



OneCard Program Policies and Procedures Manual

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Introduction

Welcome to the Lehigh University OneCard Program. The purpose of the OneCard program is to streamline and simplify the purchasing and payment process for Lehigh University transactions via issuance of a Wells Fargo university-liability credit card (the “Card”) and/or access to the Wells Fargo Commercial Card Expense Reporting (CCER) system for reimbursement of business expenses.

The primary goals of the program are to:

- Allow travelers to charge travel expenses with a card that is widely accepted
- Reduce or eliminate the need for faculty and staff to expend personal funds when travelling
- Allow faculty and staff to document business expenses and the related accounting to Banner Finance through an online tool that is accessible anywhere in the world
- Include an on-line approval process for all expenses submitted through this system
- Allow for reimbursement of out-of-pocket expenses that could not be charged to the credit card
- Provide a means for submission and retention of related receipts
- Reimburse faculty and staff for all approved out-of-pocket expenses via direct deposit to their bank account
- Allow colleges and other organizational units to run more extensive reports to summarize travel and other expense activities within their areas.

This Manual will provide you with the particulars of the program, including general guidelines, reconciliation, record keeping and customer service information. It is important to read the following information carefully, as you will be responsible for adhering to these policies and procedures. Failure to comply with the terms of this Manual may result in either revocation of your user privileges or other corrective action, up to and including termination.

The OneCard program is also subject to all other applicable Lehigh University policies and guidelines, including the Lehigh University Travel and Business Expense Reimbursement Policy and Procedures which is available on the Controller’s Office website.

Questions?

If you have any questions concerning this Manual, please contact a OneCard Program Administrator, at 610-758-3266 or email inone@lehigh.edu.

In addition, Wells Fargo customer service is available 24 hours per day, 7 days per week, at 1-800-932-0036. The menu will offer the following options:

- Current Balance
- Available Credit
- Outstanding Authorizations
- Inquire about a Decline
- Report a Lost/Stolen Card
- Speak with a Customer Service Representative. When speaking with a Customer Service Representative, you will need to provide the last 4 digits of your Lehigh ID Number (LIN) that is found on your ID Card.

General Guidelines

Who can Participate in the Program:

Lehigh University's OneCard program, including access to the Wells Fargo CCER system, is provided to employees and certain students based upon business need. It is not an entitlement nor reflective of title or position. Non-employees and certain short-term employees are not eligible to receive a Card but, depending on authorization, may be entitled to access the CCER system in order to submit expense reimbursement requests.

Throughout this Manual, "Cardholder" policies are generally intended to refer to program participants who have received a Wells Fargo credit card as well as participants who are "Out of Pocket Only" users of the CCER system.

Card Issuance / CCER System Access :

You will be asked to complete the Lehigh University OneCard/CCER System Request Form (see Appendix I). Before you receive a Card or receive access to the CCER system, you will be required to read, agree to and sign the Lehigh University OneCard/CCER User Agreement (Appendix II). By signing the agreement, you have agreed to adhere to the policies and procedures established in this Manual.

Users of the OneCard Program have several choices in system access and may be assigned certain roles, as required to support their University responsibilities.

The OneCard access options are:

- “**Out-of-Pocket Only Users**”, can log into the CCER system to request expense reimbursements but do not receive a Wells Fargo credit card
- “**Travel-Only Cardholders**” can charge only travel expenses on their Wells Fargo card and can also request out-of-pocket reimbursements
- “**Non-Travel Cardholders**” can charge only non-travel expenses on their Wells Fargo card and can also request out-of-pocket reimbursements
- “**Travel and Non-Travel Cardholders**” can charge both types of expenses on their Wells Fargo card and can also request out-of-pocket reimbursements.

The OneCard roles are:

- “**Cardholder**” receives a Wells Fargo university-liability card and has responsibility for reviewing card activity by monthly deadlines
- “**Reconciler**” has access to the CCER system in order to perform another Cardholder’s review responsibilities (enter business purpose, correct the index/account code, scan receipts). Reconcilers cannot also serve as Approvers for the same Cardholder.
- “**Primary Approver**” is responsible for reviewing another Cardholder’s charges/reimbursement requests for compliance with University policy including appropriateness of business purpose and funding source. This person must have oversight responsibility that is senior to the Cardholder. The primary (and secondary) approvers for Sponsored Research cards will be a staff member in the Office of Research and Sponsored Programs. Likewise, the Approvers for Study Abroad cards will be staff in the Study Abroad Office.

“Secondary Approver” serves as backup to Primary Approver and may do initial review of Cardholder’s transactions with referral to Primary Approver for any questions or Cardholder follow-up.

Due to the limitations and oversight required for Sponsored Research expenditures, separate cards will be issued for charges against Sponsored Research funds. The default index for Sponsored Research cards will always be the Cardholder’s incentive fund index. Separate cards will also be issued for faculty-led Study Abroad Programs to support the unique requirements and approval process for those programs.

Please note the following items in particular:

- The individual identified on the Card is responsible for all charges made on the Card, even if they allow someone else to use the Card.
- Cardholders are expected to keep their Card in a secure location at all times.
- Purchasing items for exclusively personal use is not allowed.
- Cardholders are responsible to immediately report all lost or missing Cards to Wells Fargo at **1-800-932-0036** and also notify the OneCard Program Administrator at **610-758-3840** or email inone@lehigh.edu.

