



emily carr
university of art + design

Financial Services

Emily Carr University VISA Cardholder Handbook

Procedures and Guidelines



Financial Services
Accounts Payable



Lost or Stolen Card, Disputes

If you cannot locate your card, you must immediately report it as lost to RBC Royal Bank:

Within Canada: 1-800-769-2512

Outside Canada and USA, Call Collect 416-974-7780

Customer Service Representatives are available 24 hours a day, 7 days a week.

After notifying RBC Royal Bank, the Cardholder must report the missing card to Financial Services,
A replacement card will be issued after taking these steps.

RBC Royal Bank Customer Service

RBC Royal Bank VISA provides account information and services to Cardholders, available 24x7 including:

- To advise of travel plans
- Card activity
- Inquiry of a statement item
- Account balance and status
- Spending limit availability
- Dispute status
- Card activation
- File lost or stolen card report

Call 1-800-769-2512 for assistance.

Emily Carr VISA Card Administration Help and Questions

For questions about policies or procedures

Contact: Mark Douglas, Manager, Financial Services

Email: mdouglas@ecuad.ca or 604 630 4548 or,

Elisa Chan, Accounts Payable, Financial Services

Email: echan@ecuad.ca or 604 844 3094

Always secure your card and card number.
Keep it in a safe place.



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1. INTRODUCTION

Overview

The RBC Royal Bank Visa Card simplifies the procurement process by enabling staff to purchase low dollar value commodity goods, services and travel. The RBC Royal Bank Visa Card eliminates the need for out-of-pocket personal funds. There are two RBC Royal Bank Visa Card options:

- Individual
- Department

The RBC Royal Bank Visa Card is issued to University staff and departments, enabling them to make pre-approved authorized purchases on the University's behalf. RBC Royal Bank Visa Cards cannot be transferred to, assigned to, or used by anyone other than the designated or staff member (the Cardholder).

When a staff member leaves their position (including departmental transfer), either voluntarily or involuntarily, the card is to be returned to Financial Services prior to their departure.

Use of the RBC Royal Bank Visa Card is not intended to avoid or bypass University procedures; it is to complement ECU's existing purchasing and payment guidelines and to simplify purchasing.

Cardholders are asked to use the card responsibly and carefully as they would their own personal credit card. Although cards are issued in an individual's name, the charges incurred are the liability of the department and ultimately Emily Carr University and commitments made should be authorized in advance of purchases.

The RBC Royal Bank Visa Card includes high-level security controls and other commercial-use safeguards. These controls ensure that the card is used exclusively for approved commodity purchases within pre-set dollar limits. Cardholders are able to spend up to \$1,000 per transaction for goods and services inclusive of taxes. Purchases valued at \$1000.00 or more require a Purchase Requisition for goods and services. The monthly maximum dollar limit of for individuals is varied, please know your card limit.

Finally, remember you are committing ECU funds each time you use the RBC Royal Bank Visa Card. This is a responsibility that cannot be taken lightly. It is your responsibility to ensure purchases are made in accordance with University policies and procedures.

2. GETTING A RBC ROYAL BANK VISA CARD

Do I need a RBC Royal Bank Visa Card?

To determine if you should apply for the new RBC Royal Bank Visa Card, ask yourself 2 simple questions:

1. Do I purchase low dollar value goods and services on a regular basis?
2. Do I travel for ECU-related academic or business matters?

Applicants must have the written approval of their Cardholder Application and agree to abide by the guidelines set out for their role as stated in this RBC Royal Bank Visa Card Cardholder Handbook and ECU policies and procedures. Check with your department head to determine if you should apply for the RBC Royal Bank Visa Card.



Note: Only permanent ECU employees can apply for a RBC Royal Bank Visa Card. Students are not eligible.

RBC ROYAL BANK VISA Card Applications

Staff or departments wishing to obtain a RBC Royal Bank Visa Card must complete the Cardholder Application and obtain the necessary approval signatures. Application forms are available from Financial Services.

Card Delivery and Activation

The RBC Royal Bank Visa Card requires up to 30 days for completion. The new card will be put in your staff mailbox along with instructions on setting up online viewing. To activate the RBC Royal Bank Visa Card, call the toll-free number printed on the card.

Setting Up RBC Royal Bank Visa

Per 7.6.1 University Credit Cards Procedure it is required that the RBC Royal Bank Visa Card Inquiry be set up as soon as you receive your card. You will receive instructions on how to complete this step along with your RBC Royal Bank Visa Card. This must be completed within 24 hours of receiving the credit card. Notify Accounts Payable that the process has been completed.

Delegate – Office Assistant

A Cardholder may appoint a delegate or office assistant to prepare the reconciliation and payment voucher; however, the responsibility to ensure compliance with University procedures and guidelines and the final submission remains with the Cardholder. A delegate or office assistant can be appointed; advise Accounts Payable when assigning a delegate or office assistant.

Deadlines – Monthly, Year End

The monthly transaction cycle begins on the 5th of the month. Keep in mind, charges made on the 5th may not appear on the current month statement depending when the vendor submits their transactions.

Statements arrive approximately on the 15th of the month and are immediately sent out to the Cardholder to reconcile.

RBC Royal Bank Visa card shall be reconciled by the Cardholder or delegate no later than the 23rd of each month.

| | | |
|--------------|-------------|--------------|
| CYCLE BEGINS | STATEMENT | RECONCILE BY |
| 5th | 15th | 23rd |
| MONTH | ARRIVES | MONTH |

BEST PRACTICE: Go to Google Calendar and set a recurring reminder for the 15th of every month with the heading, "Reconcile RBC Royal Bank Visa Card Charges."



Cardholder Liability

This program does not impact your personal credit rating.

Upon discovery of any unauthorized activities on the RBC Royal Bank Visa Card, it is the responsibility of the Cardholder to contact the supplier and/or card provider directly. Each Cardholder is responsible for the safekeeping and proper usage of their respective RBC Royal Bank Visa Card. The University is not responsible for any unauthorized purchases.

