



OneCard Program Policies and Procedures Manual

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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 WellsOne Expense Manager (WOEM) 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 of employment.

The OneCard Program is also subject to all other applicable Lehigh University policies and guidelines, including the Lehigh University Business and Travel Expenses Policy and Procedures which is available on the [Controller's Office website](#).

Questions?

If you have any questions concerning this Manual, please contact a OneCard Program Administrator, at 610-758-3840 or email 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 your unique ID which is 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 WellsOne Expense Manager system ("WOEM"), is provided to employees and certain students based upon business need. It is not an entitlement nor reflective of title or position. Business need determines the eligibility of non-employees and certain short-term employees to receive a Card or access to WOEM 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 "Cash/Out of Pocket Only" ("CASH/OOP") users of WOEM.

Card Issuance / WOEM System Access :

You will be asked to complete the Lehigh University OneCard/WOEM System Request Form (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>). Before you receive a Card or receive access to WOEM, you will be required to read, agree to and sign the Lehigh University OneCard/WOEM User Agreement (<https://businessservices.lehigh.edu/onecard>). By signing the agreement, you have agreed to adhere to the policies and procedures established in this Manual and in the Business & Travel Expenses Policy and Procedures.

Users of the OneCard Program must choose whether requiring a Card or a CASH/OOP reimbursement account, as required to support their university responsibilities and with the approval of their manager. Cash/OOP reimbursement is used when the user purchases with their own personal funds and then requests reimbursement of the Lehigh expense.

The OneCard Program access options are:

CASH/OOP Only Users, can log into WOEM 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 CASH/OOP reimbursements.

The OneCard roles are:

Cardholder receives a Wells Fargo university-liability Card and has responsibility for reviewing Card transactions by monthly deadlines.

Reconciler has access to WOEM in order to perform another Cardholder's review responsibilities (enter business purpose, correct the index/account code, scan and upload 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 or be authorized by the person with senior oversight to review and approve statements. 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, Lehigh IDs ending with a 'R' will be created through Purchasing Services 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 accounts, and are responsible for reviewing and approving all Card activity assigned to sponsored project indexes. Transactions will route to the appropriate approver based on the user ID and index number selected during the reconciliation process. Separate Lehigh IDs will also be created for faculty-led Study Abroad Programs to support the unique requirements and approval process for those programs. Those Lehigh IDs will end with a 'S'. To establish an account for ORSP and Study Abroad, a new DocuSign OneCard Request form must be completed.

Please note the following items in particular:

- The individual identified on the Card is responsible for all charges made on the Card
- Allowing anyone else to use your card is forbidden
- 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 a OneCard Program Administrator at **610-758-3840** or email inone@lehigh.edu

All Cardholders and CASH Expense/OOP users are required to complete Program training and sign the user agreement.

Please refer to the Purchasing website <https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager> for the training videos and user agreement.

Upon receiving your Wells Fargo specific credentials, the user is required to enter his/her personal bank information into WOEM. 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 WOEM to change direct deposit information.

If there is a need to change any other information regarding your Card account or WOEM access, please complete the OneCard/WOEM Maintenance Form (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) Please note that a properly completed OneCard 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 WOEM
- 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
- Campus address change

OneCard / WOEM System Use

Card Use:

The Card can be used at any merchant that accepts Visa, except as Lehigh University policy otherwise directs (i.e., Business & Travel Expense Policy and Procedures, Computer Purchase Policy, Sustainable Purchasing Policy). 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 Business and Travel Expenses Policy and Procedures 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. Use Central Receiving (1515 Mountain Drive North, Bethlehem, PA 18015) as the ship-to address.

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 Business and Travel Expenses Policy and Procedures 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). WOEM has a checkbox to mark portions of an item as personal. When this is done, the amount is withdrawn from the personal banking information provided in the WellsOne system. Transactions marked as personal are audited. Repeat behaviors may be considered non compliant. 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 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 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 Accounts Payable Department.

