



# OneCard Program Policies and Procedures Manual

Effective Date: April, 2011  
Revised: 2/18/2015, 10/10/2019

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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 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 <https://financeadmin.lehigh.edu/content/travel-business-expense-policy-and-procedures>).

## **Questions?**

If you have any questions concerning this Manual, please contact a OneCard Program Administrator, at 610-758-3266 or email [inone@lehigh.edu](mailto: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 ("CCER"), 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 to CCER 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 Card as well as participants who are "Out of Pocket Only" ("OOP") users of CCER.

## **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 CCER, 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 must choose whether requiring a Card or an OOP reimbursement account, as required to support their university responsibilities.

The OneCard Program access options are:

- "OOP Only Users"**, can log into CCER to request expense reimbursements but do not receive a Wells Fargo Card
- "Travel and Non-Travel Cardholders"** can charge both travel and non-travel expenses on their Wells Fargo Card and can also request OOP 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 CCER 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. Contract and Grant Specialists and staff in the Office of Research and Sponsored Programs are the Primary and Secondary Approvers for Research OneCards, and are responsible for reviewing and approving all Card activity assigned to sponsored project indexes. 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 exclusively for 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](mailto:inone@lehigh.edu).

All Cardholders and OOP users are required to complete Program training before the welcome letter and user agreement are distributed. Please refer to the Purchasing website (<https://financeadmin.lehigh.edu/content/onecard>) for the reference guides, tutorial and quiz.

Upon receiving your welcome letter and user agreement, the user is required to enter his/her personal bank information into the CCER per the instructions in the welcome letter. This enables reimbursement or withdrawals if needing to reimburse Lehigh University for expenses.

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 CCER 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
- Temporarily add access to restricted MCC categories (ex. Furniture and alcohol)
- 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 Card 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). CCER 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.** If you fail to remind the merchant and tax is applied to the purchase, it is the Cardholder's responsibility to contact the merchant for a tax refund. 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:**

OOP expenses will be reimbursed by Lehigh via CCER. Step-by-step instructions for logging into CCER 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 CCER to sign up for automatic deposit (ACH) to a personal bank account. Examples of OOP 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 statement 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 CCER to view transactions, review statements, upload receipts, enter OOP expenses, approve statements, or dispute charges, please refer to the Quick-Reference Guides found on the Purchasing Services.

#### **Cardholder Responsibilities:**

The Program is a university-liability program. The Accounts Payable Department is responsible for paying the 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 CCER.

These responsibilities include:

- Entry of direct deposit information into CCER system for reimbursement of OOP 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 upload the required detailed receipts to the specific transactions 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 CCER.*

- 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 Program statement

*Should such incidental personal expenses appear on the Program 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 both your Department Approver and the OneCard Program Administrator 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 1-800-932-0036 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 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 cardholder review period, please consider the following alternatives:

- 1) If possible, the Cardholder should log into CCER from their travel location and, if the Cardholder has the receipts on hand, submit the detailed receipts by uploading into the Wells Fargo system directly to the specific transaction either via their computer or the CEO Mobile app on their smart phone.
- 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 but is unable to upload them into CCER, 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. The Cardholder should then **email both his or her Approver and [inone@lehigh.edu](mailto:inone@lehigh.edu)** to notify them of the date that he or she will have access to submit the detailed receipts. If the receipts are not submitted by the required approver end date, the Approver should email [inone@lehigh.edu](mailto:inone@lehigh.edu) with notification that a manual approval will be required after the receipts are received.

*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 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.

The OneCard Program Administrators have made efforts 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 purchasing an item greater than your single transaction limit, please complete and forward to the OneCard Program Administrator ([inone@lehigh.edu](mailto:inone@lehigh.edu)) a OneCard Maintenance form which is located on the Purchasing website.