The RBC Royal Bank Visa Card cannot be used for personal purchases, however in the event a personal charge appears, a personal cheque/cash shall be submitted with the payment voucher to Accounts Payable and noted on the reconciliation form.

3. USING THE RBC ROYAL BANK VISA CARD

Appropriate Uses and Restrictions

Acceptable uses:

- ✓ Goods <\$1,000
- ✓ Services <\$1,000
- ✓ Travel expenses, excluding flights

Restricted uses:

- ⊗ Personal purchases
- ⊗ Cash advances
- ⊗ Goods and services >\$1,000
- ⊗ Donations
- ⊗ Consulting services of any amount (i.e. professional consulting, web, graphic design)
- ⊗ Controlled substances
- ⊗ Flights

Purchasing Litmus Test

When making a purchase using the RBC Royal Bank Visa Card, Cardholders should ask themselves three questions:

1. Do I have approval to make the purchase?
2. Does ECU have a preferred supplier for the desired good or service?
3. Is the value of the purchase less than \$1,000 inclusive of tax?

The RBC Royal Bank Visa Card is to be used for low dollar value goods and services totaling less than \$1,000.

Remember, a Purchase Requisition for goods or services is required for purchases valued at \$1,000 or greater. For ongoing vendor relationships i.e. monthly maintenance contracts, a Purchase Requisition needs to be completed.



Card Usage

Purchases can be made in person, by phone, or online. For prompt delivery (from Shipping and Receiving) of products purchased by phone or online, ensure that the supplier has all of the appropriate contact information, including name and department.

When ordering goods or services, you should:

1. Confirm that you have budget approval to purchase the good or service;
2. Remember, the RBC Royal Bank Visa Card is for purchasing low-dollar value commodity goods and services totaling <\$1,000.
3. Inform the vendor you are ordering with your RBC Royal Bank Visa Card and the purchase is for the University in order to qualify for any educational discounts.
4. Use common sense and exercise caution when making online purchases and only order from trusted websites and those that offer secure transactions (i.e. SSL: look for website addresses that start with https), deal with known merchants, never send visa card number via email, know the delivery and return/refund policies.
5. Note that to transmit a RBC Royal Bank Visa Card number by fax or email is not secure and can result in your card being compromised.
6. Ask if the vendor can invoice the University. Many vendors can invoice directly, this is a preferred method. If vendor can invoice, have them email the invoice to ap@ecuad.ca. Please do not use your personal email to receive invoices. Ensure your first and last name is on the invoice so it can be processed and paid without delay.
7. Personal charges are not permitted. In the event that a personal charge does occur, the charge must be declared during the reconciliation process and a cheque/cash submitted when submitting the reconciled RBC Visa to Accounts Payable.

For all travel, please contact ECU's Travel Agent to receive preferred rates and discounts:

North South Travel <http://www.northsouthtravel.com/>
3702 10th Ave W, Vancouver, BC V6R 2G4
P: 604-736-7447 E: nstravel@northsouthtravel.com

Pre-Authorized Payments

A Cardholder will not authorize a supplier to charge the RBC Royal Bank Visa Card for specified charges for recurring monthly expenses. Please request that an account be set up through Accounts Payable and we will have the invoices billed directly to the University.

Ordering goods outside of Canada

ECUcustomspartner, Davidson & Sons Customs Brokers, manages customs clearance for Emily Carr. When goods arrive at the border and the foreign vendor is not the importer of record, Emily Carr is designated as the importer and the department ordering the goods will be responsible for paying all duties and taxes.

When placing orders that are being imported into Canada, it is the responsibility of the Cardholder to provide the vendor their Name, Department and middle six digits of their GL Account on all documentation related to the purchase. This will be used to charge the end-user for any customs brokerage charges, duties and taxes associated with the purchase. Failure to reference the above on vendor's documentation will result in delays or possible returned shipments.



When ordering items on dry ice or other perishable items, request vendor ship on a Monday or Tuesday. This will ensure the shipment can clear customs and be delivered before the weekend. Failure to do so will result in delays that could lead to spoiled goods.

Customs clearance is done by Davidson & Sons Customs Brokers Ltd.

Davidson & Sons Customs Brokers Ltd.
1220-1188 Georgia St W, Vancouver BC V6E 4A2
Rep: Bonnie Cooney bonnie@davidsonandsons.com
P: 604-681-5132 F: 604-681-260 E: info@davidsonandsons.com

Document Retention

It is the responsibility of the Cardholder to retain the following documentation types per Audit requirements and submit with the monthly statement:

- Receipt or invoice including card transaction slip from merchant
- Meal receipt
- Packing slip
- Order forms for dues, subscription, registrations (vendors can invoice the University)
- Email confirmation from merchant
- Emailed receipt

All source documents should include the following information:

- Merchant Name
- Date of Purchase
- Description and quantity of each item purchased
- Taxes if applicable
- Total cost of order

4. CARDHOLDER RESPONSIBILITIES

Cardholder Responsibilities

The Cardholder is accountable for:

1. Keeping the RBC Royal Bank Visa current and adhering to all reconciliation and submission deadlines
2. Maintaining receipts and documentation for purchases
3. Adhering to all ECU purchasing and compliance guidelines and taking responsibility for all card usage
4. Being vigilant about card security to prevent unauthorized charges
5. Obtaining an original receipt at point-of-purchase and verifying its accuracy
6. Immediately notifying Financial Services with regards to changes involving name, address, and any other contact or employment status



7. Voluntarily surrendering the RBC Royal Bank Visa Card to Financial Services immediately upon a change of position, or conclusion of employment
8. Never using the RBC Royal Bank Visa card for personal charges

Cardholder Obligations

The RBC Royal Bank Visa Card is entrusted to individuals in accordance with the procedures outlined in the RBC Royal Bank Visa Card Application and University policies and procedures. Unauthorized or improper transactions made by the Cardholder may result in disciplinary action by the University. Regular non-compliance with the Cardholder responsibilities may result in card suspension, or in severe cases, long-term or permanent loss of Cardholder privileges. In the event that such an instance occurs, both the Cardholder and their Approver will be notified of the incident, and will be given an opportunity to provide an explanation for the infraction. Financial Service reserves the right to remove cards at an individual or departmental level for non-compliance.

