



Metropolitan Community College WellsOne Purchasing Card Program



Policy and Procedures Manual

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THE PURCHASING CARD PROGRAM

General Guidelines

The Purchasing Card Program is designed to improve efficiency in processing and completing low dollar purchases from any merchant, including internet companies, who accepts a Visa card.

This Program will enable you to purchase approved commodities directly from a merchant. There will be no need to process a purchase requisition when you need to make low dollar purchases for your cost center. The related charges will be debited directly to the College cost center designated for Purchasing Cards. Payment for all Purchasing Card transactions is performed electronically, which eliminates the need to process purchase requisitions, vendor invoices and issue separate checks for payment of each invoice.

Each Purchasing Card (P-Card) is issued to a named employee Cardholder and the card clearly indicates the College as the buyer of products and services. The sales tax-exempt status of the College is printed on the card.

The Purchasing Card is not to be used for any personal transactions.

Card Issuance:

As a Cardholder, you will be asked to complete a Cardholder User Agreement. By signing the Agreement, you have agreed to adhere to the guidelines established in this manual. Please refer to (Appendix I), available on the online Forms Bank by entering the word “procurement” in the search field. 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 P-Card is linked to a specific department and individual employee, the card cannot be transferred from one employee to another. If you are moving to another area within the College, notify Purchasing so they can take appropriate action with respect to your card. If you need a P-Card in your new capacity at the College, you may be able to keep your current card.

Upon receipt of your P-Card, you will need to activate your 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 College telephone extension.** Although the card will be issued in your name, your personal credit history will not affect your ability to obtain a card.

Limitation and Restrictions:

Every Cardholder has a single transaction limit not to exceed \$1,000. In addition, every Cardholder has a \$5,000 monthly limit. Some staff are authorized to exceed the \$1,000 single transaction limit. In those cases where the purchase exceeds \$1,000, the cardholder

must get email approval from their Area Vice-President before proceeding. A copy of that email must accompany the itemized receipts to Accounts Payable when you do your normal monthly P-Card reconciliation.

When a purchase authorization is requested by a merchant at the point-of-sale, the Visa system validates the transaction against pre-set limits established by department administrators. All transactions are approved or declined immediately based on the following P-Card authorization criteria:

- Single transaction total not to exceed \$1,000
- Dollar limit per month - \$5,000
- If the \$5,000 dollar limit is set too low to accommodate your monthly requirements, please contact your Cost Center Manager. If your Cost Center Manager believes the monthly limit is insufficient for your requirements, the Manager can contact the Purchasing Department to increase the limit.

Card Usage:

The P-Card can be used at any merchant that accepts Visa, except as the College 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 P-Card transaction.

When purchasing directly from a merchant, use the P-Card just like any credit card.

Remind the salesperson that the College is sales tax-exempt, as shown on the card. Retain the charge slips and purchase receipts.

For phone, fax, internet and mail orders, please instruct the merchant to send only the receipt/packing list, sales tax-exempt. The receipt/packing list should detail the merchandise price, freight, etc., should indicate “paid by credit card” and have your name listed in any “ship to” fields. It is recommended you request the receipt be faxed to you, prior to the goods being shipped, to ensure you have a receipt for statement reconciliation. (*Note:* a merchant should not reject this request, as it is a Visa policy).

If the merchant requests a College Sales Tax-Exempt Certificate, advise the merchant they can request an exemption certificate or Federal Employer Identification Number directly from the College Purchasing office by calling (402) 457-2401.

Not all merchants accept Visa. If your card is refused at a merchant where you believe it should have been accepted, you should call Wells Fargo Bank Purchasing Card Customer Service at 1-800-932-0036 (option 2) to determine the reason for refusal.

Receipt Retention:

It is mandatory to request and retain detailed, itemized purchase receipts, as this is the only original documentation you will have. Store all P-Card receipts in your P-Card

receipts folder. You will use this information to reconcile your monthly purchase statement and the receipts will be sent to Accounts Payable after your reconciliation.