**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 is discovered 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 OOP reimbursement request through CCER. 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 610-758-3266. 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 quality 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 involves 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 the CCER 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 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 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. 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 individual's supervisor prior to submitting the exception request. Exceptions must be explicitly justified as beneficial to the university.

# **Lehigh University OneCard Program**

## **Frequently Asked Questions**

### **CARDHOLDERS**

#### **DOES ONECARD HAVE USE RESTRICTIONS?**

In addition to Lehigh University's Travel and Business Expense policy stating allowable expenses, the following limits are placed on your Card: Single Transaction Limit, Monthly Credit Limit and blocked merchant categories

#### **HOW CAN I CHANGE MY SINGLE TRANSACTION LIMIT AND/OR MONTHLY CREDIT LIMIT?**

Complete a OneCard Maintenance Form, including your name, last four digits of your Card number, the increased amount needed, the dates the increase is needed, your signature and your Primary Approver signature. Send the OneCard Maintenance form to 306 S New Street Suite 428 or email to [inone@lehigh.edu](mailto:inone@lehigh.edu)

#### **WHAT IF I EXCEEDED MY CREDIT LIMIT?**

Your single transaction limit, monthly credit limit and available balance can be viewed online in your CCER profile.

#### **HOW DO I UPLOAD RECEIPTS TO MY STATEMENT?**

Scan and email the receipts to yourself. Save them to your desktop. If the receipt is in an email, save the attached receipt to your desktop. When in the Program statement on the transaction that the receipt is for, click the green plus sign. This allows you to select the location and filename from your desktop. Make sure to save the changes in your statement.

If using your smart phone, take a picture of the receipt. Via the CEO Mobile app on your smart phone, access the statement. Attach your receipt to the appropriate transaction by selecting it from your camera roll. Make sure to save the changes in your statement.

#### **HOW DO I SPLIT EXPENSES?**

In CCER, click the box next to the transaction to select it and then select the red "Split and Reclassify" button. You can split the transaction by percentage or dollar amount. For more information, refer to the Cardholder Quick Reference Guide on the Purchasing OneCard website.

#### **WHAT DO I DO IF I HAVE DISPUTED OR FRAUDULENT TRANSACTIONS?**

Please refer to Page 11 of the OneCard Policy on the Purchasing OneCard website. It is extremely important to address these items immediately.

#### **HOW DO I ACTIVATE MY ONECARD?**

You will need to call Wells Fargo, the number on the back of your Card, to activate your Card prior to the first use. Your unique ID is the last four digits of your LIN.

#### **WHAT DO I NEED TO DO IF MY ONECARD IS LOST OR STOLEN?**

It is extremely important to call Wells Fargo, 1-800-932-0036, immediately in the event your Card is lost or stolen. You will need the last four digits of your LIN for your unique ID.

#### **WHO IS ALLOWED TO USE MY ONECARD?**

Each Card will be embossed with the individual's name. The Card must be used only by the person whose name is embossed on the physical card.

#### **CAN FOREIGN PURCHASES BE MADE WITH MY ONECARD?**

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. The Wells Fargo phone number when traveling abroad is 415-243-1935. When traveling outside Pennsylvania, call Wells Fargo. Have them add a note to your account with the dates you are traveling and where you are traveling. You will identify yourself with your unique ID – the last four digits of your LIN

#### **WHAT SHOULD I ENTER IN THE DESCRIPTION FIELD ON MY STATEMENT?**

You need to include as much detail as possible in the description field for each transaction on your Card statement. There is a character limit of 200 and punctuation other than periods should not be used or CCER will not save your entries. If you have multiple transaction that you would like to use the same business purpose for, you may copy and paste for each transaction.

### **HOW DO I USE AN INDEX NUMBER I AM NOT AUTHORIZED TO USE?**

If the index number is not in the drop down menu, then you have not been given authorization as Financial Manager, Authorized Signer or OneCard Signer. If the index number is new and believe you should have authorization, contact the OneCard Accounting Coordinator at [incard@lehigh.edu](mailto:incard@lehigh.edu) for information. Using an index number you are not authorized to use, requires written documentation from the Financial Manager or Authorized Signer. The written documentation must be included as part of the receipts.