Cardholders must return their card when leaving employment or no longer required as part of their University duties. Notify Financial Services of any long term leave of absences or sabbaticals and return card to Financial Services for safekeeping until their return.

Contract Sign-off

Employees of the University (including Directors, Department Heads and Deans) are not authorized to bind the University to contracts unless they have been delegated that authority pursuant to one of the signing resolutions, or have been sub-delegated authority by the VP of Finance and Administration. Contracts are defined as agreements that are legally enforceable, regardless of the document title, and include Memoranda of Understanding, Licenses and Letters of Agreement.

Remember, the RBC Royal Bank Visa Card is an enablement tool, a single payment method for the convenience of staff to purchase low dollar value goods and services and travel only. If you require an ongoing vendor service, you are obliged to contact Financial Services to set up an account with the Vendor so they can invoice the University. Alternatively, you can create a purchase requisition for the purchase of goods and/or services.

5. APPROVER RESPONSIBILITIES

As an Approver, what am I responsible for?

An Approver refers to positions including those of Director, Department Head, Executive, Vice-President, and President. The Approver must be senior to the Cardholder with respect to the University's organizational hierarchy and must have a reporting relationship with the Cardholder.

Responsibilities include:

- Approve the Cardholder Application;
- Review and approve the Cardholder's expense report submissions;
- Recycle requests to the Cardholder for more information to substantiate expenses as appropriate;

Approving Expenses

An Authorized Approver is the budget owner of a Department and is required to authorize financial transactions that impact their budget. RBC Royal Bank Visa Card reconciliations will be completed by the Cardholder or Delegate and approved by the Department Head.

Responsibilities include:



- Approve transactions within budget limits;
- Ensure that purchases are appropriate and are in compliance stated within this Handbook and ensure that purchases are charged to the GL account number(s).

Payment Voucher Approval

Refer to section 8. *Reconciliation, Payment Voucher Approval* for complete details.

Cardholder Verification Signature

Refer to section 8. *Reconciliation, Cardholder Verification Signature* for complete details.

6. OTHER

Absences - Vacation

A backup reconciler needs to be designated in the case where the Cardholder will be absent during the reconciliation cycle process. Cardholders must forward all supporting documentation to the person in your department who has been assigned responsibility to complete the reconciliation process.

Declines

On occasion, a Cardholder's purchase may be declined. If the card is declined, contact the toll-free telephone number on the back of the RBC Royal Bank Visa Card to determine the reason.

Declined transactions will happen if the credit limit has been reached. It is the Cardholder's responsibility to ensure that adequate funds are available prior to making a purchase.

Common reasons for declines are:

- The Cardholder has exceeded their monthly limit
- Invalid expiration date
- Vendor error

Disputes – Erroneous Charges

If there is a problem with a purchase or transaction, the Cardholder must first attempt to reach a resolution directly with the merchant. In most cases, disputes can be resolved between the Cardholder and the merchant. The merchant will usually issue a credit

The Cardholder should document all attempts to resolve any problem. If the item involves a reservation or order that has been cancelled, the Cardholder is responsible for obtaining a cancellation number. If efforts to resolve the problem with the merchant are not successful or if a credit does not appear on the statement a dispute can be filed with RBC Royal Bank Visa within 60 days of the transaction date.

Reasons for disputes include, but are not limited to the following:

- Unauthorized Charge – The Cardholder did not make the purchase; the merchandise or services were not ordered or received.
- Alteration of Charge Amount – The electronic transaction amount is different than the amount on the sales receipt.



- Merchandise or Services Not Received – Although the transaction is valid, the items or services were not received and the Cardholder is unable to resolve with the merchant.
- Disputed Transaction – The transaction took place, but there is a problem with the transaction and the Cardholder is unable to resolve with the merchant.
- Defective or Wrong Merchandise – The merchandise ordered was different from that received or the merchandise was defective/damaged.
- Recurring Charge After Cancellation – A Cardholder's account is charged although merchandise or services were cancelled.
- Credit Not Received – The Cardholder received a credit slip from a merchant, but the credit has not appeared on the statement within 30 calendar days from the date the credit was issued.
- Credit card was compromised and is being used fraudulently.

Credit card statements must be paid in full despite charges in dispute. Notify Accounts Payable if a charge is being disputed. Reversed charges will appear on a subsequent month's statement once the dispute is settled. Please ensure the same GL Account is used for both the charge and refund to clear the account.

Fiscal Year End

March 4 is the last day for purchases to be charged to the current fiscal year. Purchases made on or after March 5 will be charged to the new fiscal year.

Hotels

When an employee is required to travel on University Business and overnight accommodation is necessary, employees must request government rates. Business accommodation within BC must be in accordance with the hotel accommodation guide approved accommodation rates <http://csa.pss.gov.bc.ca/businesstravel/>.

Refunds

Only refunds against the RBC Royal Bank Visa card are allowed; no other form of refund, including cash, cash backs, or cheque can be accepted by a Cardholder. In all cases, suppliers must issue a credit directly to the RBC Royal Bank Visa Card.

Spending Limits

The maximum amount of a single transaction made by a Cardholder is \$1,000. This applies to one item or multiple items purchased in a single transaction with a supplier, including shipping, tax and exchange rate. Do not split up a purchase to bypass the single transaction limit.

The maximum dollar amount a Cardholder can spend within a monthly cycle period is determined based on the Cardholder's application. Each Cardholder's limit is different, know your monthly spending limit and stay within it.

7. RECONCILIATION

Card Payment

RBC Royal Bank Visa Card charges are settled with the Royal Bank monthly. It is the Cardholder and approver's responsibility to ensure expenses are allocated to the appropriate GL Account during the reconciliation process within the allotted time frame.