All Cardholders are required to complete OneCard training before the Card will be delivered. Please refer to the Purchasing Services website for additional information about training options.

Your Card will be activated when you receive it. However, you will need to immediately log into the CCER system, change your password to one of your own choice and enter your personal bank information.

Although the Card will be issued in your name, your personal credit history will not be affected. Lehigh University is responsible for payment of all purchases involving a valid Lehigh University business purpose.

Account Maintenance:

OneCard program participants have access within the CCER program to change direct deposit information.

If there is a need to change any other information regarding your Card account or CCER access, please complete the Lehigh University OneCard/CCER Maintenance Form (Appendix III of this document on the Purchasing Services website) and forward it to the OneCard Program Administrator. Any setup/access changes must be supported by business need.

Please note that a properly completed Maintenance Form is required in order to request any of the following changes:

- Change in your default index number or any other indexes that were specifically established for your use in CCER
- Change in Card type based upon business need
- Department change
- Change in dollar amount of transaction/monthly charge limits
- Add/remove access to cash advance and/or cash advance limits
- Change in Approver or Reconciler
- Card replacement
- Account closure

OneCard / CCER System Use

Card Use:

The Card can be used at any merchant that accepts Visa, except as Lehigh University otherwise directs. It may be used for in-store purchases as well as phone, fax, internet or mail orders. There is no special terminal or equipment needed by the merchant to process a transaction. The Card cannot be used to draw cash from ATM machines except by pre-authorized individuals. Please consult the Travel and Business Expense Policy for additional information about allowable travel and business expenses.

When using the Card with merchants, please emphasize that an invoice not be sent to Accounts Payable as this may result in a duplicate payment. For phone, faxes and mail orders, please instruct the merchant to send all paperwork to you, the Cardholder. List/enter your name in any "ship to" fields to ensure that the product is delivered to the appropriate location.

Please be aware of appearances. While a purchase may have a valid business purpose, appearances have an impact. The OneCard program is not to be used for any product, service or with any merchant that is considered to be an inappropriate use of University funds. Card purchases are often of interest to auditors, legislators, and the press; remember that you are spending tuition and taxpayer funds and may be asked to defend your decisions. If in doubt, refer to the Travel and Business Expense Policy and/or ask before proceeding with your purchase.

Please note that the Card is not to be used for:

- Capital equipment or capitalized components
The University's capitalization threshold is \$5,000
- Traveler's checks or gift cards
- Transactions that require the University to sign any type of contract or agreement (e.g. leases, contractor/consultant contracts, etc.)
- Expense that is charged to a sponsored research fund may have additional restrictions, please consult the terms of the related grant agreement.

Personal Purchases:

Personal purchases using the Card program are prohibited. However, at times certain incidental personal charges may be included on a bill (i.e. personal phone calls or movies automatically added to a hotel bill). The CCER system has a checkbox to mark portions of an item as personal. When this is done, and the amount is repaid to Lehigh University via ACH debit, this will not be construed as unauthorized personal use. Your Card cannot be used to make personal purchases along with Lehigh University purchases to take advantage of Lehigh University's tax exempt status.

Sales Tax Exemption:

MERCHANTS ARE USUALLY REQUIRED BY TAX AUTHORITIES TO INCLUDE THE APPLICABLE SALES AND USE TAX AT THE TIME OF PURCHASE. THE AMOUNT OF TAX IS DEPENDENT ON A VARIETY OF FACTORS INCLUDING THE STATE, COUNTY AND CITY WHERE THE GOODS ARE PURCHASED. LEHIGH UNIVERSITY IS SALES TAX EXEMPT IN PENNSYLVANIA FOR PURCHASES MEETING THE GUIDELINES BELOW. THE SALES TAX EXEMPTION NUMBER IS PRINTED ON YOUR CARD. THE SALES TAX EXEMPT NUMBER MAY NOT BE USED FOR ANY OTHER PURPOSE THAN PURCHASES FOR LEHIGH UNIVERSITY. **IT IS YOUR RESPONSIBILITY AS A CARDHOLDER TO REMIND THE CASHIER AT THE TIME OF YOUR PURCHASE THAT LEHIGH UNIVERSITY IS TAX EXEMPT.** Guidelines for Lehigh University's sales tax exemption are as follows:

- Lehigh University is exempt from Pennsylvania sales and use tax for most purchases related to the education and research mission of the University. The University has the obligation to preclude the

unauthorized use of its sales tax exemption. The Commonwealth of Pennsylvania can assess the University for sales and use tax owed in instances where an exemption certificate was used for nonexempt purchases.

- In all cases, use of the University's sales and use tax exemption number for personal purchases is prohibited.
- The University's PA exemption does not include charges subject to other excise taxes, hotel occupancy tax, purchases unrelated to the University's mission, and certain building maintenance and construction related costs.
- Items purchased in another state may be taxable, contact the Tax Analyst in the Controller's Office for additional information regarding out-of-state purchases

If your purchases are tax exempt, you may be required to provide merchants with the necessary forms for non-taxable goods or services. To have a Pennsylvania Sales Tax Exempt Form forwarded to a merchant, please contact the Purchasing Services Office or Accounts Payable Department.