How It Works

Purchasing Card Financial Policy

1. All Cardholders must sign and accept the terms and conditions of the Cardholder User Agreement.
2. All purchase transactions processed against the P-Card must be made by the individual to whom the card is issued.
3. As with any College purchase, the card is not to be used for any product, service or with any merchant considered to be inappropriate for Metro Community College funds.
4. The P-Card **cannot** be used for the following:
 - Alcoholic beverages, drugs, or pharmaceutical products
 - Personal items – for work or home
 - Food items (unless authorized and approved to do so)
 - Flowers, holiday communications and decorations, or objects for office use, student use, or personal use (such as, but not limited to: Kleenex tissues, paper cups or plates, and art objects)
 - Travel expenses such as, but not limited to: airline, rail, or bus tickets, entertainment, parking fees, vehicle rental, bus fares, taxi expenses, or food
 - Items for entertainment such as, but not limited to: food, snacks (chips, popcorn, pretzels, etc.) coffee, coffee filters, hot chocolate, sweeteners, pop, bottled water, food utensils napkins, and greeting card for personal benefit of faculty and staff (such as employee welcomes and farewells, birthdays, departmental parties, departmental meetings and lunch)
 - Water cooler rental
 - Fuel or gasoline (unless authorized and approved to do so)
 - Capital Equipment
 - Software
 - Honorarium and consulting/contractual service payments

- Expenses for faculty and staff recruiting, or entertainment of prospective employees
 - Payments to individuals, employees, or students for any reason
 - Moving expenses
 - Gifts, donations, or contributions to individuals or organizations
 - Purchase of, or removal of, hazardous or radioactive materials and chemicals
 - Cash advances
5. All P-Card transactions for approved commodities **cannot exceed \$1,000 per transaction total** (including all delivery, shipping and/or handling charges) unless you have been authorized and approved to have higher limits.
 6. Purchases must be for the use and benefit of the College. **No personal transactions are allowed.**
 7. Failure to comply with the above guidelines for authorized purchases under the P-Card Program may result in disciplinary action, cancellation of your card privileges, and possible termination of employment.

Using the Purchasing Card

Please be sure to follow these procedures when using the P-Card:

1. Determine that the purchase is appropriate for a P-Card transaction. Check the list of restricted commodities.
2. Determine if your transaction total is \$1,000 or less. If not, the transaction must be processed in accordance with the guidelines of the College Purchasing Manual.
3. Inform the merchant of the following:
 - State that you represent Metropolitan Community College, and you will be making a Visa purchase.
 - **REMIND the salesperson that the COLLEGE is SALES TAX-EXEMPT!!**
 - The College's Nebraska sales tax-exempt number is 05-2319527 and is printed on the front of the Purchasing Card.
4. Purchase or order the item(s).
5. Give merchant the P-Card or the P-Card number and expiration date.

- If necessary when placing phone, fax, internet or mail orders, a copy of the P-Card may be faxed to the merchant as proof of the College's sales tax-exempt status.
- Instruct merchant not to put the College credit card number on the packing list.
- **To ensure proper delivery of ordered items, have the vendor ship the items to your attention and mark “Credit Card” or “Visa purchase” on the outside of the box. Deliver to: Metropolitan Community College, 30th & Fort Street, Building 25, Omaha, NE 68111**
- Make sure that the appropriate departmental personnel are aware of your purchase and expected delivery (if needed).

When receiving a shipment, it is the responsibility of the Cardholder to properly inspect the shipment in accordance with receipt and inspection of purchased goods. All packing slips must be retained as part of the purchase transaction documentation. In case of returns, **the Cardholder is responsible** for coordinating the return directly with the merchant and for contacting the Purchasing Department with any unresolved issues.

You must **always** obtain a receipt when using the P-Card. A receipt is also required for all applicable returns or credits of goods. Do not discard your receipts! They are required for the monthly reconciliation process.