Organizing Purchases when Made

Prepare receipts as they are received:

1. Write the GL Account number on receipts as you receive them
2. On meal purchases, write the staff name and the number of guests on receipt i.e.: Ron Burnett, Michael Clifford + 2, meaning, 4 in total were at the meal and two of them are not employees.
3. If charges are made for other staff, indicate the staff name(s) on all applicable receipts (i.e. taxi, conferences, hotels, etc.).
4. Have an RBC Royal Bank file folder on hand and place all receipts into it for organization and ease of reconciling when the statement arrives

Deadlines for Submission of Receipts

1. Accounts Payable will disburse the monthly credit card statements to each Cardholder. In addition, an email will be forwarded to all Cardholders, delegate or office assistant stating the deadline to reconcile the statement. Receipts must be submitted by or before the 23 of each month.
2. A payment voucher and the credit card statement will be placed in the Cardholder's or delegate's mailbox.
3. Due diligence is required to submit the reconciled statement before the stated deadline.
4. Credit card statements must be returned to Accounts Payable with the original receipts, names indicated on receipt if applicable, and the completed reconciliation form and payment voucher.

Statement Verification

RBC Royal Bank statements will be attached to a premade payment voucher and directed to the Cardholder or delegate.

Cardholders must verify that all charges are correct and appropriate. Incorrect or unknown charges should be promptly followed up for resolution. All transactions must be supported by the cash register receipt and the credit card receipt. For purchases made on the Internet or over the phone, a printed copy of the emailed receipt is required showing the vendor name, payment amount, date and whether it was made by phone or internet.

Receipt Details

1. Receipts must contain the following information:
 - a. Merchant Name
 - b. Date of Purchase
 - c. Description and quantity of each item purchased
 - d. Taxes if applicable
 - e. Total cost of order
2. Original detailed receipts are to be taped on a separate sheet of paper noting pertinent information (names) beside the receipt and must be in chronological order and in the same order on the RBC Royal Bank Visa and reconciliation form. Refer to Appendix C: Receipt example.
3. Authorized employees may claim business meals. Meal receipts require the staff names and number of guests that attended. i.e.: Ron Burnett, Michael Clifford + 2, meaning, 4 in



total were at the meal and two of them are not employees. Refer to Appendix C, Receipt example.

4. Five or more receipts require the completion of a reconciliation form. Refer to Appendix B: Payment Voucher Reconciliation example.

Reconciliation Form Details

1. A reconciliation form is to be completed if there are five or more transactions in one month. Refer to Appendix B: Payment Voucher Reconciliation example.
2. Record receipts individually and group by GL Account Number with very clear and brief description in less than 24 characters in each section on the form.

Payment Voucher Details

1. Transfer the GL Account number and the subtotal of each account to the payment voucher. Refer to Appendix A: Payment Voucher example
2. Describe clearly and briefly in 24 characters or less the reason for expense on the payment voucher. The description will appear in Colleague and all reports and should clearly indicate the nature of the expenditure (i.e. "Hotel/NY/June 10-15" is better than just "Travel"). Refrain from using the object code name (i.e. Travel) to describe the expenditure.
3. Receipts charged to the same GL account are to be grouped together on one line item on the payment voucher. Refer to Appendix A: Payment Voucher Example.
4. Attach a payment voucher to the front of the Reconciliation Form and staple together with the receipts.
5. Ensure authorized department head signature is on the payment voucher before it is sent to Accounts Payable. The President and Vice-presidents should submit directly to Accounts Payable.

Payment Voucher Approval

Forward completed payment voucher to your Director or VP for authorization and approval, then forward to Accounts Payable. Directors and VP's shall forward their payment voucher directly to Accounts Payable.

Cardholder Verification Signature

Cardholders can not authorize the acquittal of their own expenses. However, the Cardholder must sign in the *Requested By* section of the Payment Voucher agreeing that the expenses incurred are correct and for University business.

Payment Voucher Remittance

Remit completed payment voucher directly to Accounts Payable within expected deadline. Accounts Payable will verify transactions and forward to the Vice President Finance + Administration for final authorization.

Missing Receipts

Every effort to obtain the missing receipt from the vendor must be made by the Cardholder. Where the receipt is lost and all efforts to locate the receipt are exhausted, the claimant shall submit a Declaration of Missing Receipt in place of the lost receipt.



Do not hold onto a payment voucher if a receipt cannot be located. Communicate the problem to Accounts Payable and forward receipt when obtained.

The Declaration of Missing Receipt shall be completed in full. Refer to Appendix D: Declaration of Missing Receipt example.

Minor expenses where it is impossible or difficult to obtain a receipt may be approved. An itemized list of these purchases shall accompany the reimbursement claim (i.e. meter parking).



Appendix A: VISA Card Application

| emily carr university of art + design | | VISA Card Application | |
|--|-----|--|--|
| INSTRUCTIONS | | PLEASE TYPE OR PRINT LEGIBLY AND COMPLETE ALL AREAS OF THE FORM THAT APPLY. Page 1 of 2 | |
| Applicant | | Approver | |
| 1. Complete all fields | | 1. Review the application | |
| 2. Read the ECU VISA Card Agreement (page 2) | | 2. Read the ECU VISA Card Agreement (page 2) and handbook | |
| 3. Read the ECU VISA Handbook | | 3. If agreed, sign the application | |
| 4. Sign and initial the application | | 4. Forward to Financial Services Mailbox | |
| 5. Forward to Department Head | | | |
| APPLICANT INFORMATION | | | |
| EMPLOYEE LAST NAME FIRST NAME | | TODAY'S DATE | |
| EMPLOYEE NUMBER (COLLEAGUE ID) | | GL ACCOUNT NUMBER | |
| JOB TITLE | | WORK TELEPHONE NUMBER | |
| DEPARTMENT | | WORK EMAIL ADDRESS | |
| SELECT THE APPLICABLE CATEGORY | | | |
| <input type="checkbox"/> Goods and Services **A Purchase Requisition is required for goods and services. | | | |
| <input type="checkbox"/> Goods, Services and Travel | | | |
| SELECT THE APPLICABLE CARD TYPE | | | |
| <input type="checkbox"/> Individual Card **No other person can use the card | | | |
| <input type="checkbox"/> Department Card | | | |
| BUSINESS JUSTIFICATION | | | |
| OUTLINE AND DESCRIBE RESPONSIBILITIES WHICH WARRANT | | | |
| | | | |
| | | | |
| | | | |
| CARDHOLDER SIGNATURE | | | |
| I, The Cardholder, have read the ECU RBC Royal Bank Handbook and Agreement (page 2) and agree to its terms. | | | |
| Cardholder | | Date | |
| Signature | | | |
| APPROVAL SIGNATURES | | | |
| Disclaimer: By signing this form, the Authorized Approver and Cardholder both understand and accept the responsibilities outlined in the Cardholder Application and Agreement, as well as the Cardholder Handbook. | | | |
| Authorized Approver | | | |
| Department Head | | Date | |
| I, the Department Head Approver, have read the ECU RBC Royal Bank Visa Card Agreement (page 2) and the Visa Handbook and agree to its terms. | | | |
| VP Finance + Admin | | Date | |
| FINANCIAL SERVICES ONLY | | | |
| Date set up | | | |
| Processed by | | | |
| This Cardholder Application has been approved | | | |
| <input type="checkbox"/> | Yes | Date | |
| <input type="checkbox"/> | No | Explain | |



