



WAKE FOREST
UNIVERSITY

University PCard Program Manual



Current as of: July 8, 2019

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Resources

Who to Contact for Assistance at Wake Forest University			
Name	Responsibilities	Email Address	Phone Number
Nicolle Gaillard <i>PCard Administrator</i>	<ul style="list-style-type: none"> Establish new PCards Modify cardholder credit limits Train and assist cardholders with Workday 	ngaillar@wfu.edu	336-758-5998
Ashley Jones <i>Accounts Payable Manager</i>	<ul style="list-style-type: none"> Enforce PCard policies and procedures Train and assist cardholders with Workday 	jonesash@wfu.edu	336-758-1981
Caroline Bowen <i>Travel & Expense Specialist</i>	<ul style="list-style-type: none"> Audit and approve transactions to ensure they meet University policies and procedures 	bowenc@wfu.edu	336-758-5833
Sue Massey <i>Travel & Expense Specialist</i>	<ul style="list-style-type: none"> Audit and approve transactions to ensure they meet University policies and procedures 	masseysa@wfu.edu	336-758-3834
Johnny Trevino <i>Contracts Administrator</i>	<ul style="list-style-type: none"> Review Contract and or Agreement totaling \$10,000 or more 	trevinjs@wfu.edu	336-758-3007 336-758-6102

PCard Provider Contact Information

Wells Fargo	
<p>Wells Fargo is the University PCard provider. When contacting Wells Fargo you will need the following information:</p> <ul style="list-style-type: none"> 16 digit card number Unique ID (last 4 digits of your WFU ID) Company ID (Wake Forest University) 	
Current Balance	1-800-932-0036 option 1,2
Available Credit	1-800-932-0036 option 1,3
Recent Transaction Information	1-800-932-0036 option 1,4
Why a transaction was declined	1-800-932-0036 option 1,5
Activation	1-800-932-0036 option 2,1,1

Reset PIN	1-800-932-0036 option 2,1,2
Fraud or Dispute Resolution	1-800-932-0036 option 2,2
Customer Service	1-800-932-0036 option 2,3
Lost/Stolen	1-800-932-0036 option 2,3
Damaged	1-800-932-0036 option 2,3

Purpose of the PCard

The Wake Forest University PCard Program (PCard) is a fast and flexible alternative for processing transactions under \$2,500.

PCards can be issued to an employee upon the approval of a University Cardholder Application and successful completion of required training. The card should only be used for University business. Cardholders are required to comply with all University policies and procedures.

The PCard Program offers these benefits:

- Enables staff to conduct university business without having to spend personal funds upfront
- Ensures the University—not the individual—remains liable for official commitments
- Enables significant administrative savings by reducing invoice creation, handling/mailing, payment deposits, collection activities, etc.
- Provides the University with consolidated spend data visibility
- Enables NC Tax Savings
- Provides a quick, easy, and readily-accepted payment method for most University purchases
- Mitigates fraudulent transactions and helps identify unusual spending patterns
- Simplifies campus-wide review, approval, and audit of transactions

PCard Roles & Responsibilities

Cardholder	<p>Cardholders are responsible for:</p> <ul style="list-style-type: none"> • Understanding and electronically signing the PCard Agreement. • Reconciling PCard transactions in a timely manner and in accordance with University policies and procedures. • Assigning a delegate, if applicable, in Workday to complete transactions “on behalf of the cardholder” for PCard reconciliation.
Delegate	<p>Delegates are responsible for:</p> <ul style="list-style-type: none"> • Reconciling the cardholder PCard transaction(s), in a timely manner and in accordance with University policies and procedures.

Approver	Approvers are responsible for: <ul style="list-style-type: none"> • Reviewing the expense report for accuracy and validating that the information conforms to University policies and procedures.
Internal Audit	Internal Audit personnel routinely examine invoices and expense reports to monitor compliance with University policies, procedures, and regulatory agency requirements.

