

Wells Fargo

WellsOne Commercial Credit Card

Program

POS Card Procedures Manual

8/12/2019



Together we'll go far

**WELLS
FARGO**

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Introduction

Welcome to the James Madison University WellsOne Commercial Card Program! The purpose of the WellsOne Commercial Card (Point of Sale - POS Card) Program is to streamline and simplify the purchasing and payment process for non-traditional POS transactions.

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

POS Card Program Administrators

If you have any questions, please contact your Commercial Card (POS) administrators via the departmental mailbox at appa@jmu.edu or:

| | | |
|----------------|--------------|--------------------------------------------------------|
| Jennifer Barb | 540-568-7396 | hartjd@jmu.edu |
| Amanda Sherman | 540-568-6888 | shermaad@jmu.edu |
| Tish Leeth | 540-568-3205 | leethc@jmu.edu |

General Guidelines

Card Issuance

All cardholders will be required to complete a cardholder agreement. By signing the agreement, the cardholder agrees to adhere to the guidelines established in this manual. Please note that *the cardholder is the only person entitled to use the card, and the card is not to be used for personal use*. As each POS Card is linked to a specific department number and cardholder, the card cannot be transferred from one individual to another. If you are moving to another department, have your manager contact your POS Card Administrator for the necessary changes. The Administrator may be able to assist you in keeping the same card.

The POS card is provided for making POS purchases for the university. It is not an entitlement nor reflective of title or position. The card may be revoked at any time without your permission and without notice.

PIN#

The POS card will be activated by the Cash and Investments Office prior to distribution to the cardholder and the PIN will have already been set and initialized. The PIN should not be reset or your Program Administrator may not be able to assist you with technical difficulties and the card may need to be cancelled.

Although the card is issued in the cardholder's name, it is not based on personal credit history and is issued on the university's line of credit. The university is responsible for payment of all purchases, and your personal credit will not be affected in any way by using the card.

Account Maintenance

If changes become necessary for the cardholder, please contact one of the Program Administrators.

Card Usage

The POS Card can be used at any merchant that accepts VISA and other merchant cards, except as James Madison University otherwise directs. It may only be used for in-store (POS) purchases and **NOT** FOR phone, fax, internet or mail orders. There is no special terminal or equipment needed by the merchant to process a POS transaction. Not all merchants are yet equipped with chip readers at all terminals, but your POS may be used at any traditional machine.

Limitations and Restrictions

Credit Limits

A credit limit has been assigned to your card, a total monthly dollar limit. As limitations vary by cardholder, please discuss the limit with your department head. If you and your department head believe your monthly limit to be insufficient for your requirements, the department head may contact your POS Card Program Administrator to discuss having your limit(s) increased. POS Card limits are necessarily kept low to prevent adverse impact in the case of fraud or theft.

Credit Limit Not Refreshed Monthly

The WellsOne Commercial Credit Card POS Cards function as declining balance cards and are only reloaded upon request by the department manager. If you made any charges which are pending and have not yet posted, the amount of those charges will be deducted from the available balance.

Single Transaction Limits

There may also be a single transaction limit and/or daily 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 POS card, please discuss this with your department head.

Merchant Category Blocking

The WellsOne Commercial Card Program also allows for Merchant Category blocking. If a particular Merchant Category is blocked (e.g., casinos, ATMS, ABC stores) and you attempt to use your card at such a merchant, your purchase will be declined. The university 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 your POS Card Administrator to determine the reason for decline.

Getting Help If a Charge Is Declined

Automated customer service assistance is available 24 hours/day, 7 days/week: **1-800-932-0036**.

Your manager may access much of this information online through the Wells Fargo Commercial Card Expense Reporting (CCER) system. They may contact the POS Card Program Administrator regarding the restrictions on your use of the POS Card.

IMPORTANT: All requests for changes in limitations and restrictions must be made by through your POS Card Program Administrator, by emailing appa@jmu.edu.

Unauthorized Purchases/Vendors

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 university purposes. Examples of such unauthorized purchases include:

- Items for personal use
- Country club memberships
- Lottery tickets
- Alcohol
- Direct marketing

Failure to comply with the above guidelines may result in disciplinary action, cancellation of your card privileges, and possible termination of employment. Review the JMU Financial Procedures Manual section 4205: <http://www.jmu.edu/financemanual/procedures/4205.shtml#.100-general> and consult a Program Administrator with any questions.

Cash Advances

Cash advances are not allowed and will be blocked from use on cards.

