Government Credit Card Program

VISA One Manual

Northwest Territories

June 2015

The Government Credit Card Program is for Government of the NWT (GNWT) approved credit card purchases and authorized travel only. Our current credit card provider is RBC US BANK – VISA ONE CARD.

This guide will assist Departments with understanding the Government Credit Card program, by describing roles and responsibilities of key players and guidelines and procedures to administer the program.

The Government Credit Card (GCC) is assigned in accordance with the GNWT's Financial and Procurement Policies including FAM 1808, the Business Incentive Policy and the GNWT Contract Regulations.

Improper use of the card will be considered misappropriation of GNWT funds, resulting in disciplinary action, up to and including termination of employment.

The GCC may be used for in-store, mail, fax, or Internet purchases. All GCC charges will be billed directly to and paid directly by the GNWT. The bank cannot accept any monies from the employee directly to address any personal charges.

A GST/HST exemption slip must be completed and provided to the merchant to ensure the GNWT is not charged GST/HST.

VISA Cardholder Initial Contacts:

- Regional VISA Coordinator (department specific)
- Departmental Visa Coordinator (DVC)
- Director of Finance and Administration, HQ Corporate Services
- SAM Help desk: samhelpdesk@gov.nt.ca
- GNWT Visa Plan Administrator: visaplanadmin@gov.nt.ca

Customer Service and Card Activation

International Toll Free: 1-800-588-8065
Call collect: 1-416-306-3630

VISA Assistance Centre for Corporate Credit Cardholders

Canada and US: 1-800-847-2911
Elsewhere, call collect: 1-303-967-1096

GNWT VISA Plan Administrator (VPA)

867-920-3401
visaplanadmin@gov.nt.ca

US Bank Canada – Lost/Stolen Reporting

Anywhere in North America: 1-800-588-8068
Toronto and area: 1-416-306-3636
Outside North America: 1-416-306-3630

Fraud Investigation
1-800-523-9078 or collect 1-707-461-2042

Purpose:

This section outlines the roles and responsibilities of the VISA cardholder and/or their delegate.

Roles and Responsibilities:

Delegates are responsible for managing the credit card process for designated cardholders and/or in the absence of a cardholder.

Cardholder
- Ensure all purchases are in accordance with the signed terms and conditions

- Maintain all receipts and supporting documentation

- Ensure GST/HST exemption certificates are provided to merchants where necessary

- Obtain expenditure officer approval as required

- Handle disputed transactions immediately

- Report a lost or stolen credit card immediately

- Keep your VISA card and PIN secure

Cardholder/Delegate

- Verify that all receipts match transactions loaded in SAM

- Review and update financial coding on each transaction in SAM

- Enter TA or ER references for travel related transactions

- Print a VISA statement (Purchase Detail Report) by the deadline set by the Departmental VISA Coordinator or Regional Coordinator

- Provide completed VISA reconciliation to your Departmental VISA Coordinator or Regional VISA Coordinator

Purpose:

This procedure outlines the roles and responsibilities of the Departmental VISA Coordinator (DVC). The DVC is responsible for managing all aspects of the Credit Card program for their department.

Some departments have designated Regional VISA Coordinators (RVC). The RVC is only responsible for cardholders within a specific region or division and will perform some, *but not all*, of the roles and responsibilities of the DVC.

It is required that each Department designate a back-up Departmental VISA Coordinator due to the time sensitivities involved with some responsibilities.

Roles and Responsibilities:

- Provide guidance and support to all VISA One cardholders within the Department

- Enter Government Credit Card Applications in Access Online

- Clearly identify point of contacts to Cardholder including their Director of Finance and Administration (DFA).

- Distribute Credit Card to employee

- Ensure Cardholder are aware of training

- Ensure cardholder signs Terms and Conditions before receiving Government Credit Card

- Ensure Cardholder receives a copy of Terms and Conditions

- Cancel Credit Cards in Access Online

- Generate Reports in Access Online to monitor for possible fraud, assist cardholders with inquiries and keep Access Online reconciled with SAM:

- Enter and maintain Credit Card profiles in SAM prior to taking custody of Credit Cards

- Establish and announce the Department's monthly deadline for VISA cardholders to perform verification and reconciliation of their transactions

- Update the Department's transactions to the Approved status by the SAM Month End cut-off date

- Generate Reports in SAM to assist with the maintenance of credit card profiles as per your departments procedures

- Contact the VISA Plan Administrator (VPA) to resolve any issues with the credit card program (e.g. fraud, name changes, transaction/cycle limit increases)

Purpose:

This procedure outlines the roles and responsibilities of the VISA Plan Administrator (VPA). The VPA responds to all emails that are directed to visaplanadmin@gov.nt.ca.

Roles and Responsibilities:

- Provide guidance, support and advice on all VISA inquiries from the Departmental VISA Coordinator (DVC)

- Identified as the GNWT's primary point of contact for the Account Coordinator at U.S. Bank for the VISA One Card program

- Alert DVC and the Director of Finance and Administration (DFA) on any Fraud Referrals identified by US Bank. (DVC informs cardholders to contact Fraud Investigation at 1-800-523-9078 or collect at 701-461-2042 to verify questionable account activity)

- Receive all new or replacement VISA One cards that are couriered from US Bank to Accounting Services, Department of Finance

- Maintain a control sheet for the distribution of new Visa One cards for DVC's to sign when picking up the credit cards

- Validate that the Visa One Cardholder profile is entered in SAM prior to distribution to the DVC

- Alert DVCs to correct the SAM Credit Card profile when the daily transaction file reports errors in loading VISA One purchases

- Perform communication to US Bank for all cardholder information change requests from DVCs (e.g. employee name change)

- Perform credit limit changes at US Bank for single transaction limits on purchases over $5,000 and/or cycle limits over $50,000 as approved by the Assistant Comptroller General

- Each month, advise Departmental VISA Coordinators (DVC) and Regional VISA Coordinators (RVC) that the billing cycle is loaded and establishes the deadline for moving transactions to approved status

- Run the VISA query named GNT_PCARD_TRANS_DIST_STATUS - PCard Transaction Distribution to determine the current status of VISA transactions for the current billing period to participate in monitoring the progress of DVCs complying with the monthly deadline

- Upon notification from Informatics Shared Services, perform the Manual Payment Process to apply the VISA vouchers to the automatic US Bank payment withdrawn from the RBC Consolidated Revenue Account

- Where necessary, process request for bulk orders of VISA Applications via excel spreadsheet

- Maintain an ongoing record of all credit cards with exception to spending limits both as approved by Assistant Comptroller General and as per US Bank. Report any discrepancies monthly to Assistant Comptroller General and Departmental DFA.

Purpose:

This procedure outlines the roles and responsibilities related to the GNWT Credit Card Program for employees within Informatics Shared Services, Department of Finance.

Roles and Responsibilities:

- Provide guidance and support to the VISA Plan Administrator (VPA)

- Process SAM PO Security forms received through the samhelpdesk@gov.nt.ca to assign VISA security as requested by the Director of Finance, Corporate Services within all departments

- Establish and maintain Access Online userid and passwords for Departmental VISA Coordinators

- Download the daily VISA transaction file from US Bank Access Online

- Import the daily VISA transaction file into SAM

- Advise the VPA to administer corrections and additions when transactions fail to load. This occurs where SAM cardholder profiles have not been entered or entered with errors in the credit card number

- Establish the month end cut-off for transaction to be updated to an APPROVED status

- Once all daily files for a Monthly Billing Cycle have been loaded into SAM, send an email to VISA Plan Administrator advising the deadline for the current billing cycle

- Process all VISA transactions into accounts payable vouchers for recording the expenditures in SAM

- Request the VPA to perform the manual payment process which applies the VISA accounts payable vouchers to the bank entry that settled the GNWT's VISA One Statement

VISA ONE CARD
GNWT Employee Cardholder
TERMS AND CONDITIONS

The Visa One Card is for Government of the NWT (GNWT) approved credit card purchases and authorized travel only. The card may be used for in-store, mail, fax, or Internet purchases. **Non Acceptable** purchases (unless specifically authorized) would generally include:

- Any good or service exceeding $5,000 in value (NB.*contract splitting is prohibited)
- Cash Advances or financial services
- Stocked Inventory Items available through approved ordering systems or programs
- Capital equipment
- Per diems and incidentals (e.g. meals claimable through travel expense claim form)

- Hazardous Goods (i.e., when not part of the employee's job requirements)
- Any merchant, product, or service normally considered as an inappropriate use of GNWT funds.
- Any Personal item or service

The employee agrees to use of their Government Credit Card (GCC) in accordance with the policies and procedures governing the Card i.e., the GNWT's Financial and Procurement Policies including FAM 1808, the Business Incentive Policy and the GNWT Contract Regulations. Improper use of the card will be considered misappropriation of GNWT funds, resulting in disciplinary action, up to and including termination of employment. All GCC charges will be billed directly to and paid directly by the GNWT. The bank cannot accept any monies from the employee directly to address any personal charges.

A GST/HST exemption slip (provided with the GCC package) must be completed and provided to the merchant to ensure the GNWT is not charged GST/HST.

The charges made against the employee's GCC are automatically assigned to SAM coding as specified by management. The employee will receive a Monthly Reconciliation Statement, which will report all activity during the statement period. Cardholders must provide proxy names that will assist/perform monthly reviews of purchase coding and update default coding as required. The employee agrees to retain and submit all purchase receipts and supporting documentation with their monthly reconciliation. All charges related to travel must reference the applicable Travel Authorization or Travel Expense Claim number.

Employees are responsible for maintaining the security of their Card and the transactions made with the Card. Employees may not allow any other person to use their card. . Employees, with their GNWT Department Card Administrator will resolve any discrepancies. Employees agree to notify the US Bank Canada Customer Service immediately by telephone if the card is lost or stolen and immediately advise their Department Visa Administrator.

The employee's GCC may be withdrawn based on changes to the employee's job assignment or location. The card is not an entitlement nor reflective of title or position. The Visa One Card is considered the property of the US Bank Canada. The employee agrees to surrender the card to

	Government Credit Card Program	Page 2 of 2
Northwest Territories	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **VISA One CARD PROGRAM**	Procedure No. **2.1**
	Procedure Title: **VISA One Card Terms & Conditions**	**VISA One Manual**

the GNWT's Departmental Visa Coordinator immediately upon termination of employment, whether for retirement, voluntary or involuntary reasons.

The employee agrees to make purchases within individual control limits and to use their Card only for certain purchases (e.g. travel purposes only) as specified by management.

CARDHOLDER LIMITATIONS
(To be assigned by management and completed by the Departmental Coordinator)

- ☐ Credit card use limited to approved GNWT employee travel
- ☐ Credit card use limited to general procurement of goods and services under $5,000
- ☐ Credit card use limited to approved travel and general procurement of goods and services under $5,000
- ☐ Credit card use for multiple non-GNWT employee travelers within scope of assigned duties
- ☐ Credit card use for ongoing purchases exceeding $5,000 (pre-approval required)
- ☐ Other, as specified below

_____

_____

Cardholder delegates to assist / perform monthly reconciliation

_____   _____

- ☐ I have read and understand the terms and conditions related to my use of the Government Credit Card.
- ☐ I have been provided the proper authorities to utilize the Government Credit Card and the training to perform my responsibilities related to the Government Credit Card.
- ☐ I have been provided and accept the authority to utilize the Government Credit Card on behalf of others for Government travel purposes.

_____   _____
Signature   Date

_____
Print name

IMPORTANT – Cardholder to be provided a copy and original to be retained by Department for audit purposes.

	Government Credit Card Program	Page 1 of 1
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **VISA One CARD PROGRAM**	Procedure No. **2.2**
	Procedure Title: **VISA One Request Form**	**VISA One Manual**

Northwest Territories

GNWT Request - VISA One Card
New Employee or Departmental/ Divisional Transfer

Northwest Territories

usbank.

CARDHOLDER INFORMATION

☐ New Card   ☐ Transfer

Last Name:

First Name:

Initial

Telephone Number

Employee ID:

Language Preference (Circle One)
English   French

(867)

Address 1:

Government of the Northwest Territories
5003-49th Street - 3rd Floor Laing Building

City:

YELLOWKNIFE

Province:

NT

Postal Code:

X1A 2L9

Country:

CANADA

Credit Limit: $50,000

Single Transaction Limit: $
(Specify either $10,000 or under)

SAM CODING INFORMATION

Business Unit	Organization	Account	Fund	Area	Sett	Program	Ship To

Project	Activity	Source Type	Category	Sub Category	Location
					Yellowknife

DEPARTMENT USE ONLY - VISA Coordinator

Divisions:
DAR01-001 / DOT01-002 / ECE01-003 / ENR01-004 / EXE01-005 / FIN01-006 / HR001-007
HSS01-008 / ITI01-009 / JUS01-010 / LEG01-011 / MAC01-012 / PWS01-013 / LND01-014

Bank	Agent	Company	Division	Record Credit Card Number (Access Online)
2135	2608	02608		- - -

GNWT AUTHORIZATON

_____   _____
Supervisor Approval   Date

_____   _____
Director Approval   Date

_____   _____
Departmental VISA Coordinator   Date

DELEGATES INFORMATION

Please add the following individuals as Delegates for this cardholder.

