University Card Program Manual

Last Revision: July 20, 2018

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Contacts for Assistance

Wells Fargo

Customer Service: **1.800.932.0036**
This number should be used for all customer service inquiries; reporting lost or stolen cards, disputing a transaction, and to report fraud.

Card Administrators

Erika Brown, University Credit Card (PCard) Administrator
Procurement Services
Email: brownel@wfu.edu
Phone: 336.758.5998

Procurement Services
P.O. Box 7245/ 1100 Reynolds Boulevard, Suite 100
Procurement Help Line: 336.758.8289 (uBuy)
Fax: 336.758.4823

Responsibilities:

- Establishing new cards
- Modifying cardholder credit limits
- Training and assisting cardholders with Workday

Accounting Coordinator

Ashley Jones, Accounts Payable Manager
Financial & Accounting Services
Email: jonesash@wfu.edu
Phone: (336) 758.1981
Fax: (336) 758.6163

Responsibilities:

- Auditing card transactions
- Reporting card misuse

To anonymously report card misuse or non-compliance

1.877.880.7888 (toll free), Monday through Friday from 9 am to 8 pm

This service is provided by an off-site third party. Calls will not be traced nor will there any effort to identify you. For more information on compliance, visit http://www1.wfubmc.edu/WFUHScompliance/.

Cardholder Process Overview

The following lists the steps that a cardholder will need to perform for transactions posted on the PCard.

SECTION 1
OVERVIEW OF
WAKE FOREST UNIVERSITY REYNOLDA CAMPUS
UNIVERSITY CARD PROGRAM

1.1   Introduction

The Wake Forest University Credit Card (PCard) Program is a fast, flexible alternative for processing small dollar value purchases from suppliers that accept Visa. This program is designed to delegate the authority and capability to purchase small dollar items and travel expenditures directly to the person to whom it matters most – the user.

With the completion of training and processing of the University Cardholder Application, a University Credit Card (PCard) will be issued in an employee's name with the Wake Forest University logo. **This card must be used for University business only. Wake Forest University cardholders are required to comply with all University Policies and Procedures. Please see appendix D to see a list of policies.**

The University Credit Card Program offers these benefits:

- University employees will have the ability to purchase travel and small dollar items without a purchase order.
- Departmental personnel will have fewer invoices to process and approve.
- Supplier calls regarding invoice routing and payment should decrease.
- The University directly pays the bill, so no waiting for personal reimbursements. Purchasing with the PCard is flexible and convenient, including the ability to make online purchases. Visa is widely accepted worldwide.
- Departments can capture savings by not being charged for North Carolina sales tax for PCard transactions.
- Departmental personnel will have access to online, near real time reporting.
- PCard purchases will be integrated into your Workday end user financial reports.
- Credit limits can be set based on individual needs.

1.2   Restricted Items

The PCard is intended for purchases not requiring a University Purchase Order per Wake Forest University Procurement Policy (see Appendix D).

The following items cannot be purchased with the PCard:

- Cash advances
- Legal Services
- Controlled Substances
- Radioactive Materials
- Motor Vehicles
- Tax Services
- Non- Business related items

Items purchased with grant funds must meet the restrictions of the grant.

1.3   Eligibility

The following groups are eligible to have University PCards upon authorization by their Approval Authority: Full time, part time, and temporary faculty and staff, as well as graduate students employed by the University in a professional setting.

The Manager shall approve applicant's application.

1.4   Obtaining a University Card

- Applicant completes a University PCard Application.
- PCard Administrator reviews and forwards the application to the manager of applicant for approval.
- Once approved, the PCard Administrator will email the applicant training instructions to complete the online training requirements through the Professional Development Center Online.
- Once training is completed and the cardholder agreement is received by the PCard Administrator, then approved PCard limits are implemented.
- Although the PCard is issued in an employee's name, it is the property of Wake Forest University and is only to be used for official University business as defined in this manual.

1.5   Completing an Application

The application is on the Financial Services website. Complete all items; information should be typed.