Out of Pocket Expenses:

Out-of-pocket expenses will be reimbursed by Lehigh via the CCER system. Step-by-step instructions for logging into the CCER system and entering out of pocket expenses can be found in the OneCard Quick-Reference Guides on the Purchasing Services website. Participants in the program must use the CCER system to sign up for automatic deposit (ACH) to a personal bank account. Examples of out-of-pocket expenses include mileage, tolls, per diem reimbursements and any other business expenses you have paid with your own funds.

Reimbursement of expense via ACH credits will be processed following the end of the OneCard cycle's approval period. Participants should review their bank accounts to confirm receipt of reimbursement requests.

Quick-Reference Guides for the CCER System:

For step-by-step instructions on using the CCER system to view transactions, review statements, upload receipts, enter out-of-pocket expenses, approve statements, or dispute charges, please refer to the Quick-Reference Guides found on the Purchasing Services and Controller's Office websites.

Cardholder Responsibilities:

The OneCard program is a University-liability program. The Accounts Payable Department is responsible for paying the OneCard program invoice each month. You are not responsible for direct payment under your account. However, it is important that all Cardholders recognize their responsibilities for proper use of the Card and the CCER system.

These responsibilities include:

- Entry of direct deposit information into the Wells Fargo CCER system for reimbursement of "out of pocket" expense
- Review of Cardholder activity at least monthly (the billing cycle ends on the first day of the month. See the Purchasing Services website for deadlines).

At the end of each billing cycle, Cardholders will be notified via email from Wells Fargo that it is time to review their OneCard statement. Please note, however, that Cardholders are encouraged to review activity periodically throughout the Card cycle.
- Online entry of required information via CCER by the published due date (see Purchasing Office website for a listing of the due dates). The steps in this process include the following:

- A review of transactions and entry of a business purpose explanation for each transaction
- Placing a check mark in the “Receipt Attached” box for each expense that meets the University policy for required receipts and scanning/faxing the required receipts for storage in CCER.

See the University Travel and Business Expense Policy for additional information on when, and what type of, receipts are necessary. Maintain original receipts for the current and one prior fiscal year.

- Changing the default index/account code for selected transactions if necessary.
Note that the University automatically makes payments every month for all transactions billed within the prior month's cycle. The index entered on your Card application will be automatically charged for all transactions unless you allocate the expense differently in the CCER system.
- When at all possible, arrange for separate settlement of any incidental expenses that appear on hotel or meal invoices (such as alcohol or in-room movies) so that the charges do not appear on the OneCard statement.
Should such incidental personal expenses appear on the OneCard statement, the Cardholder must segregate them and check the CCER box to indicate that they are personal in order to facilitate automatic ACH reimbursement of such expense to the University.
- Enter “Review Complete” before the published deadline in order to forward transactions to the Departmental Approver

Note: In general, you will have 5 days from the end of the billing cycle to finalize and approve your statement for notification. If you miss the deadline, your statement will be forwarded to your approver for completion. Missed deadlines are considered a noncompliance issue. Please notify your Department Approver if there is an issue preventing you from completing your review online.

- Safeguard the Card and the account number in order to avoid unauthorized use.
- Monitor card use against monthly limits to avoid difficulties when traveling
- Immediately report lost or missing Cards to Wells Fargo at -800-932-0036 and also notify the OneCard Program Administrator at 610-758-3266.

Card Approver Responsibilities:

The Card Approver is responsible for completing the following responsibilities by the required due date (see Purchasing Office website for schedule of due dates):

- Online “approval” of Card expense in CCER system following review of transactions and receipts for compliance with University policy and procedures
- Secondary approvers should notify Primary Approver of any noncompliance issues
- Primary approvers should contact the Cardholder to resolve any noncompliance issues
- Review Cardholder index/account allocations and any potential personal expense

- Complete OneCard/CCER Account Maintenance Form to Request new accounts and/or maintenance/closure of existing accounts.

Extended Travel:

If a Cardholder will be on an extended University business trip that begins before the end of the card cycle and will not be returning until after the end of the 13 day combined reconciliation and approval periods, please consider the following alternatives:

- 1) If possible, the Cardholder should login to CCER from their travel location and, if the Cardholder has the receipts on hand, submit the receipts via fax in a hotel business services office.
- 2) If the Cardholder has identified a Reconciler and the Reconciler has some or all of the receipts, the Reconciler should review the statement and submit any receipts on behalf of the Cardholder.
- 3) If the Cardholder has the receipts on hand and a hotel fax is not available, the Cardholder should review their statement on the web, enter business purpose as required, correct the index/account codes as required, and click the “Reviewed” button to submit the statement to the Approver. If the Cardholder **emails his or her Approver and inone@lehigh.edu** to notify them of the date that he or she will have access to a fax machine to submit the receipts, the Approver may then approve the statement without the receipts.

Please note that the above alternatives should be relied upon for good business reasons and should occur infrequently and on an exception basis.

Limitations and Restrictions:

The OneCard Program Administrator, adhering to established policy thresholds, has assigned a credit limit to your Card. There will 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 OneCard program, please discuss this with your Approver.

In addition to the single transaction limit, every Cardholder has a total monthly dollar limit assigned to their account. As limitations vary by Cardholder, please discuss the limit with your Approver.

The OneCard Program also allows for Merchant Category blocking. If a particular Merchant Category is blocked, 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 merchants/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, please contact the OneCard Program Administrator for further clarification.

If you are traveling and need a one-time increase to your limit for an unexpected expense, you can contact the OneCard Program Administrator to request a one-time 20% increase to your limit. Your limit will return to the current limits approved on your Request form after the transaction has posted.