VISA ONE CARD 04/2015

PrintForm

VISA One Card is the official name of the Government of Northwest Territories' credit card. It is accepted throughout the world by any supplier or vendor who normally accepts VISA payments, though some may not accept foreign VISA cards.

VISA One Card will be issued in the employee's name through Director approval. Each employee is responsible for maintaining the security of the card and the transactions made with the card. The employee must not let any other person use the card and the VISA One card is not to be used for personal expenditures.

Any purchases made with your card will be assumed to have been made by you. Failure to follow with the terms and conditions established for this program and any applicable procurement policy could result in severe consequences, including termination of employment.

The VISA One Card can be used for in-store purchases as well as for mail, fax orders, or Internet purchases. Cardholders must ensure when doing online purchases that the site is secure. When placing orders by fax or phone, ask the vendor to include an invoice/shipping document with the actual goods or send a copy directly to your attention to avoid possible duplicate payments being made.

Do Not save your credit card information online for future use.

VISA One credit cards are assigned in accordance with the provisions in FAM Directive 1808, Credit Card and Charge Account Expenditures, Section 4.6. For most contracts of $5,000 or less and all foreign currency transactions, the VISA One Card is the preferred procurement method for goods and services.

END OF PROCEDURE

Each VISA One card has been assigned an individual monthly credit limit of $50,000. In the event that you find this credit limit not enough to accommodate your monthly spending requirements, please contact your manager to get your monthly credit limit re-evaluated. When the need to increase your monthly credit limit is identified and approved by your manager, the GNWT Visa Plan Administrator will be advised via your Director of Finance and Administration (DFA) and will then seek approval from the Assistant Comptroller General to get the request approved. Once the monthly credit limit is approved, the GNWT Visa Plan Administrator will then go online and update your monthly credit limit.

No daily transactions may exceed $10,000 in value. If you have an unusual one time transaction which will exceed this limit, notify your Manager who will seek approval from your DFA and then the Assistant Comptroller General. Once request is approved, Visa Plan Administrator will update your daily spending limit on US Bank online. Note that if this daily limit increase change is temporary; you must notify your Departmental Coordinator when your transaction is done to get your daily limit changed back to $10,000.

By using the account number on your VISA One card, you will be able to contact suppliers directly and place orders by internet, phone, fax, mail, e-mail, or in person. The supplier will receive payment within 48 hours from US Bank.

Note that certain types of vendors have been "blocked" from participation within this program. Vendors are blocked according to their business type, vendor coding is incorrect, or vendor carry out several types of business and that they may be listed under a different vendor type. Transactions with these vendors will be declined. It is likely that any vendor you currently use as a source for products or services will accept your VISA One card. Should your transaction get declined at an approved vendor, possible reasons could be the vendor type maybe blocked, or that you may already have exceeded a limit on your VISA One card. To determine reason of the declined transaction, contact **US Bank Customer Service @ 1-800-588-8065 or call collect (416) 306-3630**.

Cash Advances have been blocked from use on the VISA One card.

All purchases on the VISA One Card must have followed the same procurement and policy rules that would have applied if the purchase had not been made on a VISA One card.

	Government Credit Card Program	Page 2 of 2
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **VISA One CARD PROGRAM**	Procedure No. **2.4**
	Procedure Title: **Acceptable and Non-Acceptable Purchases**	**VISA One Manual**

Northwest Territories

Personal Charges and travel per diem are not to be charged to the VISA One card.

Acceptable Purchases
- Travel - Airlines, Car Rental and Hotels
- Items from a Standing Offer Agreement
- Subscriptions, seminar registrations, books, video tapes
- Catering or small dining services
- Miscellaneous Operating Supplies
- Laundry uniforms, lab coats, etc.
- Miscellaneous maintenance/repair expenses
- Non-inventory materials (examples?)
- Training Expenses
- Stationery/Office supplies
- Computer equipment, software, maintenance expenses
- Electronic database services
- Automotive repair for field personnel
- Courier and parcel services
- Aircraft Charters
- Minor consulting services
- Pre-approved charges for unusual items such as; hospitality, etc.

Non-Acceptable

- Any items exceeding $10,000 in value (contract splitting is not allowed)
- Cash Advances or financial services
- Entertainment
- Stocked Inventory Items available through approved ordering systems or programs
- Capital Equipment (see FAM http://www.fin.gov.nt.ca/fr/FAM/2200/2201)
- Hazardous goods – unless a requirement is in order to perform normal program activities.
- Any merchant, product, or service normally considered as an inappropriate use of GNWT funds.
- Personal Purchases

END OF PROCEDURE

Card Spending Limits

Each card has been assigned an individual monthly credit limit of $50,000. If you find over time that the limit is too low to accommodate your monthly requirements, please contact your Departmental VISA Coordinator (DVC) and provide a reason for the request.

Your DVC will refer the request to the Director of Finance and Administration (DFA) to re-evaluate your limit. If the DFA agrees that it is appropriate to increase your limit, your request will be forwarded to the Assistant Comptroller General for approval. Once approval has been granted, the Visa Plan Administrator (VPA) will update the monthly credit limit on Access Online - US Bank and will notify US Bank Coordinator of the update via e-mail.

No single transaction may exceed $5,000 in value unless there is prior approval from the Assistant Comptroller General.

Blocked Vendors

There are certain types of vendors that have been "blocked" from participation in the program. When you use your card with any of these vendors, the transaction will be declined. It is likely that most vendors you regularly deal with as a source for goods and services will accept your card. When your card is declined at an approved vendor, possible causes could be that the vendor type may be blocked, you may have exceeded a limit on your card, PIN error or expiry date error.

Vendors are blocked according to their Business Type (Merchant Category Code). The merchant category code (MCC) of the particular vendor could be incorrect or if vendors carry out several types of business they may be listed under a different MCC. Where this issue arises, have your DFA send an email with the particulars to visaplanadmin@gov.nt.ca.

An approval from the Assistant Comptroller General is required to add a specific Business Type/MCC to the approved list.

Cash Advances and Rewards

Cash advances have been blocked from use on Visa One Cards.
VISA One cards do not participate in a rewards program for employees.

END OF PROCEDURE

VISA Card Fraud Overview

Fraud is an ever-present threat impacting financial institutions, merchants and individuals. Credit card fraud falls into this category and occurs when a credit card account is opened in your name or an existing account is 'taken over.'

The Identity Theft and Assumption Deterrence Act makes it a federal crime when someone: 'knowingly transfers or uses, without lawful authority, a means of identification of another person with the intent to commit, or to aid or abet, any unlawful activity that constitutes a violation of federal law, or that constitutes a felony under any applicable state or local law.'

US Bank Fraud Department ("Fraud") is committed to controlling these types of losses, monitoring criminal activity and balancing the risk of fraud with customer convenience. The system they use to filter the card transactions in order to 'catch' and/or review potential fraudulent transactions operate in real time, changing rules and criteria to changing trends.

When Fraud detects a potential fraud, it will contact the Visa Plan Administrator to then advise Departmental VISA Coordinators to inform cardholder about suspected fraud. The cardholder needs to contact Fraud Investigations 1-800-523-9078 (or collect at 701-461-2042) to verify questionable account activity. A Fraud Representative will initiate the case by marking the authorizations and/or transactions that have posted to the account that are believed to be fraudulent.

The VISA card will be closed as a result of claim initiation. Notations will be added to the account memo identifying the account as fraud.

Case submitted in fraud system

If the fraud charges post to a cardholder's new account, the cardholder will receive a credit to the account and sent a statement of fraud to confirm that cardholder did not authorize those transactions.

The statement of fraud form will be generated based on the posted fraud transactions and mailed to the Office of the Assistant Comptroller General within 3 weeks of case initiation. The Visa Plan Administrator will contact the Departmental Visa Coordinator to collect the form and get the cardholder to complete the form. The cardholder will

provide copies of the completed form to the Departmental VISA Coordinator and then submit the forms by fax to US Bank. Maintain the fax confirmation page.

The Cardholders are responsible for timely submission of completed documents

The Departmental VISA Coordinator must follow up with the cardholder to ensure that the forms had been completed and faxed. Otherwise, the cardholder will have to provide an explanation **when the transaction is recharged** to the cardholder's account and FAM 913 Loss of Cash or Other Assets applies. **Please contact your Departmental Director of Finance and Administration if this occurs.**

If the case is started on authorization activity and the transactions never post, no statement of fraud will be created and the case will be closed.

Any follow-up questions are directed to the Fraud Solutions team (1-800-815-1405).

END OF PROCEDURE

	Government Credit Card Program	Page 1 of 1
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **VISA One CARD PROGRAM**	Procedure No. **2.7**
	Procedure Title: **How to Designate a Departmental VISA Coordinator**	**VISA One Manual**

Purpose:

This procedure describes how the Director, Finance and Administration (DFA), Corporate Services will designate a Departmental VISA Coordinator (DVC) and/or a Back-up DVC. It is required that each Department have at least two employees responsible for the Corporate Credit Card program within each department. The responsibilities of the DVC are outlined in Procedure 1.3.2.

To perform the role of DVC, an employee will require the SAM Security role of PO PCard Admin and an Access Online User ID.

In the case of Regional VISA Coordinators (RVC) performing the task of approving VISA transactions but not responsible for the credit card request or cancellation process, only the SAM Security role of PO PCard Admin will be required.

Procedure:	
1.	Complete the SAM PO Security Form, located on the SAM SharePoint site, by selecting YES to the security role PO PCard Admin. When completing the form for a regional/divisional VISA Coordinator, use the Notes/Exceptions area to indicate "Not responsible for ordering/cancelling credit cards".
2.	Once the DFA authorizes the completed SAM Security form, scan and email the form to the samhelpdesk@gov.nt.ca
3.	Upon receipt of the PO Security form, a SAM Security Officer will update the security profile of the employee and establish an Access Online userid if required.
4.	An email will be sent to the employee with sign on instructions for SAM, Access Online and a link to the Corporate Credit Card Program manual.

END OF PROCEDURE

Purpose:

VISA One cards are issued for the procurement of goods and services under $5,000. In the event where a purchase of goods or services exceeds the amount of the GNWT's single transaction limit of $5,000, a limit increase may be requested.

Procedure:

The Cardholder must send an e-mail to their Supervisor and the Departmental VISA Coordinator stating the reason for the request. It is imperative to include the vendor name, exact amount of the transaction, currency, and ongoing or one time requirement in the email. Further, the cardholder must ensure the following:

- GNWT Contract Regulations have been followed for all purchases over $5000
- Business Incentive Policy has been applied where applicable

The Departmental VISA Coordinator or the employee's Supervisor/Director must seek approval from the department's Director of Finance and Administration (DFA) for this single purchase transaction increase. An email must be sent to the following:

- Assistant Comptroller General - louise_lavoie@gov.nt.ca
- Visa Plan Administrator (VPA) - visaplanadmin@gov.nt.ca

Once the request is granted by the Assistant Comptroller General, the Visa Plan Administrator will increase the cardholders limit:

***END OF PROCEDURE ***

	Government Credit Card Program	Page 1 of 1
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **CARDHOLDER PROGRAM**	Procedure No. **3.1**
	Procedure Title: **How to Request a Government Credit Card (GCC)**	**VISA One Manual**

Purpose:

Employees may have a requirement to perform duty travel and/or purchase goods and services as part of their position with the GNWT. Accordingly, the employee will require a Government Credit Card (GCC). Your manager will advise you if you require a credit card for more than one purpose.

Procedure:

1. Download a copy of the Government Credit Card Request form located on the SAM SharePoint site. Link to form: http://our.gnwt.ca/dept/fin/sam/docs/VISA%20ONE%20Credit%20Card%20Application%20Form.pdf

2. Ask your manager for appropriate default financial coding for your position that may be used for staged VISA transactions. This coding may be specific to travel expenditures for those cardholders who are not authorized to purchases goods and services.

3. Ask your manager who will be delegated to review your VISA transactions in your absence and/or on your behalf.

4. Refer to Procedure 3.2 on how to complete the government Credit Card Request form. Be sure and obtain the appropriate approvals.

END OF PROCEDURE

Purpose:

This procedure provides step by step instructions for an employee to complete the VISA One Card Request Form and submit it for processing.

Procedure:

1. Download the form and print it. Link to Form: http://our.gnwt.ca/dept/fin/sam/docs/VISA%20ONE%20Credit%20Card%20Application%20Form.pdf

2. For the Cardholder Information section, complete the blank fields. For those fields that contain hard-coded data, please do not overwrite this information.

3. For the SAM Coding Information section, complete all fields necessary. The Project Costing coding fields located on the second line in this section are not mandatory.

4. For the Delegate Information section, list the employees that may have to participate in reviewing your transactions in your absence. The employee names here may be administration staff, co-workers, and supervisors and will be approved by your director. Your delegates are assigned to you by your Director.