Eligibility

The following table defines who is eligible for a PCard. Manager approval is required to obtain a PCard.	
Eligible	Not Eligible
<ul style="list-style-type: none"> • Full Time Faculty & Staff (exempt & non-exempt) • Part Time Faculty, Faculty Fellow & Staff • Temporary Faculty & Staff • Graduate Students employed by WFU in a professional setting • Student Employees • Student Group Members (as approved by Campus Life) 	<ul style="list-style-type: none"> • Contingent Workers/Independent Contractors • Students (except as approved by Campus Life for student groups)

PCard Application Overview

Applying for a PCard is an electronic process. All new applicants must complete the online PCard Application which is conveniently located on the [Financial Services-University PCard](#) website. *Please note you can stop and save your application to complete within 30 days.*

After an application is submitted:

- Confirmation of submittal is emailed to the applicant.
- Approval is requested from the manager (as listed in Workday).
- Instructions are sent for completing *FIN 104: Reimbursements and PCard in Workday*.
 - Training is considered complete once the course has been completed in its entirety, the assessment is passed, and a signed cardholder agreement is received by the PCard Administrator.
- Activation instructions are emailed to the cardholder.
- PCard sent to the cardholder via campus mail.

If you have any questions regarding the PCard Application process, please contact pcard@wfu.edu or 336-758-8289 (option 2, University PCard Services).

New Applicant PCard Training: *FIN 104: Reimbursements and PCard in Workday*

FIN 104: Reimbursements and PCard in Workday is required training for all new PCard applicants. This course covers policies and procedures and demonstrates how to reconcile PCard transactions in

Workday. This course, along with electronic submission of the required cardholder agreement, must be completed before a PCard can be implemented with approved credit limits.

Credit Limits

The University has three options for establishing credit limits on the PCard:

- \$5,000 overall and \$2,500 single transaction limit (University standard)
- \$10,000 overall and \$2,500 single transaction limit (requires documented business need)
- Custom spending strategy
 - *A custom spending strategy will require an on-going business need for requesting a higher or lower limit.*

In general, any single purchase over \$2,500 (excluding travel) must be approved by Procurement Services prior to the purchase and documented to Accounts Payable. For other exclusions or special situations, please refer to the University's Procurement Policy.

Financial Services may decrease PCard limits at its sole discretion.

Request for PCard Limit Increase or Decrease

This single transaction limit is currently set at \$2,500 per transaction. For other exclusions or special situations, please refer to the University's Procurement Policy. In certain situations, requests to temporarily or permanently increase or decrease the single transaction limit and/or overall monthly limit request may be submitted through the [University PCard Modification Form](#). A Modification Form must be submitted for every limit change request. Increases are effective once the PCard Administrator has approved and notified cardholders.

Reconciling PCard Transactions in Workday

PCard transactions are reconciled in Workday using the Expense Worklet or "Create Expense Reports". Transactions are uploaded into Workday Tuesday through Saturday for cardholders to reconcile. Transactions must be reconciled within sixty (60) days from the date the expense was incurred or thirty (30) days from date of return (of trip whichever is later). Cardholders should refer to *FIN:104 - Reimbursements and PCard in Workday* for information on how to reconcile PCard transactions. Accounts Payable may request additional documentation or explanation of expenses from the cardholder when additional information is required for approving transactions.

Contracts or Agreements

Refer to the University's [Contract Management Administrative Procedure](#) for guidance on entering written agreements with third parties. Contact the Contract Administrator before entering any purchase contract or agreement valued over \$10,000.

Shipping Address

Generally, it is standard practice for items purchased with the PCard to be shipped to a University address. If there is a need to ship to a residential or personal address, please provide the business reason when reconciling this transaction in Workday. Accounts Payable will contact the cardholder if additional information is needed.

Mobile Alerts

Cardholders may opt-in to receive mobile alerts for available balance, declined transaction(s), and potential fraud alerts from Wells Fargo. Your carrier's message and data rates may apply. If you would like to receive alerts, please contact the PCard Administrator.

Cancelling a PCard / Resignations / Terminations:

Departments are responsible for notifying the PCard Administrator when a card should be cancelled. Upon cancellation request, departments are responsible for ensuring any outstanding PCard transactions are reconciled in Workday while the employee is still available. Department administrators will destroy the card.

Cardholders who resign or are terminated from Wake Forest University must return the PCard to their department administrators. If, for any reason, the employee is unable to reconcile these transactions prior to exiting the University, the employee must give copies of all receipts and business purposes for unreconciled transactions to their business manager. Transactions will be assigned to other department personnel to complete. Failure to reconcile outstanding transactions may result in transaction amounts being added to the cardholder's taxable income.