Corrective Actions for Policy Violations and Misuse:

Fraudulent use of the Card on any level will not be tolerated. Should it occur, all privileges will be immediately terminated and the Cardholder will be required to reimburse the University for any and all fraudulent purchases. Any amounts not reimbursed within 30 days will be subject to payroll deduction.

Further disciplinary action will be taken according to University policy.

Cardholder Violations:

Accidental use of the Card for personal or unallowable purchases (see the University Travel and Business Expense Policy) will require the Cardholder to refund the cost of the purchase to the University. Any amounts not reimbursed within 30 days will be subject to payroll deduction. More than one accidental use may lead to Card termination. If the offense was found to be fraud, further disciplinary action will be taken according to University policy.

Should a Cardholder fail to review his or her statement by the published due date, his or her Card will be suspended until the review is completed.

Should a Cardholder review his or her statement but fail to submit all required receipts (see the University Travel and Business Expense Policy for receipt requirements) by the published due date, without notification to a OneCard Program Administrator in the case of Extended Travel, his or her Card will be suspended until all required receipts are submitted. If a receipt cannot be obtained from the vendor, the Cardholder should follow the procedure for missing receipts found in the Travel and Business Expense Policy.

Any irresponsible use of the Card will cause a Cardholder's account to be suspended pending a review.

More than one suspension in a 12 month time period may result in Card termination. The Cardholder's Approver will be notified of the Card termination by the OneCard Program Administrator.

Approver Violations:

The irresponsible approval of expenses will cause the Approver's Card to be suspended pending a review.

Should an Approver fail to approve a statement that was properly submitted in a timely manner by the published due date, a OneCard Program Administrator will send an email reminder to the Approver with a copy to the Approver's supervisor. If the approval process is not completed within 30 days following the email reminder, the Approver's Card will be suspended until the approval process is completed.

Should an Approver fail to approve a statement that was properly reviewed in timely manner for a second time within a twelve month period, his or her Card will be immediately suspended until all required approvals have been submitted.

Should an Approver fail to approve a statement that was properly reviewed in a timely manner for a third time within a twelve month period, their Card will be terminated (see "When Cards are Terminated"). The Approver's supervisor will be notified of the Card termination by the OneCard Program Administrator.

If the Approver does not have a Card, or his or her Card is suspended, the alternate consequence for the irresponsible approval of expenses or failure to approve by the published deadlines will be that the Approver's supervisor will have to assume the Approver's responsibilities.

When Cards are Terminated:

Should a Card be terminated for noncompliance with University Policy, the Cardholder must submit all future travel expense as an "out of pocket" reimbursement request through the Wells Fargo CCER system. The Cardholder may submit a Request for Card Reinstatement Form (Appendix IV) one year after Card termination. Such request must be approved by the Cardholder's Approver and Vice

President (or equivalent level) or Provost. Cardholders must sign a new OneCard User Agreement for the reissued card. Cards that have been terminated twice for noncompliance may not be reinstated.

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 Wells Fargo Bank Customer Service, you must inform the OneCard Program Administrator at 610-758-3840. It is extremely important to act promptly in the event of a lost or stolen Card to avoid company liability for fraudulent transactions. You will no longer be able to use the account number after notifying the bank. A new Card will be issued within 5-7 days following notice to Wells Fargo Bank Customer Service.

Do not leave your Card in an unsecured location such as an unlocked desk drawer. Keep the Card in a secure place at all times. Charges on a stolen Card that was not properly secured and/or a stolen Card that was not reported in a timely manner will be charged to your departmental budget.

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 the merchant, Wells Fargo Bank Customer Service and the OneCard Program Administrator to resolve the disputed transaction.

If you believe the merchant has charged you incorrectly, there are outstanding qualities, or service issues, you must first contact the merchant and try to resolve it directly with them. 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 log into the CCER system and complete the dispute portion for the specific transaction.

Wells Fargo Bank Customer Service must receive any charge disputes within 60 days of the transaction date. While pending resolution, Wells Fargo Bank Customer Service will credit Lehigh University'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 treated you unfairly, please notify the OneCard Program Administrator with the relevant details. If the merchant is one of our preferred merchants, we may take further action.

Any fraudulent charges, i.e. a charge appearing which was not authorized by you, must be reported immediately to Wells Fargo via CCER and to the OneCard Program Administrator. The Lehigh University OneCard/CCER Maintenance Form must be completed and forwarded to the OneCard Program Administrator. Prompt reporting of any such charge will help to prevent the company from being held responsible.

Policy Exceptions:

Exceptions to the provisions of this policy must be approved by the Executive Director of Business Services, in consultation with the Controller as appropriate. The Vice President of Finance and Administration will approve any exceptions for the Executive Director of Business Services or Controller. If extenuating circumstances exist, they need to be explained in writing and approved by individual's supervisor prior to submitting the exception request. Exceptions must be explicitly justified as beneficial to both the University and the individual.

Lehigh University OneCard Program Frequently Asked Questions

CARDHOLDERS

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

Yes, in addition to Lehigh University's policy stating the type of products or services you can buy, other controls and limits may be placed on your OneCard including:

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

The restrictions on your card can be found on your OneCard / CCER Request Form that you submitted, as modified by any subsequent OneCard / CCER Maintenance Request forms.

