



**Wells Fargo Bank WellsOne
Commercial Card Program**

REED COLLEGE

**Policy and Procedures Manual
Date: 1/24/22**

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Introduction

Welcome to the Reed College and WellsOne Commercial Card Program!

The purpose of the WellsOne Commercial Card Program is to streamline and simplify the purchasing and payment process for Reed College transactions by providing VISA Purchasing Cards (P-Cards) to employees for use in making small purchases and for travel and entertainment expenses. The goal of the Program is to:

- Simplify the reimbursement process
- Reduce the use of purchase orders for small purchases
- Reduce/eliminate out of pocket expenses
- Allow cardholders to reconcile their own activity online
- Eliminate late fees on unpaid balances

This manual will provide you with the particulars of the Program, including general guidelines, reconciliation and record keeping procedures, and customer service information. It is important to read the following information carefully, as you will be responsible for adhering to the company-established policy and procedures.

As with any new process, it is difficult to anticipate every question or issue that may arise. The pilot phase is intended to surface procedures, issues or hurdles that may be encountered in using the Card. The feedback will give us an opportunity to refine our policies and procedures.

If you have any additional questions, please contact your Purchasing Card Administrators:

Irene Lyczko, Accounts Payable

503-788-6633

Dan Lien, Assistant Controller

503-777-7507

General Guidelines

Card Issuance:

As a cardholder, you will be asked to complete a cardholder agreement. By signing the agreement, you have agreed to adhere to the guidelines established in this manual. **Most importantly, you are the only person entitled to use the card and the card is not to be used for personal use.** As each P-Card is linked to a specific department number and individual employee, the card cannot be transferred from one employee to another. If you are moving to another department contact your P-Card Administrator for the necessary changes. You should be able to keep your card.

Upon receipt of your WellsOne Commercial Card, you will need to activate the account by calling the toll-free number printed on the card. For verification purposes, you will be asked to provide the last four digits of your Reed ID Number. Although the card will be issued in your name, **your personal credit history will not affect your ability to obtain a card.** The Reed College Business Office is responsible for payment of all purchases.

Account Maintenance:

If there's a need to change any information regarding your account, such as your email address or expense accounting code, please complete the Account Maintenance Form (please email lyczko@reed.edu for this form and forward to your P-Card Administrator (currently Irene Lyczko).

Card Usage:

The WellsOne Commercial Card can be used at any merchant that accepts Visa, except as Reed College otherwise directs. It may be used for in-store purchases as well as phone, fax or mail orders. There is no special terminal or equipment needed by the merchant to process a P-Card transaction.

When using the WellsOne Commercial Card with merchants, **please emphasize that an invoice not be sent to Accounts Payable as this may result in a duplicate payment.** For phone, fax and mail orders, please instruct the merchant to send a receipt/packing list only. The receipt/packing list should indicate paid by credit card, have your name listed in any "ship to" fields and then send the receipt/packing list to Program Administrator with your receipts in the receipt envelope provided.

Vendors Not Accepting Visa:

Not all of your suppliers will accept Visa. However, as P-Card programs become more and more popular, vendors will want to accommodate their customers by accepting Visa as a method of payment. If you have a vendor who does not accept Visa, please contact your P-Card Administrator. Your administrator will work with Wells Fargo Bank to communicate our desire, and the benefits, of accepting Visa. Alternatively, you may advise the vendor to contact its local bank for details of becoming a Visa member. It will be to our benefit, and the success of the program, if as many suppliers as possible are Visa merchants.

Limitations and Restrictions:

Your Manager has assigned a credit limit to your card. There may also be a single transaction limit placed on your card, which means your card will be declined if you attempt to purchase more than this set amount at one time. Do not split a purchase to avoid the single transaction limit. If you believe the single transaction limit will inhibit optimum usage of the Program, please discuss this with your Manager.

In addition to the single transaction limit, every cardholder has a total monthly dollar limit assigned to his/her account. As limitations vary by cardholder, please discuss the limit with your Manager. If you believe your monthly limit to be insufficient for your requirements, please contact your P-Card Administrator to discuss having your limit(s) increased.

The WellsOne Commercial Card Program also allows for Merchant Category blocking. If a particular Merchant Category is blocked (e.g., jewelry stores), and you attempt to use your card at such a merchant, your purchase will be declined. Management has made an effort to ensure that the vendors/suppliers used during the normal course of business are not restricted. If your card is refused at a merchant where you believe it should have been accepted, you should call Wells Fargo Bank Purchasing Card Customer Service at 1-800-932-0036 to determine the reason for refusal. Also call Irene Lyczko at 503-788-6633.

