Purchasing Card Program

ANNUAL TRAINING

Last Updated 09/10/2014
Program Objective

- A MasterCard card designed to simplify a more efficient cost effective method of purchasing and paying for small dollar transactions.
- Reduces many small purchases that are currently made by purchase order or Petty Cash.
- Works anywhere MasterCard is accepted.
- Spending and transaction controls are tailored to each Cardholder needs.

*The P-Card program is not intended to circumvent existing City of San Antonio purchasing policies and guidelines. Purchase orders will still be required for certain purchases.*

*See AD 1.6 and AD 8.3*
Cardholder:

- An Employee approved by their Department Head/ Site Administrator to use the Purchasing Card to execute purchase transactions on behalf of the City of San Antonio.
Program Participants

Reconciler:

- An Employee approved by their Department Head/ Site Administrator
- Does not have an actual PCard credit card
- Designated to act in behalf of one or more cardholders for the purpose of reviewing and managing PCard transactions as displayed within the online banking system
Program Participants

Approver:
- Designated by the Department Fiscal Administrator
- Oversees Cardholders
- Reviews and approves transactions
  - Must be legitimate business expense
  - Must be within the approved limit
  - Must be classified to the appropriate financial category
Program Participants

**Site Administrator:**
- Department Fiscal Administrator or Fiscal Designee
- Oversees Approvers and Cardholders
- Approves new card requests
- Recommends purchase limits
- Final approval of transactions on P-Card envelopes
- Liaison between Cardholders and Program Administrator
Program Participants

Program Administrator:
An employee from the Finance Department who coordinates the Purchasing Card program for the City of San Antonio. This person is responsible and accountable for the administration of the program:

- P-Card applications
- Cardholder information maintenance
- Policy and procedure review
Program Administrators:

Name: James Moore, Fiscal Analyst
Maria (Beth) Carrillo, Fiscal Analyst
Location: 111 Soledad, Suite 500
San Antonio, TX  78205
Phone: 210-207-5884
Phone: 210-207-7847
Fax: 210-207-7270
Email: PCard --- (as displayed in Outlook)
PCard@sanantonio.gov

Issuing Bank: Wells Fargo
Card Use Guidelines

- The P-Card is issued in your name with a unique number.
- The use of the P-Card is restricted to the person whose name is embossed on the card.
- The P-Card is a corporate credit card that must only be used to make authorized purchases within the established policies and procedures.
Card Use Guidelines (Cont.)

- The P-Card may be used to purchase supplies and services less than the single dollar transaction limit and cumulative monthly limit.
  - Maximum transaction limit is $3,000
  - Maximum monthly limit is $10,000

- CHARGES FOR AN ITEM MUST NOT BE SPLIT INTO SEPARATE PAYMENTS TO CIRCUMVENT THE ASSIGNED TRANSACTION LIMITS.

- You must maintain a transaction log showing all purchases made and you must reconcile your transactions regularly and then submit the log to your Site Administrator.

- The P-Card is NOT for PERSONAL use.
Card Use Guidelines (Cont.)

- **Sales and Use Tax** - The City of San Antonio is exempt from Sales and Use Tax.

- **Security of the Purchasing Card**
  - The cardholder is responsible for the safekeeping of the card.
  - The cardholder is responsible for all charges and must sign off on all transactions.

- The card is to be used for Business Purposes only.
Restricted Purchases
The P-Card MUST NOT be used for the following:

- Personal and Private Use
- Goods and Services on Annual Contract (unless contractor is unable to meet delivery requirements)
- Capital Equipment
- Office Supplies, Postage, Printing
- Computer Equipment and Software
- Furniture & Fixtures
- Entertainment Providers
- Fuel and Oil
- Automobile and Truck Dealers
- Utilities Services
- Financial Institution Providers
- Personal Care Services
- Professional Services
- Gift Certificates / Gift Cards

See AD 1.6 and AD 8.3
When Making Purchases Remember...

- **Transaction Dollar Limits**: Single transaction dollars limits are established for each cardholder.

- **Monthly Cumulative Dollar Limits**: Each cardholder has a monthly spending limit.

- **Restricted Merchant Category Code**: The P-Card program is restricted from use with certain types of suppliers and merchants.
Transaction Documentation Requirements

- **Over the Counter**
  - Collect Invoice/receipt

- **Mail Order**
  - Copy of Documentation

- **Telephone Order**
  - Documentation of order
  - Collect invoice marked PAID

- **Internet Purchases**
  - Print Description and final charge
  - Collect invoice marked PAID
REBATES AND PROMOTIONAL ITEMS:
- Any manufacturer rebates received by the Cardholder shall become the property of the City of San Antonio.