5. Forward the form to your Supervisor and divisional Director for signature.

END OF PROCEDURE

Terms and Conditions

The employee agrees to incur transactions within individual control limits and to use their Credit Card for approved purchases only as specified by management. Most employees are considered to be travel and expense users only and are *not* approved to purchase goods and services.

Cardholder Limitations

To be assigned by management and completed by the Departmental VISA Coordinator.

- Credit card use limited to approved GNWT employee travel
- Credit card use limited to general procurement of goods and services under $5,000
- Credit card use limited to approved travel and general procurement of goods and services under $5,000
- Credit card use for multiple non-GNWT employee travelers within scope of assigned duties
- Credit card use for ongoing purchases exceeding $5,000 (pre-approval required)

Please ensure the criteria below are met when you receive your Government Credit Card:

- You have read and understand the terms and conditions related to the use of the Government Credit Card. <u>NOTE</u>: *Cardholder to be provided a copy and original to be retained by Department for audit purposes.*

- You have been provided the proper authority to utilize the Government Credit Card i.e. speciman signature record

- You have taken or will be taking the VISA One Cardholder training (see GNWT Training Calendar for course availability)

Although the card is issued in your name, it is the property of the US Bank/GNWT and is only to be used for GNWT purchases as defined in the terms and

conditions that is signed when the cardholder picks up his/her card from the Departmental VISA Coordinator.

When you receive your card, please ensure you immediately sign the back of the card. The card must be activated before it can be used. To activate the card, phone the number provided on a red sticker placed on the front of the card. If you encounter issues contact your DVC. Do not contact Accounting Services directly, your DVC is the first point of contact and can assist you with any issues.

END OF PROCEDURE

Activating your Government Credit Card (GCC)

The following instructions explain what is needed when activating your Government Credit Card (VISA ONE card)

First Name, Initial and Last Name: Your full name is required for identification purposes in activating your card and will also appear on the card issued to the new applicant from US bank.

Employee Number: Your employee number is required as this number is used for identification purposes in activating your card.

Password: A password is required for identification purposes in situations such as when a card is reported lost or stolen.

Work Phone Number: Your office number is required as this number is used for identification purposes in activating your card.

Address 1: GNWT Finance Bag Service 4520
City: Yellowknife
Province: NT
Postal Code: X1A 2R3
Country: Canada

When you receive your card, please ensure you immediately sign the back of the card. The card must be activated before it can be used. To activate the card, phone the number provided on a red sticker placed on the front of the card.

At this time you must also request the PIN for your card.

Always keep your card in a secure place.

Although the card is issued in your name, it is the property of the US Bank/GNWT and is only to be used for GNWT purchases as defined in terms and conditions that will be signed when the cardholder picks up his/her card from the departmental coordinator. Again if you have issues please contact your DVC.

END OF PROCEDURE

Register for Training

The process to register for both the Visa One cardholder course and the Department Visa Coordinators (DVC) course are administered through the GNWT Training calendar.

Please note that the registrations through the GNWT Training Calendar are being administered by the Department of Human Resources (DHR).

The training calendar link

http://www.pws.gov.nt.ca/TrainingCalendar/

To determine the status of your registration please contact the GNWT Training Calendar Administrator at training@gov.nt.ca.

All Visa One training courses are online courses; the requirements to register for a course are to have access to a computer and a telephone in quiet office setting.

NOTE: Cardholders or their Supervisor are required to submit an email with the employee name and employee ID number to the samhelpdesk@gov.nt.ca to request a SAM Userid prior to taking the training. A SAM Userid is required to participate in the monthly VISA One Card process for verifying and reconciling your VISA transactions in SAM.

DVCs are responsible to ensure participants know their default coding and are aware who their DVC and Director of Finance Administration (DFA) are.

END OF PROCEDURE

Transactions for Travel and Expenses

For Travel related expenses the following supporting documentation will be deemed acceptable.

- Expense Report (ER) or Travel Authorization (TA) number to be data entered in SAM using the description line field of the expenditure. The TA or ER references indicate expenditure officer approval has been provided.

  NOTE: Actual travel receipts will accompany your submitted Expense Report.

Transactions for Goods and Services Purchases

For purchases of goods or services (including travel for 3rd parties) the following supporting documentation will be deemed acceptable.

- A copy of the actual receipt for the item purchased with expenditure officer signature approval on the actual receipt or on the VISA One statement.

- All receipts for goods and services will be attached to your monthly VISA Statement (Purchase Detail Report) prior to submitting it to your DVC or RVC.

END OF PROCEDURE

Purpose:

This procedure provides step by step instructions for the cardholder or their delegate on how to verify a VISA transaction in SAM. Cardholders should immediately sign up for VISA ONE Training and use this procedure only as a supplementary guide.

Each business day, an employee within the Department of Finance, Informatics Shared Services division will import the VISA transaction file available at USBank into SAM. This file contains VISA transactions that were posted at US Bank by merchants two business days earlier.

It is recommended that employees verify their VISA purchases within a few days of incurring the VISA transaction. It is mandatory that all VISA transactions for the current monthly billing cycle are verified on or before the VISA deadline established by your Departmental VISA Coordinator.

Verification of VISA transactions may include the following:

- Matching receipts for goods and services
- TA and ER references have been provided for travel related expenses
- Expenditure Officer approval has been provided
- GST has not been paid and/or cardholder is following up with Merchant to obtain credit
- Purchases have complete and appropriate financial coding
- Utility Tracking details are provided where appropriate
- Updating the status from STAGED to VERIFIED

The deadline for verifying transactions is set by the Departmental VISA Coordinator and communicated to cardholders in a monthly email notification.

Procedure:

1. Begin by navigating to the Procurement Card Transactions page.
    Purchasing>Procurement Cards>Reconcile>Reconcile Statement
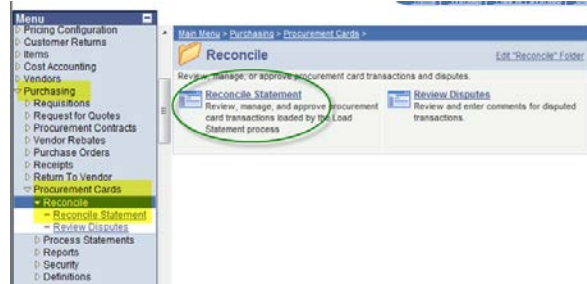
2. If you are a delegate on more than one card, enter in a few key details in the Search Criteria screen and select the SEARCH button at the bottom of the page.

    NOTE: Employees responsible for their card only will <u>not</u> see this search screen. They will go directly to the reconcile statement screen.

3. The reconcile statement screen will appear if you have transactions available for verifying. Reconcile the receipt amounts to the transactions shown. Ensure no GST/HST has been charged.

4.   To verify Duty Travel expenses

   a) Select the Billing tab and in the Description field, enter in the appropriate Travel Authorization (TA) number or an Expense Report (ER) number:

Reconcile Statement
Procurement Card Transactions

EmpIID:　　　　　　　　　Name:
Card Number:　　　　　　Card Provider:　USB1
☐ Run Budget Validation on Save

Bank Statement　　　　　　　　　　　　Customize | Find | View All | 　First ◄ 1-3 of 3 ► Last

Transaction	Billing								
Reference	Description		Billing Date	Billing Amount	Currency	Prepaid Ref	Dispute Amount		Credit Collected
1	TA000099999		06/22/2015	35.08 CAD			0.00		☐
2	ER000123456		06/22/2015	56.55 CAD			0.00		☐
3			06/22/2015	10,878.01 CAD			0.00		☐

☑ Select All　☐ Clear All　　Stage　　Verify　　Approve　　Validate Budget

Search　Purchase Details　Split Line　Distribution Template

💾 Save　✉ Notify　🔄 Refresh

b) Once TA and ER references are entered, select the Transaction tab to verify the financial coding.

c) On the Transaction tab, click on the **Distribution** icon 📑 and verify that the financial coding shown in SAM relates to travel expenses. If the coding is correct the cardholder may click the OK button. If the coding does not reflect travel expenses then the cardholder must update the financial coding segments. For financial coding information, contact your Supervisor or Corporate Services Division for direction.

Reconcile Statement
Account Distribution

Line:	1	PO Qty:	1.0000	UOM:	EA
Billing Date:	06/22/2015	Billing Amount:	CAD 35.08	Unit Price:	35.08000
SpeedChart:		Transaction Unit Price	35.08000	*Distribute by:	Amount

Distributions

Chartfields	Details	Asset Information	Statuses							PC Bu Unit
Dist	Percent	Amount	Currency	*GL Unit	Org	*Account	Fund	Area	Sett	Prog
1	100.0000	35.08	CAD	GNWT1	15016	53140	01	11	005	00000

OK　Cancel　Refresh

d) Once the financial coding is complete, click the **OK** button.

e) Locate the Status column on the Transaction tab, use the pull down option to update the transaction from **Staged** to **Verified.**

f) Click the **Save** button.

g) Attach travel receipts as back up to your Expense Report. Travel receipts are <u>not</u> included as attachments on your VISA Statement.

5.   To verify purchases of goods or services:

a) On the Transaction tab, click on the **Distribution** icon and verify that the financial coding shown in SAM represents the nature of the goods or services, for example 53110 – Materials and Supplies. If the coding matches then the cardholder can click the OK button. If the coding does not match then the cardholder must update the financial coding segments. For financial coding information, contact your Supervisor or Corporate Services Division for direction.

b) If the purchase requires Utility Tracking, select the **Purchase Details** link. The cardholder has to populate only the last three rows. These rows are the Quantity, Unit of Measure (UOM) and Unit Price. In the **Quantity** type in the number of units purchased. In the **UOM** row select the lookup icon and choose the relevant UOM. Finally in the **Unit Price** field, enter in the unit price. Once done, click on the **OK** button.

c) Locate the Status column on the Transaction tab, use the pull down option to update the transaction from **Staged** to **Verified.**

d) Click on the **Save** button.

e) Maintain all goods and service receipts for attaching to the VISA Statement (Purchase Detail Report) that you will generate when the Departmental VISA Coordinator/Regional VISA Coordinator announces the monthly VISA deadline.

	Government Credit Card Program	Page 6 of 6

	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **CARDHOLDER PROGRAM**	Procedure No. **3.7**
Northwest Territories	Procedure Title: **How to Verify Visa Transactions**	**VISA One Manual**

6. Once all transactions have been reviewed and updated to a Verified status, press the SELECT ALL button and then press the Validate Budget button located on the bottom of the SAM screen. The system will process the request and flash the word PROCESSING in the top right hand corner of the screen and stop flashing when completed.

Reconcile Statement

Procurement Card Transactions

EmplID: Name:

☐ Display Unmasked Card Number
☐ Run Budget Validation on Save

Bank Statement   Customize | Find | View All | ▦   First ◄ 1-9 of 9 ► Last

	Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency		Budget Status	Chartfield Status	Redistrib	Voucher Error
1 ☑	USB1	************9616	06/05/2015	SHELL HWY 3	Verified ▾	101.85	CAD	⬭ 🖩	Valid	Valid	Yes	No
2 ☑	USB1	************9616	06/07/2015	FORT SIMPSON #268	Verified ▾	95.49	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
3 ☑	USB1	************9616	06/01/2015	FORT SIMPSON #268	Verified ▾	57.24	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
4 ☑	USB1	************9616	06/02/2015	FORT SIMPSON BULK FUEL	Verified ▾	112.35	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
5 ☑	USB1	************9616	06/05/2015	FORT SIMPSON #268	Verified ▾	107.07	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
6 ☑	USB1	************9616	06/02/2015	FORT SIMPSON #268	Verified ▾	115.74	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
7 ☑	USB1	************9616	05/21/2015	HERITAGE HOTEL	Verified ▾	600.00	CAD	⬭ 🖩	Not Chk'd	Valid	Yes	No
8 ☑	USB1	************9616	06/16/2015	RPI*INREACH	Verified ▾	79.95	CAD	⬭ 🖩	Valid	Valid	No	No
9 ☑	USB1	************9616	06/03/2015	FORT SIMPSON #268	Verified ▾	77.07	CAD	⬭ 🖩	Valid	Valid	Yes	No

☑ Select All   ☐ Clear All   [Stage]   [Verify]   [Approve]   [Validate Budget]   **1**   **2**

Search   Purchase Details   Split Line   Distribution Template

🖫 Save   📧 Notify   ↻ Refresh

7. Click on the **Save** button.

8. Upon receipt of the monthly email from the Departmental VISA Coordinator, proceed to generating your VISA Statement (Purchase Details Report) to finalize the monthly VISA process.

END OF PROCEDURE

Purpose:

Each month, the cardholder will receive an email from the Departmental VISA Coordinator advising them to generate and submit their monthly VISA Statements by the established due date.

In SAM, the VISA Statement is referred to as a Purchase Details Report.

IMPORTANT NOTE: The Visa One statement is generated AFTER all transactions have been updated to a Verified status as described in procedure 3.7.