Employee Transferring

When a cardholder transfers to a new department within Wake Forest University, the PCard Administrator will receive a notification of the employee's "Employment Status Change" from Human Resources. The PCard Administrator will obtain approval from the cardholder's new supervisor for continued participation in the program.

PCard Renewal

Wells Fargo issues PCards with a three-year expiration date. PCards are distributed (sent to PCard Administrator and then to cardholders through campus mail) approximately 30 days before the expiration date; therefore, the cardholder does not need to contact or notify the PCard Administrator.

Restricted Items

The PCard is intended for purchases not requiring a University Purchase Order per Wake Forest [University Procurement Policy](#). The PCard is not to be used for the following items:

- Cash advances
- All Services
- Controlled Substances
- Radioactive Materials
- Motor Vehicles
- Non-Business related items

Items purchased with grant funds must meet the restrictions of the grant.

PCard Security

PCard's are non-transferrable. The named cardholder is the only authorized user of that PCard. Cardholders should not lend their PCard or PIN to a colleague. If eligible individuals are frequently asking colleagues to make purchases for them outside of a department's normally accepted business processes, they should apply for a PCard. If the PCard Administrator becomes aware of a PCard having been loaned or if a PCard number has been shared with another employee for use, the PCard Administrator will immediately suspend the PCard and notify the cardholder.

The PCard should always be treated with the same level of care and security with which cardholders treat their own personal credit cards. Cardholders should keep their PCard in a secure location and guard the account number carefully. Below is a list of security measures that should be consistently followed:

- If a PCard cannot be located, expect the worst: cancel the account and request a new PCard.
- Departments retaining PCards in a central location should keep them locked in a secure area.
- Cardholders should review transactions when they post in Workday and compare those against their receipts to ensure all the charges are valid.
- Conduct business with reputable companies.
- Do not send the full 16-digit account number and expiration date to anyone via email.
- Email is not a secure method of correspondence without encryption. When sending emails to pcard@wfu.edu, please only include the last four digits of the account number.
- Verified by Visa is a program that helps ensure on-line payments are made by the Visa cardholder and is intended to reduce the completion of fraudulent transactions. The goal of the program is to make online transactions as secure, fast, and convenient as purchases made in a store. Verified by Visa works behind the scenes, using advanced technology to confirm a cardholder's identity. If there's any doubt – such as when a new device is used or an unusually large purchase is made – the cardholder may be asked to provide more information to confirm the purchase.
 - In an effort to mitigate fraud in our PCard program, Financial Services would like all cardholders to enroll in this program by clicking on the link below and following the instructions. [Enroll in the Wells Fargo Verified by Visa program](#). When clicking this link, you are leaving wells Fargo and entering a secure third-party site. Although Wells Fargo has a relationship with this website, Wells Fargo does not provide the products and services on the website. Please review the applicable privacy and security policies and terms and conditions.
 - The following information will be needed to enroll:
 - 16-digit PCard Number
 - Unique ID (last 4 digits of your WFU ID)
 - Monthly Credit Limit (ex: \$5000.00)
 - Zip Code (ex: 27109)

Lost or Stolen PCards

If a PCard is lost or stolen, immediately call Wells Fargo 24-hour Customer Service (1-800-932-0036, option 2, 3). Only the cardholder should contact the bank to accurately verify legitimate charges, identify fraudulent transactions, and provide personal security information.

The following information will be needed when contacting Wells Fargo:

- Unique ID (last 4 digits of WFU ID)
- Company ID (Wake Forest University)

Fraudulent Transactions

Fraud is a wrongful or criminal deception intended to result in financial or personal gain by an outside entity or by the cardholder. If a fraudulent transaction is posted to a PCard, the cardholder must call Wells Fargo at 1-800-932-0036, option 2, to submit a fraud claim with a fraud specialist. The cardholder has 60 days from the date the transaction is posted to place the claim with Wells Fargo.

The cardholder's department is liable for fraudulent charges until the bank reviews the fraudulent request. After the charge is reviewed, a credit will be posted. Both the debit and credit must be reconciled in Workday.

If fraud is suspected by Wells Fargo, they will automatically send an alert to notify the cardholder and place a fraud watch on the card. The cardholder will receive an email containing *Charge is Valid* and *Charge is Not Valid* URLs, along with the last four digits on the PCard, the merchant name, and the date and amount of the transaction suspected of being fraudulent. The cardholder will need to confirm whether or not the transaction was authorized.