CARD DECLINES:
Possible reasons may include:
- The purchase is over the single transaction limit.
- The P-Card has reached its monthly limit amount.
- The merchant category code has been purposely excluded from the P-Card program.

*Your Site Administrator will review all declines and require an explanation each month.*
What if I Lose My Purchasing Card?

- **Immediately** contact Wells Fargo, 24 hours a day, 7 days a week:
  1-800-932-0036
- Contact your Site Administrator and P-Card Program Administrator
- Closely monitor transactions to ensure no fraudulent charges appear
Recordkeeping

- Keep all receipts, invoices, bills of lading
- Keep documents approving the purchase
- Log all transactions even if receipt is lost
- Forward to Manager or Site Administrator
What if I lose my original receipt or invoice?

- Contact the vendor to obtain a copy
- Make a note on the Transaction log
- Include Memorandum stating reason for not obtaining receipt
  - Signature of Manager/Site Administrator
- Review continuing card privileges with continual misplaces.
Problem Resolution

- Contact the vendor and attempt to solve the problem.

- If unable to resolve, complete the dispute form online
  - You have 60 days from the post date to dispute a transaction.
  - Notify your Site Administrator and Program Administrator of the dispute.
  - Wells Fargo will notify the Program Administrator of the resolution.
Important Points to Remember

- Purchasing Card is in your name and should only be used by you.
- Use only for goods and services not on restricted list. Refer to AD 1.6 and AD 8.3.
- Remember your transaction and monthly limits.
- UNDER NO CIRCUMSTANCE SHOULD A CARDHOLDER ACCEPT CASH OR GIFT CARDS IN LIEU OF A CREDIT RETURN
Important Points to Remember (Cont.)

- Before purchasing certain computer, automotive maintenance, printing services or office supplies check with the respective departments first.

  - Commodities on Annual Contract are not allowed.
  - No Capital Outlay items.
  - The Purchasing Card is not for personal use.
To Activate the P-Card:

CALL THE NUMBER ON THE STICKER ON THE CARD.

Activation will require the last 4 of your SAP #

Setup a unique PIN when activating
Statement Closing and Deadlines

- All statements will close on the 15th each month.
- Cardholders (or Reconcilers) have 8 days to approve transactions in CEO (4 days + 4 days grace period).
- Approvers have 7 days to approve transactions.

<table>
<thead>
<tr>
<th>Cardholder Summary</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardholder Name:</td>
<td>BROZOVIC, MICHAEL</td>
<td>Start Date:</td>
<td>07/18/2014</td>
<td>07/18/2014</td>
</tr>
<tr>
<td>Card Number:</td>
<td>xxxx-xxxx-xxxx</td>
<td>End Date:</td>
<td>08/15/2014</td>
<td>08/15/2014</td>
</tr>
<tr>
<td>Status:</td>
<td>Cardholder Reviewed</td>
<td>Reminder Period:</td>
<td>08/16/2014 through 08/19/2014</td>
<td>08/16/2014 through 08/19/2014</td>
</tr>
<tr>
<td>Charges:</td>
<td>5,326.57 USD</td>
<td>Grace Period:</td>
<td>08/20/2014 through 08/23/2014</td>
<td>08/20/2014 through 08/23/2014</td>
</tr>
<tr>
<td>Out-of-pocket:</td>
<td>0.00 USD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Amount:</td>
<td>5,326.57 USD</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Go to https://www.wellsfargo.com
Simply enter your:
- Company ID
  - City0205
- User ID
  - Unique to user
- Password
  - Unique to User

Bookmark this page for future access

EMAILS OR FRAUDULENT CALLS

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

- Change your temporary password
- Answer two “secret questions”
- Read and accept the CEO Terms of Use Agreement
- Create a user profile:
  - Name, title
  - Telephone number
  - Email address
Cardholder Experience
Manage Statements

- Review open statements (*default screen for cardholders*)
- View Cycle-to-Date (*appear on your statement as they post in the system*)
- View Previous Statements (*13 months of history*)
- View Historical Images
To filter items, select from the **Charge Type** drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**.
If a vendor transmits additional details with the transaction, the merchant name is red and underlined.