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, option 2, then option 2 again. Immediately after reporting to Customer Service, you must inform your POS Card Administrator. It is extremely important to act promptly in the event of a lost or stolen card to avoid department and company liability for fraudulent transactions. The Wells Fargo *WellsOne* Commercial Card Agreement states:

Customer shall be liable for all unauthorized use of the Card in any amount at any time, unless and until Customer has notified Wells Fargo that the Card or Card number has been lost, stolen or misappropriated or that the person or vehicle in whose name the Card has been issued is no longer authorized to use the Card (for example, upon termination of employment). Notification shall be made by Customer calling the customer service number most recently provided by Wells Fargo, followed by delivery of written confirmation signed by the Program Administrator. Customer shall be responsible for full payment of all purchases, fees and charges incurred prior to such notification, regardless of when actually posted to Customer's account. As with a personal charge card, you will no longer be able to use the account number after notifying the bank.

Reconciliation and Payment

Payment of the Charges

The Cash & Investments Office is responsible for paying the Program invoice each month. You are not responsible for direct payment of charges related to your program card(s).

How to Reconcile the Online Statement

It is your responsibility (or the responsibility of the designated departmental reconciler), immediately upon receipt of your email from the CCER system, to sign on and reconcile your statement(s) online. Submit all receipts for audit purposes. *(JMU is not currently using the image receipts into CCER feature – do not select this option.)*

Verify that all expense coding is correct and make any necessary coding revisions. When you have ensured that everything (coding, descriptions as appropriate) is in order, select the 'Statement Reviewed' button at the bottom of the screen.

Statement Cycle

Reconcilers have six days to review, make any necessary coding changes, compile/match receipts, and click the Statement Reviewed button on your statement. After this time expires, your statement is automatically forwarded to your approver. Your approver receives a copy of your statement electronically at this point and has four days to review and approve it. After that time has expired, your statement will be automatically sent to the Program Administrator for downloading of expenses.

A Sample Statement Cycle Calendar showing the dates for each month is below, the reconciler may use the reminder and grace periods before needing to complete the reconciliation for the approver.

| Cycle Information | | | |
|---------------------|-------------------|------------------|----------------|
| Division: | JMU(10001) | Reminder Period: | 3 days |
| Cycle Frequency: | Monthly | Grace Period: | 3 days |
| Statement End Date: | 05/31/2019 | Approval Period: | 4 days |
| | | Download Period: | 10 days |

Viewing 1 to 12 of 12 Items

| | | | |
|--------------------------|-------------------|-----------|-------------------------------|
| ▼ 1. Statement End Date: | 05/31/2019 | | |
| | Reminder Period: | 3 day(s) | 06/01/2019 through 06/03/2019 |
| | Grace Period: | 3 day(s) | 06/04/2019 through 06/06/2019 |
| | Approval Period: | 4 day(s) | 06/07/2019 through 06/10/2019 |
| | Download Period: | 10 day(s) | 06/11/2019 through 06/20/2019 |
| ▼ 2. Statement End Date: | 06/30/2019 | | |
| | Reminder Period: | 3 day(s) | 07/02/2019 through 07/04/2019 |
| | Grace Period: | 3 day(s) | 07/05/2019 through 07/07/2019 |
| | Approval Period: | 4 day(s) | 07/08/2019 through 07/11/2019 |
| | Download Period: | 10 day(s) | 07/12/2019 through 07/21/2019 |
| ▼ 3. Statement End Date: | 07/31/2019 | | |
| | Reminder Period: | 3 day(s) | 08/01/2019 through 08/03/2019 |
| | Grace Period: | 3 day(s) | 08/04/2019 through 08/06/2019 |
| | Approval Period: | 4 day(s) | 08/07/2019 through 08/10/2019 |
| | Download Period: | 10 day(s) | 08/11/2019 through 08/20/2019 |
| ▼ 4. Statement End Date: | 08/31/2019 | | |
| | Reminder Period: | 3 day(s) | 09/03/2019 through 09/05/2019 |
| | Grace Period: | 3 day(s) | 09/06/2019 through 09/08/2019 |
| | Approval Period: | 4 day(s) | 09/09/2019 through 09/12/2019 |
| | Download Period: | 10 day(s) | 09/13/2019 through 09/22/2019 |

Receipts and Documentation

You are responsible for the following:

Retaining detail receipts for **all** items purchased with your POS.

Receipts must have the following information present:

- Date(s)
- Business/merchant name
- Items purchased (goods)
- Volume/quantity purchased
- Sales tax exemption (proof of)
- The total amount paid, including proof of payment with the last four digits of the POScard

Missing or unusual receipts:

Cardholders are responsible to:

- Complete a written memo justifying all missing receipts and obtain the signature of the unit head. Recurring failure to retain detail receipts as required may be cause for cancellation of card.
- Retain all receipts for review by the Cash & Investments Office as part of the annual SPCC audit.
- Ensure all transactions posted are legitimate purchases made by departmental cardholder(s) on behalf of the university.
- Completion of Food and Beverage Certification Forms for all food purchases.