- Cardholder Name
- WFU Employee ID
- Cost Center Name (Department Name)
- Cost Center Number (Departmental Budget Code)
- Business Address – Wake Forest University PO Box for Reynolda Campus employees, street address for Graylyn employees.
- Business Telephone Number
- Business E-mail Address

1.6   Setting Up and Modifying of Cardholder Credit Limits

The single transaction limit is set in accordance with current University policies. This limit is currently set at $2,500 per transaction, excluding travel and entertainment and "Exclusions and Special Situations" outlined specifically in the University Procurement Policy, see Appendix D.

Any changes to cardholder spending profile require approval from Approval Authority. This includes removing STL, increasing STL, or increasing overall credit limit (temporary or permanent). Increase request may be submitted by using the [University PCard Modification Form.](#)

- Cardholder completes the modification form to request any limit changes. PCard Administrator will review for compliance. PCard Administrator will forward request to the manager for approval. Once approved by manager then PCard Administrator will implement limits increase per the request and approval.

1.7   Cancellation of University Credit Card

Cards should be canceled immediately when a cardholder terminates employment or no longer requires use of a PCard.

Approval Authority or their designees are responsible for notifying the PCard Administrator when a University Card should be canceled. Canceled PCards should be destroyed.

1.8   Employee Transfers

If an employee transfers to another department and requires the use of a PCard, cardholder must receive authorization from the new Approval Authority to keep the PCard. It is the responsibility of the cardholder to contact the PCard Administrator to update Approval Authority and department default account information. The PCard Administrator will contact the new Approval Authority to establish PCard spending profile for cardholder.

1.9   Card Security

The PCard must always be kept in a secure location. The individual's name that appears on the card bears the responsibility for purchases made on their card. The individual to whom the PCard is issued is the only person authorized to make purchases with that card. Fraud Protection issued by Wells Fargo requires that card numbers and Workday access is not shared. Delegates are given their own access information to Workday. If PCard Administrator receives information that a PCard has been shared or

if card number has been shared with another employee for use, PCard Administrator will immediately suspend the card. Cardholder will be contacted.

1.10 Card Renewal

Wells Fargo will automatically mail renewal cards to the cardholder prior to the expiration date on the card. Refresher training is required in order for renewal plastic to remain activated. For further information, please visit finance.wfu.edu.

1.11 Lost, Misplaced or Stolen Cards

Immediately upon realizing that a PCard has been lost, misplaced or stolen, the cardholder must:

- **Notify Wells Fargo at: 1.800.932.0036.**
  - o **PCard Administrator-Erika Brown; brownel@wfu.edu 336.758.5998**

A new piece of plastic with a new set of numbers will be assigned to cardholder.

1.12   Receipt of Material and Supplies

The cardholder is responsible for ensuring receipt of merchandise and following up with suppliers to resolve delivery problems, discrepancies or damaged merchandise.

In all cases, a receipt is required to document the purchase. If merchandise has been ordered by telephone, fax or mail order, ask the supplier to include a sales receipt in the package or email the receipt showing the payment. Either method must itemize the items purchased and amount paid.

1.13 Resolving Errors, Disputes, Returns and Credits

The cardholder is responsible for resolving any problems with suppliers concerning erroneous charges, disputed items or returned merchandise as soon as a problem is discovered. Disputed items can result from failure to receive merchandise charged, fraud, misuse, altered charges, defective merchandise, incorrect amount being charged, duplicate charges or shipments, etc.

The cardholder must first contact the supplier to resolve any of these issues. (Most problems can be resolved in this manner.) If the cardholder is unable to reach a suitable agreement with the supplier, the cardholder should immediately begin the dispute process by contacting PCard Administrator at 336.758.8289 (uBuy) option 2.

- Employees must have return credits processed to the PCard; employees are not allowed to accept cash when returning an item.