Procedure:

1. In SAM, navigate to Purchasing>Procurement Cards>Reports and select Purchase Details.
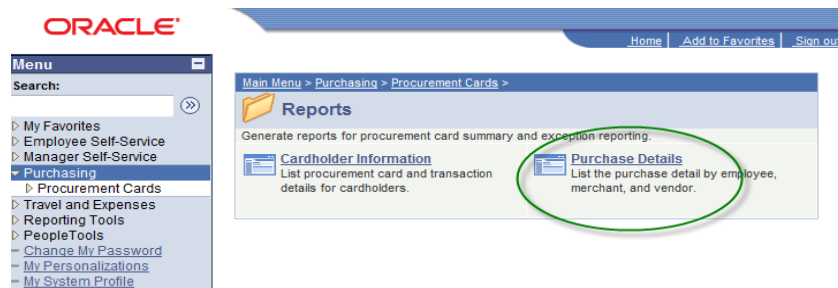
2. The first time you generate a Visa One Statement, you will be required to create and save a Run Control ID.

   This Run Control will be used each and every month going forward with only a change in the date fields being required.

   Do NOT create a new Run Control each month as this is unnecessary.

3. When creating your Run Control ID, follow these rules:

- The Run Control ID can use letters and numbers but NO SPACES.
- The only special character allowed is the underscore key "_".
- Only create ONE Run Control ID and proceed to use it each and every time you are required to generate a VISA Statement.

The recommended naming convention for a VISA Statement Run Control ID is: VISA_Statement

4. Here is a sample of a Run Control ID. Ensure the Role Name field contains GNWT Basic User Access and the Card Issuer field contains USB1.
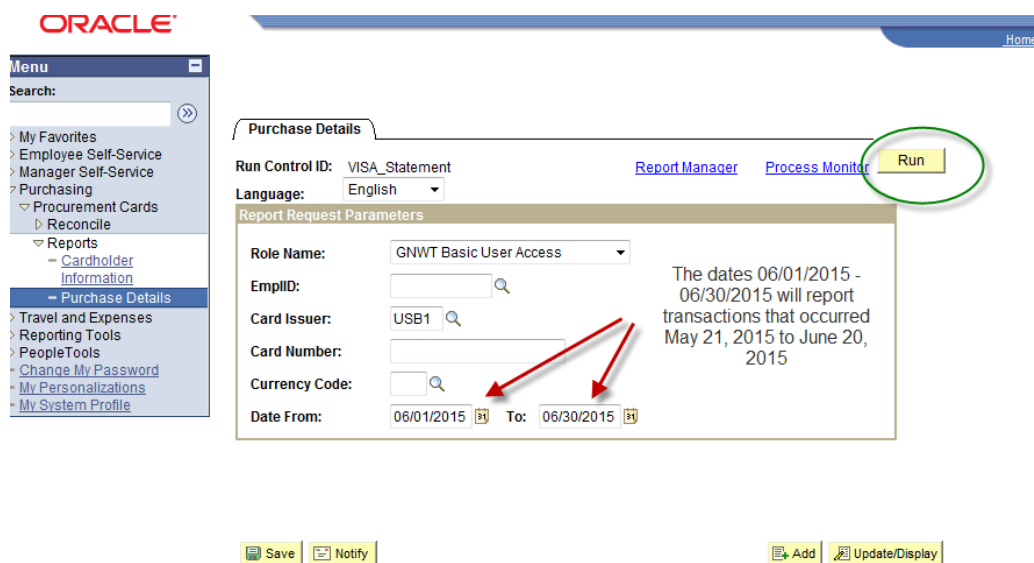
	Government Credit Card Program	Page 3 of 6
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **CARDHOLDER PROGRAM**	Procedure No. **3.8**
	Procedure Title: **How to Run a VISA Statement in SAM (Purchase Details Report)**	**VISA One Manual**

Northwest Territories

5. Click on SAVE to record this clean Run Control ID that is ready to use for *each and every month*.

6. To generate a VISA Statement (Purchase Details Report) for the current VISA monthly cycle, the cardholder will enter in the Date From and To fields using the first calendar day of the month and the last calendar day of the month for the current billing period.

    Example: June 1, 2015 to June 30, 2015

    NOTE: The dates entered do NOT represent transaction dates. The system uses the dates entered to select the particular billing cycle being processed and will report all transactions that have occurred for the billing cycle. (A billing cycle commences on the 21st of a month and ends on the 20th of the following month.)

7. Select the Run button after entering the appropriate dates.

	Government Credit Card Program	Page 4 of 6
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **CARDHOLDER PROGRAM**	Procedure No. **3.8**
	Procedure Title: **How to Run a VISA Statement in SAM (Purchase Details Report)**	**VISA One Manual**

Northwest Territories

8. Select the checkbox on the left side of the Report named <u>Purchase Detail by Employee</u> and then select OK:

9. After selecting OK, the system returns you to your Run Control screen and reports a PROCESS INSTANCE # underneath the RUN button.

   Select the Process Monitor link:

10. Select the refresh button periodically until the Run Status Column indicates Success and the Distribution Status Column indicates Posted.

11. To view your VISA Statement, select the Go Back to Purchase Details link at the bottom of the screen.

12. Select the Report Manager link:

13. Select the Administration tab and click on the hyperlink titled Purchase Detail by Employee shown below to view your VISA Statement in PDF format:

14. Print the report, attach the goods and services receipts (travel receipts are attached to the Expense Report), ensure Expenditure Officer approval is in place and deliver it to your Departmental VISA Coordintor for Approval.

END OF PROCEDURE

The most simple and effective way to settle an erroneous charge is for the card holder to contact the merchant directly.

This includes disputed GST/HST. If the merchant agrees to process a credit, ask for a copy of the credit. The credit may take a few days once the merchant has submitted it before it will be seen in SAM.

The cardholder should let the Departmental VISA Coordinator know what has transpired.

If the merchant agrees to process a credit, review the following week's transaction listing to see if the credit was processed. No VISA dispute process is available for any GST/HST. These charges will have to be expensed.

Dispute Process

The Departmental VISA Coordinator will have the cardholder complete the US Bank Cardholder Dispute available online.

The Departmental VISA Coordinator will fax the completed form to Fax No. 1-888-974-3464. These will time-stamp the filing of the dispute with US Bank.

The GNWT has up to **60 days** from our statement date (which is the monthly cycle date of the 20th of each month) to dispute. If we fail to dispute within the stated timeframe, there is no recourse – that means that the department will have to expense the loss. When this happens, **FAM 4101 Loss of Cash or Other Assets** kicks in. *Please refer this to your Manager, Finance and Administration.*

Once the US Bank Cardholder Dispute Form is received by US Bank, they will investigate the transaction. If the merchant confirmed that the charge is valid, US Bank will fax the following documents to the cardholder at the Work Fax Number identified on the Cardholder Dispute Form:

- The sales draft (signed VISA slip) and
- A Letter of Dispute

If after reviewing the sales draft, the cardholder realizes that the transaction is indeed valid, the cardholder does not have to do anything further. The charge will remain in the cardholder's account. The cardholder will have to provide the slip and the appropriate authorizations to the Departmental VISA Coordinator.

If after reviewing the sales draft, the cardholder wants to further dispute the transaction, the cardholder will have to be complete a letter of dispute, sign, date and fax back to the fax number provided on the letter. This will now be handled by the US Bank Fraud Department. Refer VISA Transaction Fraud under the section **When a VISA Dispute becomes a fraud case**.

END OF PROCEDURE

Lost or Stolen VISA Cards

If your VISA card is lost or stolen, immediately call the US Bank Lost/Stolen Reporting number**:**

US Bank Canada – Lost/Stolen Reporting

Anywhere in North America: 1-800-588-8068
Toronto and area: 1-416-306-3636
Outside North America: 1-416-306-3630

This service is available 24/7. The US Bank representative will ask the cardholder a few questions to confirm the identity of the caller.

NOTE: The answers for these questions are included in your Credit Card profile in Access Online. If you need any assistance with the questions asked by US Bank, please contact your Departmental VISA Coordinator. They will be able to provide the answers to the billing address on file, the postal code on file, the password provided on your application, etc.

A new card (replacement card) will be issued. The replacement card will be couriered to the VISA Plan Administrator and will be forwarded to the Departmental VISA Coordinator once entered in SAM.

The cardholder must email the Departmental VISA Coordinator advising them of the lost or stolen card immediately after contacting US Bank Reporting Lost and Stolen Cards.

END OF PROCEDURE

	Government Credit Card Program		Page 1 of 1
	Responsible Agency: **Accounting Services**		Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**		Procedure No. **4.1**
	Procedure Title: **How to Log In to Access Online**		**VISA One Manual**

Purpose:
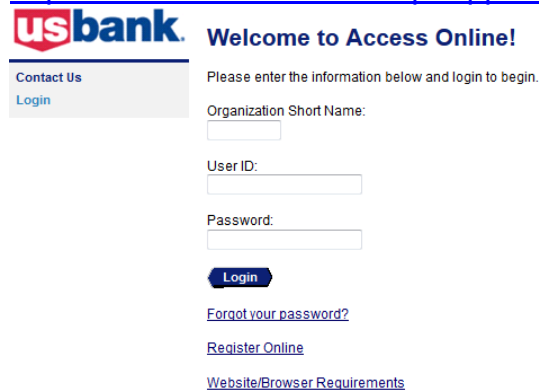
This procedure provides instructions for a Departmental VISA Coordinator to log in to the Access Online software. An Access Online userid and password are required for this website.

Access Online is used to data enter credit card applications, cancel existing credit cards and run reports for monitoring the credit card program for your department. Information and instructions for these monitoring reports are provided in this manual.

Procedure:

1. Using an Internet Browser, enter the internet address for Access Online - USBank:

   https://access.usbank.com/cpsApp1/AxolPreAuthServlet?requestCmdId=login

   usbank. Welcome to Access Online!

Contact Us **Login**	Please enter the information below and login to begin. Organization Short Name: [ ] User ID: [ ] Password: [ ] **Login** Forgot your password? Register Online Website/Browser Requirements

2. Complete the log in fields as follows:
   a. Org Short Name: govnt
   b. User ID: *User specific* (no dots, dashes or spaces)
   c. Password: *User Specific* (will contain a special character)
3. Click the Login button.
4. If you have forgotten your password, please send an email to VisaPlanAdmin@gov.nt.ca or use the forgotten password option within Access Online.

END OF PROCEDURE

Purpose:

This procedure provides the Departmental VISA Coordinator with step-by-step instructions on how to data enter an approved VISA One Card Request in Access Online in order for a Government Credit Card (GCC) to be issued to the cardholder.

Procedure:

1. Upon receipt of a Government Credit Card request, review the form for completeness and accuracy. Complete the Department Use Only section by recording the Access Online Division number field. (See table in step 6 below to determine your department's division number)

2. If the employee is new to the GNWT, have them send a request for a SAM Userid by emailing their employee name and employee ID number to samhelpdesk@gov.nt.ca. In the subject line indicate SAM Userid Request for VISA One Cardholder.

    Note: In order to be a delegate, an employee must have an active SAM Userid. No SAM Security forms are required. Send an email to the samhelpdesk@gov.nt.ca to request a SAM Userid for a VISA One Cardholder.
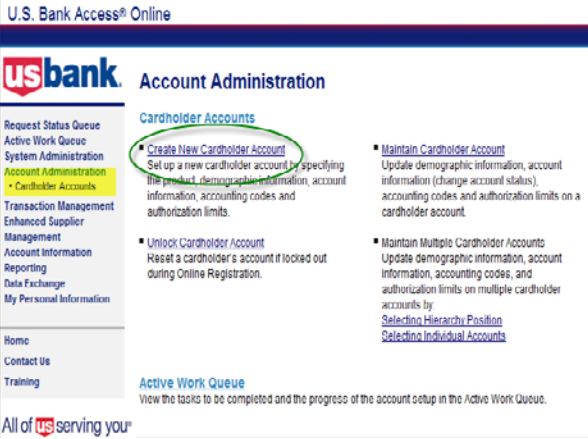
3. Access the internet site https://access.usbank.com/cpsApp1/USBComServlet

    Organization Short Name: **govnt**
    User ID: ***user specific***
    Password: ***user specific***

    Click the **Login** button.

4. From the left side menu, select **Account Administration** link**.** Select the **Create New Cardholder Account** link**. Click on the** Select the Product link for **One Card, 2135"**

5. On the **Cardholder Account Setup Demographics** page enter the following details using the information provided on the VISA request form:

> Last Name
> First Name
> Initial (**Optional**)
> Date of Birth (**Optional**)
> Employee ID – IMPORTANT: Validate that the Employee ID number is correct
> Password – Use the Employee ID number
> Address 1 - (always *GNWT Finance Bag Service 4520)*
> Address 2 (always GNWT then the cardholder Business Unit e.g. *GNWT-HR001*)
> City (always *Yellowknife*)
> Province (always *NT*)
> Postal Code (always *X1A 2R3*)
> Country (always *Canada*)
> Work Phone – (always include 867)

When complete, click the **Save & Continue** button.

6. Cardholder Account – Setup Account Information page

   Enter the hierarchy position.