If a cardholder receives an email from Wells Fargo Event Messaging Admin for suspected fraud:

1. Respond to the email by copying and pasting the applicable URL into a browser and pressing Enter.
2. Content confirming the selection will appear in the browser window.
3. If the cardholder replies "*Charge is Valid*", the fraud watch will be removed from the PCard and the PCard can be used immediately.
4. If the cardholder replies "*Charge is Not Valid*", a restriction is placed on the PCard. However, the PCard will not be automatically closed. The cardholder must contact the WellsOne® Service Center at 1-800-932-0036 for assistance and next steps.

If a cardholder has accidentally said a charge was invalid, they will need to call Wells Fargo at 1-800-932-0036, option 2, 3 and confirm the charge was valid so Wells Fargo can remove any restrictions that were placed on the PCard.

Please see [Appendix C](#) for fraud alert email and text examples.

Disputed Items

A disputed item is a situation in which a cardholder questions the validity of a transaction that was charged to the account. The cardholder is responsible for resolving any problems with suppliers concerning disputed items. The cardholder must first contact the supplier to resolve any issues. Most problems can be resolved in this manner. If the cardholder is unable to reach a suitable agreement with the supplier, the cardholder should immediately call Wells Fargo 800-932-0036, option 2, 2 for assistance in initiating a fraud claim.

Reasons for a disputed item:

- Duplicate Transaction: a single transaction has posted more than once.
- Cancelled Transaction: a transaction was cancelled.
- Incorrect Amount: a transaction has posted on my account for an incorrect amount.
- Merchandise/Service Not Received: did not receive the service or merchandise requested.
- Defective/Not as Described: the service or merchandise received did not match the description; or the merchandise is defective/damaged.
- Paid By Other Means: the transaction was paid by another method (Check, Cash, Other Credit Card, Money Order)
- Credit Not Posted: the merchant did not process a credit transaction receipt.
- Returned Merchandise: the merchandise was returned but the merchant did not process a credit.
- Unrecognized Transaction: the transaction is not recognized.

Disputed Items: Transaction Process

Cardholder must complete and sign the Dispute Form. The form must then be sent to the WellsOne® Service Center by fax at 866-831-4452 or email at fraud.wellsoneservicecenter@wellsfargo.com. All disputes must be received within 60 days from the posting date of the charge.

Cardholders must have return credits processed to the PCard. Cardholders are not allowed to accept cash when returning an item. Cardholders are responsible for reconciling all PCard transactions including credits and disputed transactions in Workday.

Declined PCards

In the event that a PCard transaction is declined, the cardholder may call Wells Fargo at 1-800-932-0036, option 2, 3 and inquire about the decline.

When contacting Wells Fargo the following information will be needed:

- 16-digit PCard number
- Unique ID (last 4 digits of WFU ID)
- Company ID (Wake Forest University)

The most common reasons for the PCard to be declined include:

- Monthly spending limit exceeded
- Single transaction limit exceeded
- Incorrect expiration date
- Incorrect card number
- Restricted vendor
- Incorrect CVC Code

If a cardholder is unable to determine the cause of the PCard being declined, contact the PCard Administrator for assistance.

North Carolina Sales Tax

The University is required to pay sales and use tax on tangible goods purchased and/or used in the State of North Carolina. However, the University is entitled to apply for a refund on North Carolina sales and use tax when proper documentation for the tax exists. When North Carolina sales tax is charged, cardholders are responsible for ensuring that the proper sales tax amount is broken out in Workday. North Carolina sales tax charged on the PCard and properly documented is not charged against a department's budget. Sales tax on personal reimbursements to an individual cannot be refunded and are charged to the departmental budget.

