



**DIOCESE OF PENSACOLA-TALLAHASSEE**

**Wells Fargo Bank**  
***WellsOne*<sup>SM</sup> Commercial Card Program**

**Policy and Procedures Manual**

**July 2011**

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# Introduction

Welcome to the *WellsOne* Commercial Card Program!

The purpose of the *WellsOne* Commercial Card Program is to streamline and simplify the requisitioning, purchasing and payment process for small dollar transactions. The program is designed to shorten the approval process and reduce the paperwork of procurement procedures such as purchase orders, petty cash, check requests and expense reimbursements. The goal of the program is to:

- Reduce the cost of processing small dollar purchases
- Receive faster delivery of required merchandise
- Simplify the payment process
- Provide cardholders with empowerment to choose!

This reference guide 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 manager or your card program administrator:

Name            Paula Beauchamp

Phone No.      850.435.3510

## General Guidelines

### Card Issuance:

As a cardholder, you will be asked to complete a cardholder application form, which will then be signed by your manager and the Program Administrator (*optional – not a Wells Fargo requirement*). By signing the application form, 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 card is linked to a specific cost center and individual employee, the card cannot be transferred from one employee to another. Per diocesan fiscal policy, all cardholders **must successfully complete a Fair Credit Reporting Act credit check** before **receiving** a card. Failure to authorize the performance of a credit check or information deemed unsatisfactory will result in the revocation or non-issuance of a *WellsOne* Commercial 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 Social Security Number. Although the card will be issued in your name, it will not affect your credit history. The Diocese is responsible for payment of all purchases.

### Account Maintenance:

If there's a need to change any information regarding your account, such as mailing address or expense accounting code, please contact your Program Administrator. The only account information you are able to change online is the email address.

### Card Usage:

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

A purchase request must be submitted to Accounting via your supervisor for approval prior to using the card. The PA will not authorize card usage until purchase amount, purpose, and budget line have been reviewed.

When using the card with merchants, please emphasize that an invoice must not be sent as this may result in a duplicate payment. For online, phone, fax and mail orders, please instruct the merchant to send a receipt only. This receipt must be retained for your records.

### Preferred Vendors vs. Vendors Not Accepting Visa:

Not all of your suppliers will accept Visa. However, as 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 Program 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 respective manager. If you believe your monthly limit to be insufficient for your requirements, and your manager agrees, your manager must contact the Program Administrator to have 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 the Wells Fargo Business Purchasing Service Center at **1-800-932-0036** to determine the reason for refusal. Depending on the result of your inquiry, you may want to discuss the issue further with your Program Administrator. He/she is empowered to modify the restrictions on your use of the card.

***IMPORTANT:*** All requests for changes in limitations and restrictions must be made through the Program Administrator. Wells Fargo Bank will change existing cardholder restrictions only after a request is received from the Program 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 Business Purchasing Service Center (BPSC) at **1-800-932-0036**. The BPSC is available 24 hours day/7 days week. Immediately after reporting to the BPSC, you must inform your Program 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**

Purchases may include:

- Office supplies and forms
- Books and subscriptions
- Computer supplies, e.g., software and diskettes
- Day timers and calendars
- Professional membership dues
- Hardware and tools
- Spare parts
- Miscellaneous items, e.g., videotapes
- Courier/Overnight Deliveries
- Mobile Phones & Pager Bills
- Travel and Entertainment Expenses
- Company Vehicle Expenses

## Unauthorized Purchases

- Items for personal use
- Any single transaction exceeding \$ \_\_\_\_\_
- Capital goods
- Leased equipment
- Items listed in Appendix 6 of the Diocesan Financial Policies and Procedures Manual (FPPM)

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 company funds.

Failure to comply with the above guidelines for authorized purchases under the *WellsOne* Commercial Card program may result in cancellation of your card privileges and disciplinary action up to and including termination.

## Travel and Entertainment

The *WellsOne* Commercial Card is intended to assist you with, payment for airfare, hotels, and out-of-pocket expenses during business travel. If for some reason you do incur out-of-pocket expenses, when you reconcile your statement you can input out-of-pocket expenses. You will select, from a drop down list, the type of expense that was incurred and input the amount. A reimbursement check will be issued to you from A/P.

The *WellsOne* Commercial Card, when used for travel, must be used in accordance with the travel and expense policy as stated in Appendix 6 of the FPPM.

## Reconciliation and Payment

Unlike personal credit cards, the *WellsOne* Commercial Card program is handled as corporate liability

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

At the end of a statement period, you will be notified via email that it is time to review your card statement. You will access the Commercial Card Expense Reporting tool via the Internet to review your statement. The statement will reflect the transaction date, posting date, supplier/merchant name and the total amount of the purchase. You have the ability to reconcile your account at any time.

You are responsible for the following:

- Retaining all receipts for items purchased under the program.
- Ensuring all transactions posted are legitimate purchases made by yourself on behalf of the Diocese.