1.14 Electronic Transaction Processing

- Workday is the online application used to verify and edit transactions. Users can update or correct the default accounting information tied to each transaction.
- Individual cardholders, delegates and Approval Authorities have access to Workday to view and edit transactions.
- Wells Fargo pays suppliers within 72 hours of transaction postings.
- Users can view transactions in Workday as soon as they are submitted by the supplier, posted by Wells Fargo, and uploaded in Workday.
- Users review and make necessary edits to posted transactions.
- Wake Forest University must pay Wells Fargo for **all** transactions; returns and disputes are credited in a future billing cycle.
- A valid Chart, Fund, Department, and Account number is required. For some transactions, a valid Activity and/or Location is appropriate. Workday will default this information into each transaction; it is the responsibility of the user to confirm that this information is correct and modify it, if necessary. Individual transactions may be split into as many 20 distributions as necessary.
- The transactions will be downloaded into the General Ledger on a monthly basis.

1.15 North Carolina Sales Tax Guidelines

The University is required to pay North Carolina sales and use taxes along with federal taxes. However, the University is entitled to apply for a refund on North Carolina sales taxes when proper documentation for the taxes exists. When North Carolina sales tax is charged, the tax amount should be broken out on the original receipt. Cardholders are responsible for ensuring that the proper tax amount is broken out on the transaction in Workday. North Carolina sales taxes charged on the PCard and properly documented are not charged against a department's budget. Unlike personal reimbursements, sales taxes on items reimbursed to an individual cannot be refunded and are charged to the departmental budget.

1.16 Roles within the Credit Card Approval Process

Credit Card holder

The individual submitting their credit card statement will:

- Verify that all expenses requested to be paid by the University are valid and conform to the program requirements. Requests lacking the required documents and/or business purpose will be questioned.
- Attachments of original invoices and receipts (online or in store) to expense report.
- Attest the expenses submitted have not been previously paid on a prior statement.
- Submit all forms related to the credit card statement to Accounts Payable within the time period. (time period is define within the Business Expense Policy as submitting documentation sixty (60) days from the date that the expense was incurred or within thirty (30) days from date of return (when traveling).
- The cardholder will remain accountable for ensuring that all expenses are incurred and all requests for payment are submitted in accordance to the program requirements.
- The Cardholder can assign a delegate to update transactions in the Workday system, however the Cardholder is responsible for making sure the information is accurate and complete.

Delegate

- A cardholder may assign a delegate to be able to update and complete expense reports on behalf of the cardholder. Delegation request are submitted in Workday and are approved through the Workday Approval Workflow and Accounts Payable.
- PCard transactions are updated in the Workday.
- Delegate may complete expense reports in Workday on behalf of the cardholder.
- Delegates attest that business purpose is valid, update sales tax and attach required receipts and documentation need for the transaction.

Approver

Individuals authorized to approve credit card statements of others will be responsible for administering PCard program requirements. Authorizer/Approvers must:

- Attest that the business purpose of each expense is valid and directly related to University business.
- Request further document or explanation of expenses that appear unusual or suspect of a violation as defined by this manual.
- Review and approve expense reports in Workday on a timely basis.
- Understand that while Accounts Payable will review the credit card statement, the primary responsibility for the determination of the appropriateness of each expense rests with the individual cardholder and the individual responsible for approval and authorization.

Financial and Accounting Services/Accounts Payable

The Accounts Payable unit within Financial and Accounting Services (FAS) is responsible for reviewing credit card statements prior to payment to verify that expenses are reasonable and meet the following criteria:

- Information on the credit card statement is supported by accompanying documentation, which is both complete and in accordance with this manual.
- Expenses conform to the requirements imposed by the Internal Revenue Service (IRS) or, if applicable, sponsoring agencies.
- Expenses have been reviewed and approved by the Approver.
- Expenses have been reviewed for compliance with other applicable University Policies.

Internal Audit

University Internal Audit personnel routinely examine invoices and credit card documentation to monitor compliance with University Policies and regulatory agencies.

