code of Conduct.

1.3.2 Exclusions
University Corporate Cards CANNOT be used for the following types of expenses:

(i) Expenses listed in the Non-allowable Expense Procedures
(ii) Cash Advances
(iii) Cash Refunds
(iv) Supply of Labour as a contractor or employee
The employee and contractor status must be established. Payments for employees must be processed through Payroll and payments for independent contractors through Accounts Payable, in accordance with the Workforce Engagements and Payments Policy 2016.
(v) Travellers cheques, Bank Cheques, Postal Money Orders and Gift Cards that allow cash withdrawals
(vi) Petrol Purchases for University-owned Motor Vehicles
All University vehicles are issued with a fuel card. Fuel cards are linked to a specific vehicle registration number.
(vii) Internal purchases within the University
These should be processed using journal transfers.
(viii) Supplier Consolidated Invoice Payments
The following categories of expenditure are governed by preferred supplier arrangement with associated consolidated invoicing and should only be paid by corporate card with the explicit approval of Procurement Services:
   - Cabcharge
   - Stationery and office consumables
   - Printing services
(ix) Information technology, audio visual and phones
These items must be acquired through ICT, with payment made through Accounts Payable. Corporate cards cannot be used to acquire these items without written approval from Procurement Services.
(x) **Imaging and Copy Devices**
These items must be acquired through the University’s managed service offering, using the University’s preferred supplier. This includes all consumables such as paper, toner, etc as well as physical hardware items.

2. **Procedures and Guidelines**

2.1 **Applications**

2.1.1 **Approval**

(i) The University has a VISA Corporate Card Facility with the National Australia Bank (NAB).

(ii) The Finance Director/Associate Director Finance has delegation to:-

(a) Approve an application for a University Corporate Card for a staff member; and

(b) Set monthly credit limits.

(Refer to part 6.4.4 of the University of Sydney (Delegations of Authority – Administrative Functions) Rule 2016.

2.1.2 **Steps in Applying for a University Corporate Card**

(i) The applicant reads the Corporate Card Procedures, completes and signs the Corporate Card Application and Agreement form.

(ii) The applicant’s Finance Director/Associate Director Finance must sign the cardholder’s application forms. When approved the application form is sent to the Corporate Card Administrator.

(iii) Once the application form has been approved, the Corporate Card Administrator or other staff with AUSTRAC verification will complete the 100-point ID verification with the applicant (refer to Appendix C for details on the 100-point ID verification).

(iv) After the 100-point ID verification has been completed the Corporate Card Administrator shall ensure that the application is endorsed and arrange lodgement with the NAB. The NAB takes between 5-7 working days to process a card once the application has been lodged.

(vi) The cardholder shall be advised when the card arrives. The card is issued following completion of formal training in the travel and expense management system.

2.2 **Cardholders Procedures**

(i) Cardholders are accountable for transactions incurred on their Corporate Card and for the safe keeping of their card. It is also the responsibility of the cardholder to follow up unknown transactions. (Refer to Section 2.9 Disputed Transactions)

(ii) Cardholders are required to maintain a record of the transactions incurred on their Corporate Card and to provide sufficient explanation of the nature and purpose of the transaction, using the travel and expense management system to record this information.

(iii) On a daily basis, transactions will appear in the travel and expense management system. Cardholders can put the transactions in expense reports and acquit them either on a monthly basis or group the transactions based on a specific event such as conference or travel.

(iv) Cardholders are accountable for acquiting and submitting all transactions in the travel and expense management system by the 25th of each month.

**Failure to comply with these procedures will result in cancellation of the Corporate Card or reduction of the credit limit to $1.**
Cardholders are required to:

(a) Identify correct account coding for acquittal of expenses on a monthly basis.
Note: The last day of the accounting period for the travel and expense management system is normally the 22nd of the month, with all transactions requiring coding and approval within the travel and expense management system by the 25th of the month if they require to be posted to the correct accounts in the period. Transactions that are not coded or approved by the end of the month are accrued to the cardholder’s default accounts for posting to the correct accounts in the subsequent month.