Select the merchant name to access the detail screen.
### Manage Statements --- View Cycle-to-Date

**Action Buttons**

(Please Note; it is not necessary to wait until end of cycle date)

- **Reclassify** - allocate an entire transaction and add a description
- **Add Descriptions** - provide transaction details
- **Split and Reclassify** - divide a transaction multiple ways and add descriptions
- **Dispute** - dispute a transaction

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>Custom Fields</th>
<th>G/L Code</th>
<th>Receipt Attached</th>
<th>Amount / Original Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/22/2014</td>
<td>08/25/2014</td>
<td>Johnson Supply 14 SI Houston, TX</td>
<td>5402999 - UNCLASSIFIED PCARD CHARGES</td>
<td>□</td>
<td>192.54 USD</td>
<td></td>
</tr>
<tr>
<td>09/04/2014</td>
<td>09/05/2014</td>
<td>Baker Distributing #70 San Antonio, TX</td>
<td>5402999 - UNCLASSIFIED PCARD CHARGES</td>
<td>□</td>
<td>23.98 USD</td>
<td></td>
</tr>
</tbody>
</table>

Total Charges: 216.52 USD
Reclassify screen

Click the icon to reclassify general ledger code

Enter a business description

Click the icon to choose values to reallocate the transaction

- Update GL, enter description, update cost center, etc.
- Avoid special characters - < > % ; ( ) & + \# ? { } I ^ ~ [ ] “ ‘

Please note; the system will timeout after 15 minutes of inactivity. You will receive a warning message shortly before it expires.
Default Coding

- Site Administrators assign default Cost Centers or Internal Orders to each Cardholder
- NEW Default GL for all transactions
  - **5402999 UNCLASSIFIED PCARD CHARGES**
  - *If GL is not updated on the “Reclassify” screen by either the Cardholder, Reconciler, or Approver; the department will be required to complete a Journal Entry in SAP to Reclassify.*
"Description" is a REQUIRED Field

- Add a transaction description
- Provide a business purpose for purchase
- Adhere to company policy
- Provide names of guests if applicable
- Avoid special characters - < > % : ( ) & + \ # ? { } ! ^ ~ [ ] " '
Split and reclassify screen

- Divide and reallocate a transaction into multiple entries
- Split by amount or by percentage
- Split applies to after a transaction has posted
- Select add to create a new row and begin the split process

<table>
<thead>
<tr>
<th>General Ledger Code</th>
<th>Unit</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>5402999</td>
<td>UNCLASSIFIED PCARD CHARC</td>
<td>525.00 USD</td>
</tr>
</tbody>
</table>

**Split Description**

<table>
<thead>
<tr>
<th>BA</th>
<th>BA ABBRV</th>
<th>COST CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>3500</td>
<td>BESD</td>
<td>35980000001</td>
</tr>
</tbody>
</table>

**INTERNAL ORDER | WBS ELEMENT**
Dispute transaction screen

- Please try to contact the vendor **FIRST** to get a refund or correction
- If unresolved after working directly with the vendor, complete the online form
- Notify your Site Administrator of dispute
- You have 60 days from the post date to dispute a transaction
Complete your review

- Select statement reviewed and a message box appears indicating that an email will be sent to your approver
- Select cover sheet option on the “print” drop-down menu to print the cover sheet for this statement. Email or fax in receipts.
Receipts can be submitted in one of four ways:

1. **Email a single PDF**: send a combined PDF with the cover sheet as page 1 followed by the receipts related to the statement period.

2. **Email individual receipts**: send receipt images as individual attachments (PDF, JPG, GIF, TIF, BMP, PNG) with one cover sheet per email.

3. **Fax**: fax the cover sheet and receipts related to the statement period to the 800 number provided.

4. **CEO CCER Mobile application**: (cover sheet not required)

Receipts may be submitted in batches throughout the statement cycle, or in one batch at the end of the statement review process.

Make sure the cover sheet pertains to the correct statement period.
View images by clicking the “view receipt images” link found on the open statement and previous statement screens

Print cover sheets for prior statements on the view previous statement screen
Reports

- Run transaction reports with various filters
- You are notified via e-mail when the report is ready
- View declined transactions to determine the reason for the decline
- Declines do not appear in real time, they will be displayed within 48 hours
### Personal profile

**Unique ID:** xxxxx6789

**Card Information**

<table>
<thead>
<tr>
<th>Mailing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Type:</td>
<td>USA</td>
</tr>
<tr>
<td>Address Line 1:</td>
<td>111 SOLEDAD ST</td>
</tr>
<tr>
<td>Address Line 2:</td>
<td>SUITE 500</td>
</tr>
<tr>
<td>City:</td>
<td>SAN ANTONIO</td>
</tr>
<tr>
<td>State:</td>
<td>TX</td>
</tr>
<tr>
<td>Zip Code:</td>
<td>78205-2288</td>
</tr>
</tbody>
</table>

**Account Parameters**

**Templates**
- Selected Template:

**Limits**
- Daily Number of Transactions:
- Monthly Number of Transactions:
- Daily Dollar Limit: 0.00 USD
- Monthly Credit Limit: 5,000.00 USD
- Single Purchase Limit: 0.00 USD
- Available Credit: 3,553.10 USD as of 09/13/2012 01:38 PM PT
- Declining Balance: No
- Number of Months Active: 0

---

You can also contact the Business Purchasing Service Center 24/7 at 1-800-932-0036 to obtain available credit.