1.17 Receipt Approval and Submission to Accounts Payable

Every month, each cardholder will receive an email stating that the month has ended. Each cardholder is then responsible for compiling all the receipts and other documentation for their purchases to be attached to the transaction in Workday. This includes updating NC sales tax, entering a business purpose and verifying that the accounting information defaulted in Workday is correct.

Receipts should be individually attached to each transaction in Workday. Expense Reports should be submitted monthly by cardholder and approved timely by the approver.

If you will be traveling for a period of time that will cause delays you **must** request an extension from the Accounts Payable Manager prior to your trip. Failure to inform the Accounts Payable Manager and gain approval will be considered card misuse; please see the next section for more information on card misuse.

1.18 Misuse of the Card

The following situations are examples of "misuse" of the PCard:

- Allowing someone else to use your PCard or giving your card number to another individual to use.
- Personal (non-university related) purchases.
- Use of your card if your approval authority has changed and you have not notified the PCard Administrator.
- Use of the PCard by a terminated employee.
- Splitting a transaction to avoid requirements of issuing a University Purchase Order.
- Failure to provide appropriate documentation according to related University policies and procedures.
- Going over the single item limit of $2,500 for non-travel related purchases or items not identified in the Purchasing Policy "Exclusions and Special Situations". (see Appendix D).
- Failure to update Workday with appropriate information (business purpose, sales tax-when applicable and account code information) by appropriate due date.
- Failure to turn in monthly statement and supporting documentation by appropriate due date.

Each occurrence of misuse is called a *violation.*

- o Violations are recorded for each cardholder on a monthly basis.
- o Procurement Services and Accounts Payable are always willing to assist cardholders with questions; our goal is to instruct on correct procedures to prevent further misuse.
- o If a cardholder continuously violates the University policies and procedures supporting the PCard program and shows no response to verbal or written instruction, immediate action will be taken.

Consequences of Misuse:

- o ***Failure to update Workday and submit required documentation without notifying PCard Administrator or Accounts Payable in advance will result in temporary PCard suspension*** until expense report is submitted. Cardholder will be notified of suspension and at that time, must provide date that expense report will be completed. PCard will be reactivated when cardholder completes necessary tasks as outlined in email. If cardholder fails to respond to deadlines or additional request for information cardholder and approval authority will be notified of further action.

  Further action may include adding transaction dollar amount as taxable income to cardholder.

- o ***Allowing someone else to use your PCard will result in immediate suspension of the card. A new piece of plastic will be issued and this action will be documented as cardholder misuse.***

  - ▪ ***Do not hand your card to another individual to use***
  - ▪ ***Do not leave your card in an unsecure drawer or cabinet***

  - o While letting someone else use your card does not always result in fraudulent activity, sharing your card number involves risk to you as an individual as well as the University.

    - ▪ If unauthorized charges appear on your card, the bank will require a process to be completed that may include termination of a University employee.

For all other violations:

1. Email will be sent to cardholder. At that time, cardholder must respond and work to correct violation as outlined in email.
2. If cardholder fails to respond, an email will then be sent to cardholder and approval authority.
3. Card will be temporarily suspended if there is no response after the 2nd email is sent. Suspension will be lifted when cardholder completes necessary tasks as outlined in email.
   - Approval Authority will be copied on all correspondence after 1st email.

**Multiple violations may result in permanent suspension of the card and/or required re-training.

1.19 Fraudulent use of the Card

Fraudulent Use of the Card as outlined in Wake Forest University Policies is an <u>immediate suspension</u>. Cardholder will be notified of the suspension. If the fraudulent activity is confirmed PCard account will be permanently deleted and you are no longer eligible for participation in the University PCard program.

Examples of fraudulent activities:

1. Using your PCard for personal, non-University related charges if not properly identified as personal.
2. Using your PCard for transactions that are <u>personally</u> reimbursed by a third party or individual if not properly identified as reimbursable by a third party.

If fraudulent activity is suspected, PCard will be suspended immediately. Approval authority, accounts payable and payroll will be notified immediately. Internal auditors will review, investigate and confirm fraudulent activity. Other disciplinary action may be taken per University policies.