You must verify that you were billed correctly for the items ordered. This includes making sure that we were not assessed sales tax on a purchase. **If you were billed incorrectly, you are responsible for contacting the merchant to correct the problem.** If the merchant refuses to correct the problem, then contact Purchasing.

Account Maintenance

If there is a need to change any information regarding your account, such as your email address or expense accounting code, automated Wells Fargo customer service assistance is available 24 hours/day, 7 days/week by calling **1-800-932-0036, option #2**. This menu prompts you with options that will provide the following information:

- #1 Current Balance
- #2 Available Credit
- #3 Outstanding Authorizations
- #4 Inquire About a Decline
- #5 Report Lost/Stolen Card
- #6 Speak with a Customer Service Representative

Lost or Stolen Cards

You are responsible for the security of your P-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. Immediately after reporting to Customer Service, you must inform Purchasing and make a police report. It is extremely important to act promptly in the event of a lost or stolen card to avoid College liability for fraudulent transactions.

You will no longer be able to use the account number after notifying the bank. A new P-Card should be issued *within* 48 hours of notice to Wells Fargo Bank.

Reconciliation and Payment

Unlike personal credit cards, the P-Card Program is handled as a College liability. The Accounts Payable Department is responsible for payment for all purchases of the entire P-Card Program each month. You are not directly responsible for payment of purchases to your account.

It is your responsibility, immediately upon email receipt of your monthly Wells Fargo statement, to sign on and reconcile your statement online. When completed, place a check mark in each “Receipt Attached” box indicating you are submitting a receipt for each purchase and verify that all expense coding is correct. You will have 6 calendar days to review, and input all necessary information, including coding changes, on your statement. When you have ensured that everything is in order, select the ‘Review Complete’ button at the bottom of the screen and print your statement (landscape view). The printed statement along with all receipts should be included in the gray P-Card envelope and immediately forwarded to your Approver. Your Approver must then review and sign off on your statement and then route the gray P-Card envelope with statement and all receipts to Accounts Payable, (FOC #30) for review and filing. Your Approver or Cost Center Manager must also access your statement electronically and has 4 calendar days to review and approve it. After that time has expired, your statement will be automatically sent to Accounting for downloading of expenses and reimbursements.

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 first need to contact the merchant to resolve the disputed transaction. If you are unsuccessful, contact Purchasing immediately.

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 from the merchant should be requested and will appear on your next statement.

If the merchant disagrees that an adjustment is necessary, immediately contact Purchasing 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 Metropolitan Community College letterhead, on the Wells Fargo Bank Dispute Form (Appendix III), available on the online Forms Bank by entering the word “procurement” in the search field.

Wells Fargo Bank must receive any charge dispute within 60 days of the College's transaction date. While pending resolution, Wells Fargo Bank will credit the College'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 unfairly treated you, please notify Purchasing 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 Purchasing. Prompt reporting of any such charge will help to prevent the College from being held responsible. A Declaration of Forgery or Unauthorized Use form has been included with this package to facilitate notification of any such transactions (Appendix IV), also available on the online Forms Bank by entering the word "procurement" in the search field.

Common Questions and Concerns

- **Why did Metro Community College decide to participate in a P-Card Program?**

Like most companies 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 or exceed the price of the item itself.

With a P-Card, many of the typical purchasing steps will be eliminated including; preparing a requisition, generating a purchase order, matching packing slips to purchase orders.

- **What is the procedure when I pay for something with my P-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 phone, fax, internet and mail orders. Remember to save all your receipts.

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

Yes, in addition to Metro Community College's policy stating the type of products you can buy, other controls and limits are placed on your card including:

- A "per transaction" dollar limit
- A monthly dollar limit
- "Blocked" merchant categories
- College transactions only – no personal use

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

You may consider maintaining a simple log of your purchases to keep a running total of your monthly expenditures. Once you have reached your limit within a given month, your card will not be accepted for additional purchases. To determine your outstanding monthly balance at any given time, you may call the toll-free Wells Fargo Bank Customer Service number on the back of your card, (800) 932-0036 (option 2).