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

Please complete a OneCard / CCER Maintenance Request Form, including the signature of your Approver and any supporting materials, and send your request to the OneCard Program Administrator at 516 Brodhead Avenue.

If you are traveling and need a one-time increase to your limit for an unexpected expense, you can contact the OneCard Program Administrator at extension 83266 to request a one-time 20% increase to your limit. Your limit will return to the current limits approved on your Request form after the transaction has posted.

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

You can check your available credit limit in CCER on-line or call the Wells Fargo Bank Customer Service number on the back of your Card. Remember you will need the last four digits of your Lehigh ID for verification purposes.

❖ **What should I do if a merchant does not accept the Wells Fargo Bank Card?**

Please contact the OneCard Program Administrator and provide the supplier's name, address and phone number. The OneCard Program Administrator will research the issue.

❖ **How will I know if Lehigh University is getting billed correctly for the purchases I have made?**

You can view a Cardholder activity statement online listing all the purchases made. This information is for your review only and allows you to review your purchases. You must review the statement in a timely manner, as any disputed or fraudulent transactions must be reported to Wells Fargo Bank Customer Service within the pre-determined time restraints.

❖ **Can I split an expense between indexes in CCER?**

Yes – in the CCER system, click the box next to the transaction to select it and then select the red "Split and Reclassify". The next screen will allow you to split the transaction by percentage or dollar amount. For more detail, please refer to the Cardholder Quick Reference Guide on the OneCard website.

❖ **How will my monthly OneCard bills be paid?**

You are NOT responsible for the payment of your OneCard bills. Accounts Payable will make one payment to Wells Fargo Bank covering OneCard expenses for all of Lehigh University employees using the Card.

- ❖ **What should I do if I have a problem associated with something I bought with my OneCard?**
Please refer to the “Disputed or Fraudulent Charges” section of the OneCard Policy and Procedures Manual for complete details. It is extremely important that you address these items immediately.
- ❖ **Once I receive the OneCard, can I begin using it immediately?**
Yes. Your OneCard has already been activated.
- ❖ **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 the OneCard Program Administrator.
- ❖ **Can another employee utilize my Card for purchases?**
Each Card will be embossed with the individual employee’s name. The employee is responsible for the proper use of their Card.
- ❖ **Can the OneCard Program be used out of the United States?**
Yes, the 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. Please take note of the phone number for Wells Fargo customer service when traveling abroad: 415-243-1935.
- ❖ **If my trip or purchase creates multiple transactions on my statement, do I have to enter a Business Purpose for each item on the statement?**
You can enter the business purpose for the first item in the series and then copy it down to the other items (please refer to the Cardholder Quick Reference Guide for more information).
- ❖ **What if I want to charge an expense to an index that is not in the drop down list in CCER?**
If the index is not in the drop down list, then you have not been given authorization (as Financial Manager, Authorized Signer or OneCard User) to charge that index. If the index is new and you believe you should have authorization, contact Susan Szilagyi in the Controller’s Office to add that index for your card. Otherwise, if neither you nor your Approver are authorized to charge the index, allow the expense post to your default index and prepare a Banner expense reallocation that can be signed by a Financial Manager or Authorized signer on that index. For additional information about how to reallocate expense, see the General Accounting section of the Controller’s Office website.
- ❖ **What if I’m traveling on an extended trip and won’t be in the office to submit my receipts at the end of the statement cycle?**
While all Cardholders are encouraged to anticipate this situation and make alternative arrangements to the extent it is possible, there will be rare situations in which a delay in submitting receipts is inevitable. Please refer to the “Extended Travel” section of the OneCard manual for a listing of alternatives, including a process to submit receipts after you return from your trip.
- ❖ **What do I do if I’m missing a receipt?**
If the expense is under \$75, a receipt is not required under the Travel and Business Expense policy. If a receipt is required, in some situations (such as hotel receipts) you will be able to obtain a copy of the receipt from the merchant. If you cannot obtain a copy of the receipt, please submit a statement, signed by your supervisor, documenting the expense (see the “Lost Receipts” section of the Travel and Business Expense Policy).
- ❖ **Are there fees for international transactions or ATM withdrawals?**
There is a 1% cross border transaction fee for international charges and a 2% ATM withdrawal fee.

OUT OF POCKET REIMBURSEMENTS

❖ **Must I have a Wells Fargo bank account in order to be reimbursed?**

No, you can enter any personal bank account that you prefer.

❖ **How do I enter a request for Per Diem reimbursement?**

Obtain the per diem rate for the travel location from the General Services Administration (domestic) or U.S. State Department (international) websites and print the appropriate rate for the time period of travel. Calculate the total per diem reimbursement due taking into account the number of full and partial days of travel. Enter the total per diem reimbursement amount in the “Amount” box, in the “Description” box explain the purpose of the travel, that reimbursement is on a per diem basis, the travel location and number of days of travel. When you submit your receipts for that statement period, include the website printout supporting the rate that you used. For a complete description of the University policy for submitting per diem reimbursements and website links, please refer to the Travel and Business Expense Policy and Procedures that is posted on the Controller’s Office website.

❖ **How do I enter a request for reimbursement during the Review Period so I am reimbursed as promptly as possible?**

During the Review Period, select “Review Open Statements” from the menu on the left side of the screen, then “Out of Pocket Expenses” and “Add an Expense” so that your reimbursement is processed immediately after the Approval Period. If you enter a reimbursement after clicking “Cycle to Date”, the reimbursement will be processed after the Approval Period in the following month.

