

# California Lutheran

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## UNIVERSITY

### **COMMERCIAL CREDIT CARD PROGRAM**

#### **Frequently Asked Questions**

**Q: Why did CLU decide to participate in a commercial card program?**

A: 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 the price of the item itself. With a commercial card, many of the typical purchasing steps should be eliminated including, generating a requisition, preparing a purchase order, matching a packing slip to a purchase order, matching invoices with purchasing requisitions, individual payments of invoices, etc.

**Q: What is the procedure when I pay for something with my card?**

A: 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 and mail orders.

**Q: Are there any restrictions associated with the use of my card?**

A: Yes, in addition to CLU's policy stating the type of products you can buy, other controls and limits may be placed on your card including:

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

**Q: Are there any items I am prohibited from purchasing or being reimbursed for?**

A: Yes, the following is a list of categories of expenditures that are prohibited:

- Gift cards
- Alcoholic beverages
- Personal purchases
- Airline or other travel insurance
- Suitcases or luggage
- Traffic and parking violations
- Doctor bills, prescriptions or other medical services
- Fuel or vehicle expenses for non-University business
- Gifts for student employees / interns
- Telephones or related equipment or services
- Clothing
- Any other item deemed inconsistent with the values of the University

**Q: What should I do if I have a problem associated with something I bought with my card?**

A: Please refer to the "Disputed or Fraudulent Charges" section of the Policy and Procedures Manual for complete details. It is extremely important that you address these items immediately.

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

- A. Once you receive your card, you will be instructed to call Wells Fargo Bank's toll-free number and provide certain information (e.g., social security number or other meaningful data) to activate the card. This procedure ensures a secure card issuance process and helps to prevent fraud.

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

- A. *It is extremely important that you call Wells Fargo Bank's Customer Service toll-free number (1-800-932-0036) immediately in the event your card is lost or stolen.* You must also notify your Program Administrator.

**Q. Can another employee utilize my card for purchases?**

- A. Each 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 card.***

**Q. Can the card be used outside the United States?**

A: Yes, the Wells Fargo Bank Commercial 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.

**Q. How will my monthly bills be paid?**

A: You are NOT responsible for the payment of your commercial card bills. The monthly statement you receive is for your review only. Accounts Payable will make one payment to Wells Fargo Bank covering card expenses for all CLU employees using the card.

**Q: Do we have a list of preferred vendors?**

A: There is no preferred vendors list. Each vendor has an MCC Code that is (somewhat) descriptive of the type of business the merchant engages in. We maintain a list of the codes that have been enabled for each of the cardholder templates. If a particular MCC Code is not enabled in our system, the charge will be denied.

**Q: What do I do when a charge is denied because the merchant's code was not enabled?**

A: Contact Noelle Hankison (ex. 3956 or email nhankison) and tell her the nature of the charge, the date it was denied and any other details you have so that she can follow up with Wells Fargo. Tom Marsh will make the determination as to whether or not the code should be enabled. If so, we will send a maintenance request to Wells Fargo.

These are usually completed within 24 hours. We will let you know when the situation has been resolved.

**Q: How do I know what my credit limits are?**

A: Go into your personal profile. At the bottom of the page you will see your single purchase, daily, and monthly credit limits.

**Q: What if I need to charge something that is over the single purchase limit on my card (like multiple airline tickets or a large item from a vendor who will not accept a purchase order)?**

A: If you need a temporary increase in your credit limit, complete the Credit Limit Exemption Request (available on the Business Office website) and send it to Tom Marsh. If he approves it, we can temporarily raise your limit to enable you to make a one-time charge.

**Q: Is there a schedule of deadlines for review of the expense reports?**

A: There is a spreadsheet of due dates through December of 2016 ("CCER Cycle Dates") posted on the Business Office website. It is a good idea to print this out and have it handy so that you will have advance notice of important dates during each billing cycle.

**Q: Can I go into my expense report and reconcile my charges before the end of the billing cycle?**

A: Yes. After you have logged in, click on "Cycle to Date Transactions" and all unbilled charges will come up. You may then make changes, add descriptions, and save throughout the month. However, please don't send in your expense report and receipts until the billing cycle has ended and you have reconciled all charges.

**Q: What if I am going to be out of the office during the expense report review period?**

A: As long as you have your login information, you can go into the system from any computer. If that is not possible, you will need to provide your approver with the information he or she will need to complete the report in your absence.

**Q: I went through my expense report and did everything I was supposed to do but the system still shows my statement as “Open”. What happened?**

A: After you have reconciled your expense report and filled in all the descriptions, make sure you go to the bottom of the page and click on “Review Complete”. The system will then register that you have completed your part and that the statement is ready to be reviewed by your Approver.

**Q: As a Reconciler, what should I do once I have reconciled my supervisor’s expense report?**

A: You can do one of two things: (1) Check the box that says “Review Complete” and the report will go directly to the Approver, or (2) Save your changes but do not check the “Review Complete” box. This will allow the Cardholder to do his or her own review and send it on to the Approver.

**Q: What if I don’t review my expenses online before the end of the grace period?**

A: Compliance with the submission and approval of credit card expenses is important to the safeguarding of University assets. Audit findings that show a lack of internal control over these processes could impact the financing costs of the University. In order to ensure compliance, cardholders will be given two grace periods for non-compliance. On the third incident, the commercial card will be suspended.

**Q: What is my responsibility as an Approver?**

A: After the cardholder has completed his or her review of the expense report, it will automatically be sent to you for approval. It is your responsibility to look over the charges, descriptions, and account assignments and make sure they are correct. Please make sure the cardholder has completed a description and checked off the “Receipt Attached” box for each charge. If you change or correct anything, make sure you print out the corrected expense report and give it to the cardholder to go with their receipts.

**Q: What happens if a change needs to be made in the expense report and the review period for both the cardholder and the approver has expired?**

A: If you need to change an expense report after the expiration of the approval period, contact the Assistant Controller, Heather Shuster (ex. 3876 or email hshuster). She is the only one who can make edits during the download period.

**Q: Where can I go for more information?**

A: The PowerPoint presentation given by our account rep at the latest training session is posted on the Business Office website. You can access the site through the “Faculty and Staff ” link on the CLU home page. There is a separate page with information on the commercial card program with links to the training presentation, the Policy & Procedures Manual, and forms.