Out of Pocket Expenses:

CASH/OOP expenses will be reimbursed by Lehigh via WOEM. Step-by-step instructions for logging into WOEM and entering out of pocket expenses can be found on the OneCard website (https://auxiliaryservices.lehigh.edu/sites/businessservices.lehigh.edu/files/Purchasing/Documents/WOEMReconciliationAndApprovalSteps_5.pdf). Participants in the program must use WOEM to sign up for automatic deposit (ACH) to a personal bank account. Examples of CASH/OOP expenses include mileage, tolls, per diem reimbursements and any other business expenses you have paid with your personal funds.

Reimbursement of expense via ACH credits will be processed on the 17th of each month. Participants should review their bank accounts to confirm receipt of reimbursement requests.

Quick-Reference Guides for the WOEM System:

For step-by-step instructions on using WOEM to view transactions, review statements, upload receipts, enter CASH/OOP expenses, approve statements, or dispute charges, please refer to the OneCard website (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) training videos.

Cardholder Responsibilities:

The Program is a university-liability program. Lehigh University 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 WOEM.

These responsibilities include:

- Entry of direct deposit information into WOEM system for reimbursement of CASH/OOP expense
- Review of Cardholder activity at least monthly (the billing cycle ends on the first day of the month. See the OneCard website (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) and view the Google calendar for the specific monthly due dates
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 WOEM by the published due date (see [Purchasing Services website](#) for a listing of the due dates). The steps in this process include the following:
 - A review of transactions and entry of a detailed business purpose explanation for each transaction

- For transaction \$75 or greater, upload the required detailed receipts to the specific transactions for storage in WOEM
 - *See the Business and Travel Expenses Policy and Procedures (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) in the training videos) for additional information on when, and what type of, detailed 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 WOEM.
 - 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 Card statement
Should such incidental personal expenses appear on the Card statement, the Cardholder must segregate them and check the WOEM box to indicate that they are personal in order to facilitate automatic ACH reimbursement of such expense to the university.
 - Submit transaction as completed before the published deadline in order to forward transactions to the appropriate Approver
Note: In general, you will have 7 days from the end of the billing cycle to finalize and approve your transactions. Missed deadlines are considered a noncompliance issue. Please notify both your Department Approver and the OneCard Program Administrator prior to the cycle end date 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 a OneCard Program Administrator at 610-758-3840 or at inone@lehigh.edu

Card Approver Responsibilities:

The Card Approver is responsible for completing the following responsibilities by the required due date (see Purchasing Services website for schedule of due dates):

- Online “approval” of Card expense in WOEM following review of transactions and receipts for compliance with university policy and procedures. If the required receipt is not attached, and/or the business purpose is not completed, the transaction cannot be approved. Please email the OneCard Administrator at inone@lehigh.edu with the information including the user/Cardholder name and the issue. Notification to the OneCard Administrator must be done prior to the close of the Approver deadline in order to remain compliant.
- 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 Maintenance Form (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) 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:

- If possible, the Cardholder should log into WOEM 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.
- 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.
- If the Cardholder has the receipts on hand but is unable to upload them into WOEM, the Cardholder should review their transactions on the web, enter business purpose as required, correct the index/account codes as required, and click the update button to save their changes. The Cardholder should then **email both his/her Approver and inone@lehigh.edu** to notify them of the date that he/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 with notification that a manual approval will be required after the receipts are received.
- If the Cardholder is unable to complete the review themselves by the required due date and does not have a Reconciler, it is the Cardholder's responsibility to email a OneCard Administrator at inone@lehigh.edu to notify them. Doing so will allow continued compliance.

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. There is not a daily limit set on your OneCard. Do not split a purchase to avoid the single transaction limit. If you believe the single transaction limit will inhibit optimum usage of the Card, please discuss this with your Approver. If appropriate, submit a completed OneCard Maintenance Form (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) that both you and your Approver have signed.

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, such as office furniture, as that should be procured through Facilities. 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 a OneCard Program Administrator for further clarification.

If you need to purchase an item greater than your single transaction limit, please complete a OneCard Maintenance Form (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) that both you and your Approver have signed prior to the purchase.

