LEHIGH
U N I V E R S I T Y ™

Lehigh University
OneCard Program

An internet solution

Accessed via Wells Fargo's secure Commercial
Card Expense Reporting (CCER) system on the
Wells Fargo Commercial Electronic Office®
(CEO) portal

11/17/11

Program Basics

- OneCard Program replaces existing "2-card" system (JPMorgan purchasing card and corporate card) and paper-based expense reimbursement process

- All cards are University-liability Wells Fargo Visa cards

- The Cardholder's personal credit history is not considered or affected

- Paperless reimbursement processing via Wells Fargo Commercial Card Reporting System ("CCER") and direct deposit reimbursement

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OneCard System Roles

- Cardholder (Wells Fargo credit card for purchases including travel, can also submit reimbursement requests via CCER if necessary)

- Out-of-Pocket Only with CCER Access (reimbursement requests)

- Reconciler (reviews statement on behalf of Cardholder)

- Primary Approver (Primary responsibility for approval of another's statements with backup/support from Secondary Approver)

- Secondary Approver (Backup/Support to Primary Approver)

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Card Types

- Access type is based upon business need, not title or position

- Card Options*:
  - Travel-Only Card
  - Non-Travel Only Card
  - Travel and Non-Travel Card

*Separate cards will be issued for Sponsored Research and Study Abroad activity

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Using your Card

- Use for business purchases or travel with any merchant that accepts Visa

- Do not use for:
  - Personal purchases or travel
  - Capital equipment or capitalized components
  - Transactions that require a signed contract, agreement, or purchase order

Please refer to the OneCard Policies and Procedure Manual for additional information

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Statement Review - Cardholder

- The last day of the card cycle is the **first of the month** resulting in a **statement review period** generally falling on the **2nd – 8th** of the month. This window will vary if the statement end date falls on a weekend.

- An email will be sent out to Cardholders and Reconcilers when the statements are ready for review.

- All statements must be reviewed during a 7 calendar day period each month. If you are on vacation or do not have access to a computer, contact your Approver, Reconciler, or the OneCard Program Administrator.

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Approval Cycle - Cardholder Transactions

- An email will be sent to the Approver once the Cardholder has finished reviewing the statement indicating to the Approver that the statement is now ready to be reviewed/approved.

- Approvers must have all statements approved by 8 calendar days after the end of the cardholder review period, generally the 16th of the month, unless the statement end date falls on a weekend.

- If an Approver fails to approve out-of-pocket expenses before the Approver deadline, the expenses will not be paid out and will re-appear on the Cardholder statements next month.

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Logging in

Go to https://www.wellsfargo.com   Click on the "Commercial" tab

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Logging in

Click on "Sign On"

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Commercial Electronic Office (CEO) sign on:

- Simply enter your:
  - Company ID
    - Lehig354
  - User ID
    - Unique to User
  - Password
    - Unique to User

- Bookmark this page for future, direct access to the login screen

EMAILS OR FRAUDULENT CALLS

Be careful about phishing (or fake) emails or fraudulent calls. Wells Fargo will never ask you for your CEO portal Password, Token Passcodes, and PIN numbers through an unsolicited email, a web site from a link in an unsolicited email, or unsolicited telephone calls. Never click on a link or respond to these emails. A Wells Fargo representative sometimes sends emails when digital certificates are about to expire, but we always ask that you contact us. Report any phishing or fraudulent attempts to ReportPhish@wellsfargo.com, or contact your Wells Fargo representative immediately if you have inadvertently provided information.

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Change password

Passwords are valid for 120 days. Note the criteria above for CCER password.

You will be prompted for two "secret questions" for security purposes

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Link to Commercial Card Expense Reporting System ("CCER")

Select Commercial Card Expense Reporting from the "my services" menu

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The First Time you Log In: Enter Direct Deposit Information

▪Select bank information from the left navigation menu and enter your account information

▪ **Only** Cardholders and OOP-only users have access to the bank information screen. Note: Approver, Reconciler, Program Administrator and Wells Fargo support center **do not** have access to this information.