Sales tax should *not* be broken out for the following:

- Out-of-State transactions charging non-NC sales tax
- Auto rental
- Airfare
- Fuel
- Occupancy tax for lodging- including hotels in NC
- Alcohol

PCard Misuse or Non-Compliance Guidelines

Overview	The following guidelines are intended to establish transparent communication with cardholders regarding PCard program compliance and to ensure a strong system of controls within the PCard program. The PCard Administrator sends out a monthly email reminder to cardholders to reconcile PCard transactions. PCard transactions are reviewed by Accounts Payable for completeness and compliance with University policies and procedures.
Infraction Definition and Examples	<p>An infraction is defined as a lack of compliance with rules set forth in the PCard Agreement, University PCard Program Manual, Grant Agreements, or University policies and procedures that govern expenditures of University funds.</p> <p>Late Documentation- PCard transactions should be reconciled within a reasonable time period.</p> <p><i>Note: "a reasonable time period" is defined in University policy and procedure as submitting documentation sixty (60) days from the date that the expense was incurred or within thirty (30) days from date of return (when traveling). If transactions are not reconciled in a reasonable time period, the associated amount will become taxable income for the cardholder.</i></p>

Infraction Definitions (continued)	<p>Personal Charges- Unintentional/accidental personal transactions charged on the PCard.</p> <p><i>Note: these charges must be reimbursed to Wake Forest University and documentation of the reimbursement provided to Accounts Payable within thirty (30) days in which the charge(s) occurred.</i></p> <p>Missing Receipt- A detailed and legible receipt is not provided as supporting documentation for each transaction(s).</p> <p>Invalid Business Purpose- A complete and valid business purpose is not documented for each transaction(s).</p> <p><i>Note: A valid business purpose must answer the following: who, what, when, where, why, and how it relates to Wake Forest University business.</i></p> <p>Split Transaction- Splitting a purchase into multiple transactions to avoid exceeding the single transaction limit.</p> <p>Loaned PCard- A Cardholder who has loaned his or her PCard to someone else to make a purchase.</p> <p>Other non-compliant issues- Transaction(s) that are not compliant with Wake Forest University policies, procedures, or guidelines will be tracked and reviewed.</p> <p><i>Note: Cardholder(s) will be required to reimburse the University if a transaction is determined to be non-allowable.</i></p> <ul style="list-style-type: none"> • Examples: birthday and bridal shower gifts, services, etc.
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Violation Process:	
First Violation	<p>Occurs when the cardholder has not resolved an infraction within five (5) business days after notification. Cardholder and manager will be notified by email.</p> <p><i>PCard will not be suspended</i></p>
Second Violation	<p>Occurs on the second occasion a cardholder has not resolved an infraction within five (5) business days after notification. PCard is suspended for thirty (30) days, and the cardholder and manager will be notified by email.</p>

	<i>Thirty (30) day suspension</i>
Third Violation	Occurs on the third occasion a cardholder has not resolved an infraction within five (5) business days after notification. Cardholder and manager will be notified that a third and final infraction has occurred. <i>PCard is canceled</i>
Multiple Infractions	Cardholders who repetitively commit infractions may be subject to card suspension and/or required retraining, even if the infractions are being actively resolved within five (5) business days after notification.
Multiple Suspensions	If a PCard is suspended three (3) times for any combination of infractions, the cardholder will be subject to permanent removal from the PCard program.
Violation Period	The period of time for calculating number of violations is 365 days.

Fraudulent Use

Intentional personal or non-University related use of the PCard will result in immediate suspension.

Cardholder will be notified of the suspension. If intentional personal or non-University related activity is confirmed, the PCard account will be closed immediately, and the cardholder will no longer be eligible for participation in the PCard program. The fraudulent transaction amount will be required to be paid back to the University; and, if not completed in a reasonable time period (as previously defined) this amount will become taxable income for the cardholder. Internal Audit will review, investigate, and confirm fraudulent activity. Other disciplinary action, up to and including termination, may be taken per University policies.

To Anonymously Report PCard misuse or non-compliance	
1.877.880.7888 (toll free), Monday through Friday from 9 am to 8 pm. EST	This service is provided by an off-site third party. Calls will not be traced nor will there any effort to identify you. For more information on compliance, visit: https://compliance.wfu.edu/compliance-hotline/

Appendix A: Frequently Asked University PCard Questions

Can I use my PCard for travel expenses over \$2,500?

Yes, but if your purchase is greater than your single transaction limit, request a temporary limit increase by submitting the [University PCard Modification Form](#). The PCard Administrator will then coordinate approvals with the cardholder's manager and Financial Services and will provide e-mail confirmation to the cardholder.

What are other examples of items costing more than \$2,500 that may be purchased with the PCard?