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Appendix C: Completed Reconciliation Form Example

| Payment Voucher Reconciliation Form | | | | | | | | | | |
|-------------------------------------|----------------|-----------------|----|---|------|---|-------------------------|------|-----------|----------|
| No. | Date | GL Account Code | | Description MEALS - INDICATE WHO AND HOW MANY ATTENDED | | TOTAL | Financial Services Only | | | |
| | | | | | | | GST | PST | Sub Total | |
| 1 | April 12, 2015 | 10 | 00 | 530000 | 8350 | Chelsea Hotel/Toronto/Ap12-15 | 542.88 | | | 542.88 |
| 2 | April 15, 2015 | 10 | 00 | 530000 | 8350 | Cab | 33.40 | | | 33.40 |
| 3 | April 14, 2015 | 10 | 00 | 530000 | 8350 | Cab | 12.00 | | | 12.00 |
| 4 | April 12, 2015 | 10 | 00 | 530000 | 8350 | Cab | 28.75 | | | 28.75 |
| 5 | April 21, 2015 | 10 | 00 | 530000 | 8350 | Parking | 14.00 | | | 14.00 |
| 6 | April 25, 2015 | 10 | 00 | 530000 | 8350 | Parking | 6.00 | | | 6.00 |
| 7 | April 23, 2015 | 10 | 00 | 530000 | 8350 | Ferry | 69.50 | | | 69.50 |
| 8 | April 23, 2015 | 10 | 00 | 530000 | 8350 | Ferry | 69.50 | | | 69.50 |
| 9 | May 1, 2015 | 10 | 00 | 530000 | 8350 | Car Rental | 139.63 | | | 139.63 |
| SubTotal: | | | | | | | 915.66 | 0.00 | 0.00 | 915.66 |
| 10 | May 1, 2015 | 10 | 00 | 530000 | 8325 | Meal Mtg/May 1/K. Johnson/M. Clifford + 2 | 180.08 | | | 180.08 |
| 11 | April 30, 2015 | 10 | 00 | 530000 | 8325 | Meal Mtg/Ap30/K. Johnson + 1 | 27.60 | | | 27.60 |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| SubTotal: | | | | | | | 207.68 | 0.00 | 0.00 | 207.68 |
| 12 | April 22, 2015 | 10 | 00 | 530000 | 8090 | Fabric | 14.63 | | | 14.63 |
| 13 | May 1, 2015 | 10 | 00 | 530000 | 8090 | Totes | 31.36 | | | 31.36 |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| SubTotal: | | | | | | | 45.99 | 0.00 | 0.00 | 45.99 |
| 14 | April 18, 2015 | 10 | 00 | 530000 | 8411 | LinkedIn ad | 59.49 | | | 59.49 |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| SubTotal: | | | | | | | 59.49 | 0.00 | 0.00 | 59.49 |
| 15 | April 30, 2015 | 10 | 00 | 530000 | 8091 | Dictionaries | 96.39 | | | 96.39 |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| SubTotal: | | | | | | | 96.39 | 0.00 | 0.00 | 96.39 |
| | May 4, 2015 | 10 | 00 | 530000 | 8900 | Annual Fee | 12.00 | | | 12.00 |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| | | | 00 | | | | | | | - |
| SubTotal: | | | | | | | 12.00 | 0.00 | 0.00 | 12.00 |
| Total to be Reimbursed: | | | | | | | 1,337.21 | 0.00 | 0.00 | 1,337.21 |

| | | |
|--|--|--|
| <p>Complete this section only if reconciling Petty Cash.</p> <p>Petty Cash reconciliations are due on the first Friday of a new month, or more frequently as needed.</p> | <p>PETTY CASH Completion</p> <p>1. Enter the amount remaining in the cash box. 2. Will auto complete. Do not enter in this box. 3. Enter the original petty cash received. 4. Will auto complete. The difference should be \$0.00. If another figure appears, more reconciliation is required.</p> | <p>1. Cash on Hand: _____</p> <p>2. Total: <u>1,337.21</u></p> <p>3. Original Petty Cash Amount: _____</p> <p>4. Difference: <u>1,337.21</u></p> |
|--|--|--|