- **What should I do if a supplier does not accept the Wells Fargo Bank P-Card?**

If the item(s) you are purchasing cannot be purchased elsewhere with your P-Card, purchase the item using a standard purchase requisition to order the item(s). You may also use your personal cash out of pocket and then receive reimbursement by completing an Employee Reimbursement Form submitted to Accounts Payable. All detailed, itemized receipts must be included with the form.

- **How will I know if Metro Community College 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 your review and allows you to reconcile your purchases. You must review the statement within 6 calendar days. As well, any disputed or fraudulent transactions must be reported to Wells Fargo Bank in a timely manner.

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

You are NOT responsible for the payment of your P-Card bills. The monthly statement you receive is for your review and reconciliation only. After you reconcile your account, include all receipts and a printed copy of your statement in the gray envelope and forward to your Approver for review. Accounts Payable will make one payment to Wells Fargo Bank covering P-Card expenses for all College employees using the card.

- **Who may I talk to if I have questions?**

Our current P-Card Administrators are Hope Mite (457-2401), Annette Gosier Perry (457-2737), and Rich Hanneman (457-2739). A P-Card Administrator should be contacted for any questions you have regarding limits, usage and other issues.

Only the P-Card 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 P-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., last 4 digits of your College telephone extension) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

- **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 option 2) immediately in the event your card is lost or stolen. You must also notify Purchasing and file a police report.

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

Each P-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 P-Card.*

- **Can the P-Card be used out of the United States?**

Yes, the Wells Fargo Bank P-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.



Cardholder User Agreement

You are being entrusted with a Metropolitan Community College purchasing credit card, issued by Wells Fargo Bank. The card is provided to you based on your need to operate locally on a daily basis and to purchase materials for Metropolitan Community College. It is not an entitlement nor reflective of title or position. The card may be revoked at any time without your permission. Your signature below indicates that you have read and will comply with the terms of this agreement.

1. I understand that I will be making financial commitments on behalf of Metropolitan Community College and will strive to obtain the best value for Metropolitan Community College.
2. I have read and will follow the Purchasing Card Policies and Procedures. Failure to do so could be considered a misappropriation of Metropolitan Community College funds. Failure to comply with this Agreement may result in either revocation of my use privileges or other corrective action, up to and including termination.
3. I understand that under no circumstances will I use the Purchasing Card to make personal purchases, either for myself or for others. Using the card for personal charges could be considered misappropriation of Metropolitan Community College funds and could result in corrective action, up to and including termination of employment.
4. I agree that should I violate the terms of this Agreement and use the Purchasing Card for personal use, Metropolitan Community College shall have the right to deduct any amounts owed, including but not limited to charges incurred from collection agencies, internal administration costs, court costs, etc, from my paycheck or final paycheck. The laws of the state of Nebraska shall govern the enforceability of this agreement.
5. The Purchasing Card is issued in my name. I will not allow any other person to use the card. I am considered responsible for any and all charges against the card.
6. The Purchasing Card is College property. As such, I understand that I may be periodically required to comply with internal control procedures designed to protect Metropolitan Community College assets. This may include being asked to produce the card to validate its existence and account number.
7. If the card is lost or stolen, I will immediately notify Wells Fargo Bank by telephone at 800-932-0036 and Purchasing at Metropolitan Community College.
8. I will receive a monthly statement, which will report all purchasing activity during the statement period. Since I am responsible for all charges (but not for payment) on the card, I will reconcile the statement each month, make any coding changes to the expenses if needed, and resolve any discrepancies by either contacting the merchant or Wells Fargo Bank myself.
9. I agree to surrender the Purchasing Card immediately upon termination of employment, whether for retirement, voluntary, or involuntary reasons.