Documenting the University Business Purpose

Your description should include answers to the following questions (if this information is retained in auditable format elsewhere, you may not need to enter in the CEO CCER reconciliation process):

- What was purchased? Food purchases require completion of the Food and Beverage Certification Form.
- Why was the purchase made or how is it related to university business? If associated with a university event, identify the event.
- When did the purchase occur? Provide the date(s).
- Who participated in the event or on whose behalf was the expenditure made? Include name and title, or for large numbers of attendees, identify the general nature and approximate number of attendees (e.g.: Biology 401 class and faculty, admission staff, all faculty, trustees and officers, alumni and guests of the university)

Approver Responsibilities

POS approvers have the following responsibilities:

- You may not approve your own expenses or the expenses of someone to whom you report in the organization (e.g. your supervisor, manager, department chair).
- You may not approve expenses that you have reconciled.
- You agree to approve transactions in CCER (the online Wells Fargo Commercial Card Expense Reporting system) in a timely manner.
- By approving POS transactions, you affirm:
 - they are legitimate university business transactions;
 - appropriate receipts and documentation are provided, including documentation of university business purpose;
 - transactions are accounted for correctly (correct fiscal year, speedchart, and account are provided); and
 - personal use of the POS is incidental.

Disputed or Fraudulent Charges

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

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

If the merchant disagrees that an adjustment is necessary, immediately contact your POS Administrator who will work with Wells Fargo to resolve the dispute. Wells Fargo Bank will request complete details of the dispute in writing in order to research the item in question. The details of the disputed transaction should be reported on university letterhead or on the dispute screen available in CCER.

Wells Fargo Bank must receive any charge dispute within 60 days of the transaction date. While pending resolution, Wells Fargo Bank will credit the 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 POS Card Program Administrator with the relevant details. If the merchant is one of our preferred vendors, we may take further action.

Any fraudulent charge, i.e., a charge appearing which was not authorized by yourself, must be reported immediately to your POS Card Program Administrator. Prompt reporting of any such charge will help to prevent the university from being held responsible.

Sales and Use Tax

James Madison University is exempt from state sales tax in the Commonwealth of Virginia. You should contact Accounts Payable at acctspayable@jmu.edu to request a tax exemption certificate.

Common Questions and Concerns

- **Where are POS cards accepted?**

Wells Fargo Wells One VISA Commercial Credit cards are VISA branded cards and are accepted wherever VISA cards are accepted.

The university can restrict purchases from specified types of merchants, such as casinos and political organizations.

- **How can I get a POS card?**

Your department management, along with Cash & Investments and the Finance Office, determines whether you need a POS card for transacting university business.

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

The card will be activated and the CHIP and PIN initialized when it is distributed to you. If you change the PIN, the Program Administrator may not be able to assist you with any technical issues you encounter and the card may need to be cancelled.

- **What is the procedure when I pay for something with my POS card?**

Essentially, the process is the same as when using your personal credit card. You must always ask for a receipt for your records.

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

Yes, controls and limits will be placed on your card, such as:

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

Please contact your POS Card Program Administrator for your specific restrictions.

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

Cardholders can check their available credit by accessing the Personal Profile option on the User Information menu in CCER if their department has opted for them to have access. Available credit is viewable by scrolling to the bottom of this page. If a card is declined, it is viewable in Reports > View Declines and will provide a reason for this issue. Most departments will not grant student cardholders this access and students will need to submit questions to their departmental reviewers/approvers for follow up with POS Program Administrators.

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

You will receive a monthly cardholder activity statement online, listing all the purchases made and credits received in the previous month. This statement is for you or your designated reconciler 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.

- **Can someone other than the cardholder do the detail review?**

Yes. A reconciler will be assigned to review the transactions.

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

You are NOT responsible for the payment of your POS bills. The Cash & Investments Office will make one payment to Wells Fargo covering POS Card expenses for all university constituents with cards issued in their name.

- **To whom may I talk if I have questions?**

The departmental mailbox to contact the POS

Program Administrators is appa@jmu.edu:

| | | |
|----------------|--------------|--------------------------------------------------------|
| Jennifer Barb | 540-568-7396 | hartjd@jmu.edu |
| Amanda Sherman | 540-568-6888 | shermaad@jmu.edu |
| Tish Leeth | 540-568-3205 | leethtc@jmu.edu |

A POS Card Program Administrator should be contacted for any questions you have regarding limits, usage and other issues. Only the POS Card Program Administrator has the authority to change any existing information or restrictions to a cardholder's account.

- **What should I do if I have a problem associated with something I bought with my POS 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.

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

It is extremely important to call Wells Fargo's Customer Service toll-free number at 1-800- 932-0036 immediately if your card is lost or stolen. You must also notify your POS Card Program Administrator.

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

Each POS Card will be embossed with the individual's name. The cardholder is responsible for the proper use of their card and may not share their card. **At no time should another individual utilize your POS.**

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

Please have your department head/manager contact your POS Card Program Administrator, who will review this request.