1.20 Approver Reviews

Individual expense report includes corresponding original receipts attached, detailed business purpose, and verify budgetarty information.

Reviews will include steps to ascertain that:

- PCards are used for authorized purchases related only to University business.
- Proper documentation is submitted to support PCard transactions.
  Supporting documentation and related reconciliation information is attached by the cardholder for approver to review.

Appendix A: Frequently Asked University Card Questions

- **Can I use my PCard for travel expenses over $2,500.00?**

    Yes, but if your purchase is greater than your single transaction limit, call PCard Administrator to have your limit temporarily increased as approved by Approval Authority.

- **What are other examples of items costing more than $2,500.00 that may be purchased with the credit card?**

    Allowable expenditures greater than $2,500.00 are usually items on which Procurement Services cannot obtain competitive bids or contract purchase prices. Examples include conference registrations and catering. For non-travel related purchases over $2,500.00, Procurement Services will need to send an authorization to Accounts Payable.

- **What do I do about a charge that is on my account for a purchase that I did not make?**

    If possible, contact the supplier to find out more information about the purchase to try to "jog your memory". If you cannot resolve the issue with the supplier, call the PCard Administrator. If you suspect fraudulent activity call Wells Fargo fraud department at 800.932.0036

- **What address do I use for my card when making an online purchase?**

    For Reynolda Campus employees, the address is your departmental PO Box number. For Graylyn, Wake Downtown, Charlotte, and Wake Washington employees, the address is the street address.

- **I am traveling internationally. Will I be able to use my card?**

    Yes. Call PCard Administrator to have your single transaction limits and credit card limits adjusted to cover your specific travel needs as approved by Approval Authority.

- **What is an example of an adequate business purpose?**

Bad Examples for Business Purposes	Good Example for Business Purposes
Flowers sent to employee	Flowers sent to EMPLOYEE'S NAME in hospital
Lunch	Budget lunch meeting for NAME OF DEPARTMENT
Shelter Rental	Reservation for shelter for department picnic on July 12th
Food for event	Food for PROJECT NAME
Lunch for 2 speakers and 4 staff members	Lunch for NAME of the speakers and the staff members for CERTAIN LECTURE or CERTAIN PURPOSE
Copies of flyers	Flyers for the production (NAME production)
Purchase of gifts for department or production	Purpose of gifts for NAME the people and the dollar amount for each person. Gifts are taxable to the employees (STATE REASON FOR GIFT)
Trip to Houston, Texas	Conference NAME or REASON of TRIP to PLACE ON CERTAIN DATE
ACC tournament tickets	Tournament tickets for NAME OF PEOPLE for cultivation or solicitation, etc.
Registration	Registration for NAME OF EVENT and CERTAIN DATES

- **What do I do if one of my receipts is lost/missing?**

  Please complete the missing receipt affidavit form. This will need to be signed by the cardholder and the manager.

- **I submitted a receipt, but AP is asking me for a detailed, itemized receipt. What's the difference?**

  A detailed, itemized receipt shows line item detail for all items purchased or services provided and shows any sales tax. The summary receipt generally shows only the total charge, or in the case of a restaurant charge, the total plus any gratuity.

- **Why do I need to submit a detailed receipt?**

  A detailed receipt is needed in order to break out any applicable NC sales tax, as well as to assist during the review process in substantiating the business purpose. Without the detailed receipt, further questioning is sometimes necessary by the reviewer.

- **I accidentally used my PCard for a personal purchase. What do I do?**

  Immediately reimburse the personal expense through the departmental deposit Cash Sale process in Workday by locating who the Cost Center Cash Sale Specialist is. Add the charge to an expense report and select the "personal" box on the line level. Attach a copy of the receipt that the Cost Center Cash Sale Specialist gives you.

Appendix B: Related Policies and Procedures

Reynolda Campus Procurement Policy

Accounts Payable Disbursement Policy

Meals and Entertainment Procedure

Travel Procedure