Agent:	2608 (always)
Comp:	02608 (always)
Division:	See table below for your Department's Access Online Division Number
Dept:	*Leave blank – This field is not used*

	Government Credit Card Program	Page 5 of 7
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.2**
	Procedure Title: **How to Enter a VISA One Card Request in Access Online**	**VISA One Manual**

Access Online Division Numbers

Agent	Company	Division	SAM
2608	02608	00001	DAR01
2608	02608	00002	DOT01
2608	02608	00003	ECE01
2608	02608	00004	ENR01
2608	02608	00005	EXE01
2608	02608	00006	FIN01
2608	02608	00007	HR001
2608	02608	00008	HSS01
2608	02608	00009	ITI01
2608	02608	00010	JUS01
2608	02608	00011	LEG01
2608	02608	00012	MAC01
2608	02608	00013	PWS01
2608	02608	00014	LND01

Cardholder Account
Setup Account Information

Demographics ⟶ **Account Information** ⟶ Accounting Code ⟶ Authorization Limits

Enter account information, then Save & Continue.
Product: One Card
Name: Leslie C Goit - Test
Status:

* = required

Hierarchy Position
Bank: Agent:* Comp:* Div: Dept:
2135 2608 02608 00006   Search for Position

Save & Continue   Cancel Setup

7. When complete, click the **Save & Continue** button.

8. Organization Name: *GST/HST Exempt* is defaulted into the field and will be embossed on the credit card.

9. Plastic: Yes, Without PIN is defaulted into the field.

     Select the Check Box for Mail To Plan Administrator

	Government Credit Card Program	**Page 6 of 7**
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.2**
	Procedure Title: **How to Enter a VISA One Card Request in Access Online**	**VISA One Manual**

Plastic: Yes, Without PIN ▼   ☑ Mail to Plan Administrator

Cardholder Account
Setup Account Information

Demographics ⟶ **Account Information** ⟶ Accounting Code ⟶ Authorization Limits

Enter account information, then Save & Continue.
Product: One Card
Name: Leslie C Goit - Test
Status:

* = required

Hierarchy Position

Bank:	Agent:	Comp:	Div:	Dept:	
2135	2608	02608	00006		Search for Position

Organization Name

GST/HST EXEMPT

Account Information

Managing Account: 4715365000027925
Cycle Day: 20
Expiration Date: /

	Month	Day	Year
Temp Auth Start Date:	▼	▼	

	Month	Day	Year
Temp Auth End Date:	▼	▼	

Plastic: Yes, Without PIN ▼   ☐ Mail to Plan Administrator
Plastic Language: English ▼

Reporting Level

Lvl 1:	Lvl 2:	Lvl 3:	Lvl 4:	Lvl 5:	Lvl 6:	Lvl 7:	
02608							Search for Reporting Level

Account Information Comments:

Note: The maximum amount of characters allowed is 254.
Character count = 0

[Save & Continue]   [File for Later]   [Cancel Setup]

10. Click the Save & Continue button.

11. At the Setup Default Accounting Code page, just click the Save & Continue button. No entry required on this screen.

12. Where a department has implemented that a second person is to review the data entry for all new credit card requests: Select the File for Later button

    Advise the reviewer to refer to Procedure: How to Review Credit Card Data Entry in Access Online

13. Where a department has authorized the Departmental VISA Coordinator to submit the request without a secondary review, select Save and Continue. Record the assigned 16 digit credit card number on the application.

    You can review your own data entry once saved by selecting Request Status Queue from the left side Menu. Select the hyperlink for the record showing the applicant's name. Perform your review and if any changes are made, press SAVE.

    The new credit card will be couriered to the GNWT VISA Program Administrator within 5 - 7 business days.

14. Proceed to enter the Cardholder Profile in SAM. See procedure 4.5

End of Procedure

Purpose:

For departments that have implemented a two person process for data entry of a GCC application, this procedure guides the approver on how to review the data entry of a VISA One Card Request form in Access Online.

Procedure:

The approver will review all data entry and make any changes that are required.

Log into Access Online and navigate to the *Active Work Queue* and select the card for approval. (Or review over the shoulder of your Departmental VISA Coordinator)

Review the VISA ONE Card Request form and confirm the data entry accuracy of:

Demographics: Setup Account Information:

• Last Name (application) • First Name (application) • Initial (Optional) (application) • Employee ID (application) • Password (application) • Address 1 (always GNWT Finance Bag Service 4520) • Address 2 (GNWT–Business Unit Code) • City (always Yellowknife) • Province (always NT) • Postal Code (always X1A 2R3) • Country (always Canada) • Work Phone (application)	• Agent (always 2608) • Company (always 02608) • Division (See Division Chart in How to Enter a VISA Card procedure)

Click Save and Continue.

At the Setup Default Accounting Code page, click the **Save & Continue** button.

Put your initials on the VISA One Card Request form to indicate you have reviewed the data entry.

The GNWT VISA Administrator will receive the new card within 5-7 business days and advise the department when ready for pick-up.

END OF PROCEDURE

Purpose:

This procedure will guide the Departmental VISA Coordinator (DVC) on how to locate the VISA Card number, expiry date and Issue Date information of a VISA One cardholder. This information is necessary in order to set up a credit card profile in SAM.

Procedure:

usbank.

Cardholder Account
Maintain Account Information

Request Status Queue
Active Work Queue
System Administration
Account Administration
 • Cardholder Accounts

Transaction Management
Enhanced Supplier
Management
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us
Training

Card Account Number: *************7573, SEAN SMILEY
Card Account ID: 515049000448

Maintain account information, then send the request.

Product:	One Card	Bank:	2135
Name:	SEAN SMILEY	Agent:	2608
Status:	" "-OPEN	Company:	02608

* = required

Account Status:* " "-OPEN

Hierarchy Position

Bank	Agent	Company	Division	Department	
2135	2608	02608	00002	0000	Change Hierarchy Position

Organization Name

GST/HST EXEMPT

Open Date and Expiry Date info

Account Information

Managing Account: 4715365000027925
Cycle Day: 20
Expiration Date: 02/2019
Open Date: 02/18/2015

Expiry is always first of the month

END OF PROCEDURE

Purpose:

This procedure provides step-by-step instructions for the Departmental VISA Coordinator (DVC) to enter or maintain a Cardholder Profile in SAM.

Immediately following the data entry of an approved VISA Request form using Access Online, the DVC will enter the credit card profile in SAM. The card will not be distributed to the department until the cardholder profile has been entered in SAM.

To enter a complete cardholder profile, the DVC will require the 16-digit credit card number, issue date, expiry date, default financial coding and the list of delegates (proxies) for the cardholder.

Note: To locate credit card numbers refer to Procedure 4.4 How to Locate a Full Credit Card Number.

Procedure:

1. Click the Purchasing > Procurement Cards > Definitions > Cardholder Profile link

2. Enter the Employee ID number or enter the desired information in the Last Name field and Click the Search button.

3. Your search may return a list of more than one employee. From the search results, select the appropriate employee name.

4. Click the Credit Card tab Note: Some employees may have more than one card listed due to previously cancelled cards.

5. If entering a new profile, enter the business unit, the card issuer (always USB1), the 16-digit card number (no spaces or extra characters), the expiry date, the Card Type (always VISA) and the Date Issued.

6. Click the Additional Information tab.
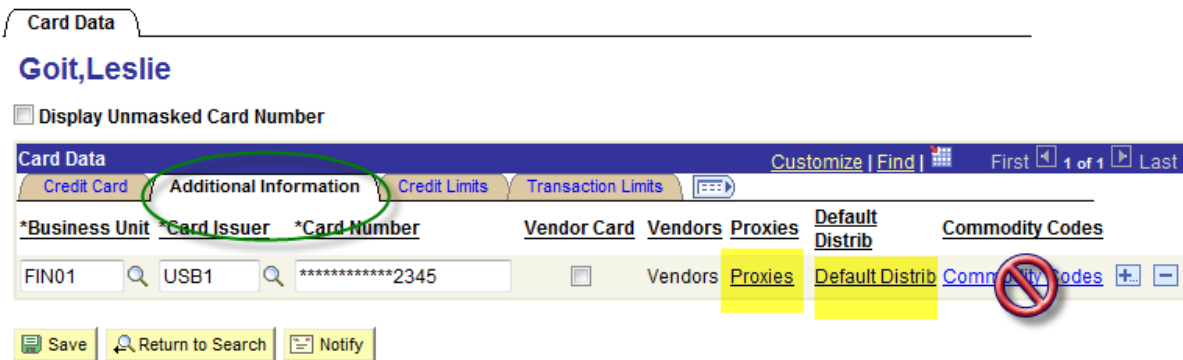
7. Select the Proxies link on the Additional Information tab to enter in the names of the employees that will be involved with the VISA transactions for this cardholder. The proxy list MUST contain the following:

    leslie.goit (lowercase)   Role Name: CA_Pcard Admin
    meridian.fontanilla   Role Name: CA_PO Pcard Admin
    hluhliwe.manqindi   Role Name: CA_PO Pcard Admin
    Departmental DVC   Role Name: PO Pcard Admin

Regional VISA Coordinator   Role Name: PO Pcard Admin
Cardholder Name (See *Note) Role Name: GNWT Basic User
Delegates identified on Application Role Name: GNWT Basic User

Assign Proxies
Goit,Leslie

USB1 **Card Number:** *************2345

Proxies						
*User ID	Description	*Role	Requester Default	Buyer Default		
leslie.goit	🔍 Leslie Goit	CA_PCard Admin and Proce ▾	☐	☐	➕ ➖
meridian.fontanilla	🔍 Meridian Fontanilla	CA_PO Pcard Program Adm ▾	☐	☐	➕ ➖
janice.silverio	🔍 Janice Silverio	CA_PO Pcard Program Adm ▾	☐	☐	➕ ➖
	🔍		☐	☐	➕ ➖
	🔍		☐	☐	➕ ➖
	🔍		☐	☐	➕ ➖
	🔍		☐	☐	➕ ➖

OK Cancel

*Note: If the employee name is not available to add as a delegate to their own card profile, it indicates they do not have a SAM Userid. You must send an email to samhelpdesk@gov.nt.ca to request a userid for this employee for the purposes of the VISA One Card program. Include the employee ID number in your request. The help desk response will alert you to add the employee as a delegate to their profile.

8. Select OK when finished entering the proxy list.

9. Select the Default Distribution link on the Additional Information tab to enter in the default Financial Coding provided on the Cardholder application.

  NOTE: The Ship To and Location fields are mandatory fields on this screen, accordingly, select a departmental Ship To and always use YELLOWKNIFE as the location.

10. Select OK when finished the data entry on this tab

11. Select the Credit Limits tab and enter as shown:

12. We do not enter anything in the Transaction Limits tab.

13. Select SAVE to finalize the Cardholder profile

*** End of Procedure ***

Purpose:

This procedure will guide the Departmental VISA Coordinator (DVC) on how to establish an appropriate deadline for cardholders and/or their delegates to verify their VISA transactions.

This deadline will precede the due date for Departmental VISA Coordinators to approve transactions.

Procedure:

1. Upon receipt of the monthly email from the VISA Plan Administrator, determine the time required for the Regional VISA Coordinator or Departmental VISA Coordinator requires to approve the VISA transactions to meet the Department of Finance deadline.

2. Send an email to all cardholders advising of the date that they must complete the verification process on all VISA transactions and submit a completed VISA Statement (Purchase Details Report) to their respective VISA Coordinator.

3. Monitor their progress throughout the review period by running the GNT_PCARD_TRANS_DIST_BY_BU (OR BY_PROXY) query. Refer to Procedure 4.12 How to Monitor the Status of VISA Transaction Processing for Month End.

END OF PROCEDURE

Purpose:

This procedure will guide the Departmental VISA Coordinator (DVC) and/or the Regional VISA Coordinator (RVC) on how to approve VISA Transactions in SAM.

Each month, all transactions within the current billing cycle MUST be moved to an *Approved Status* by the deadline established by the Department of Finance, Accounting Services division.