(b) Ensure that the expenses are in accordance with University policies and procedures and relevant grant conditions.
Note: The most senior manager involved in the expense should incur the expense, to ensure the manager does not approve their own expenses, where practicable. If the most senior manager does not incur the expense, the approval must be escalated to the senior manager’s line manager in the travel and expense management system.

(c) Attach tax invoices and receipts for each transaction that appears on the system.
Note: Corporate Card Transaction dockets are NOT valid Tax Invoices and are not sufficient to claim credits for GST paid. (Refer to Section 2.3 GST).
Note: Insufficient documentation may also contravene funder grant conditions.

(d) Attach other supporting documentation with the expense report.
   i.e. Screen prints of Internet orders
       Letters/Memos explaining/approving the expenditure
       Email correspondence/ File notes
       Approved travel request within the travel and expense management system

(e) Identify transactions on which FBT is payable and follow procedures outlined in section 2.4.

(f) Identify asset transactions and provide the asset information, including location and serial number.

(v) Where the cardholder has lost or misplaced tax invoices and receipts, they must complete the missing receipt affidavit in the travel and expense management system. Sufficient explanation as to the purpose of the transaction must be entered within the travel and expense management system and the University retains the right to seek reasonable explanation for all credit card amounts and cash reimbursements.

(vi) Any transaction deemed to be a personal expense must be coded with Expense Type ‘Non-reimbursable/personal expense’ by the cardholder in the travel and expense management system.
Note: The personal expense transaction will default to account class 1196 which requires reimbursement by the cardholder to the University.

(vii) The process for returning goods previously paid using the University Corporate Card are documented in Appendix A - Corporate Card Returned Goods Procedure.
(viii) Accounting entries are processed in the University’s finance system after the transaction is approved in the travel and expense management system.

2.3 Goods and Services Tax (GST)

Tax Invoices

Tax invoices must be obtained for all transactions that are inclusive of GST. Where a tax invoice is not obtained, the University is unable to claim credits for GST paid.

The tax invoices must be attached to the expense transaction in the travel and expense management system.

A Corporate Card transaction docket is NOT a valid tax invoice.

For further information on tax invoices refer to Section 3 in the Tax – GST Guide.

2.4 Fringe Benefits Tax (FBT)

(i) Cardholders should become familiar with the types of fringe benefits that may arise with certain types of expenditure.

The most common types of fringe benefits associated with the use of Corporate Cards are “Tax Exempt Body Entertainment Fringe Benefits” and “Expense Payment Fringe Benefits”. Detailed information about these fringe benefits can be obtained from the Tax – FBT Guide.

(ii) The FBT liability will be automatically calculated in PeopleSoft General Ledger for each transaction in the FBT eligible account classes.

2.5 Travel Expenses

Refer to the Travel Policy for details on travel where Corporate Cards have been approved to be used for travel.

2.6 Cash Claims (Out of Pocket Expenses)

All University employees and affiliates who have a staff number in the human resources management system MUST claim reimbursement for travel and non-travel related expenses in the travel and expense management system.

Affiliates requiring cash reimbursements must liaise with human resources and have a staff number established in the human resources management system to then claim reimbursement for travel in the travel and expense management system.

‘Payment Request’ forms for claiming travel or non-travel related reimbursements will not be accepted by Accounts Payable for payment processing.

2.7 Authorising Process

The travel and expense management system has three roles in the authorising process:

(a) **System Audit**: responsible for checking and verifying all documentation submitted by the cardholder including non-allowable expenses. The system audit can return the expense transactions to the cardholder requesting additional information or coding as a personal expense.

(b) **Expense Approver**: the cardholder’s human resources line manager is primarily responsible for verifying the reasonableness and appropriateness of the expenses. If the line manager does not have the appropriate level of financial delegation, then the transaction will be escalated to the next level of line manager. If the fund to which the expenditure is to be charged is the responsibility of another manager (such as a chief investigator for a research grant) the relevant additional approver can be added by either the person submitting the expense report or the default human resources line manager approver.
(c) **Finance/Service Centre**: responsible for establishing processes to monitor compliance, behavioural patterns, follow up outstanding acquittals, finalise cardholder resignations and provide support to cardholders.