Allowable expenditures greater than \$2,500 are usually items for which Procurement Services cannot obtain competitive bids or contract purchase prices. Examples include conference registrations and catering. Non-travel related purchases over \$2,500 require authorization by Procurement & Payment Services.

I have a transaction on my account for a purchase that I did not make?

First, contact the supplier to find out more information about the purchase. If the supplier is unable to resolve the issue & you suspect fraudulent activity, call Wells Fargo fraud department at 800.932.0036, option 2, 2.

What address do I use for my PCard when making an online purchase?

For Reynolda Campus employees, the address is your departmental PO Box number. For Graylyn, Wake Downtown, Charlotte, and Wake Washington employees, the address is the street address.

I am traveling internationally. Will I be able to use my PCard?

Yes. If needed, call the PCard Administrator prior to travel to have your single transaction limits and/or monthly limits adjusted to cover your specific travel needs. (Note: limit changes require additional approvals.) Additionally, cardholders may contact Wells Fargo Customer Service at 1-800-932-0036, option 2, 3, to place a travel alert. When contacting Wells Fargo you will need the following information:

- 16 digit card number
- Unique ID (last 4 digits of your WFU ID)
- Company ID (Wake Forest University)

What do I do if one of my receipts is lost/missing?

Please complete the Missing Receipt Affidavit form. This will need to be signed by the cardholder and their manager. The form should be attached to the corresponding expense line in Workday.

I submitted a receipt, but AP is asking me for a detailed, itemized receipt. What is the difference?

A detailed, itemized receipt shows line item detail for all items purchased or services provided and provides proof of sales tax. A summary receipt generally shows only the total charge; or in the case of a restaurant charge, the total plus any gratuity.

Why do I need to submit a detailed receipt?

A detailed receipt is needed in order to break out any applicable NC sales tax, as well as to assist during the review process in substantiating the business purpose. Without the detailed receipt, further questioning is sometimes necessary by the reviewer.

I accidentally used my PCard for a personal purchase and the charge is showing in Workday for me to reconcile. What do I do?

Immediately reimburse the personal expense through the Departmental Deposit Cash Sale process in Workday. Each department should have a Cost Center Cash Sales Specialist who will help you make the deposit. Add the charge to an expense report and select the "personal" box on the line level. Attach a copy of the receipt that the Cost Center Cash Sale Specialist gives you.

I accidentally created an expense report for a charge that was put on my PCard but was personally reimbursed to me instead. The transaction is still showing in Workday for me to reconcile. How do I fix this?

Immediately reimburse the University for the funds. Each department should have a Cost Center Cash Sales Specialist who will help you make the deposit. When reconciling the transaction, attach a copy of the receipt that the Cost Center Cash Sale Specialist gives you along with the correct receipt for the purchase. You should still reconcile the outstanding PCard transaction in Workday as you normally would.

I received a credit on my PCard from a fraudulent transaction or a disputed transaction, when do I need to reconcile the transaction in Workday?

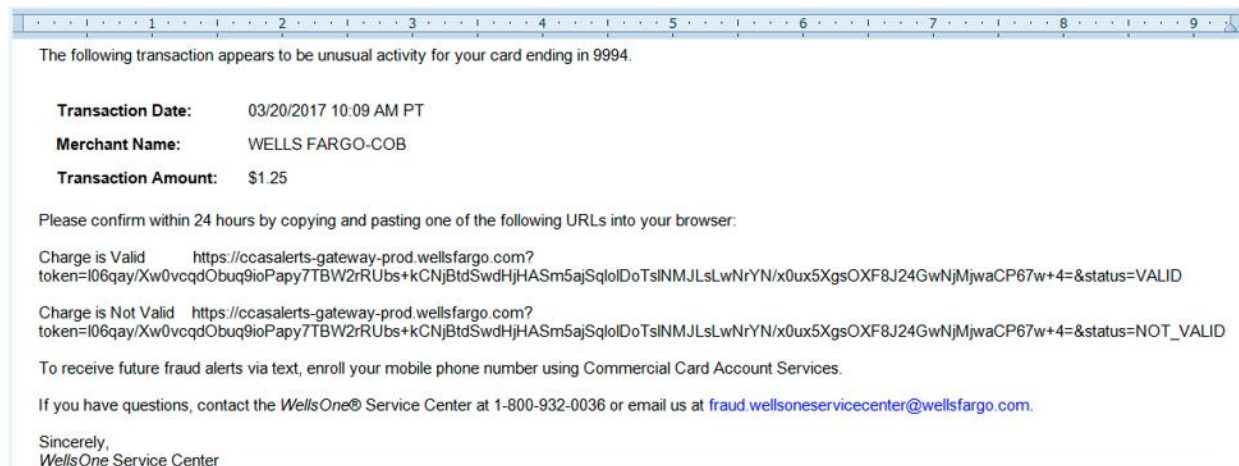
As soon as both the credit has posted in Workday for you to reconcile. The debit should already be reconciled.