Appendix D: Receipt Examples

Page: 1 of 1

CHELSEA
Hotel
TORONTO

33 Gerrard Street West, Toronto, Ontario M5G 1Z4
Tel: 416-595-1975 Fax: 416-581-8934

Ms **KATHLEEN JOHNSON**
Canada

Room: 0968
Folio: 516
Cashier: 516
Arrival: 04/12/15
Departure: 04/15/15
Reference:
Booking Ref. #:

| Date | Description | Additional Information | Charges | Credits |
|--------------------|-------------------------------------|------------------------|---------|---------|
| 04/12/15 | Room Charge | | 156.00 | |
| 04/12/15 | Room - HST 13% | | 20.28 | |
| 04/12/15 | DMP - Destination Marketing Program | | 4.14 | |
| 04/12/15 | DMP HST | | 0.54 | |
| 04/13/15 | Room Charge | | 156.00 | |
| 04/13/15 | Room - HST 13% | | 20.28 | |
| 04/13/15 | DMP - Destination Marketing Program | | 4.14 | |
| 04/13/15 | DMP HST | | 0.54 | |
| 04/14/15 | Room Charge | | 156.00 | |
| 04/14/15 | Room - HST 13% | | 20.28 | |
| 04/14/15 | DMP - Destination Marketing Program | | 4.14 | |
| 04/14/15 | DMP HST | | 0.54 | |
| 04/15/15 | Visa | XXXXXXXXXXXX0432 XX/XX | | 542.88 |
| Total | | | 542.88 | 542.88 |
| Balance Due | | | 0.00 | CDN |

| HST Summary | |
|------------------|--------------|
| Registration No: | 887925881 |
| Room | 62.46 |
| F&B | 0.00 |
| Other | 0.00 |
| Total | 62.46 |

②

YELLOW CAB CO LTD
1441 CLARK DR V5L3K9
VANCOUVER BC
21150659

**** **PURCHASE** ****

04-15-2015 08:58:19
Acct # 4000 C
Exp Date Card Type VI
Name: KATHLEEN JOHNSON
A0000000031010 VISA

Trace # 630005
M21150659212
Inv. # 1
Auth # 045943 RRN 001105005

Purchase \$20.40
Tip \$5.00
Total \$33.40

(00) APPROVED-THANK YOU

Retain this copy for your records
Customer copy

③

ROYAL TAXI
100-620 WILSON AVE.
416-777-9222 ON
CAB-1378

Term Id: PS472751
Invoice #: 717
VISA PURCHASE
App Label: VISA
AID: A0000000031010
TVR: 0000000000
TSI: F800
Card #: XXXXXXXXXXXX0432

00 APPROVED 001

AMOUNT \$8.25
TIP \$2.00
NETWORK FEE \$1.75
TOTAL \$12.00

By entering a verified PIN, cardholder agrees to pay issuer such total in accordance with issuer's agreement with cardholder

Ref. #: 0010015680
Entry Method: C
Auth. #: 020571
Date: 2015/04/14 Time: 11:56P

*****CUSTOMER COPY*****

④

BECK TAXI
1 CREDIT UNION DR
Toronto ON M4A 2S6
www.becktaxi.com
(416)751-5555

SALE

AID: 5043967
TID: A3843967 REF#: 00000000
Phone #: 727 SPO: 2270000000
04/12/15 15:41:10
CVC: Y

APPR CODE: 034038
VISA
XXXXXXXXXXXX0432C

AMOUNT \$25.00
TAX \$3.75
TOTAL \$28.75

00 - APPROVED - 001

VISA
AID: A0000000031010
TVR: 00 00 00 80 00
TSI: F8 00

Thank You for Choosing
Beck Taxi
3 Ways to Order
PHONE-WEB-APP

MS
CAB 1743

CUSTOMER COPY

⑤

RECEIPT

License Plate Number
359PHT
Expiration Date/Time
11:59 PM
APR 21, 2015

Purchase Date/Time: 08:18am Apr 21, 2015
Total Due: \$14.00 Rate: \$14 Unit: 12AM
Total Paid: \$14.00 Payment Type: Card
Ticket #: 00000363
SW #: 6201447000
Setting: Rose Garden Parkade
Mach Name: 0008

*****680, Visa Auth #: 072208



VINCI Park
THE RISE
RECEIPT C4

IN: 25/04/15 18:14
PAY: 25/04/15 19:24
PARK-DUR.: HRS:MIN
0:01:10

PARKING FEE \$ 6.00
VAL \$ 0.00
PAID: \$ 6.00

VISA
XXXXXXXXXXXX5609
REF. 27

* YOU *
* HAVE ONLY *
* 15 MINUTES *
* TO EXIT *
* THE PARKADE *

GST /PST INCLUDED
GST 12099-6095
RT005

PURCHASE
BC Ferries
2015/04/23
Tsawwassen
Swartz Bay
AUTH ONLY
20' Undersize Vehi 53.25
1 Adult 16.25
Total 69.50
Vise 69.50
*****5609(8)
005/01-66223134
0015990040
Approved: 051316 0.00
CHANGE DUE
LANE 36
TSA 23 APR 2015 09:04
1007123 964799
97761
SEE REVERSE SIDE OF TICKET

ENTERPRISE HST#889365821, 1696 WEST 1ST AVENUE, VANCOUVER, BC V6J1G1 (604) 742-1722
RENTAL AGREEMENT REF# 930848 12M8GT
RENTER JOHNSON, KATHLEEN
DATE & TIME OUT 01/05/2015 12:22 PM
DATE & TIME IN 03/05/2015 11:56 AM
BILLING CYCLE 24-HOUR
VEH #1 2014 CHRY TC TOUR
VIN# 2C4RC1BG2ER284582
LIC# K54276
KM DRIVEN 35
SUMMARY OF CHARGES
Charge Description Date Quantity Per Rate Total
TIME & DISTANCE 01/05 - 03/05 2 DAY \$59.99 \$119.98
REFUELING CHARGE 01/05 - 03/05 \$0.00
Subtotal: \$119.98
Taxes & Surcharges
GOODS & SERVICES TAX 01/05 - 03/05 5% \$6.24
PASSENGER VEHICLE RENTAL TAX 01/05 - 03/05 2 DAY \$1.50 \$3.00
PROVINCIAL SALES TAX 01/05 - 03/05 7% \$8.53
VEHICLE LICENSING FEE 01/05 - 03/05 2 DAY \$0.94 \$1.88
Total Charges: \$139.63
Total Amount Due \$0.00
PAYMENT INFORMATION
AMOUNT PAID TYPE CREDIT CARD NUMBER
\$139.63 Visa xxxxxxxxxxxx4800 PENDING