OneCard Misuse / Non-compliance Procedures:

The OneCard represents the institution's trust in the Cardholders and Approvers and an empowerment as responsible employees of the institution. As such, each Cardholder and Approver is required to safeguard and protect his/her institution's assets, including the OneCard. Participation in the OneCard Program is a revocable privilege. Cardholders and Approvers are responsible for adhering to all University policies and procedures as well as campus regulations and guidelines for purchases or reallocations.

Findings for non-compliant purchases or failure to perform reviews and approvals as required will be documented, listing the policy violation(s) and any corrective action(s) that need to be taken.

In the event of intentional fraud or misuse by the Cardholder, the Cardholder may face disciplinary action up to and including termination of employment and legal action. Any amounts not reimbursed within 30 days will be subject to payroll deduction.

The difference between misuse and fraud is intent. Misuse implies a violation occurred without foreknowledge that the action was incorrect or inappropriate, while fraud involves an awareness of the impropriety and a conscious decision to proceed. If misuse of Lehigh funds, the funds must be reimbursed to the university within a 30-day time period.

Many areas are funded through state and federal funds as grants and contracts. As a result, any personal use of institutional funds may be construed as a criminal act and subject to prosecution. These statutes apply not only to purchases made on the OneCard, but to any purchases made using institutional funds and regardless of the intent to reimburse.

Non-compliance and Consequences:

Lehigh employs a tiered non-compliance process as defined below. The following are consequences for non-compliance and will be enforced by the OneCard Administrator. If an Approver discovers non-compliance, they must report the violation to the OneCard Administrator for appropriate action. The action taken is dependent on the severity of the non-compliance, the number of previous non-compliance instances incurred by the Cardholder or Approver, corrective action previously imposed, and any other factors deemed as relevant. The Cardholder, Supervisor and Approver will be copied on all correspondence regarding non-compliance.

- First non-compliance: Warning email notification of the specific non-compliance and what should have occurred. The email notification serves as an explanation of corrective actions necessary to prevent a repeated occurrence.
- Second non-compliance action: Warning email notification of the specific non-compliance and what should have occurred. A second non-compliance may result in the Cardholder and/or Approver and their Supervisor having a meeting with Purchasing Services leadership and, depending on the severity of the non-compliance, may include a 30-day suspension of OneCard privileges. The purpose of this meeting will be to discuss the matter, provide additional training and specify the corrective action required. Notification will be sent to the Cardholder and/or Approver and their Supervisor regarding the non-compliance and the result of the meeting.
- Third non-compliance: Temporary suspension of the OneCard privilege for a minimum of three months. Prior to their OneCard being reactivated, the Cardholder will be required to complete OneCard Refresher Training.
- Fourth non-compliance: Termination of the OneCard privilege.

When Cards are Terminated:

Should a Card be terminated for noncompliance with university policy, the Cardholder must submit all future travel expense as a CASH/OOP reimbursement request through WOEM. The Cardholder may submit a OneCard Request Form (<https://businessservices.lehigh.edu/onecard>) one year after Card termination. Such request must be approved by the Cardholder's Approver and Vice President (or equivalent level) or Provost and included with the OneCard Request Form. Cardholders must complete the required training and sign a new OneCard User

Agreement (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>) 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 a OneCard Program Administrator at 610-758-3840. 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 received by Purchasing Services issued within 5-7 days following notice to Wells Fargo Bank Customer Service and will be inter-campus mailed to you.

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, or 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 WOEM 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 WOEM and to the OneCard Program Administrator. Prompt reporting of any such charge will help to prevent the company from being held responsible. Your current Card will be closed and a new Card will be issued. Until the fraudulent charge(s) is resolved, Wells Fargo transfers the transaction(s) to your new Card. Once resolved, you will also receive a credit on your new Card. The credit most likely will not appear in the same cycle as the fraudulent charge.

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. Exceptions to charges related to the Business and Travel Expenses Policy and Procedures must be approved in advance following consultation with the Controller's Office, the Provost's Office and Purchasing Services.

FAQ and DocuSign Forms:

Please refer to the OneCard website (<https://auxiliaryservices.lehigh.edu/onecard-wellsone-expense-manager>)