The monthly deadline is 5:00pm on the first business day of each month.
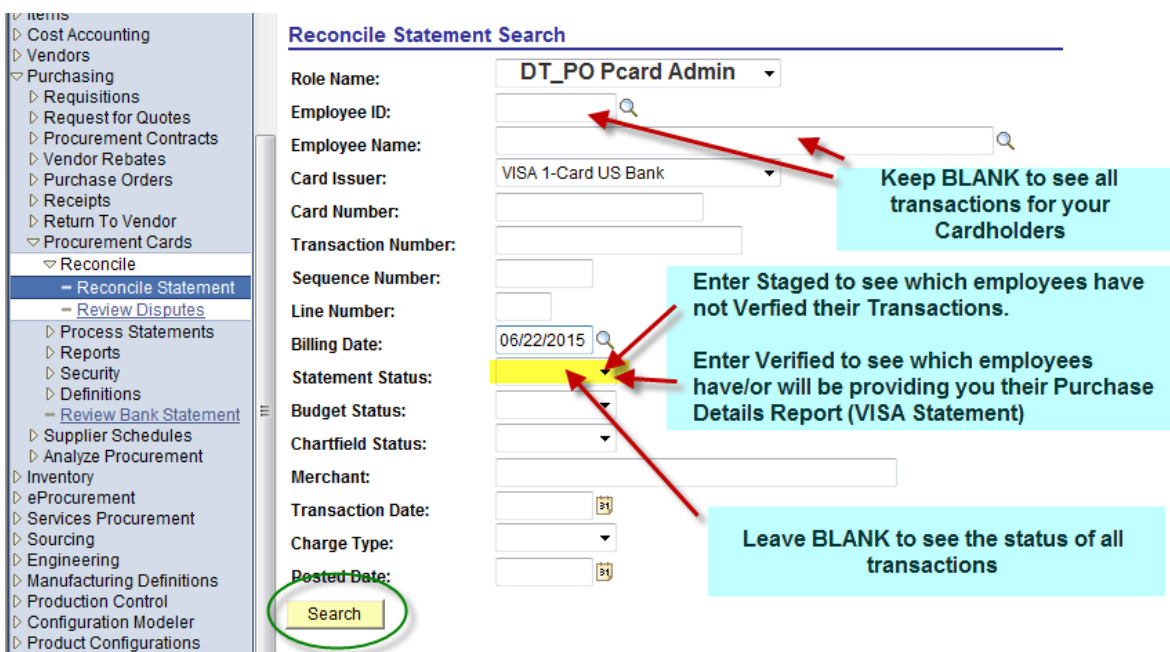
Procedure:

1. Cardholder's will submit their verified VISA Statement (Purchase Detail Report) on or before the departmental deadline to their respective DVC or RVC.

2. Begin by navigating to the Procurement Card Transactions page. Purchasing>Procurement Cards>Reconcile>Reconcile Statement

3. Enter in a few key fields in the Search Criteria screen and select the SEARCH button at the bottom of the page.

4. The VISA transactions for any cardholders that you are delegated to will appear.

5. Ensure you have the completed VISA Statements (Purchase Details Report) from all cardholders in preparation for moving transactions to an Approved Status. By selecting the checkbox on the left side of the transaction line, you will be able to review the Purchase Details link (used in Utility Tracking purposes) for the selected transaction.

6. Select the billing tab to review the TA and ER referencing.

7. As transactions are ready to be approved, you may use the pull down button in the Status Column to update the transaction to Approved or once all transactions are ready for approval, use the SELECT ALL button and press the APPROVE button at the bottom of the screen.

8. Press the Validate Budget button once all approvals are done.

9. SAVE your work frequently, especially when entering financial coding changes on transactions.

10. All VISA transactions must be moved to an approved status on or before the monthly deadline established by Informatic Shared Services, Dept. of Finance.

NOTE: The deadline is normally 5:00pm on the first business day of the month. This date is set in order for the transactions to be processed into Accounts Payble vouchers prior to the sub-ledger close.

END OF PROCEDURE

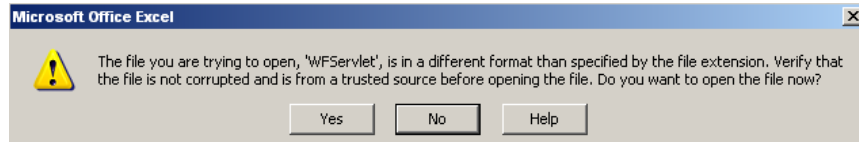|	Government Credit Card Program	Page 1 of 6
Northwest Territories	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.8.1**
	Procedure Title: **Access Online Declined Transaction Report**	**VISA One Manual**

Purpose:

The Declined Transaction Report is an important monitoring tool for the Departmental VISA Coordinator (DVC) to:

- detect possible fraud attempts on comprised VISA Card numbers
- identify cardholders that may require training with respect to allowable purchases
- to assist cardholders with purchases that are being declined by the merchant

This report should be run weekly and/or upon request from a cardholder.

Where the results show *one* or *two* failed attempts for incorrect PIN or expiry date at a recognizable merchant, this may simply be an employee/merchant error and may be disregarded. We have all keyed our PIN incorrectly at one time or another.

When a cardholder contacts the DVC to advise that their VISA One card has been declined by merchant(s), the Access Online report will provide the reason for the decline. This information may help resolve the cardholder's issue.

The results from the Declined VISA Transaction report may indicate that a cardholder's credit card number has been compromised or placed on hold by the US Bank due to fraud detection. Where the results show numerous *attempts* to complete a transaction at an unrecognizable merchant, either using an incorrect PIN or incorrect expiry date, the DVC will close the card and request a replacement card for the employee.

Contact the GNWT VISA Plan Administrator to manage the replacement card process. Contact information is located in the Key Contacts section of this manual.

Declined Reason Codes:

Account Coded (CREDIT RATING FR, NR, R9)
-Some type of status applied to account (eg: account closed, fraud referral block, past due block, etc.)

Caution Account
–Instances of fraud/suspected fraud

Exceeds Pin Limit

–Cardholder has entered wrong pin or there is an issue with the Merchant terminal

ADS II FILTER
 –Refers to our internal fraud rules which are in place to block transactions under certain criteria/trends

* Invalid Expiration Date*
 –Wrong expiry date is given to merchant or the merchant entered wrong expiry date

Not enough available money – NSF
-Transaction greater than $5000.00
-Cardholder has reached their monthly cycle limit of $50,000.00
-Managing account has reached the allowed limit

ADS 1 Strategy
-Refers to our internal fraud rules
-Reserved for activity with the highest fraud risk
-Decline reason is 'ADS I Strategy' which stands for Authorization Decision Strategy

NR-Fraud Referrals
-Fraud system monitors authorizations post-decision and routed highest risk activity including:
*Authorizations over a risk score threshold
*Authorizations that meet criteria matching current fraud trends
-Fraud detection analysts review the accounts in queue
*Add or remove the "Referral Block" (FR or NR)

CRV
-Card has not been activated
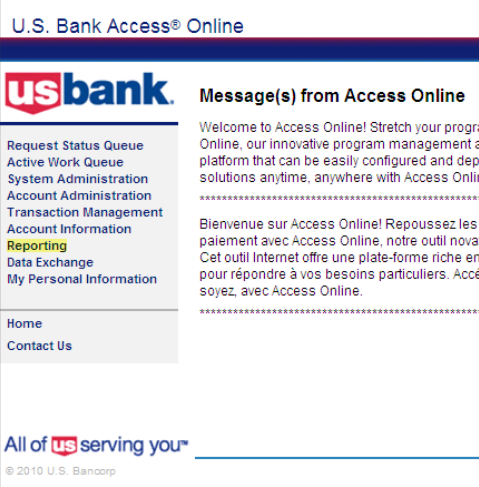
The reason for the decline will determine the action required by the DVC.

Procedure:

How to Run a Declined VISA Transaction Report:

1. Logon to Access Online and from the left hand menu select Reporting.

2. From the left (or centre) menu, select *Program Management*.

3. Click on *Declined Transaction Authorizations.*

4. Update the Activity Date Range with appropriate dates the DVC is interested in monitoring:

5. Scroll down and select the following values:

    Sort Report By: MCCG Description, Account Name, Decline Date, Decline Reason

    Report Output: Excel

6. Then select *Run Report*.

7. A download window will open. Click on *click here* for options. Download File…

8. When the *File Download* dialog box appears select Open.

File Download

Do you want to open or save this file?

Name: WFServlet.xls
Type: Microsoft Office Excel 97-2003 Worksheet, 14.3KB
From: report.access.usbank.com

Open   Save   Cancel

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

9. A *warning box* will appear asking if you want to open the file. Click Yes.

Microsoft Office Excel

⚠ The file you are trying to open, 'WFServlet', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?

Yes   No   Help

10. The report will open in Microsoft Excel automatically.

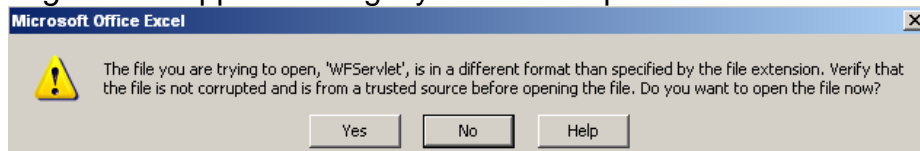| Account Name	Account Short Name	Account Number	Decline Date	Decline Time	Decline Reason	Requested Amount	Request Type	Transaction Method	Merchant Category Code
		**4760	2015/06/02	13:17:28	Exceeded account single trans limit	$7,360.00	Purchase	Manual Entry	AIRLINE
		**4760	2015/06/02	13:18:12	Exceeded account single trans limit	$7,360.00	Purchase	Manual Entry	AIRLINE
		**4760	2015/06/02	13:20:56	Exceeded account single trans limit	$7,360.00	Purchase	Manual Entry	AIRLINE
		**1914	2015/06/03	11:26:00	Invalid expiration date	$920.38	Purchase	Manual Entry	AIRLINE
		**2401	2015/06/01	18:40:08	Invalid expiration date	$25.00	Purchase	Manual Entry	BUSINESS EXPENS
		**2401	2015/06/01	18:45:24	Invalid expiration date	$25.00	Purchase	Manual Entry	BUSINESS EXPENS
Removed Names for Procedure		**2401	2015/06/01	18:50:01	Invalid expiration date	$25.00	Purchase	Manual Entry	BUSINESS EXPENS
		**9918	2015/06/09	14:59:29	Invalid expiration date	$475.00	Purchase	Manual Entry	BUSINESS EXPENS
		**9918	2015/06/09	15:00:31	Invalid expiration date	$475.00	Purchase	Manual Entry	BUSINESS EXPENS
		**7631	2015/06/01	17:18:46	ADS II FILTER	$826.96	Purchase	Internet Transaction	BUSINESS EXPENS
		**7631	2015/06/01	17:19:24	ADS II FILTER	$826.96	Purchase	Internet Transaction	BUSINESS EXPENS
		**4116	2015/06/08	15:20:57	Invalid expiration date	$1,110.00	Purchase	Manual Entry	HOTELS
		**4116	2015/06/08	15:25:27	Invalid expiration date	$555.00	Purchase	Manual Entry	HOTELS
		**8878	2015/06/01	16:10:37	Invalid expiration date	$1,000.00	Purchase	Manual Entry	HOTELS
		**4074	2015/06/01	13:25:15	Exceeds bad PIN limit	$162.00	Purchase	Integrated Circuit Read	HOTELS
		**6526	2015/06/01	20:41:47	Invalid Pin	$103.00	Cash Advance	Integrated Circuit Read	MONEY
		**6526	2015/06/01	20:39:55	MCCG exclude	$63.00	Cash Advance	Integrated Circuit Read	MONEY
		**6526	2015/06/01	20:40:58	MCCG exclude	$63.00	Cash Advance	Integrated Circuit Read	MONEY
		**6526	2015/06/01	20:42:09	MCCG exclude	$103.00	Cash Advance	Integrated Circuit Read	MONEY
		**6526	2015/06/01	20:42:45	MCCG exclude	$43.00	Cash Advance	Integrated Circuit Read	MONEY
		**5429	2015/06/01	11:42:38	ADS II FILTER	$695.00	Purchase	Internet Transaction	MRO SUPPLIES
		**7979	2015/06/01	12:37:54	Exceeded account single trans limit	$5,128.42	Purchase	Internet Transaction	OFFICE SERVICES
		**7979	2015/06/01	12:38:39	Exceeded account single trans limit	$5,128.42	Purchase	Internet Transaction	OFFICE SERVICES
		**3409	2015/06/04	14:14:19	Exceeds bad PIN limit	$164.80	Purchase	Integrated Circuit Read	OFFICE SUPPLIES
		**3409	2015/06/04	14:14:52	Exceeds bad PIN limit	$164.80	Purchase	Integrated Circuit Read	OFFICE SUPPLIES

END OF PROCEDURE

Purpose:

As part of the Departmental VISA Coordinator's (DVC) role in monitoring the GCC program for their department, the Account Status Change report must be run routinely to maintain continuity between Access Online and SAM.

The Account Status Change Report identifies all newly opened VISA One Cards, recently closed cards and replaced cards due to a report of it being lost or stolen.

The DVC should recognize the newly opened and recently closed credit card activity. For replaced cards, the DVC may not be aware that the cardholder has contacted US Bank to replace a lost or stolen card. Accordingly, you will use the information from this report to update the Cardholder's profile in SAM.

It is recommended that the DVC generate the Account Status Change report weekly. The DVC will use the results on the report to update Cardholder profiles in SAM so that Access Online and SAM report the same OPEN and CLOSED cards.

