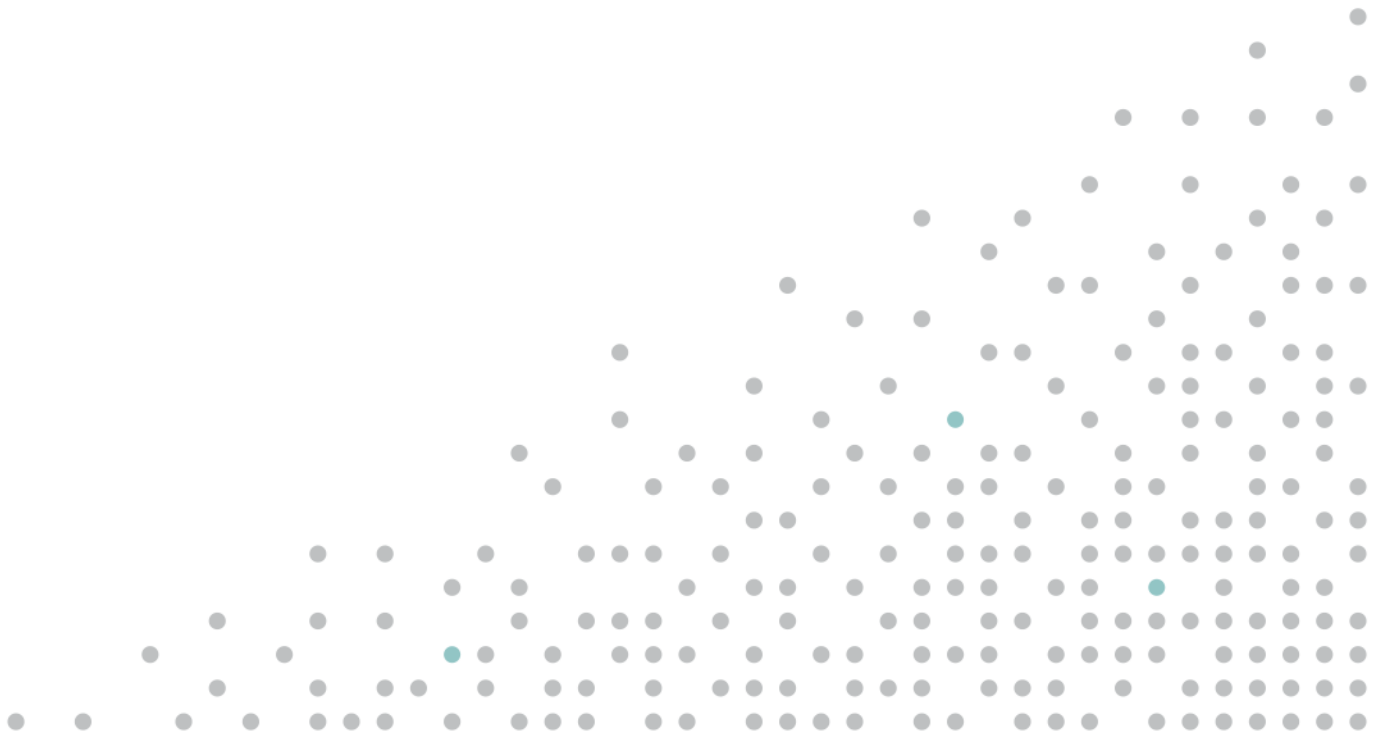




Australian Government
Department of Finance



**Payment terms for Australian Government
Travel Arrangements – card services**
Resource Management Guide No. 418

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Audience

This guide applies to officials of:

- all non-corporate Commonwealth entities; and
- corporate Commonwealth entities using the Travel and Related Card Services Arrangement through participation in the Whole of Australian Government (WoAG) Travel Arrangements.

Key points

This guide:

- sets out the payment terms for entities using the Travel and Related Card Services Arrangement established as part of the WoAG Travel Arrangements
- reflects contractual arrangements that commenced from 2 July 2012
- replaces Resource Management Guide No. 418: Payment Terms for Australian Government Travel Arrangements — Card Services (July 2014).

Resources

This guide is available on the Department of Finance website at: www.finance.gov.au.

For any queries, please contact WoAG Travel at: woagtravel@finance.gov.au.

Other relevant publications include:

- Resource Management Guide No. 404: Official Domestic Air Travel – Use of the lowest practical fare
- Resource Management Guide No. 405: Official International Travel – Use of the best fare of the day
- Commonwealth Procurement Rules 2014.

Part 1 – Policy

1. A Diners Club Corporate Travel Service account (virtual account) or Diners Club card in hand must be used for the payment of all airfares, accommodation and rental cars booked through the WoAG Travel Arrangements.

Part 2 – Guidance

2. Diners Club Australia (Diners Club) is the card services provider for the WoAG Travel Arrangements under a Deed entered into with Finance on 4 June 2012 (the Deed).
3. Each entity must enter into an Agency Card Arrangement with Diners Club that is consistent with the Deed.

Payment Terms

4. The Deed requires entities to pay their account balance within seven days after receiving their monthly Agency Statement of Account from Diners Club. The Agency Statement of Account aggregates the amounts payable for the Individual Cardholder Statements of that entity.
5. Payment must be made by entities through electronic funds transfer (either direct debit or direct credit) as set out in their Agency Card Arrangement. The preference is for direct debit, which is a more efficient funds transfer process.
6. In accordance with the Deed, the greater of \$30.00 or 3% will be charged by Diners Club on any amount still unpaid eight days after the entity has received its monthly Agency Statement of Account.
7. Transactions disputed by an entity will not alter the due date for payment of the Agency Statement of Account.

Disputed transactions

8. If an entity disputes a transaction on a monthly Agency Statement of Account:
 - where the entity has already paid the amount of the disputed transaction, Diners Club will credit the entity with the full amount of the disputed transaction on the next Individual Cardholder Statement and Agency Statement of Account; or
 - where the entity has not already paid the amount of the disputed transaction, Diners Club will reduce the relevant Individual Cardholder Statement and Agency Statement of Account for that entity by the full amount of the disputed transaction.
9. If, following resolution of the disputed transaction, it is determined that the transaction is payable in full or in part by the entity, then the amount of the disputed transaction payable by the entity will be included on the next Individual Cardholder Statement and Agency Statement of Account.