DOCKSIDE BREWING COMPANY
1253 JOHNSTON ST
VANCOUVER BC

CHECK # 516011 DATE 5/01/15
TABLE # 52 TIME 8:57PM
***** DUPLICATE CHECK *****

CARD *****4800
CARD TYPE VISA
DATE 2015/05/01
TIME 0223 20:58:32
CLERK ID 926
RECEIPT NUMBER
C85021822-001-009-008-0

PURCHASE
AMOUNT \$152.61
TIP \$27.47
TOTAL \$180.08

RESTAURANT : JAKUB

| SEAT# | ITEMS ORDERED | AMOUNT |
|-------|------------------|------------|
| 2 | CHILI SQUID | 12.00 15% |
| | CHILI SQUID | 12.00 15% |
| | MUSSELS | 21.00 15% |
| | Add Fries | 2.50 15% |
| | HALIBUT | 34.00 15% |
| | STEAK SALAD | 24.00 15% |
| | TOMATO SALAD | 18.00 15% |
| | STEAK SALAD | 24.00 15% |
| | SM 7 LEAF GREENS | 8.00 15% |
| | TUNA POKE | 15.00 15% |
| | Add Fries | 2.50 15% |
| | | 15% -25.66 |
| | SUBTOTAL | 145.34 |
| | GST | 7.27 |
| | | 152.61 |
| | TOTAL | 152.61 |

APPROVED
AUTH# 050477 01-027
THANK YOU

CARDHOLDER COPY

IMPORTANT - RETAIN THIS
COPY FOR YOUR RECORDS

PROMOTIONS

| TYPE | AMOUNT |
|-----------|--------|
| 15% | -25.66 |
| | -25.66 |
| TOTAL CHK | 171.00 |
| PROMO | -25.66 |
| SUBTOTAL | 145.34 |
| GST | 7.27 |
| TOTAL DUE | 152.61 |

OF GUESTS 1

THANK YOU FOR CHOOSING
THE DOCKSIDE BREWING COMPANY
* Restaurant * Bar * Lounge * Patio *
Phone# 604-685-7070
follow us on Twitter @eatDockside
GST# 87864 6611 RT0001

Michael Clifford
Kathleen Johnson
+ 2
Finance Mtg

This means 4
people attended.
Two ECU
employees and two
non-employees.

Describe the type
of meeting.

Must identify all persons at meal.
Alcohol is not reimbursable.

Indicate the purpose of the meeting.

These examples show that both
receipts must be submitted before it
can be reimbursed. Submitting only
one receipt does not give enough
information for proper GST/PST
calculation or tip.

The Ramen Butcher
223 East Georgia St.
Vancouver, BC
Ph: (604)-806-4646
HST# 80926 9111 RT0001

CARD *****8888
CARD TYPE VISA
DATE 2015/04/30
TIME 0003 19:27:35
RECEIPT NUMBER
C82013603-001-001-386-0

PURCHASE
AMOUNT \$23.00
TIP \$4.60
TOTAL \$27.60

10095 staff

Check: 1235 Guests: 2
Table: 20-1
30-04-2015 06:52PM

| | | |
|---|--------------|---------|
| 2 | Classic LEAN | 17.90 |
| 2 | SIDE Moyashi | 1.00 |
| 2 | SIDE Ajitama | 2.00 |
| 2 | SIDE Wakame | 1.00 |
| | SUBTOTAL | 21.90 |
| | 21.90 5% GST | 1.10 |
| | TOTAL DUE | \$23.00 |
| | | 0.00 |

Thanks for Joining Us!

Kathleen Johnson
+ 1

Purchasing Mtg

APPROVED
AUTH# 021460 01-027
THANK YOU

CARDHOLDER COPY

IMPORTANT - RETAIN THIS
COPY FOR YOUR RECORDS

Till receipts must show method of payment.

TRANSACTION RECORD-
DRESSEY SUPPLY LTD
337 HASTINGS ST W V6B1K6
VANCOUVER BC
21102900
1111 PURCHASE 1111
04-22-2016 14:51:36
Acct # 3661 C
Account Chequing Card Type CP
A0000002771910 INTERAC
Trace # 760072
FS2110396006
Inv. # 21752
Auth # 086129 RKN 00179069
Total \$14.63
(00) APPROVED-THANK YOU
Retain this copy for your
records
Customer copy
DRESSEY
YOUR SELECTION STORE
FABRIC & NOTIONS
04/22/2015 2:51PM 0001
444444#6783
7 @ \$1.99
Mdse (GST) \$13.93
Subtotal \$13.93
GST, 5% \$0.70
CA/AT \$14.63
Hours:
Mon-Sat 9:00-5:15
Closed Sun & Holidays
337 West Hastings St
Vancouver, BC V6B 1K6
J5 TH 10148843

(13)

Michaels
Where Creativity Happens™

MICHAELS STORE #4906 (604) 688-1940
MICHAELS STORE #4906
1022 ALBANY STREET
WYOMING, DC WA7143

** Return Barcode **

R 9641-7965-9555-6881-1111-1182-1180-7476

404 SALE 5.88 4906 0400 5/01/15

Amount Due \$1.36

APPROVED 054302
00-001 054302
M906G40/MC90640
004001001014
Invoice #: 5388
2015/05/01 12:58:46

VNR: 0000008000
TSI: F800

Customer Copy

| | | | |
|--------------------------------|-------|-----|--------|
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| NON-WOMEN TOTL BA 886946633939 | 2.00 | 1 @ | 2.00 T |
| SUBTOTAL | 28.00 | | |
| GST R136299063 SA | 1.40 | | |
| PST 7% | 1.96 | | |
| TOTAL | 31.36 | | |

Auth # 054302

Visa #0432
8-9641-7965-9555-6881-1111-1182-1180-7476

0034-11-3881-1182-0187-746

SIGN-UP AT MICHAELS.COM OR LIKE US ON FACEBOOK TO RECEIVE SPECIAL OFFERS AND CREATIVE PROJECT IDEAS.

Text APP1 to 273282 to download Michaels Mobile App

THANK YOU FOR SHOPPING AT MICHAELS

Dear Valued Customer:

Michaels return and coupon policies are available at Michaels.com and in store at registers. Please see a store associate for more information.