❖ **When do I receive my reimbursement?**

You will receive a direct deposit reimbursement one to three days following the end of the Approval Period in which they were approved. You will receive an email confirmation of the direct deposit transmission.

APPROVERS

❖ **What do I do if the Cardholder did not submit receipts with their statement?**

Do not approve a statement that is not complete, including all required receipts. If the expenditure is over \$75, contact the Cardholder for the missing receipts. The Cardholder, Reconciler, Primary Approver and Secondary Approver all have the ability to scan/fax in the receipts after the statement period has closed.

GENERAL QUESTIONS

❖ **What happens to items that are approved in the system but are found, as part of the audit process, to be unallowable?**

This happens very rarely, what may happen more frequently is that expenses are legitimately approved, but the business purpose documentation does not adequately explain the reason for the expense. The Controller’s Office will first take the necessary steps to track down the legitimate reason from the employee for clarification. If the expense was truly unallowable the Cardholder has 30 days to reimburse the University. If the Cardholder does not provide repayment, reimbursement will be processed via payroll deduction. Please also refer to the “Corrective Actions for Policy Violations and Misuse” section in the OneCard Policy and Procedures Manual.

❖ Who may I talk to if I have questions?

You can contact a Program Administrator in Purchasing Services at extension 83266 for any questions you have regarding limits, usage and other issues. Only a OneCard Program Administrator has the authority to change any existing information or restrictions to a Cardholder's account.

Questions regarding the Travel and Business Expense Policy should be referred to the Controller's Office, the primary contact is the Accounts Payable Supervisor at extension 84404.

❖ What do I do if I forget my Wells Fargo User ID and/or Password?

You can contact a Program Administrator in Purchasing Services at extension 83266 to reset your password or, if you are calling outside of business hours, call Wells Fargo Customer Service at 1-800-932-0036. There is also a button on the Wells Fargo login screen that allows you to reset your password yourself.

❖ Why doesn't the email and phone number in the Wells Fargo system match my Lehigh email and phone number?

The email address entered in Wells Fargo is designed to block the automated emails that are sent by the Wells Fargo system and to allow us to maintain a more customized and user-friendly email notification system. Therefore, your email in the Wells Fargo system should always remain nobody@wellsfargo.com. The phone number that is entered is the Program Administrator's phone number and should remain that way as well.

❖ What do I use as my billing address when I order products online?

The billing address is the campus address that was entered in Wells Fargo system and can be viewed by selecting "User Information" and then "Personal Profile" from the menu along the left side of the screen.

❖ What happens when I check the "Receipts Attached" box?

That box does not initiate any action within the Wells Fargo system but is a means by which you can track which expenses will require a receipt and indicates to your Approver which expenses will have receipts to be reviewed.

❖ I entered my information but I don't see the "Statement Reviewed" button and I don't see where I can print my fax cover sheet?

The Statement Reviewed button and option to print the fax cover sheet only appear during the Review Period because you submit them once for the entire statement. If you are in the middle of the statement cycle, you won't see those options. If you have activity in the cycle, you will receive a reminder email when it is time to submit your receipts.

❖ Are students using the Wells Fargo system for reimbursements?

No, students and temporary employees will not be enrolled in the Wells Fargo system and will continue their existing process for reimbursement at the campus branch bank.

❖ I'm emailing my coversheet and receipts and I'm getting an email that they are being rejected by Wells Fargo?

When sending your receipts by email, make sure that your email does not include an attached vcard.

❖ What do I do with my original receipts after I have sent them to Wells Fargo?

We ask that you retain your original receipts for the current plus one prior fiscal year.

APPENDIX I
Lehigh University OneCard/CCER System Request Form

(**Please refer to instructions on reverse side of form**)

Requestor:	Reconciler:
Name:	Name:
Email Address:	Email Address:
LIN (last 4 digits acceptable):	Send Reminder Emails regarding Review Period to: <input type="checkbox"/> Cardholder and Reconciler <input type="checkbox"/> Only Cardholder
Campus Phone Number:	
Primary Approver:	Secondary Approver:
Name:	Name:
Email Address:	Email Address:
Send Email Regarding Statements to be Approved to: <input type="checkbox"/> Both Approvers <input type="checkbox"/> Only Primary <input type="checkbox"/> Only Secondary (Must choose One)	

Program Access Type		Card Limits
Card Not Used for Sponsored Research:		Standard Limit Card:
Check One: <input type="checkbox"/> Study Abroad <input type="checkbox"/> Dept. Card		<input type="checkbox"/> \$2,000 Per Transaction/\$10,000 Monthly
<input type="checkbox"/> Travel Only		Expanded Limit Card: (group travel/other special needs)
<input type="checkbox"/> Non-Travel Only		<input type="checkbox"/> \$5,000 Per Transaction /\$15,000 Monthly
<input type="checkbox"/> Both (Travel and Non-Travel)		*Business Need:
Sponsored Research Card (Standard Limits Default):		Declining Balance Card:
<input type="checkbox"/> Travel Only		<input type="checkbox"/> Starting Balance: \$
<input type="checkbox"/> Non-Travel Only		<input type="checkbox"/> Allow Cash Advance – default \$300 monthly limit
<input type="checkbox"/> Both (Travel and Non-Travel)		or \$____ per month.
<input type="checkbox"/> CCER System Out-Of-Pocket Only		*Business Need:

ACCOUNTING INFORMATION

Please provide a default Banner Index number for the Card. If the default index number should be terminated at a future time, the Cardholder is responsible for notifying the Program Administrator of a replacement default index.