Automated customer service assistance is available 24 hours/day, 7 days/week:

1-800-932-0036

Depending on the result of your inquiry, you may want to discuss the issue further with your Manager. He/she is empowered to advise the P-Card Administrator to modify the restrictions on your use of the P-Card.

IMPORTANT: All requests for changes in limitations and restrictions must be made through your P-Card Administrator. Wells Fargo Bank will change existing cardholder restrictions only after a written request is received from the P-Card Administrator.

Lost or Stolen Cards:

You are responsible for the security of your card and any purchases made on your account. If you believe you have lost your card or that it has been stolen, immediately report this information to Wells Fargo Bank Customer Service at 1-800-932-0036. Immediately after reporting to Customer Service, you must inform your P-Card Administrator. It is extremely important to act promptly in the event of a lost or stolen card to avoid company liability for fraudulent transactions.

As with a personal charge card, you will no longer be able to use the account number after notifying the bank. A new card should be issued *within* 48 hours of notice to Wells Fargo Bank.

Authorized Purchases

The WellsOne Commercial Card Program is intended for maintenance, repair, operating and other low value purchases needed during the course of business. These purchases may include:

- Office supplies and forms
- Books and subscriptions
- Computer supplies, e.g., software
- Daytimers and calendars
- Professional membership dues
- Congratulatory or sympathy flowers
- Catering
- Banquet or golf expenses
- Travel and Entertainment
- Miscellaneous items

Unauthorized Purchases/Vendors

- Items for personal use
- Country club memberships
- Cash withdrawals
- Recreational vehicles (boats, RV's, motorcycles, etc.)
- Direct marketing

As with any company purchase, the card is not to be used for any product, service or with any merchant considered to be inappropriate for Reed College funds. Failure to comply with the above guidelines for authorized purchases under the Wells Fargo Bank WellsOne Commercial Card Program may result in disciplinary action, cancellation of your card privileges, and possible termination of employment.

Reconciliation and Payment

Unlike personal credit cards, the WellsOne Commercial Card Program is handled as corporate liability. Your personal credit history has not been taken into account when a card has been issued in your name.

The Accounts Payable Department is responsible for paying the Program invoice each month. You are not responsible for direct payment under your account.

It is your responsibility, immediately upon receipt of your email from the Commercial Card Expense Reporting (CCER) system, to sign on and reconcile your statement online. Place a check mark in each "Receipt Attached" box indicating you are submitting a receipt

for each purchase and verify that all expense coding is correct. You are also required to add a description of the item or service purchases. You may also assign a Purchase Order number or and Invoice number in the custom fields provided. When you have ensured that everything is in order, select the 'Review Complete' button at the bottom of the screen. Then, sign and forward your receipts in the envelope provided to your Approver for review.

You will have an allotted number of days to review, make any necessary coding changes, and 'sign off' on your statement. After this time expires your statement is forwarded to your P-Card approver. Your P-Card Approver receives a copy of your statement electronically as well, and has a predetermined amount of time to review and approve it. Your P-Card balance is replenished once per month on the 16th.

You are responsible for the following:

- Retaining all receipts for items purchased with your P-Card
- Put a business purpose in the description box on the statement
- Sending all receipts to your approver after you have reconciled your statement
- Ensuring all transactions posted are legitimate purchases made by yourself on behalf of Reed College

Remember! Use one receipt envelope per cardholder. Please do not mix cardholder receipts.

Receipt Retention:

It is a requirement of the program that you keep all receipts for goods and services purchased. For orders placed via phone, fax, email, or mail, you must request a receipt, detailing merchandise price, sales/use tax, freight, etc. be included with the goods mailed/shipped. It is recommended you request the receipt be emailed to you, prior to the goods being shipped, to ensure you have a receipt for statement reconciliation. (Note: a merchant should not reject this request, as it is a Visa policy). It is extremely important to request and retain purchase receipts, as this is the only original documentation.

Disputed or Fraudulent Charges:

If there is a discrepancy on your statement, it is imperative that the issue is addressed immediately! Depending on the type of discrepancy, you will need to contact either the merchant or your Program Administrator to resolve the disputed transaction.

If you believe the merchant has charged you incorrectly or there is an outstanding quality or service issue, you must first contact the merchant and try to resolve the error or problem. If you are able to resolve the matter directly with the merchant, and the error involved an overcharge, a credit adjustment from the merchant should be requested and will appear on your next statement.

If the merchant disagrees that an adjustment is necessary, immediately contact your Program Administrator who will work with Wells Fargo to resolve the dispute. Wells Fargo Bank will request complete details of the dispute in writing in order to research the item in question. The details of the disputed transaction should be reported on the Wells Fargo Bank Dispute Form (email lyczko@reed.edu for this form) or on the dispute screen available in CCER.