Appendix B: Adequate Business Purpose

Examples of Insufficient Business Purposes	Examples of Sufficient Business Purposes
Flowers sent to employee	Flowers sent to EMPLOYEE'S NAME in hospital
Lunch	Meal extended through normal meal time. No other time was available.
Shelter Rental	Reservation for shelter for department picnic on July 12 th
Food for event	Food for PROJECT NAME held on January 10 th . Event helped educate students on upcoming changes.
Lunch for 2 speakers and 4 staff members	Lunch for (NAME OF SPEAKERS) and (NAME OF STAFF MEMBERS) for CERTAIN LECTURE or CERTAIN PURPOSE
Copies of flyers	Flyers for the NAME production
Purchase of gifts for department or production	PURPOSE OF GIFTS for NAME and DOLLAR AMOUNT FOR EACH PERSON. [Note: gifts are taxable to the employees.]
Trip to Houston, Texas	Conference NAME or REASON of TRIP to PLACE ON CERTAIN DATE
ACC tournament tickets	Tournament tickets for NAME OF PEOPLE for cultivation or solicitation, etc.
Registration	Registration for NAME OF EVENT and CERTAIN DATES

Appendix C: Fraud Alert Email Examples

Sample Fraud Alert- Email:



Samples of responses after valid/not valid is copy and pasted into browser (presented in the browser overlay):

Accept response to customer (ADS strategy) - presented in overlay:

Thank you for your response. Please try your transaction again.
If you have questions, contact the WellsOne® Service Center at 1-800-932-0036 or email us at fraud.wellsoneservicecenter@wellsfargo.com.

Accept response to customer - presented in overlay:

Thank you for your response. Your card is available for immediate use.
If you have questions, contact the WellsOne® Service Center at 1-800-932-0036 or email us at fraud.wellsoneservicecenter@wellsfargo.com.

Decline response to customer - presented in overlay:

Thank you for your response. Your card ending in <xxxx> is now restricted.
For assistance, contact the WellsOne® Service Center at 1-800-932-0036 or email us at fraud.wellsoneservicecenter@wellsfargo.com.

Sample Fraud Alert- Text & Confirmations:

Accepted / Valid Transaction:

Transaction declined. Card 8392: 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. FRAUD RESTRICTED. For assistance call [800-932-0036](tel:800-932-0036)

Fraud alert. Card 8392, 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. Text 1 for Valid or 2 for Not Valid within 24 hours. For assistance call [800-932-0036](tel:800-932-0036)

Thank you for your response. Please try your transaction again. For assistance call [800-932-0036](tel:800-932-0036)

Declined / Not Valid Transaction:

Transaction declined. Card 8392: 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. FRAUD RESTRICTED. For assistance call [800-932-0036](tel:800-932-0036)

Fraud alert. Card 8392, 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. Text 1 for Valid or 2 for Not Valid within 24 hours. For assistance call [800-932-0036](tel:800-932-0036)

Thank you for your response. Card 1795 is now restricted. For assistance call [800-932-0036](tel:800-932-0036)

Appendix D: Forms

[Wake Forest University PCard Application](#)

[Wake Forest University PCard Agreement](#)

[Wake Forest University PCard Account Modification Form](#)

[Missing Receipt Affidavit \(XLS\)](#)

[Employee versus Independent Contractor Checklist \(PDF\)](#)

Appendix E: Related Policies and Procedures

[Reynolda Campus Procurement Policy](#)

[Business Expense Policy \(PDF\)](#)

[Sales and Use Tax](#)

[Accounts Payable Disbursement Policy](#)

[Meals and Entertainment Procedure](#)

[Travel Procedure](#)

[Spend Authority Administrative Procedure](#)

[Contract Management Administrative Procedure](#)