Procedure:

1.   Logon to Access Online and from the left hand menu select Reporting.

2.   From the menu, select Program Management.

3.   Click on Account Status Change

4.   Update the Calendar Month Range to reflect a start date from when you last ran this report.

5.   Scroll down and select the following values:

Sort Report By: Action Type, Name, Date, No

Sort Report Output: Excel

6. Select Run Report

7. A download window will open. Click on *click here* for options. Select Download File
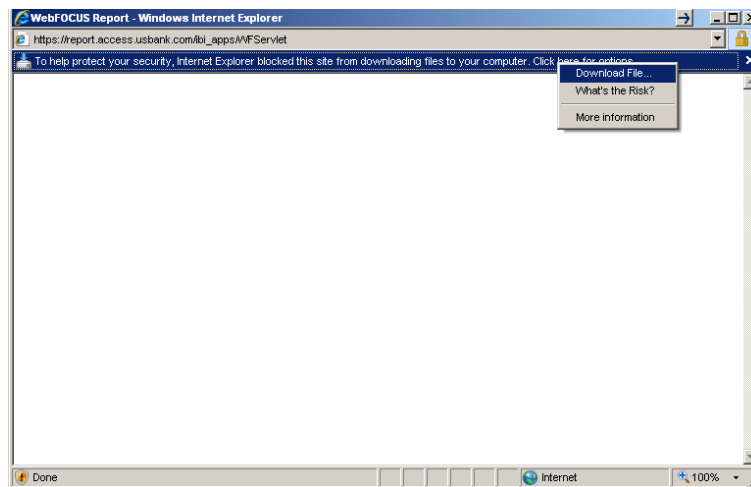
8. When the *File Download* dialog box appears select Open.

9. A *warning box* will appear asking if you want to open the file. Click Yes.

10. The report will open in Microsoft Excel automatically.

11. Review the output to determine if any cards were replaced by the cardholder and proceed with entering the replaced card number into the credit card profile for the cardholder in SAM.

END OF PROCEDURE
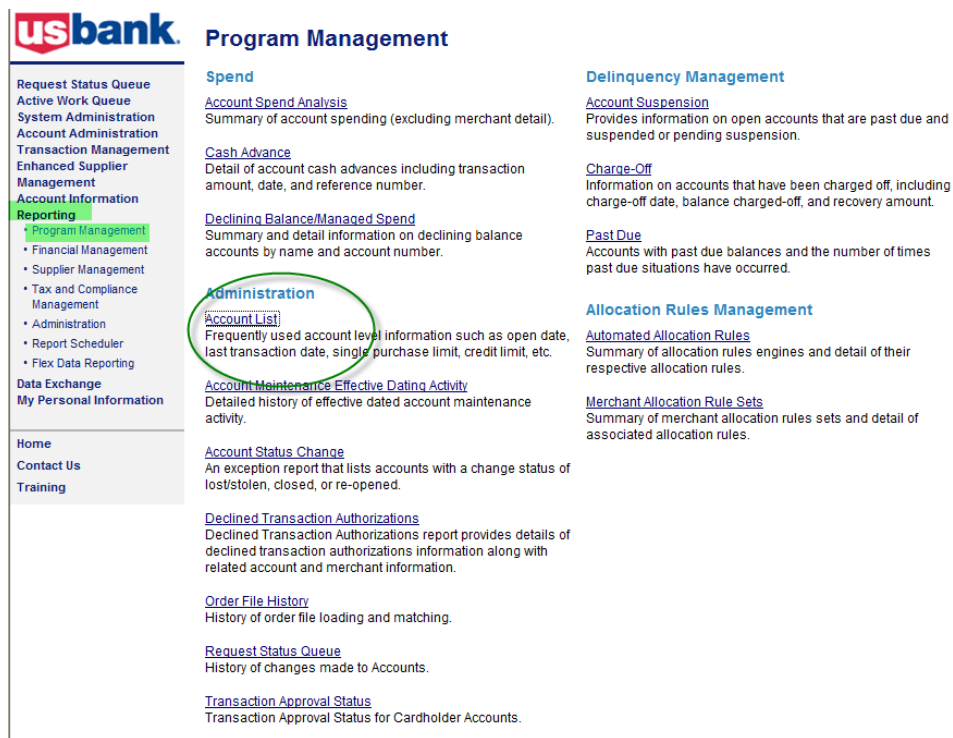
Purpose:

This report is used to determine all OPEN VISA Cards for your department. Periodically, Departmental Coordinators will compare the results of this Access Online report to the Open Cards in SAM (GNT_PCARD_DISTRIBUTION) to ensure Access Online and SAM are in sync for all OPEN cards.

Procedure:

1. Logon to Access Online. Select Reporting > Program Management > Account List

2. Within Account Information, Select Account Status – OPEN.

3. Within Additional Detail, select Demographics and Account Information.

4. For Report Output select Excel format

5. Click on the Run Report.

The report will open in Excel format.
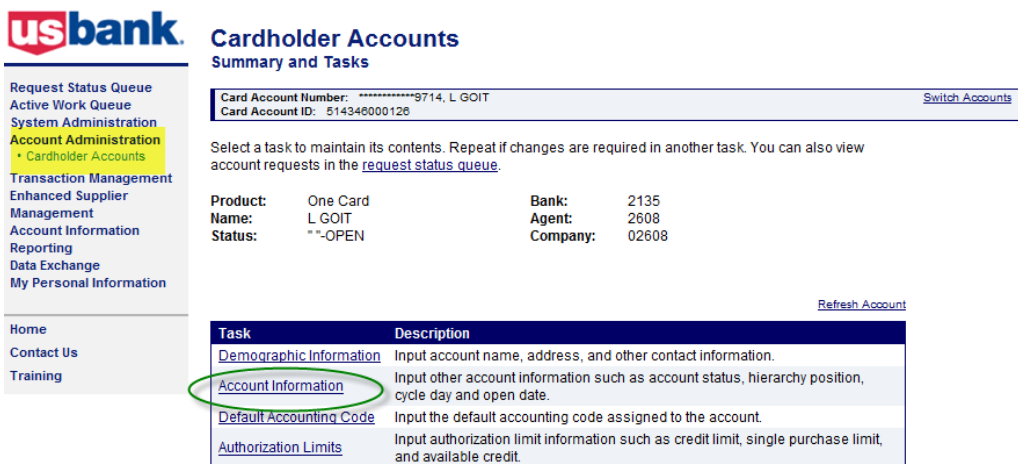
END OF PROCEDURE

Purpose:

When an employee transfers to a new department, terminates employment or retires from the GNWT, the Departmental VISA Coordinator is responsible for cancelling the credit card in Access Online and updating the expiry date within SAM.

Procedure:

1. Upon notification of an employee leaving the department, ensure the supervisor has obtained the credit card for the outgoing employee.

2. Sign in to Access Online

3. Navigate to the outgoing employee's profile:

    Account Administration>Maintain Cardholder Accounts> Search for Carddholder by Last Name

4. Select the Account Information link:

5. Within the Account Status field, click on the pull-down icon and select T9 – TERMINATED status:

6. Scroll down to bottom of the Account Information screen and click on SEND REQUEST to effect the status change.

7. Sign on to SAM and navigate to Purchasing>Procurement Cards> Definitions> Cardholder Profile and enter in the Employee ID # or Last Name of outgoing employee.

8. On the Credit Card tab, update the Expiry Date field with the cancellation date.

9. In two months from cancellation date, revisit profile to remove delegates. Refer to procedure 4.13.

End of Procedure

Employee Fraud or Theft Involving a VISA Card

Where there is suspicion of employee fraud or theft, under FAM 4104 Loss of Cash or Other Asset subsection 2.4 Obligation to Report applies:

> Deputy Ministers shall ensure that all department employees are advised of their obligation under FAA to report in writing to a supervisor any knowledge or information of a suspected fraud or a violation of the FAA. Where it is suspected the supervisor may be involved, a report must be made to a more senior supervisor.

When employee fraud or theft involving a VISA Card is involved, the Departmental VISA Coordinator shall:

Print Cardholder Activity Report from US Bank website

Report suspected transactions to their supervisor with the documentation for action.

Continue to monitor account as appropriate until situation is resolved

END OF PROCEDURE

	Government Credit Card Program	**Page 1 of 2**
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.11**
	Procedure Title: **SAM Queries for Managing the VISA One Program**	**VISA One Manual**

Northwest Territories

Purpose:

This procedure discusses the queries available in SAM for managing the Government Credit Card Program.

These queries are designed to assist the Departmental VISA Coordinator (DVC) and other employees involved with the VISA process with managing the program for their respective department, region or division.

- GNT_PCARD_DISTRIBUTION

  a) Generate this query to review all open cards and their default financial coding
  b) Generate this report to compare to the Access Online Account List report to ensure that all OPEN cards in SAM are equal to the same OPEN cards in Access Online.

- GNT_PCARD_PROXIES

  Generate this query to review the delegate (proxy) list on all open cards

- GNT_PCARD_EXPIRED_CARDS

  Generate this query to identify credit card profiles with expiry dates that have passed. Use the results to perform cardholder profile updates to remove delegate/proxy names. By ensuring delegate/proxy lists contain only open cards, the cardholder lists that DVC's or Regional VISA Coordinators are manageable and current.

- GNT_PCARD_TRANS_DIST_BY_BU (OR BY_PROXY)

  a) Generate this query to review the financial coding used for posting transactions for a particular VISA billing cycle
  b) Generate this query to determine the status of transactions in the current billing cycle as part of your month end processing:

SAM Navigation:

Reporting Tools>Query>Query Viewer>Search By

Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search By: Query Name begins with GNT_PCARD

Search   Advanced Search

Search Results

Folder View: -- All Folders --

Query						
			Customize	Find	View All		First ◄ 1-6 of 6 ► Last		
Query Name	**Description**	**Owner Folder**	**Run to HTML**	**Run to Excel**	**Schedule**	**Add to Favorites**
GNT_PCARD_DISTRIBUTION	Card Holder Distribution	Public	HTML	Excel	Schedule	Favorite
GNT_PCARD_EXPIRED_CARDS	Expired Card for Proxy Removal	Public	HTML	Excel	Schedule	Favorite
GNT_PCARD_PROXIES	Proxy and Cardholders	Public	HTML	Excel	Schedule	Favorite
GNT_PCARD_RECONCILE	Card Holder Distribution	Public	HTML	Excel	Schedule	Favorite
GNT_PCARD_TRANS_DIST_BY_BU	PCard Transaction Distribution	Public	HTML	Excel	Schedule	Favorite
GNT_PCARD_TRANS_DIST_BY_PROXY	PCard Transaction Distribution	Public	HTML	Excel	Schedule	Favorite

END OF PROCEDURE

	GNWT Government Credit Card Program	Page 1 of 1
Northwest Territories	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.12**
	Procedure Title: **How to Monitor the Status of VISA Transaction Processing for Month End**	**VISA One Manual**

Purpose:

This procedure provides instructions for monitoring the VISA transaction verification process for your department.

The Departmental VISA Coordinator is responsible for ensuring all VISA transactions are verified and approved on or before the monthly deadline set by the Department of Finance.

In order for the Department of Finance to post the VISA transactions to the SAM General Ledger, each transaction must have an Approved status. When transactions are not approved on time, this causes delays in the GNWT's month end processing routines. The impact of not posting the monthly VISA cycle into the proper accounting month will greatly impact variance analysis.

A query has been designed to assist the Departmental VISA Coordinator (DVC) or Regional VISA Coordinator (RVC) to determine the current status of a transaction to ensure that the monthly deadline is adhered to.

Procedure:

1. Run the SAM Query GNT_PCARD_TRANS_DIST_BY_BU (OR BY_PROXY) to Excel

2. Filter, sort or review the Status Column using excel. Each Status translates to:

   0 – STAGED – Contact cardholder if necessary
   2 – VERIFIED – Contact Regional Pcard Coordinator if necessary
   3 – APPROVED – Transaction is ready for Month End processing
   4 – CLOSED – Transaction had been posted for a closed billing cycle
   5 – ERROR – Transaction failed at month end processing

3. For transactions that are reporting a STAGED Status of 0, contact the cardholder and/or delegate to request the verification process to be attended to.

4. For transactions that are reporting a VERIFIED Status of 2, ensure the DVC or the RVC have received the cardholder's completed VISA Statement (Purchase Detail Report) to proceed with the Approval process.

5. Where necessary, review and update the delegate (proxy) list on the Cardholder's profile in SAM in order for the cardholder/delegate to participate in the VISA process.

6. Refer the cardholder and/or delegate to the VISA procedures available to assist the cardholder/delegate to complete the monthly VISA process.

7. Provide guidance and support to all cardholders as required.

END OF PROCEDURE

Purpose:

As an employee retires, leaves the GNWT or receives a replacement card, it is recommended that the list of delegates on the closed card be cleaned up. Delegate (proxies) lists for Regional VISA Coordinators, GNWT Basic Users and Departmental VISA Coordinators (DVC) should reflect OPEN cards only.

When the DVC performs a credit card cancellation, the delegate list on the closed card is to be reviewed and cleaned up within two months after the closing of the card. This will allow time for transactions that may have occurred near the end to be posted into SAM.

Procedure:

The query **GNT_PCARD_EXPIRED_CARDS** should be run regularly by the department coordinator to ensure that expired cards no longer have delegates associated to the card in SAM.