Available credit field is the remaining balance of the cardholder’s existing credit limit.

Billing address for online and phone orders
Chip and PIN Card Information

To enhance the security of your credit card purchases, your new commercial card features chip and personal identification number (PIN) technology, in addition to a magnetic stripe. With this card, you will have added identity verification and more flexibility at chip-enabled and traditional magnetic stripe terminals. Please review the important information below to help you get started with your new card.

About chip-enabled cards

• Over the next few years, U.S. merchants will begin using terminals that accept chip-enabled credit cards. Until then, you may use your card by swiping at the point of sale, just as you do today.

• As chip-enabled terminals are already being used internationally, you may use your card to complete chip-enabled transactions in Europe, Asia, South America, and Canada.

Getting started with your new card

1. To activate your card, you will need your unique identification (ID) number. If you do not know your unique ID, please contact your program administrator.

2. Activate your new card immediately by calling 1-866-762-9121, 24 hours a day, 7 days a week.
   • When dialing from outside the U.S. or Canada, dial 001-866-762-9121. This is not a toll-free number when calling internationally.
   • If you need help internationally, please call customer service collect at 1-612-332-2224.

3. When you activate your card, you will select a personal identification number (PIN). Use this PIN for all chip-enabled transactions, as well as for cash advances, if you are authorized to make them. Whether in the U.S. or abroad, the first time you use your card to complete a chip-enabled transaction, you may be prompted to provide your signature instead of your PIN. After the first use, you will only need your PIN to complete chip-enabled transactions.

4. If you forget or need to change your PIN, call the Business Purchasing Service Center at 1-800-932-0036, option 1, option 7.
3D Secure – Verified by Visa / MasterCard SecureCode

What is 3-D Secure:
- 3-D Secure is the industry name for Verified by Visa and MasterCard SecureCode.
- 3-D Secure technology secures online transactions using an additional level of cardholder authentication.
- With the introduction of Chip and PIN cards, fraud is increasingly moving online. International and now U.S. internet merchants are beginning to require 3-D Secure to complete transactions.

How it works:
- Cardholders must register their cards online prior to completing their purchase at a 3-D Secure enabled merchant.
- As part of the registration process, you will need to provide correct answers to 3 identity authentication questions. You will then create a personal passcode to be used for future purchases.
- Once enrolled, you will be prompted to input your personal passcode during the checkout process at 3-D Secure enabled merchants.

How to Enroll:
- In order to enroll in this free, online security service, cardholders must:
  - Register their card at: [https://www.wellsfargo.com/com/fraud/payments_fraud/online-purchase-protection](https://www.wellsfargo.com/com/fraud/payments_fraud/online-purchase-protection). During the registration process you will be asked to provide the last 4 digits of your Unique ID, your monthly credit limit, and the zip code tied to your card to verify your identity (all information may be found in your personal profile). Once this has been provided, you will create a personal passcode to be used when making online purchases with participating merchants.
Wells Fargo - 1-800-932-0036 (keep readily available)
- From outside of the United States call 1-612-332-2224
- Call immediately if your card is lost, stolen or suspected missing
- For immediate decline information
- To access the automated voice response system for the following information:
  - Current balance
  - Available credit
CCER access via CEO Mobile

- **CEO Mobile Service**
  - Access via the browser on your mobile device using your Company ID, User ID and Password at: [https://ceomobile.wf.com](https://ceomobile.wf.com)
  - iPhone users can go to the APP Store and download the *CEO Mobile*® app
  - An online tutorial can be viewed at: [https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html](https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html)

- **Cardholders can:**
  - View available credit
  - View posted card charges
  - View declines
  - Upload receipts

*Feature is Optional at the Cardholder’s convenience*
Approver Experience
### Manage Statements

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

- Cycle-to-date transactions
  - Approvers can view activity for any cardholder that rolls up to them for approval
View reclassifications

- View transaction details
- Make changes if necessary

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>Receipt Attached</th>
<th>Amount / Original Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/22/2014</td>
<td>08/25/2014</td>
<td>National Registry Emt</td>
<td>Yes</td>
<td>70.00 USD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Ledger Code</th>
<th>Description</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>5402999</em></td>
<td>UNCLASSIFIED PCARD CHARG</td>
<td>SAFD(2000)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BA</th>
<th>BA ABBRV</th>
<th>COST CENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>SAFD</td>
<td>2003020001</td>
</tr>
</tbody>
</table>

INTERNAL ORDER
WBS ELEMENT
Statement approval

- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy for charges.
- Approve the card expenses by clicking “approve statement”
Manage receipts page contains two tabs that allow the approver to select a particular statement period and view receipts:

- Review receipts tab contains data for the last twelve months
- View historical images tab contains data for the last seven years
Reports – statement summary

Statement Summary Report

Below are the statement summaries for up to twelve cycles. Use the scrollbars on the right and on the bottom to view all the information.