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Where to locate correct bank account information on your personal check

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Personal profile

Confirm your setup information

Note billing address for online and phone orders

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Personal profile continued

Click to retrieve current available credit (Can also obtain by calling Wells Fargo customer service)

• The second line of text on your card will include Lehigh's PA Sales Tax Exemption Number

• If you have a card for Sponsored Research or Study Abroad, the second line of embossing will reflect that designation

• Note your card limits (monthly and per transaction)

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The Cardholder Experience

Note cycle due dates

"G/L Code" (Banner Account Code) defaults based on Merchant but can be overridden

View cycle-to-date transactions that appear on your statement as they are posted through the Visa® system

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Hyperlink for Transaction Detail

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Manage Your Statements

Practical Tip: To scroll through complete information on statement (including Banner Index), click "Select All" and select "Reclassify"

Do not select Copy Request

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Cardholder Review: Reclassify Screen

Click the icon to reclassify the Account Code (or free-form)

Enter a business purpose

Click the icon to choose values to reclassify the Index

- Enter this information periodically throughout the month
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " '

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Split and Reclassify screen

Indicate if any portion of expense is personal

- Divide and reallocate a transaction into multiple entries, this is a helpful screen if a portion of invoice is personal

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Out-of-Pocket reimbursement

CCER has the ability to reimburse miscellaneous, out-of-pocket (OOP) expenses as part of the statement reconciliation process

- For example: Tips, tolls, mileage, parking
- Any small dollar expense that cannot go on the Card

These OOP expenses will be sent directly to the user's designated account (any bank, checking or savings) via direct deposit

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Enter Out-of-Pocket expenses
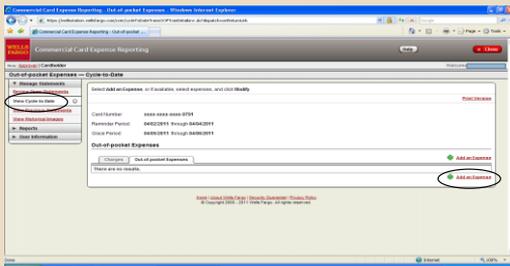
Click on "View Cycle to Date" (if mid-cycle) or "Review Open Statements" (at end of cycle). Then select "Out-of-Pocket Expense", tab and click on "Add an Expense" to add items.

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Out-of-pocket (OOP) screen
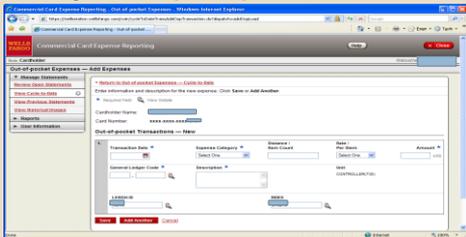
- Enter date and choose an expense category
- Enter amount and add description for non-mileage OOP
- For mileage, enter distance and select rate – CCER will calculate the amount
- Modify the index and account code (see GL Code field) if necessary

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Complete your review

- Select "**Statement Reviewed"** and a message box appears indicating that an email will be sent to your Approver
- Select cover sheet option on the "print" drop-down menu to print the cover sheet for this statement. Email or fax in receipts.

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Receipt imaging cover sheet

- **Fax** – User will fax the coversheet and receipts for the statement period to the 800 number provided

- **Email** – User emails a PDF containing the Cover Sheet at the beginning followed by the receipts for that statement period:

 wf_ccard_receipts@mail2image.com

(note there are underscores, not spaces, between the words)

Two ways to email scanned document:
1) Set up your copier to email it directly to this address after scanning; or

2) Save the pdf document that is emailed to you, and then send it to Wells Fargo

Do not directly forward emails you receive from your scanner

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Cardholder Responsibilities Include:

- Collect receipts to support purchases as required by University policy

- Watch for unauthorized transactions on your statement and report/dispute them immediately

- Dispute any incorrect charges with the vendor directly before filing an online or paper dispute form

- Complete your reconciliation by the **due date** each month

- Keep the card (and card number) secure and confidential

- Immediately report lost or stolen cards to Wells Fargo at 1-800-932-0036. Also notify Program Administrator.

- Understand relevant University Policies and the terms of your OneCard User Agreement

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Contact information

- Wells Fargo - 1-800-932-0036
  - Call immediately if your card is lost, stolen or suspected missing
  - For immediate decline information
  - To access the automated voice response system for the following information:
    - Current balance
    - Available credit

- Contact a program administrator if:
  - You have questions about your card
  - Need to change the limits on your card
  - You change jobs
  - Need to order cards for other employees

  Program Administrators: Brenda Bachman and Linda Roberts
     Ext. 83840 or email inone@lehigh.edu

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Approver Responsibilities:

- Review statements to:
  - Confirm appropriate business use of University funds
  - Verify compliance with University policy
  - Validate funding source