Wells Fargo Bank must receive any charge dispute within 60 days of the transaction date. While pending resolution, Wells Fargo Bank will credit Reed College's account for the amount of the disputed transaction. Although Wells Fargo Bank acts as the arbitrator in any dispute, you should never assume that a dispute would be resolved in your favor.

If the dispute is not resolved to your satisfaction, and you believe the merchant has unfairly treated you, please notify the P-Card Administrator with the relevant details. If the merchant is one of our preferred vendors, we may take further action.

Any fraudulent charge, i.e., a charge appearing which was not authorized by yourself, must be reported immediately to your P-Card Administrator. Prompt reporting of any such charge will help to prevent the company from being held responsible. A Declaration of Forgery or Unauthorized Use form has been included with this package to facilitate notification of any such transactions (Appendix IV).

Sales and Use Tax

Merchants are required by tax authorities to include the applicable sales or use tax at the time of purchase. The amount of tax is dependent on a variety of factors including the state, country and city where the goods are purchased.

All merchandise not purchased for resale or not specifically exempt should include the applicable sales tax.

If your purchases are usually tax-exempt, you will be required to provide merchants with the necessary forms for non-taxable goods or services

Common Questions and Concerns

- **Why did Reed College decide to participate in a P-Card Program?**

Like most companies today, we are exploring ways to streamline processes and reduce costs. Frequently the expenses incurred to process a small dollar purchase can run as high as the price of the item itself.

With a P-Card, many of the typical purchasing steps should be eliminated including, generating a requisition, preparing a purchase order, matching a packing slip to a purchase order, creating an invoice voucher, sending it to the department for approval and returning it to the Business Office for payment.

- **What is the procedure when I pay for something with my P-Card?**

Essentially, the process is the same as when using your personal credit card. You must always ask for a receipt for your records, particularly for phone, fax and mail orders.

- **Are there any restrictions associated with the use of my Card?**

Yes, in addition to Reed College's policy stating the type of products you can buy, other controls and limits *may* be placed on your card including:

- A monthly dollar limit
- A "per transaction" dollar limit
- "Blocked" merchant categories

Please contact your P-Card Administrator for your specific restrictions.

- **How will I know if I have exceeded my monthly limit?**

You may consider maintaining a log of your purchases to keep a running total of your expenditures. Once you have reached your limit within a given month, your card will not be accepted for additional purchases. To determine your outstanding balance at any given time, you may call the toll-free Wells Fargo Bank Customer Service number on the back of your card.

- **What should I do if a supplier does not accept the Wells Fargo Bank P-Card?**

Please contact your P-Card Administrator and provide him/her with the supplier's name, address and phone number. If the item(s) you are purchasing cannot be purchased elsewhere with your P-Card, purchase the item using your personal cash out of pocket and submit for reimbursement on your next P-Card Statement.

- **How will I know if Reed College is getting billed correctly for the purchases I have made?**

You will receive a monthly cardholder activity statement online listing all the purchases made and credits received in the previous month. This statement is for your review only and allows you to reconcile your purchases. You must review the statement in a timely manner, as any disputed or fraudulent transactions must be reported to Wells Fargo Bank in a timely manner.

- **How will my monthly P-Card bills be paid?**

You are NOT responsible for the payment of your P-Card bills. The monthly statement you receive is for your review only. Accounts Payable will make one payment to Wells Fargo Bank covering P-Card expenses for all Reed College employees using the card.

- **Who may I talk to if I have questions?**

Our current P-Card Administrators are Irene Lyczko and Dan Lien. The P-Card Administrator should be contacted for any questions you have regarding limits, usage and other issues.

Only the P-Card Administrator has the authority to change any existing information or restrictions to a cardholder's account.

- **What should I do if I have a problem associated with something I bought with my P-Card?**

Please refer to the "Disputed or Fraudulent Charges" section of this guide for complete details. It is extremely important that you address these items immediately.

- **Once I receive the card, can I begin using it immediately?**

Once you receive your card, you will be instructed to call Wells Fargo Bank's toll-free number and provide certain information (e.g., Reed ID number or other meaningful data) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

- **What should I do if my card is lost or stolen?**

It is extremely important to call Wells Fargo Bank's Customer Service toll-free number (1-800-932-0036) immediately in the event your card is lost or stolen. You must also notify your P-Card Administrator.

Each P-Card will be embossed with the individual employee's name. The employee is responsible for the proper use of his/her card. ***At no time should another individual utilize your P-Card.***

- **Can the P-Card be used out the United States?**

Yes, the Wells Fargo Bank P-Card is accepted worldwide. Purchases can be made in any currency and billed in U.S. Dollars. The currency, as well as the foreign exchange rate utilized, is stated for each transaction on your statement.

- **What should I do if I need to change my monthly or single purchase limits?**

Please contact your P-Card Administrator.