**Note**: It remains the responsibility of the person who has incurred the expense to ensure funding is available and that relevant grant conditions have been complied with.

### 2.8 Corporate Card Administrator

(i) The Corporate Card Administrator is accountable for the overall administration and management of the Corporate Card facility and all contact with the NAB Business Banking Centre in relation to applications for new cards, cancellations, increased credit limits. The Corporate Card Administrator is also responsible for the administration and management of cardholders.

(ii) On a weekly basis Human Resources will notify the Corporate Card Administrator on employees that have terminated their employment. The Corporate Card Administrator will cancel any issued Corporate Cards, any automatic deductions connected to the card, and travel and expense management system access. Managers are responsible for recovering corporate cards from employees who are leaving the University.

(iii) The Finance Director and Audit and Risk Management monitor compliance with Corporate Card Procedures and other relevant University policies and procedures. In consultation with the cardholder’s line manager, Audit and Risk Management and the Finance Director may request reimbursement to the University for any personal expenditure that is incurred on the Corporate Card. They may also request that the card be cancelled due to non-compliance of the cardholder with University policies and procedures.

(iv) The Corporate Card Administrator and the Finance Director monitor and follow up outstanding transactions not yet acquitted. (Note: Cardholders should acquit their Corporate Card Statement regularly). The cardholder should be contacted in the first instance by finance after two months. If cardholders have not fully acquitted their Corporate Card Statement for three consecutive months then the Corporate Card Administrator will cancel the Corporate Card after contacting the cardholders manager.

(v) The Finance Director and Corporate Card Administrator are to monitor the continued need for the card and the credit limit applying for each cardholder on a regular basis, at least annually.

(vi) Investigations by Audit and Risk Management into misuse of a Corporate Card will activate temporary suspension of the Corporate Card. The temporary suspension will occur during the investigation period until the investigation is complete.

### 2.9 Disputed Transactions

(i) It is the cardholder’s responsibility to ensure that all expenses listed on the travel and expense management system are correct.

The cardholder should undertake the following steps when a transaction is incorrect, a duplicate or is not recognised:

(a) Contact the supplier to verify the transaction.

(b) If unable to resolve, mark the transaction as disputed in the travel and expense management system.

(c) Complete the dispute form in the travel and expense management system to submit the query to NAB.

(d) Once the dispute is resolved and a refund received, acquit the refund transaction in the travel and expense management system.

**Note**: The disputed transaction will be coded to account class 6783 until resolved.
(ii) When a cardholder lodges a dispute, the bank sends a confirmation letter acknowledging receipt of the dispute request and outlining their procedures to investigate the claim. This letter will be sent to the Corporate Card Administrator who will retain a copy, forwarding the original advising the cardholder of the confirmation from the bank. Credit Card Scheme rules gives the bank up to 90 days to resolve the dispute.

(iii) Should the transaction be substantiated by the merchant’s bank as having been authorised by the cardholder and was correctly charged to the cardholder’s statement, a $5.00 voucher retrieval fee per investigated transaction will be debited to the cardholder’s account to cover the cost of investigating the dispute.

2.10 Lost or Stolen Cards
If a card is lost or stolen, the cardholder must inform the National Australia Bank for immediate cancellation (NAB dedicated telephone line 1800 033 103, 24 hours, 7 days a week).

The cardholder must also inform the travel and expense help desk by
- email at travel.expense@sydney.edu.au, or
- phone on (02) 9351 2000 or shortcut X 74000 option 4 (Concur).

2.11 Increasing or Decreasing Credit Limits
(i) Cardholders must arrange the increase or decrease in monthly credit limit using the Corporate Card Profile Amendment form through their Faculty Finance Director/Associate Director Finance. For administration and professional service portfolios the Director Corporate Finance and Associate Director Corporate Finance can approve University Corporate Card applications and set monthly card limits.

(ii) The requests for increased or decreased credit limits once approved are forwarded to the Corporate Card Administrator.

(iii) The Corporate Card Administrator shall lodge the request with the National Australia Bank and the cardholder will be advised when the new credit limit takes effect.