Employee Name (Print)

Last 8 Digits of Card Number

Employee Signature

Date

APPENDIX II

METROPOLITAN
COMMUNITY COLLEGE
Purchasing Card Account Maintenance Form

TYPE OF REQUEST (Circle One)

A. New Account

B. Address Change

C. Account Closure

D Name Change

E. Staff Relocation - New GL : _____

F. **Temporary Credit Limit Increase**: _____
 Amount

Reason for Increase/Date: _____

G. **Single Transaction Limit Increase**: _____
 Amount

H. Other

 Description

TO ADD A NEW ACCOUNT (Request "A")

1. Circle "New Account under Type of Request Above
2. Complete the section under "Card Information"

TO CHANGE INFORMATION ON AN EXISITING ACCOUNT (all other requests)

1. Indicate Type of Request Above

3. Fill in current name on card

2. Fill in last 8 digits of account number

4. Complete only the Fields to be changed in Ca Information Section

CARD INFORMATION

Name - - 24 characters (Embossed on Card)

 Last 5 digits of cardholder's Social Security Number

Address - -36 characters (Maximum)

 Job Title

City - - 25 characters (Maximum)

 Dept/GL Information

State - 2 characters Zip - 5 Zip Expansion - 4

AUTHORIZATION

Employee Signature _____ Date _____

Approving Manager Signature _____ Date _____

Program Administrator Signature _____ Date _____

SPECIAL INSTRU



Wells Fargo Bank Purchasing Card Dispute Form

Wells Fargo must receive transaction dispute within 60 days of posting to your account.

Attn: Dispute & Loss Specialist

Date: _____

Company Name: _____

Account Number: _____

Transaction Date: _____ **Amount:** _____

Merchant Description: _____

Please take a moment and check the appropriate statement that validates your dispute. Please attach any supporting documentation that validates your dispute, such as: credit memos, letter to merchants, sales slips or proof of payments.

____ I certify that the transaction disputed was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by myself or a person authorized by me.

____ Although I did engage in the above transaction, I am disputing the entire charge, or a portion in the amount of \$ _____. I have contacted the merchant and requested a credit to my account for the reason explained in the attached letter.

____ The enclosed sales slip for \$ _____ appeared on my statement as \$ _____.

____ The enclosed credit memo: ____ has not posted to my account OR was listed as a purchase on my statement/activity report.

____ I did not receive the service and/or merchandise. I have contacted the merchant and they have not resolved my dispute. I expected to receive the merchandise/services on ____/____/____.

____ I have already paid for the transactions shown above by: ____ check ____ cash ____ money order ____ other credit card.

Your Signature

Date

Phone Number

Please return this form immediately. We appreciate your cooperation and urge you to contact us at 800-932-0036, if you have any questions. Fax completed form to 415-975-6635.

APPENDIX IV



Declaration of Forgery or Unauthorized Use

Re: Wells Fargo Visa Purchase Card

Account Number: _____

I, _____, have reported that my above numbered card or account. (Please check and complete applicable section)

___ With an expiration date of _____ was not received by me.

___ Was discovered missing on _____.

___ Was stolen on _____, at _____.

I have notified the _____ police, who took report # _____.

___ May have been used without my authorization, though valid card was in my possession at all times.

___ Additional information enclosed on separate sheet.

I last used the said card on _____, 20___ in the city of _____.

Any duplicate of such card has been destroyed.

The transaction(s) listed below or on the attached sheet and/or transaction made after the date of the last usage were not made by me or by a person acting with my authorization. I received no benefit whatsoever from such use. I further authorize you to accept my telephone verification of any subsequent transaction(s).

TRANSACTION DESCRIPTION	TRANSACTION DATE	AMOUNT
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I declare under penalty of perjury that the foregoing is true and correct, and I will testify, declare, depose or certify to the truth hereof before any competent tribunal, officer or person in any case now or hereafter pending in connection with the matters contained within this declaration

Executed at (City/County and State) _____

Date _____

Signature of Cardholder _____

Signature of Other Authorized User _____

Signature Of Other Authorized User _____