14

Linked

Invoice 987503031

LinkedIn Ireland
Gardner House, Wilton Plaza, Dublin 2, Ireland
VAT: IE9740425F

Billed To: KATHLEEN JOHNSON
1399 Johnston St.
Vancouver, BC V6H 3R9
Canada
604-644-3800

Date: 4/18/2015
Invoice Total: CAD 59.49
Payment: Visa
Method: *****8475
Receipt #: 413691561

| Item | Description | Quantity | Rate | Price |
|------|--|----------|------|-----------|
| 1 | LinkedIn Ads advertisement: Interaction Design 2014 - Job | | - | CAD 42.50 |
| 2 | LinkedIn Ads advertisement: Interaction Design 2014 - Skills | | - | CAD 16.99 |

Total Purchases:

Invoice Total:

Payment:

Balance:

CAD 59.49

CAD 59.49

(CAD 59.49)

CAD 0.00



Remit: Pulpfiction Books
2422 Main Street
Vancouver, BC
V5T 3E2
Ph:604.876.4311 Fx:n/a pulpbook@gmail.com

Fr: Pulpfiction Books
2422 Main Street
Vancouver, BC
V5T 3E2

15

| Account# | Cust PO# | Inv# | Date | Pg | ShipAcct# | Cust PO# | Inv# | Date |
|----------|----------|--------|-----------|----|-----------|----------|--------|-----------|
| 11208 | | 102273 | APR 30-15 | 1 | 11208 | | 102273 | APR 30-15 |

Bill to:
E Carr U Continuing Studies
#276 ECU Campus
Granville Island

Ship to:
E Carr U Continuing Studies
#276 ECU Campus
Granville Island

| ISBN | Qty | Description | Price % | Net | Total PO# |
|----------------------|-----|-------------------------|-------------|------------------|-----------|
| 9780198614371 | 12 | Oxford Dictionary of Cu | 7.65 | 7.65 | 91.80 |
| Total (12 items) --> | | | 91.80 gross | 91.80 SubTotal | |
| GST 871042826 | | | | 4.59 Tax GST | |
| | | | | 96.39 Total***** | |
| | | | | 96.39 ccl | |

PAID IN FULL!
Thanks!!

PULPFICTION
2422 MAIN
VANCOUVER
V5T 3E2

==TRANSACTION RECORD==
==RELEVÉ DE TRANSACTION==

POS91944069 RETLR15586102
PULP FICTION BOOKSTORE
2422 MAIN ST
VANCOUVER BC

CARD/CARTE: VISA
NO. **** * 0475
SEQ.: 027 BATCH/LOT: 245
2015/04/28 15:48 T81

PURCHASE/ACHAT \$96.39
AUTHOR./AUTOR.: 045281

OO APPROVED - THANK YOU

Keep this copy for
your records.

Pulpfiction Books
2422 Main Street
604 876 4311

#067962 04/28/2015 3:45:18PM
01 CLERK01 000000

12@ 7.65 \$91.80
DEPT. 27 \$91.80
VNSE ST \$4.59
TAXI

ITEMS 12@ \$96.39
CASH

GST871042826
Special orders 30% off cover
price every day!

| Ship via | TQty | Crtns | Date | Per | Terms | Total: |
|----------|------|-------|------|-----|-------|------------------|
| | 12 | | | | | 96.39 |
| | | | | | | Balance Due 0.00 |

Clrk A 00

*** INVOICE ***



Appendix E: Declaration of Missing Receipt Example

DECLARATION OF MISSING RECEIPT

Original receipts are required for reimbursement of all expenses with the exception of per diems and gratuitous accommodation.

If all measures to obtain a required missing receipt have been exhausted, this Declaration of Missing Receipt should be completed by the person who incurred the expense. Authorized signing authority is only required when indicated below. If no authorized signing authority is required, this Declaration needs only to be signed by the person who incurred the expense.

Neither credit card statements nor credit card slips are acceptable substitutes for original itemized receipts. In instances where an original receipt is photocopied, has not been issued, or has been lost, submit:

1. the credit card statement or credit card slip together with
2. the missing receipt declaration form

Complete one form per missing receipt. This form is not meant to replace obtaining receipts.

| Signing Authorities for Declaration of Missing Receipt | |
|--|---|
| Receipts under \$15.00 | Receipts over \$15.00 |
| Signed by claimant only | Signed by claimant |
| | Signed by your department Signing Authority |

PLEASE TYPE OR PRINT LEGIBLY AND COMPLETE ALL AREAS OF THE FORM.

Refer to 7.1 and 7.1.1 Expense and Travel Policy and Procedures. Form instructions on reverse.

| | | |
|---|--|--|
| 1. Receipt Information | | |
| I am missing a receipt for: | | |
| I incurred this expense at: | | |
| Date of incurred expense: | | |
| Amount of incurred expense: | \$ | |
| Was GST paid: | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Was PST paid: | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Describe Transaction's Business Purpose | | |
| | | |
| 3. The Form of Payment I Used (check one) | | |
| <input type="checkbox"/> Cash | <input type="checkbox"/> Personal Cheque | <input type="checkbox"/> Personal Visa |
| <input type="checkbox"/> Personal MasterCard | <input type="checkbox"/> University Visa | <input type="checkbox"/> Other (explain) |
| 4. The Receipt Was | | |
| <input type="checkbox"/> Lost | <input type="checkbox"/> Never Received | <input type="checkbox"/> Other (explain) |
| 5. GL Account Code | | |
| Charge to this GL Account Code: | | |
| 6. Authorization | | |
| I understand that a Declaration of Missing Receipt may not be completed on a routine basis and that overuse may revoke the privilege of providing a Declaration in lieu of a receipt. I certify that the amount shown is the amount actually paid, that I have not and will not submit a duplicate claim, and that I have not and will not seek a claim for these expenses from any other source. I understand that violation of this policy may result in disciplinary action. | | |
| Claimant's Signature: | Name: | Date: |
| Authorized Signature: | Name: | Date: |