Index	Financial Mgr. /Authorized Signer Name and Signature (if User is not the Financial Manager or an Authorized Signer for this Index)	

In the OneCard CCER system, the Cardholder will have the ability to charge any Banner Index number for which the Cardholder is a Financial Manager or Authorized Signer. To allow the Cardholder to allocate expense to an index on which he/she is not a Financial Manager or an Authorized Signer, please complete the section below. Attach additional forms if necessary.

Index	Financial Manager/Authorized Signer		Banner Index	Financial Manager/Authorized Signer	
	Printed Name	Signature		Printed Name	Signature

AUTHORIZATION

Cardholder/User Signature:	Date:
Primary Approver Signature:	Date:

PROGRAM ADMINISTRATOR USE

<input type="checkbox"/> Approved <input type="checkbox"/> Denied Reason:	Date:
Forwarded to General Accounting on:	
Program Administrator Signature:	

Return to: OneCard Program Administrator, Purchasing Services, 516 Brodhead Avenue

Lehigh University OneCard/CCER System Request Form Instructions

OneCard Roles:

Requestor: Lehigh University faculty and staff may request a OneCard. Students and certain short-term employees, such as wage employees and adjuncts, are not eligible to receive a Card but, depending on authorization, may be entitled to access the CCER system in order to submit expense reimbursement requests.

Reconciler: The person designated as Reconciler has the same access as the Cardholder in the OneCard/CCER (Commercial Card Expense Reporting) system with the exception of access to bank account information. This person can provide support/backup to the Cardholder in entering and reviewing information in the system. Each Requestor is encouraged, but not required, to have a Reconciler. A OneCard User cannot designate the same person as their Reconciler and also Approver (see below). If the Card is designated for use in a Study Abroad program, the Reconciler will always be a member of the Study Abroad Office staff.

Primary Approver: This person should be a level above the OneCard User in the organizational structure. This person may designate a Secondary Approver to provide support/backup to his/her Approval Responsibilities.

If the Card is designated for purchases for a Sponsored Research Grant, the Primary Approver will always be the appropriate Contract and Grant Specialist in the Office of Research and Sponsored Programs.

If the card is designated for use in a Study Abroad program, the Primary Approver will always be the Director of International Programs. A OneCard User cannot be his or her own Primary or Secondary Approver.

Secondary Approver: This person has been identified by the Primary Approver to provide administrative support/backup to the Primary Approver and does not have to be above the OneCard User in the organizational structure. Should the Secondary Approver have any concerns about the OneCard User's transactions, those concerns should be referred to the Primary Approver for resolution.

If the Card is designated for purchases for a Sponsored Research Grant, the Secondary Approver will always be the Accounts Coordinator in the Office of Research and Sponsored Programs. If the card is designated for use in a Study Abroad program, the Secondary Approver will always be the Associate Director of International Programs.

Program Access Type:

Select "Study Abroad Card" if you will be charging expenses to a program administered by the Study Abroad Office. Select "Dept. Card" for Cards that will support Department or Center activities. Select "Sponsored Research Card" for Cards that will be used for expenses that are charged to a Sponsored Research Fund.

If the Cardholder requires more than one of the above categories, please complete a separate form for each Card.

Card Limits:

The Card limit structure is designed to enable most Cardholders to use the Standard Limit, but Cardholders involved in group travel or other higher-dollar activities, select "Expanded Limit Card" and note the reason for the higher limit. Most Cardholders will not require access to Cash Advances, but those who will need that capability (such as Study Abroad programs) should explain the business need.

Accounting Information:

Enter the Cardholder's Incentive Fund as the Default Index for Sponsored Research Cards. The default for Study Abroad Cards should be set by the Office of Study Abroad. The default for other cards should be determined by the Cardholder/Approver. If the User requires the ability to charge Indexes on which they have not been designated as Financial Manager or Authorized Signer, please indicate those Indexes on the form and obtain authorization from the appropriate Financial Manager.

APPENDIX II**Lehigh University OneCard/CCER System User Agreement**

You are being trusted with participation in Lehigh University's OneCard Program and will receive a Lehigh University OneCard, issued by Wells Fargo Bank (the "Card") and/or access to the Wells Fargo Commercial Card Expense Reporting (CCER) system. Your participation in the OneCard program is provided to you based on your need to purchase materials and/or travel on behalf of Lehigh University, not simply because you hold a certain title or position within the University. The Card and/or CCER access may be revoked at any time without your permission.