### **WHAT IF I'M UNABLE TO COMPLETE MY STATEMENT REVIEW BY THE REQUIRED DUE DATE?**

If you and/or your reconciler are unable to complete your statement review by the required due date, please email the OneCard Program Administrator at [inone@lehigh.edu](mailto:inone@lehigh.edu).

### **WHAT DO I DO IF I'M MISSING A RECEIPT?**

If the expense is under \$75, a detailed receipt is not required under the Travel and Business Expense policy. If a detailed receipt is required, contact the vendor and have the detailed receipt emailed to you. You can then attach it to your statement. If you cannot obtain a copy of the receipt, please submit as part of your receipts a written statement, signed by your approver, documenting the expense. See the "Lost Receipts" section of the Travel and Business Expense Policy.

### **ARE THERE FEES ASSOCIATED WITH THE ONECARD?**

There is a 1% cross border transaction fee for international charges and a 1% ATM withdrawal fee.

### **DO I NEED TO CLICK THE STATEMENT REVIEWED BUTTON?**

Clicking the Statement Reviewed button is required by the required due date. Clicking the Statement Review button sends your statement to your Approver. The Statement Review button is available only during the Cardholder review period.

### **WHAT DO I DO IF MY TRANSACTION DECLINES?**

You will receive an email from Wells Fargo with the decline reason. For more information, contact your OneCard Program Administrator at [inone@lehigh.edu](mailto:inone@lehigh.edu)

### **HOW DO I GET MY PASSWORD RESET?**

Wells Fargo sends you an email stating that your account ending in ##### is scheduled to be disabled on ... to prevent disablement of your ID, change your password before . For more information, contact your OneCard Program Administrator at [inone@lehigh.edu](mailto:inone@lehigh.edu)

### **IS A WELLS FARGO PERSONAL BANK ACCOUNT NEEDED FOR REIMBURSEMENTS?**

A personal Wells Fargo account is not required in order to be reimbursed. To enter your bank information into CCER, click on User Information and then Bank Information.

### **HOW DO I ENTER PER DIEM REIMBURSEMENTS?**

Obtain the per diem rate for the travel location from the General Services Administration (domestic) or the U.S. State Department (international) website and print the appropriate rate for the time 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 as an OOP expense in the Amount box. In the Description field, explain the purpose of the travel, that reimbursement is on a per diem basis, the travel location and the number of days you traveled. When you submit your receipts for that statement period, include the website printout supporting the rate 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 REQUEST REIMBURSEMENT OF PERSONAL EXPENSES?**

During the cardholder review period, select “Review Open Statement” from the menu on the left hand side of the screen, then click on the OOP Expenses tab. On the right hand side, click on Add An Expense. This must be completed prior to clicking your Statement Review button. The reimbursement will occur approximately the 18th of the month. If entering an OOP expense not within the cardholder review period, click on Cycle To Date. Then click on the OOP Expenses tab. On the right hand side, click on Add An Expense. These reimbursements will occur approximately the 18th of the following month.

### **WHEN DO I RECEIVE MY REIMBURSEMENT?**

You will receive a direct deposit reimbursement one to three business days (approximately the 18th of the month) following the end of the approval period in which they were approved. You will receive an email notification from Wells Fargo stating the deposit will occur within three business days.

### **WHAT DO I DO IF THE CARDHOLDER DID NOT SUBMIT DETAILED RECEIPTS WITH THEIR STATEMENT?**

Do not approve a statement that is not complete, including all required, detailed receipts and business purposes. The Cardholder, Reconciler, Primary Approver and Secondary Approver all have the ability to upload receipts into CCER to the specific transaction after the statement period has closed.