(iv) Procurement Services will provide a listing annually of all credit cards with limits in excess of $20,000, including the justification for the credit card limit, to the Chief Financial Officer for review.

2.12 Expiry of Corporate Cards and Replacement Cards
Close to the date of expiry of a Corporate Card, the National Australia Bank will automatically issue a replacement card. This renewal card will be delivered to the Corporate Card Administrator who will advise the cardholder about collection with suitable photo ID.

2.13 Cancellation of Corporate Cards
(i) If the cardholder resigns, moves to another department/unit or the card is no longer required, the manager must advise the Corporate Card Administrator as well as advising whether or not there any automatic deductions linked to the card. The Corporate Card Administrator will advise when any automatic deductions and the card have been cancelled with the NAB, after which the card should be cut into pieces and forwarded to the Corporate Card Administrator.

(ii) The Corporate Card Administrator may cancel the Corporate Card or reduce the card limit to $1 where:
   (a) Fraud or suspicion of fraud has been reported;
   (b) Corporate card has been inactive for a period of 12 months or more;
   (c) Card is lost or stolen;
   (d) Corporate Cardholder has left the University;
(e) Cardholder has not provided requested documents to the manager, Corporate Card Administrator or Audit and Risk Management.

(iii) The Corporate Card Administrator may cancel the Corporate Card or reduce the card limit to $1 in liaison with the relevant manager where:
(a) There is a breach of this Corporate Card Procedure or other relevant University policies and procedures;
(b) The Cardholder has not acquitted transactions within 60 days (refer section 2.2).

3. Responsibilities/Accountability

<table>
<thead>
<tr>
<th>Officers</th>
<th>Responsibilities</th>
</tr>
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<tbody>
<tr>
<td>Cardholders</td>
<td>• Use of the Corporate Card in accordance with the University’s Code of Conduct, Travel Policy, Corporate Card Procedures, Non-allowable Expense Procedures and relevant grant conditions.</td>
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<tr>
<td></td>
<td>• Ensure the security and safekeeping of the Corporate Card.</td>
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<tr>
<td></td>
<td>• Ensure that the expenses are acquitted by 25th of each month.</td>
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<td></td>
<td>• Ensure that the funds are available in grant accounts before making an expense.</td>
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<td></td>
<td>• Accurately code each expense transaction to the correct responsibility centre, project code and expense classification.</td>
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<td></td>
<td>• Ensure that the Corporate Card is not transferred or shared with any other person.</td>
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<td>• Provide all supporting documentation for transactions.</td>
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<tr>
<td>Expense approver</td>
<td>• Verify appropriateness and reasonableness of card expenses, i.e., the size and nature of the expense in line with the cardholder’s roles and responsibilities.</td>
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<td></td>
<td>Refer to Travel and expense system: Expense Approver Guidelines for details.</td>
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<tr>
<td>Finance Director/Associate</td>
<td>• Approve cardholder applications and monthly credit limits.</td>
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<tr>
<td>Director Finance</td>
<td>• Approve variations in cardholder monthly credit limits.</td>
</tr>
<tr>
<td>Finance</td>
<td>• Establish processes to monitor compliance, behavioural patterns, follow up outstanding acquittals, finalise cardholder resignations and provide support to cardholders.</td>
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<tr>
<td>Corporate Card Administrator</td>
<td>• Co-ordinate, administer and manage Corporate Cards overall, and liaise with NAB.</td>
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<td></td>
<td>• Administer and manage cardholder accounts.</td>
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<td>• Provide support to cardholders on travel and expense management system questions and issues, including disputed transactions.</td>
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<tr>
<td>System audit</td>
<td>• Audit expense transactions to verify attached receipts and supporting documentation.</td>
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<td></td>
<td>• Ensure compliance to the Non-allowable Expense Procedures.</td>
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<tr>
<td>Travel and expense help desk and</td>
<td>• Support Corporate Card queries.</td>
</tr>
<tr>
<td>finance team</td>
<td>• Support cardholders on clarifying policy and procedure matters.</td>
</tr>
<tr>
<td></td>
<td>• Provide travel and expense management system support, including training.</td>
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</tbody>
</table>
4. Related Information
4.1 Resources and web links.
(i) Appendices
  • Appendix A – Corporate Card Returned Goods Procedure
  • Appendix B – Corporate Card Dispute Resolution Process
  • Appendix C – Corporate Card – 100 Point ID Verification
APPENDIX A: CORPORATE CARD RETURNED GOODS PROCEDURE

This procedure outlines the process for managing the return of goods or credit note processes for those purchases acquired with the University of Sydney Corporate Card.