### **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 or mail, or online, you must request a receipt, detailing merchandise price, sales/use tax, freight, etc., be included with the goods mailed/shipped. (*Note:* a merchant should not reject this request, as it is a Visa policy

Since standard reimbursement policies require retention of receipts or other proof of purchase, record keeping is not an extraordinary requirement.

As card records will be audited from time to time, it is essential to adhere to the above record keeping guidelines.

### **Reconciliation of Purchases:**

It is your responsibility, immediately upon receipt of your statement to check it to ensure all the transactions posted are legitimate transactions made by yourself, mark transactions for which receipts will be attached, and attach line item detailed point of sale receipts or delivery invoices. Other optional functions such as splitting transactions, adding descriptions and reclassifying expenses can be performed using the Commercial Card Expense Reporting tool. All of the available functions will be part of your initial training and can be referenced in the Cardholder Quick Reference Guide. If everything is in order, you will mark the statement as reviewed. Once your statement has been marked as reviewed, an email will be issued to your manager for his/her approval. Follow company procedures for forwarding the receipts to your manager. Please make copies for your records.

### **Disputed or Fraudulent Charges:**

If there is a discrepancy between your receipts and your statement, it is imperative that the issue is addressed immediately! Depending on the type of discrepancy, you will need to contact the merchant or complete the online dispute form 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 should be requested and will appear on your next statement. Note: The item should be highlighted on your record log as a reminder to verify that correct credit has been received.

If the merchant disagrees that an adjustment is necessary, you will complete the online dispute form. The details of the disputed transaction will be entered online and followed up on by Wells Fargo Bank.

Wells Fargo Bank must receive any charge dispute within **60 days** of the transaction date. While pending resolution, Wells Fargo Bank will credit the company'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 will 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 your manager with the relevant details. If the merchant is one of our preferred vendors, our purchasing department may take further action.

Any fraudulent charge (i.e., a charge appearing which was not authorized by you) must be reported immediately to your Program 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 may be required and will be sent to, if applicable.

## **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 should include the applicable sales tax.

Out-of-state purchases, where sales tax has not been charged, should accrue the applicable use 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. Your program may require that you have two cards, one for tax-exempt and one for taxable

items. Questions regarding this policy and any other questions concerning tax issues should be addressed to your Program Administrator.

When used when physically out of the State of Florida, it is appropriate for sales and use taxes to be applied in accordance with the locality's regulations. Exemption from sales tax only applies for purchases made in the State of Florida and only if the Diocesan Florida State Sales Tax Exemption Certificate is provided to the vendor.

## Frequently Asked Questions

- **Why did the Diocese decide to participate in a Commercial Card Program?**

Like most organizations 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 commercial 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, matching invoices with purchasing requisitions, individual payments of invoices, etc.

- **What is the procedure when I pay for something with my commercial 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 online, phone, fax and mail orders.

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

Yes, in addition to our company policy stating the type of products you can buy, other controls and limits may be placed on your card including:

- Monthly dollar limit
- Daily dollar limit
- Per transaction dollar limit
- "Blocked" merchant categories

Please see your manager or Program Administrator for your specific restrictions.

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

You can check you balance and expenditures online at any time. You may also 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 *WellsOne* Commercial Card?**

Please contact your Program Administrator and provide him/her with the supplier's name, address and phone number.

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

You will be able to check all transactions online at any time. You will also review your statements at the end of each period. 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 commercial card bills be paid?**

You are not responsible for the payment of your commercial card bills. The monthly statement you receive is for your review and reconciliation only. Accounts Payable will make one monthly payment to Wells Fargo Bank covering expenses for all company employees using the card.

- **Who in our company may I talk to if I have questions going forward?**

We have designated the following individual(s) as Program Administrator(s) (PA). Paula Beauchamp, Comptroller at 850.435.3510. The PA should be contacted for any questions you have regarding limits, usage and other issues.

Only the PA 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 *WellsOne Commercial 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., social security number or other meaningful data) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud. A purchase request must be submitted to Accounting via your supervisor for approval prior to using the card. The PA will not authorize card usage until purchase amount, purpose, and budget line have been reviewed.

- **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 Program Administrator.

- **Can another employee utilize my card for purchases?**

Each *WellsOne Commercial 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 card.*

- **Can the *WellsOne Commercial Card* be used out the United States?**

Yes, the *WellsOne Commercial Card* is accepted worldwide. Purchases can be made in any currency and billed in U.S. Dollars.

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

You may request a credit limit change online under the Personal Profile tab or contact your Program Administrator.

By signing below, I am acknowledging that I have read and understood the above Policy and Procedures in regards to the Wells One Commercial Card for The Diocese of Pensacola-Tallahassee.

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Cardholder Name (printed)

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Cardholder Signature

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Date