### **HOW DO I APPROVE OUT OF POCKET EXPENSES ALONG WITH CREDIT CARD CHARGES?**

First, click on the OOP expense tab. Review the Out-of-Pocket transactions and receipts, if applicable. Select the OOP transaction. Scroll to the bottom of the statement and click Approve. Now click on the Charges tab. Review the transactions and receipts, if applicable. Click Approve Statement when in ready to approve both OOP and charges.

### **WHAT HAPPENS TO EXPENSES THAT HAVE BEEN APPROVED BY MY APPROVER BUT ARE FOUND TO BE UNALLOWABLE BY THE CONTROLLER’S OFFICE AUDITS?**

If, during the Controller’s Office audit, any expense is found to be unallowable per the guidelines listed in the University’s Travel and Business Expense Policy, the OneCard Accounting Coordinator will reach out to the Cardholder to request additional information to substantiate business purpose. If the expense is deemed unallowable, the Cardholder will need to reimburse the university via check or payroll deduction.

### **WHAT DO I DO IF I FORGET MY WELLS FARGO CREDENTIALS AND I AM DISABLED IN THE SYSTEM?**

Contact your OneCardProgram Administrator in Purchasing Services at 83266 or [inone@lehigh.edu](mailto:inone@lehigh.edu) to reset your password. If calling outside of business hours, call Wells Fargo Customer Service at 1-800-932-0036. Your unique ID is the last four digits of your LIN.

### **DID YOU KNOW YOU CAN RECONCILE YOUR STATEMENT VIA YOUR SMART PHONE?**

Download the CEO Mobile app onto your smart phone. Once installed, you can log in using the same credentials you use on your laptop/desktop for Wells Fargo. Via the app, you can enter business purposes, and upload receipts.

### **WHAT DO I USE AS MY BILLING ADDRESS WHEN I ORDER PRODUCTS ONLINE?**

The billing address is your campus address. Example 19 – Packard Lab. Via your Wells Fargo profile, you can view your billing address by selecting “User Information” and then “Personal Profile” from the menu on the left hand side of the screen.

### **ARE STUDENTS USING THE WELLS FARGO SYSTEM FOR REIMBURSEMENTS?**

This is being piloted beginning Spring 2019

### **WHAT DO I DO WITH MY ORIGINAL RECEIPTS AFTER I HAVE SUBMITTED THEM THROUGH THE WELLS FARGO SYSTEM?**

We ask that you retain your original receipts for the one entire fiscal year

### **ARE YOU AWARE THERE IS A GOOGLE CALENDAR FOR ONECARD?**

Please refer to the Purchasing website for instructions on how to overlay the OneCard Google calendar to your own calendar

### **HOW ARE CHANGES MADE IN THE ONECARD SYSTEM?**

The OneCard Maintenance form must be completed and forwarded to Purchasing Services. The OneCard Maintenance form is located on the Purchasing website.

**IS MY PAYROLL DIRECT DEPOSIT ASSOCIATED WITH MY WELLS FARGO ONECARD?**

OneCard Program direct deposit is not associated with payroll. They are separate entities. When needing to update your banking information, you must do so both with payroll and within CCER.

**APPENDIX I**  
**Lehigh University OneCard/CCER System Request Form**  
 (\*\*Please refer to instructions on reverse side of form\*\*)

<b>Requestor:</b>		<b>Reconciler:</b>
Name:	Name:	
Email Address:	Email Address:	
LIN (last 4 digits acceptable):	Cycle emails will be sent directly from Wells Fargo to both the cardholder and the reconciler (if applicable)	
Campus Phone Number:		
<b>Primary Approver:</b>		<b>Secondary Approver:</b>
Name:	Name:	
Email Address:	Email Address:	
Approver emails will be sent directly from Wells Fargo to both the primary and secondary approver (if applicable)		

**Program Access Type**

**Card Type (Includes Out of Pocket expense access):**

Check One:  Department Card     Sponsored Research     Study Abroad Card  
 Both (Travel and Non-Travel)

CCER System Out-Of-Pocket Only

**Card Limits**

**Standard Limit Card (card default):**

\$2,000 Per Transaction/\$10,000 Monthly

**Expanded Limit Card:** (group travel/other special needs)

\$5,000 Per Transaction /\$15,000 Monthly \***Business Need:**

**Allow Cash Advance**

\$300 monthly limit or \$ \_\_\_\_\_ per month.