1. Log into SAM and navigate to Reporting Tools > Query > Query Viewer. Search for the query

   GNT_PCARD_EXPIRED_CARDS. Select **Run to HTML**.
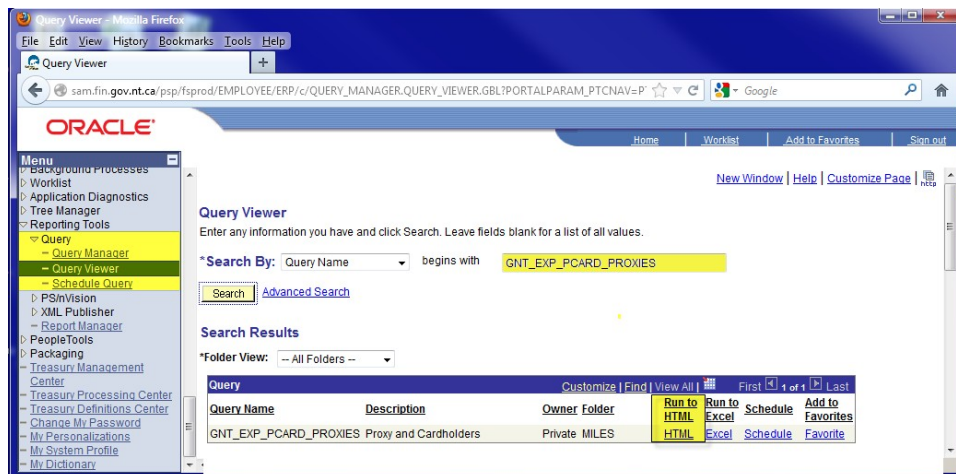
Northwest Territories	Government Credit Card Program	Page 2 of 3
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.13**
	Procedure Title: **Removing Delegates for Cancelled VISA Cards**	**VISA One Manual**

2. You will be prompted to enter your Business Unit and an Expiry Date (select the current date). Then click **View Results:**

GNT_PCARD_EXPIRED_CARDS - Expired Card for Proxy Removal

Business Unit: ECE01 🔍

Expiry Date LessThan: 06/10/2015 📅

[View Results]

Download results in :   Excel SpreadSheet   CSV Text File   (18 kb)

View All   First ◄ 1-100 of 114 ► Last

	Business Unit	Cardholder Name	Employee ID	Expiry Date
1	ECE01			05/11/2015
2	ECE01			05/11/2015
3	ECE01			05/11/2015

3. Review the results and identify any cards with older expiry dates then remove the proxies associated with this card. NOTE: Do NOT remove leslie.goit, meridian.fontanilla or janice.silverio from the proxy list.

4. Navigate to Purchasing> Procurement cards> Security>Assign proxies and enter SAM Userid of the Delegate (proxy) to remove multiple expired cards at one time.

5. Select the check boxes beside the names of the cardholders that appeared on the Expired Cards query results and then press the DELETE button at the bottom of the screen.

6. To remove delegates from a single cardholder, navigate to Purchasing> Procurement Cards>Definitions>Cardholder Profile

End of Procedure

1. Log into Access Online (https://access.usbank.com/).

U.S. Bank Access® Online

us bank.

Welcome to Access Online!

Contact Us
Login

Please enter the information below and login to begin.

Organization Short Name:
govnt

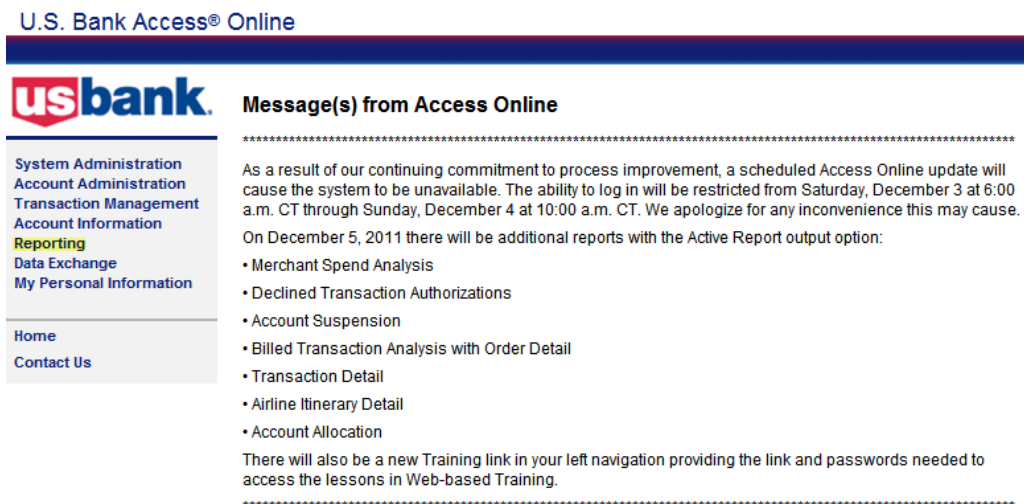User ID:
username

Password:
●●●●●●●

Login

Forgot your password?

Register Online

Website/Browser Requirements

All of **us** serving you™

© 2011 U.S. Bancorp

2. At the welcome page, click the reporting link.

U.S. Bank Access® Online

us bank.

Message(s) from Access Online

System Administration
Account Administration
Transaction Management
Account Information
Reporting
Data Exchange
My Personal Information

Home

Contact Us

As a result of our continuing commitment to process improvement, a scheduled Access Online update will cause the system to be unavailable. The ability to log in will be restricted from Saturday, December 3 at 6:00 a.m. CT through Sunday, December 4 at 10:00 a.m. CT. We apologize for any inconvenience this may cause.

On December 5, 2011 there will be additional reports with the Active Report output option:

• Merchant Spend Analysis
• Declined Transaction Authorizations
• Account Suspension
• Billed Transaction Analysis with Order Detail
• Transaction Detail
• Airline Itinerary Detail
• Account Allocation

There will also be a new Training link in your left navigation providing the link and passwords needed to access the lessons in Web-based Training.

3. Select Flex Data Reporting.

Excel Report by Business Unit

1. Select the required report by clicking on the report's hyperlink.

2. Confirm that the report Filter is set to Processing Hierarchy. Then click on the Filter for Content tab

3. **Click Run Report**

4. A blank window will open. Click Yes/OK to any Excel messages that appear.
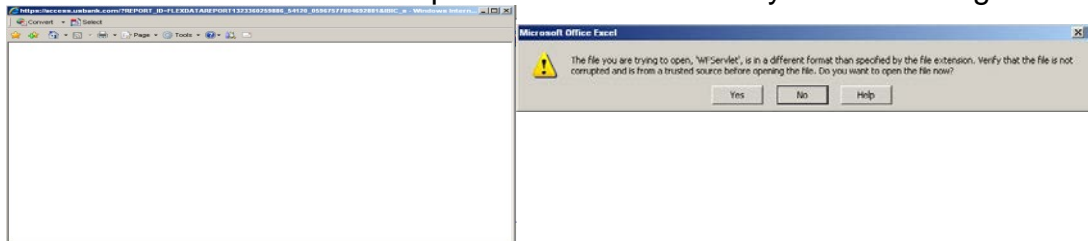
	Government Credit Card Program	Page 4 of 7
	Responsible Agency: **Accounting Services**	Issue Date: **June 2015**
Northwest Territories	Procedure Section: **DEPARTMENTAL VISA COORDINATOR (DVC)**	Procedure No. **4.14**
	Procedure Title: **Printing Interim Statement Reports Access Online Interim Statements**	**VISA One Manual**

5. The report will open in Excel. Distribute as necessary. (If the file does not open, click on the blue information bar and select Download file.)

	A		C	D	E	
1	Employee ID	Name	Card Number	Transaction Date	Transaction Merchant Name	Tra
2	118441	ALBERT J CANADIEN	******0001460666	2011/12/05	CREATIVE PAPER & OFFICE	
3	109579	ANTONIO FONTANILLA	******0001646652	2011/11/29	KINGLAND FORD YELLOWKNIFE	
4	109579	ANTONIO FONTANILLA	******0001646652	2011/12/03	CDN TIRE STORE #00453	
5	100936	BARBARA CAMERON	******0002023893	2011/11/22	BLURB,INC.	
6	100486	BENOIT BOUTIN	******0002411635	2011/12/05	CREATIVE PAPER & OFFICE	
7	121268	BLAKE A WILE	******0001960582	2011/12/05	APL*APPLE ITUNES STORE	
8	112677	BRANDEE N PENNEY	******0002183036	2011/12/01	DIAMOND MINI STORAGE	
9	101884	DAN J DANIELS	******0000948943	2011/12/06	EXPLORER HOTEL	
10	106766	DAWNA M O'BRIEN	******0001119460	2011/12/02	POWER SURGE TECHNOLOGIES	
11	105599	DEBBIE J HANSEN	******0002348811	2011/11/24	CPC/SCP # 690139	
12	105599	DEBBIE J HANSEN	******0002348811	2011/11/25	CASCADE PUBLISHING	
13	105599	DEBBIE J HANSEN	******0002348811	2011/11/29	WALLY'S DRUGS LTD #453696	
14	105599	DEBBIE J HANSEN	******0002348811	2011/11/29	WALLY'S DRUGS LTD #453696	
15	105599	DEBBIE J HANSEN	******0002348811	2011/11/29	WALLY'S DRUGS LTD #453696	
16	118367	DEREK EDJERICON	******0001868967	2011/11/29	BARTLE & GIBSON CO LTD	
17	117639	DOROTHY J VANVLIET	******0002080703	2011/11/26	THE SOURCE 5876	

PDF Report by Individual

1. Select the required report and click on the report's hyperlink.

Flex Data Reporting
Please select a report from the list below.

My Saved Reports | Create a New Report

List of My Saved Reports
Select a saved template to modify and run a report.

Delete	Name	Template	Last Modified
☐	Interim Transactions ECE01 (Excel) This report is for VISA Transactions for all cardholders in Excel format	Transaction	12/08/2011 10:02
☐	Interim Transactions ECE01 (PDF) This Report is for ONE CARDHOLDER at a time in PDF format.	Transaction	12/08/2011 10:15

Delete Select check box(es) and click the DELETE button to permanently delete saved reports.

1. Confirm that the report Filter is set to Account Number. Click on the Filter for Content tab.

Select Report Data | Filter for Content | Sort by Criteria | Set Report Layout

Select the check box(es) next to the desired column names for the report. Column titles can be abbreviated or renamed; type the new title in the RENAME field.
Select the TOTAL check box(es) to indicate that you want totals calculated for that column on the report.
Select the desired FILTER check box(es) to determine report content, then continue to FILTER FOR CONTENT tab to define criteria. Only one hierarchy filter can be selected.
WRAP DATA: Enter a desired column width (in) to format data wrapping in the output report; leave field blank to allow default column width.

Select Report Columns ☐ Select All ☐ Show Only Selected	Rename Report Columns	Wrap Data	Total	Filter
Hierarchy ☐ Select All for Hierarchy				
☑ Account Number	Card Number			⦿
☐ Processing Hierarchy				○
☐ Reporting Hierarchy				○
[-] Account ☐ Select All for Account				
☑ Account Name	Name			

3. If necessary, delete the default Card Number and enter the appropriate card number. To search for a card number click Search for Accounts.

Save | **Revert to Last Saved** | **Preview Layout** | **Run Report**

Select Report Data | Filter for Content | Sort by Criteria | Set Report Layout

Filtering allows you to set limits for the content of the report. Below are the data fields you elected to filter on. To limit the results from the default of "all", select, search & select, or fill in the criteria box(es) to define the report output.

Selected Filters	Filter Criteria
Card Number	At least one account is required. Separate multiple accounts by a comma and no spaces. 4715160002348811 **Delete and enter new carholder number** Search for Accounts
Transaction Date	11/23/2011 to 12/02/2011

3. Enter the cardholder's last name and click search. When the results appear click the checkbox (if necessary). Click Select.

   Back on the Flex Data Reporting page click Run Report.

3. A window will open and the PDF report will automatically download. If the file does not open, click on the blue information bar and select Download file.

3. The report will open in PDF format. Distribute as necessary.

END OF PROCEDURE

Purpose:

Four years from the issue date of a credit card, it will expire. US Bank will automatically renew the credit card and courier it to Accounting Services. The new card will normally have the same credit card number and a new expiry date.

Procedure:

- Run an Account List on Access Online for all OPEN cards and review it for accuracy and completeness.

- Review any list that comes to you from visaplanadmin@gov.nt.ca to ensure that you are not missing any employees. If you find that an employee is missing, please email visaplanadmin@gov.nt.ca and ask that the card be re-issued and provide an explanation.

- Check all new cards to ensure that cards issued in error are not forwarded. Email visaplanadmin@gov.nt.ca with the list of cards (Employee name and last 4 digits of card number) issued in error and confirm that you will cut up the cards.

- Log in to SAM and update each credit card profile to record the new expiry date.

- Exchange the new cards for expired cards and cut up the old cards

- Remind Cardholders to activate their new cards.

END OF PROCEDURE