As participant in the OneCard program and/or user of the CCER system, please read the following statements carefully and sign below where indicated:

For all Faculty/Staff granted access to the CCER system:

1. I understand that I will be making financial commitments on behalf of Lehigh University and will strive to obtain the best value for Lehigh University.
2. I have read and will comply with the terms of the Lehigh University OneCard Policies and Procedures Manual and the Lehigh University Travel and Business Expense Policy. Failure to comply with these Policies or this Agreement may result in corrective action, up to and including termination of employment.
3. I understand that under no circumstances will I submit personal purchases for reimbursement, either for myself or for others. I agree that if I violate the terms of this Agreement and use CCER for personal use or gain and do not reimburse Lehigh University within thirty (30) days, Lehigh University shall have the right to deduct any amounts owed, including any fees related to the collection of those charges, from my paycheck.
4. I understand that it is my responsibility to collect detailed receipts, approve charges, document business purpose and reconcile each month by the published deadlines.
5. I agree to surrender my CCER system access immediately upon termination of employment, whether for retirement, voluntary or involuntary reasons.
6. Should I perform the role of a Reconciler or Approver, I will not flag any other Cardholder's transaction as personal (by checking the "Personal" checkbox) without first receiving written confirmation from the Cardholder to do so.

For Cardholders Only:

7. I understand that the Card is issued in my name and that I am responsible for proper safeguarding and use of the Card.
8. The Card is Lehigh University property. As such, I understand that I may be periodically required to comply with internal control procedures designed to protect Lehigh University assets. This may include being asked to produce the card to validate its existence and account number.
9. If the Card is lost or stolen, I will immediately notify Wells Fargo Bank Customer Service by telephone at 1-800-932-0036 and email a Card Program Administrator at Lehigh University at inone@lehigh.edu.
10. I understand that under no circumstances will I use the Card to make personal purchases, either for myself or for others other than incidental expenses that are part of an invoice that is primarily business (e.g. hotel charges). I agree that I will identify any incidental personal expenses in the CCER system by the reconciliation deadline and understand that my personal bank account will be charged to reimburse the University for my personal expense.

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11. I agree to surrender my Card immediately upon termination of employment, whether for retirement, voluntary or involuntary reasons.

For OneCard Approvers Only:

12. I understand that it is my responsibility to verify that the Card transactions I review have a valid business purpose, are in support of the University's mission, are consistent with University policy, are properly documented, and are charged to the proper index/accounts.
13. I understand that failure to comply with my Approver responsibilities as defined in the OneCard Policy and Procedures Manual may result in revocation of my Card privileges and/or other corrective action.

My signature below indicates that I have read this Agreement, understand it and agree to be bound by it and any subsequent amendments or addenda for as long as I participate in the OneCard program at Lehigh University.

Employee Name (Print)

Employee Signature

Last 4 Digits of LIN

Account Number(s) (if applicable)

Card Received: Yes No Not Applicable, Not Cardholder Date: _____

For Cardholders/CCER System Users unable to pick up card or credentials in person:

I hereby authorize _____ to pick up my OneCard/CCER login credentials on my behalf, ensuring that my LIN and Account Number(s) are accurate. _____ (Cardholder's initials here).

4/29/2013

APPENDIX III Lehigh University OneCard/CCER Maintenance Request Form

User Name:

Last four digits of Card Number (if applicable):

CHANGE USER INFORMATION

Card Limits (Circle Choice and **Attach business need for higher limit Card**):

Standard Limits (\$2,000 per transaction/\$10,000 per month) OR

Expanded Limits (\$5,000 per transaction /\$15,000 per month)

Add/Change Cash Advance (Circle Choice and **Attach business need if adding cash advance or increasing limit**):

Cancel Cash Advance OR **Add Standard Limit \$300** OR **Add Other Limit \$_____**

Change Declining Balance to:

Cardholder/CCER User Name (print new name and attach proof of name change):

Change Department to:

Change/Add Reconciler: (Name and Email):

Change Primary Secondary Approver to: (Name and Email):

Add or Stop System Emails to Reconciler Approver Name:

Card Replacement – Lost/Stolen: Enter date Card you reported card as Lost/Stolen to Wells Fargo:

Card Replacement – Damaged Plastic or Strip

Card Account Closure - Reason for closure: Separation Transfer Card not needed

Closure will be effective immediately unless effective date is specified: _____

I certify that no unauthorized purchases have been made by myself or anyone known to me as of my last authorized charge on: Date: Amount: Merchant:

Cardholder signature:

CHANGE ACCOUNTING INFORMATION

Default Index Number	Financial Manager Name/Signature (If User not Financial Manager or Authorized Signer on this Index)	

Authorization to charge expenses to Banner Index numbers for which the Cardholder is not the Financial Manager or Authorized Signer:

Index	Financial Manager Name	Financial Manager Signature	Index	Financial Manager Name	Financial Manager Signature

Authorization to remove the following Banner Index from the Cardholder's profile (Cardholder can no longer charge)

Index	Financial Manager Name	Financial Manager Signature	Index	Financial Manager Name	Financial Manager Signature

AUTHORIZATION SIGNATURES

Cardholder/User Signature:	Date:
Primary Approver Name:	
Primary Approver Signature:	Date:

PROGRAM ADMINISTRATOR USE

<input type="checkbox"/> Approved <input type="checkbox"/> Denied	Reason:	Date
Forwarded to General Accounting on:		
Program Administrator Name:	Program Administrator Signature:	

Return to: OneCard Program Administrator, Purchasing Services, 516 Brodhead Avenue

4/29/2013

APPENDIX IV

**Lehigh University OneCard Program
Request for Card Reinstatement**
(Attach to OneCard / CCER System Request Form)

Cardholder Name:_____

Last 4 Digits Cardholder LIN:_____

Date Original Card was Terminated:_____

Reason for Card Termination:

Cardholder Signature

Date

Approved:

OneCard Approver Name

Approver Signature

Date

Vice President / Provost Signature

Date