Division: ABC MANUFACTURING

<table>
<thead>
<tr>
<th>Name</th>
<th>Card Number</th>
<th>Unit</th>
<th>12/01 20xx to 11/30 20xx</th>
<th>10/01 20xx to 09/30 20xx</th>
<th>08/01 20xx to 07/31 20xx</th>
<th>07/01 20xx to 06/30 20xx</th>
<th>06/01 20xx to 05/31 20xx</th>
<th>05/01 20xx to 04/30 20xx</th>
</tr>
</thead>
<tbody>
<tr>
<td>BROOKS, ROGER</td>
<td>xxxxxxxxxxx</td>
<td>DEVELOPMENT (70010)</td>
<td>$342.90</td>
<td>$1,169.00</td>
<td>$1,246.83</td>
<td>$1,298.90</td>
<td>$878.20</td>
<td>$1,248.83</td>
</tr>
<tr>
<td>CAMPBELL, MOLLY</td>
<td>xxxxxxxxxx</td>
<td>MARKETING (70005)</td>
<td>$12.00</td>
<td>$150.99</td>
<td>$67.99</td>
<td>$2,201.90</td>
<td>$1,245.67</td>
<td>$135.98</td>
</tr>
<tr>
<td>COX, MARY</td>
<td>xxxxxxxxxx</td>
<td>DEVELOPMENT (70010)</td>
<td>$203.90</td>
<td>$1,246.03</td>
<td>$1,109.00</td>
<td>$342.90</td>
<td>$108.94</td>
<td>$1,23.90</td>
</tr>
<tr>
<td>EVANS, JERRY</td>
<td>xxxxxxxxxxx</td>
<td>MARKETING (70003)</td>
<td>$420.00</td>
<td>$800.00</td>
<td>$12.00</td>
<td>$500.00</td>
<td>$213.00</td>
<td>$3,219.23</td>
</tr>
<tr>
<td>GORDON, ANDREW</td>
<td>xxxxxxxxxx</td>
<td>MARKETING (70005)</td>
<td>$1,383.50</td>
<td>$709.75</td>
<td>$1,006.40</td>
<td>$1,226.60</td>
<td>$560.55</td>
<td>$675.25</td>
</tr>
<tr>
<td>HOWELL, CANDI</td>
<td>xxxxxxxxxx</td>
<td>DEVELOPMENT (70010)</td>
<td>$712.00</td>
<td>$775.55</td>
<td>$500.25</td>
<td>$3,458.56</td>
<td>$445.96</td>
<td>$130.00</td>
</tr>
<tr>
<td>KING, TOM</td>
<td>xxxxxxxxxx</td>
<td>SALES (70012)</td>
<td>$208.40</td>
<td>$2,580.09</td>
<td>$1,245.87</td>
<td>$526.87</td>
<td>$1,412.00</td>
<td>$145.90</td>
</tr>
<tr>
<td>KLINE, JACK</td>
<td>xxxxxxxxxx</td>
<td>SALES (70012)</td>
<td>$736.05</td>
<td>$568.57</td>
<td>$1,532.80</td>
<td>$1,237.00</td>
<td>$822.00</td>
<td>$329.67</td>
</tr>
</tbody>
</table>

Total: $9,386.25  $7,765.59  $6,624.87  $11,691.45  $8,138.31  $6,528.67  $1,339.70  $0.00  $0.00

Statement summary report showing cardholder statements over period of time
Reports - Offline

Transaction Detail Report — Create Report

- Manage Statements
  - Approve Statements
  - View Cycle-to-Date
  - View Previous Statements
- Reports
  - Reporting Download
  - Statement Summary
  - Offline
- Manage Users

- Transaction Detail Report
  - Report Type: Transaction Detail Report
  - Cardholder Name: Select One
  - Card Number:
  - Date Type: Transaction Date
  - Posting Date
  - Date Range: (mm/dd/yyyy)
  - Amount Range: Start Amount (0000.00) End Amount (0000.00)
  - GL Status: Select One

- Submit
- Cancel