



Carleton
UNIVERSITY

Canada's Capital University

Policy Name:	eCard Policy and Procedures
Originating/Responsible Department:	Financial Services and Campus Card
Approval Authority:	Senior Management Committee
Date of Original Policy:	June 2016
Last Updated:	September 2020
Mandatory Revision Date:	September 2024
Contact:	Director, Strategic Procurement

Policy:

The eCard is made available to departmental or research Funding Source Owners (or their delegates within the University [Approval and Delegation of Authority](#) policy) in order to make purchases at select campus locations. Wherever possible, eShop is the preferred method of making purchases on campus.

Purpose:

This policy sets out the conditions under which the eCard may be used by faculty and staff.

Scope:

The eCard provides faculty and staff with a convenient, efficient and cost effective means to make select purchases on campus. The eCard:

- provides a mechanism for making purchases on campus;
- reduces the costs and amount of paperwork related to on campus purchases; allows for timely purchases of goods on campus; and
- improves reporting and control over purchases made on campus.

SECTION 1: General Terms and Conditions

Cardholder Eligibility:

To be eligible for an eCard the applicant must meet the following criteria:

- The applicant must be a Funding Source Owner, or have Financial Approval Authority as defined in the University [Approval and Delegation of Authority](#) policy for the default fund.
- The applicant must submit a written application which must be supported and approved by the Funding Source Owner of the default Funding Source (FOAPAL). If the applicant is the Funding Source Owner, then the application must be supported and approved by his/her Supervisory Approval Authority.
- The applicant must sign the eCard Cardholder Agreement in advance of receiving their card.

Cardholder Liability:

eCards are assigned to a specific named individual (the Cardholder), and may not be assigned to any other user. It is the Cardholder's responsibility to ensure that the card is used only within the stated guidelines of the University eCard Policy and Procedures. The Cardholder is the only person authorized to use the assigned card and is responsible for all transactions. eCards may not be used by anyone other than the Cardholder at any time. The University will hold the Cardholder fully responsible for all unauthorized purchases (not business related) and any fees

associated with those purchases. Failure to comply with the policy and procedures can result in revocation of the card.

eCard Limits:

eCard limits are set as per the following parameters:

1. Monthly Limit: \$1,500.00 total purchases for the month for operating and research funds/accounts.
2. Transaction Limit: Not applicable, providing the balance on the card supports the transaction amount.

Requests for a one-time limit increase can be sent to the Card Administrator by email for consideration.

eCards must not be used for personal purchases.

eCard Requests:

Any request for an eCard must be submitted in writing by submitting an application to the Card Administrator. An application must be completed for each card requested and must be signed by the Funding Source Owner of the default Funding Source. If the applicant is the default Funding Source Owner, then the application must be supported and approved by his/her Supervisory Approval Authority.

Lost or Stolen Cards:

It is the responsibility of the Cardholder to maintain control and security for the eCard. It is the responsibility of the Cardholder to immediately contact the Card Administrator to request deactivation of the lost or stolen card and obtain a replacement. Fraudulent use of the card, and lost or stolen cards must be reported immediately.

Vendor Participation:

A listing of participating vendors is available in Appendix A. Participating vendors may be subject to change without notice or revision of this policy.

Required Documentation and Record Retention:

eCard transaction documents must be retained for a period of seven (7) years to support potential audit of transactions by fund agencies or sources. The Cardholder is responsible for obtaining the appropriate documentation for each transaction and to forward these to Accounts Payable on a monthly basis with their statements.

Reconciliation of eCard Charges:

It is the Cardholder's responsibility to reconcile eCard charges to the appropriate Funding Source (FOAPAL). It is the responsibility of the Funding Source Owner to ensure that charges to a fund are appropriate and acceptable.

SECTION 2: Areas of Responsibility

The Campus Card Office is responsible for:

- producing and delivering all cards and replacements to the Card Administrator;
- providing the transaction records for upload to FAST on a nightly basis;
- providing customer service assistance;
- remitting payment to participating on campus vendors; and
- arranging for vendors to be set up as eCard participants.

Procurement Services is responsible for:

- planning, developing and evaluating all aspects of the eCard program including the related Policies and Procedures;
- reviewing all expenditures to evaluate the effectiveness of the program;
- processing card applications and approvals; this includes receiving approval of Default Funding Source (FOAPAL) by the appropriate Funding Source Owner or Supervisory Authority, as required;
- maintaining a database of Cardholders;
- issuing/ requesting replacement of eCards;
- deactivating any card reported lost or stolen;
- facilitating all training related to the eCard program;
- facilitating reconciliation of billing disputes once the Cardholder has exhausted all attempts with the Vendor; and
- monitoring for and resolving potential program abuses.