  - Follow-up with Cardholder if:
    - Business purpose incomplete or inappropriate
    - Missing receipts
    - Unallowable or excessive expense

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Approver Oversight of Statements
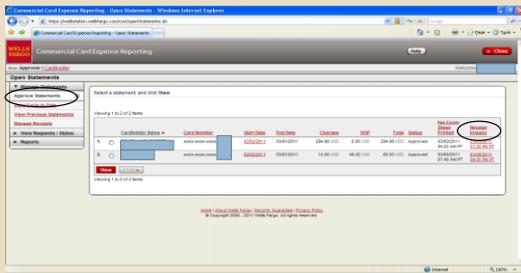
- Statement approval queue (if the cycle is ready for review)
- View images by clicking the link in the receipt images column

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View transaction Details on the Reclassify Page

You may make changes to the Index, Account Code or business purpose (description) if necessary

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Approve OOP expenses

Click to view and approve OOP expenses

▪Approve the OOP expenses independent of Card transactions to ensure the Cardholders get reimbursed
▪ If an Approver fails to approve out-of-pocket expenses before the Approver deadline, the expenses will not be paid out and will re-appear on the Cardholder statement next month

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Statement approval

▪Review transaction detail, descriptions, receipts, and funding source to make sure all are in compliance with University policy for both charges and OOP
▪ Approve the Card expenses by clicking "Approve Statement"

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OneCard Resources

On the Purchasing Services and Controller's Office websites:
- OneCard Policy and Procedures Manual
- OneCard Quick Reference Guides
- University Travel and Business Expense Policy
- Calendar of OneCard monthly due dates
- List of Merchant Codes available for each type of card
- FAQ for OneCard participants
- Google Calendar link for cycle due dates

In CCER:
- WellsFargo online training program
- Listing of Due Dates
- Card limits and available balance

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Before you use the OneCard System: Some Frequently Overlooked Business Expense Policies

- When Receipts are Required
- How to document business purpose
- Gifts and Prizes
- Alcoholic Beverages with Meals
- Meals and Entertainment with Other Employees
- Required Approvals and Unallowable Expenses

See Travel and Business Expense Policy on Controller's Office website for entire policy statement

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When Receipts are Required

- All expenses that are $25 or more
- Receipts must include:
  - Name of service provider
  - Travel destination or location of services provided
  - Date of service
  - Proof of payment
  - Itemized listing of charges
  - Gratuity amount
  - Any required prior approval signatures
  - Conference agenda/registration form describing conference subject matter

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Documenting Business Purpose

- Business Purpose is required for all expenses

- Your description should enable an unrelated person to read it sometime in the future and understand the activity and why it was allowable and a benefit to Lehigh University

- Answer the questions: Who, What, Why, When, Where

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Gifts and Prizes

- Holiday and other celebratory gifts should be paid from personal funds

- Gifts and awards for achievement, length of service, retirement and morale building must be administered through the Office of Human Resources and the Payroll Office

- Prizes must comply with PA Gambling Law and may be subject to tax reporting – contact the Controller's Office for additional information before announcing any prize program

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Alcoholic Beverages with Meals

- Not allowable unless necessary business entertainment.

- Not allowable at meals involving only Lehigh faculty or staff

- Include documentation of business need

- Special rules exist for Sponsored Research

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Meals and Entertainment with Other Employees

Reasonable expense is allowable under the following circumstances:

- When business must be conducted off University premises

- When dining with other employees on an out-of-town trip

- When authorized by supervisor for job performance reward, recognition or other appropriate business purpose

- In the office when a "working" meeting is being conducted

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Required Approvals and Unallowable Expenses

Please read complete listing in the University's Travel and Business Expense Policy

- In general, always consider the necessity of all expense and degree to which it fulfills the University's primary mission

- Note some items requiring prior approval, for example: spouse travel for business purposes, alcohol at University events, cell phones, departmental functions (Unapproved spouse travel should not be charged on the Card)

- Note some items that are unallowable, for example: hotel amenities, office snacks, WeCar rental, parking tickets, personal expenses

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Questions on Travel and Business Expense Policy

If you are unsure whether an expense complies with University policy, please contact the Controller's Office (primary contact is Rich Ringhoffer, Ext 84404) for clarification before you incur the expense

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Contacts for Questions:

OneCard Policy & Procedures:
    Call 83840 or email inone@lehigh.edu

Travel and Business Expense Policies:
    Call 84404 or email inctr@lehigh.edu

Thank you!

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