\***Business Need:**

**ACCOUNTING INFORMATION**

Please provide a default Banner Index number for the Card on the first line below. 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. 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.

<b>Banner Index</b>	<b>Financial Manager/Authorized Signer</b>		<b>Banner Index</b>	<b>Financial Manager/Authorized Signer</b>	
	<b>Printed Name</b>	<b>Signature</b>		<b>Printed Name</b>	<b>Signature</b>

**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, 306 S New Street, Suite 428

## Lehigh University OneCard/CCER System Request Form Instructions

### **OneCard Roles:**

**Requestor:** Lehigh University faculty and staff may request a OneCard or an Out of Pocket (reimbursement account). 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. I understand that I am required to enter my personal banking information (routing and account number) into the CCER system. This will allow the system to deposit out of pocket (OOP) reimbursements via ACH and also for any allowable personal expenses due back to Lehigh to be withdrawn via ACH.

**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 "Department 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**

# **PURCHASING SERVICES**

### **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.
7. I understand that I am required to enter my personal banking information (routing and account number) into the CCER system. This will allow the system to deposit out of pocket (OOP) reimbursements via ACH and also for any allowable personal expenses due back to Lehigh to be withdrawn via ACH.

For Cardholders Only:

8. I understand that the Card is issued in my name and that I am responsible for proper safeguarding and use of the Card.
9. 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.
10. 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](mailto:inone@lehigh.edu).

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

For OneCard Approvers Only:

13. 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.
14. 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)

# APPENDIX III

## Lehigh University OneCard/CCER Maintenance Request Form

Name:

Email:

Last four digits of Card Number:

**CHANGE USER INFORMATION**

<input type="checkbox"/> Card Limits (**Business need**): _____
<b>Expanded Limits (\$5,000 per transaction /\$15,000 per month)</b>
<input type="checkbox"/> Temporary Increase: Single Transaction Limit _____ Monthly Credit Limit _____ Dates Needed _____ What is Business Need? _____
<input type="checkbox"/> Cardholder Name (print new name and attach proof of name change): _____
<input type="checkbox"/> Change/Add Cash Advance: Amount _____
<input type="checkbox"/> Change Department to: _____
<input type="checkbox"/> Change/Add Reconciler: (Specify New Name and Email Address): _____
<input type="checkbox"/> Change Approver to: (Specify New Name and Email Address): _____
<input type="checkbox"/> Change Other (ex: Add Travel, change address): _____
<input type="checkbox"/> Card Replacement – Damaged Plastic or Strip _____
<input type="checkbox"/> Card Account Closure - Reason for closure: <input type="checkbox"/> Separation <input type="checkbox"/> Transfer <input type="checkbox"/> 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: <b>Date:</b> _____ <b>Amount:</b> _____ <b>Merchant:</b> _____
<b>Cardholder signature:</b> _____

**CHANGE ACCOUNTING INFORMATION**

Default Index Number	Financial Manager Name	Financial Manager Signature

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 number(s) 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**

User Signature:	Date:
Approver Name:	
Approver Signature:	Date:

**PROGRAM ADMINISTRATOR USE**

<input type="checkbox"/> Approved	<input type="checkbox"/> Denied	Reason:	Date
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Program Administrator Name:	Program Administrator Signature:	
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**Return to: OneCard Program Administrator, Purchasing Services, 306 S New Street, Suite 428**

## **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