Cardholders are responsible for:

- the security of the card and notifying the Card Administrator of a lost or stolen card;
- appropriate use of the card for business purposes in accordance with eCard Policies and Procedures;
- reconciling each transaction as designated by Funding Source Owner;
- ensuring that supporting documentation is received from the vendor;
- resolving all questionable items or disputes directly with the vendor; and
- forwarding signed monthly reconciliation and supporting documentation to Accounts Payable, including supervisory approval for hospitality expenses where the Cardholder is a Financial Approval Authority on all Funding Sources (FOAPALs) used in the reconciliation. If the Cardholder is not a Financial Approval Authority on all FOAPALs, please see the Approval and Delegation of Authority Policy for approval requirements.

SECTION 3: Procedures

Applying for an eCard

- Requester completes the eCard Application form and submits it to their Funding Source Owner for approval.
- Funding Source Owner provides the default Funding Source (FOAPAL) to be assigned to the card.
- Funding Source Owner's signature delegates transaction authority to the Cardholder. Where the Cardholder is also the default Funding Source Owner, approval of his/her Supervisor Approval Authority is required.
- Requester submits completed and approved application form to the Card Administrator.

Obtaining the eCard

- An email will be sent to the Cardholder advising them that the eCard is available for pick-up.
- Cardholder presents themselves in person at the address indicated on the electronic notification to pick up the card.
- Cardholder signs the Cardholder Agreement signifying agreement with the terms of the eCard program.
- Cardholder must present some form of Identification, preferably their Carleton Campus Card.
- Cardholder signs the back of the eCard after taking possession of the card.

Making Purchases

The eCard is only to be used for making purchases in person at a participating vendor (see Appendix A). The Cardholder must present the card to participating vendors in order to pay for the goods.

Reconciliation of eCard Charges

Once a month the Card Administrator will inform the Cardholder by e-mail of the deadline date to complete your reconciliation. The Cardholder will review the transactions for accuracy and reconcile them with their receipts. If there are no discrepancies, the Cardholder will change any of the default Funding Sources (FOAPALs) as appropriate. The Cardholder is responsible for any discrepancies that may appear in the documentation, and should always attempt to resolve any discrepancies directly with the vendor.

If the Cardholder is the Financial Approval Authority on all Funding Sources (FOAPALs) used in the reconciliation, supervisory approval is only required for hospitality charges. If the Cardholder is not the Financial Approval Authority for all FOAPALs used, please see the Approval and Delegation of Authority Policy for approval requirements.

Failure to follow the reconciliation procedures may result in the card being temporarily suspended until the situation is corrected.

Disputes

The Cardholder is responsible for resolving all discrepancies and disputes directly with the vendor. Every effort must be made to resolve disputes within thirty (30) days of the transaction. The Cardholder should allow sufficient time for the vendor to prepare a credit voucher or for the replacement of items.

Obtaining a Replacement eCard

Lost or Stolen Card

The Cardholder should immediately contact the Card Administrator to report the stolen or lost card. The Cardholder must be prepared to provide the following information:

- Cardholder's complete name;
- circumstances surrounding the loss of the card;
- any legitimate purchase(s) made on the day the card was lost or stolen;
- details of the last purchase amount and location;
- personal identification information; and
- whether there is a need to replace the card.

Defective Cards

If an eCard needs to be replaced because it is worn out or defective, the Cardholder should notify the Card Administrator to obtain a new card.

Cardholder Leaves Employment of University or Changes Department

Termination

When a Cardholder leaves the University, the Funding Source Owner must notify the Card Administrator immediately by email. The Funding Source Owner must obtain the card and all outstanding documentation on the account of the Cardholder prior to final separation and reconcile the charges online. The Funding Source Owner will advise the Card Administrator who will cancel the card.

Temporary Leave

When a Cardholder leaves their position or changes responsibilities on a temporary basis (i.e. sabbatical, maternity leave, sick leave), the Funding Source Owner must obtain all outstanding documentation on the account from the Cardholder, reconcile the charges and then ask the Card Administrator to deactivate or cancel the card. If the card is to be deactivated, the Funding Source Owner must submit a written notification (e-mail) to the Card Administrator.

Change of Department

When a Cardholder changes department, the same procedure as for “termination” applies. However, if the Cardholder will be making purchases within the new department they, or the new Funding Source Owner, are to advise the Card Administrator of their new default Funding Source (FOAPAL) and commencement date.

Contacts:

- Director, Strategic Procurement
- Administrative Officer, Procurement Services
- Info Carleton & Campus Card Coordinator, Campus Card

Links to related Policies:

Approval and Delegation of Authority Policy

Appendix A
Participating Vendors

Bookstore

ITS Hardware Services

Dining Services locations, excluding mobile transactions through the Hey Chef! application

Parking Pay and Display

Science Stores