It is the cardholder’s responsibility to:

1. Contact the supplier/vendor for any items purchased using the Corporate Card that require the return of goods and need either a credit transaction or credit note prepared.

2. If the supplier/vendor will not guarantee a credit transaction the cardholder must raise this as a dispute within the travel and expense management system if it is within the open accounting period, i.e. this period has not yet been closed. (Refer Disputed Transactions in section 2.9)

3. Once the supplier/vendor has been notified, arrangements should be made to have the good(s) returned to the supplier. Local processes vary for each supplier/vendor on how this will be managed.

4. A Credit Transaction should be found online once the supplier/vendor has processed this credit to the cardholder’s University of Sydney Corporate Card.

5. The credit transaction must be coded to the account code where the original charges were debited. This will reverse the original transaction and have a net effect of zero on the account codes.

6. Where the supplier is unable to process a credit to the Corporate Card, the cardholder is responsible for securing a credit note from the supplier/vendor for the good(s) returned. The credit note should be adjusted against future purchases with the supplier.

Corporate Card Administrator Responsibilities

The Corporate Card Administrator is responsible for:

1. Managing the dispute transactions logged with the financial institution (National Australia Bank) liaising as the University of Sydney representative.

2. Assisting in the reconciliation of all disputed transactions prior to the payment of monies owing to the financial institution (National Australia Bank).

Should assistance be needed with this procedure or assistance with any Corporate Card process please contact the Travel and Expense Help Desk

- via the University of Sydney Service Desk on (02) 9351 2000 / X 12000 then option 5 (Finance) and option 4 (Concur), or
- X74000 option 4 (Concur) or
- Email: travel.expense@sydney.edu.au
**APPENDIX B: CORPORATE CARD DISPUTE RESOLUTION PROCESS**

This procedure is a guideline for processing disputes identified through the use of the Corporate Card. The following flowchart provides a view of the process that is documented within the Corporate Card Procedures, Disputed Transactions Section 2.9.

### Disputed Transaction Process

**Cardholder**

1. **Start**
2. View expense transaction in Travel and Expense system
3. Suspect transaction
4. Contact merchant to verify the transaction
5. Contacted the merchant and resolved as legitimate transaction?
   - Yes: Code the transaction as regular expense and to the correct RC, Project and Analysis codes
   - No: Assign expense type as 'Disputed Corporate Card Transaction' and code the transaction to the correct RC, Project and Analysis codes. This will automatically code the transaction to 6783.
6. **End**

**NAB**

- Internal NAB procedures take effect. NAB has 90 days to investigate
- **End**

### Allocation of credit received for a disputed transaction

**Cardholder**

1. **Start**
2. Receive credit for disputed transaction in the Travel and Expense system
3. Assign the expense type as 'Disputed Corporate Card Transaction’ and code the transaction to correct RC, Project and Analysis codes
4. Save transaction
5. Submit expense report
6. **End**

If you require further assistance with the corporate card dispute resolution process, please contact the Travel Expense team on X74000 or travel.expense@sydney.edu.au.
APPENDIX C: CORPORATE CARD – 100 POINT ID VERIFICATION

Successful applicants will be required to complete a 100-point ID check with the Corporate Card Administrator or a representative to the Corporate Card Program. The identity check is registered in the banks AUSTRAC system, which is the bank's computer system for registering identification checks. It is not necessary to hold or open an account with the National Australia Bank in order to satisfy the 100-point ID check. A number of University officers have completed training in the AUSTRAC system and are approved to undertake verification on behalf of the NAB.

A score of 100 points is needed before the University of Sydney Corporate Card can be issued.

A list of acceptable identification and the ‘score’ earned by each Identification source is listed in the 100 Points Guide.