



THE HERITAGE GROUP

CARDHOLDER PURCHASING PROGRAM GUIDE

I. Overview

The Heritage Group Cardholder Purchasing Program provides universal guidelines for all business units credit card users. The availability of a credit card is intended to streamline and simplify the Purchasing and Accounts Payable Functions. Access to a corporate credit card **is a privilege**, not a right.

Relevant Terms

- The Heritage Group Cardholder Purchasing Program is hereafter referred to as the “Program”
- Any qualifying credit card is hereafter referred to as the “Card”
- Any issuing bank is hereafter referred to as the “Bank”
- The Heritage Group is hereafter referred to as “THG”

Access to a Card is designed to complement, not replace, current purchasing methods. When properly utilized, it is a tool that reduces transaction costs, facilitates the timely acquisition of materials and supplies, automates data flow for accounting purposes, and offers flexible controls to help ensure proper usage.

Cardholders must adhere to Program guidelines and use their Card properly. This guide will define proper usage and provide instructions as to required record keeping and account reconciliation. Each time you use the Card, company funds are committed. Although the Card may have your name imprinted on its face, THG is the liable party. As such, the use of this Card has no impact on your personal credit. However, you are accountable for validating all charges on your account.

THG has the right to monitor cardholder activity. Intentional misuse or fraudulent abuse may result in disciplinary action up to and including termination of employment with THG and/or criminal prosecution.

II. Program Eligibility

Eligibility in the Program is not an essential function of all roles. Only full-time employees of THG are eligible to participate in this program; cards will not be issued to part-time or contract employees. Further, not all full-time employees may be eligible for the Program. The following individuals are eligible for Cards:

Executive Level Employees
Executive Assistants
Senior Level Management
Department Level Management
Salespeople or Traveling Role
Designated Purchaser within a Department, i.e. Office Manager



If a Card is requested for an individual not encompassed above, the requesting manager should provide written justification, signed by the appropriate financial authority within their organization, for consideration with final approval determined by the THG CFO.

III. Program Enrollment

Employees will be nominated and enrolled in the program only through approval of appropriate management level personnel within each THG Company.

Once the Card Program Administrator (hereafter referred to as the “Administrator”) receives approval for your enrollment in the program, a Cardholder profile will be completed and submitted for processing by the Bank. This profile will dictate items such as your single transactions and cycle [monthly] purchase limits, where you can use the card [types of businesses], and what items you can buy.

The Administrator should receive the Card in approximately one week. Card distribution will then be made through designated program facilitators within each Group, but only after the Cardholder has completed the cardholder agreement. Once you’ve completed, your acknowledgment will be forwarded to human resources.

After you receive the Card, immediately sign the back, and call the Bank for activation (instructions are on a peel-off label affixed to the Card). Always keep the Card in a secure place, we recommend utilizing a RFID wallet or case.

IV. Proper Card Usage

Personal Usage

The Card is only to be used for business-related expenses. While personal usage is prohibited, in the rare occasion that it does occur, the employee will need to arrange **immediate** repayment of the charge. The signing of this agreement acknowledges that should repayment not be arranged the deduction of these funds may come from the next payroll period after repayment has been missed. Repeated personal usage of the card can result in a payroll deduction, possible disciplinary action up to termination and immediate recovery of THG funds. **As a reminder, THG has the right to monitor cardholder activity. Intentional misuse or fraudulent abuse may result in disciplinary action up to and including termination of employment with THG and/or criminal prosecution.**

Sales Tax Applicable

The nature of your purchasing activities will sometimes involve the determination of whether sales taxes are applicable, it is strongly advised that all sales tax-exempt purchases be managed through Accounts Payable when possible. Please address these questions to the THG Tax Department.

Non-Qualifying Expenses

Access to a Card is designed to complement, not replace, current purchasing methods, and utilization of the Program should not supersede existing accounting practices. While the Card will facilitate purchasing, it is advisable to continue to purchase items consistent



with your Company's practices. It is your responsibility to be an honest and responsible steward of company funds, as such the below guidelines outline purchase scenarios that are considered non-qualifying expenses for the "P-Card":

"P-Cards" are **not**:

- To be utilized for independent meal expenses when there is no business justification and/or overnight travel.
- To be utilized for front-line operating expenses.
 - If your company has an open account with a provider, it is expected that you charge the items against that account.
 - If your charge is sales tax exempt it **should not** be on the Card. If you have any questions, please see Sales Tax Applicable section above.
- To be utilized for individual purchases of office supplies and/or individual Amazon purchases.
 - The responsibility for office supplies should be managed by the appropriate Administrator / Office Manager per business unit.
 - The responsibility for technology purchases should be managed by ITSS.
- To be utilized as alternatives to fuel card programs for Drivers.

Travel

All THG cardholders should utilize their card for managing travel expenses – additionally, all travel should be in accordance with the travel policy.

V. **Receipt Requirements**

When you conduct transactions with the Card, you **MUST** obtain a receipt from the supplier, vendor, etc. Receipts should be collected for **ALL** Card purchases of \$50 or more and submitted through the program. All receipts should include certain minimum information; including, but not limited to, the vendor's name, date of expense, itemized purchase detail, and total expense value.

Once obtaining a receipt – it is best practice to immediately code the transaction on the back of the receipt and then keep it for proper account reconciliation (covered in a later section).

In the case when a machine-printed receipt is not available it is not acceptable to simply not submit a receipt; all attempts should also be made to avoid submitting handwritten receipts. The below outlines instances of alternative receipt image examples:

- Mobile Travel Apps (Lyft/ Uber): The merchant will provide an email confirmation that includes rider name, destination points, and total expense. Utilize this email as the receipt.
- Small businesses who utilize a Square system: The merchant will provide an option for an email or text receipt that includes the vendor name and total expense. Utilize this as the receipt.
- Fuel Pumps/ Car Service: The merchant utilizes a screen to display the expense. Photos of the purchase screen are acceptable as the receipt.



Tips for accurate receipt submission:

- Meal receipts should always include both the itemized and credit card summary slips – with tip value indicated. Meal receipts for approved business lunches must also include business purpose and full name of division and/or company affiliation of all attendees, etc. The receipt's listed sales tax is crucial for our periodic tax audits.
- Receipts should not be bundled into one pdf file and attached to a statement. Receipts should be submitted per transaction detail.
- All receipt submission, review, and approval should be within the platform. Receipts should not be individually emailed or shared for review outside of this portal.

If a receipt is not available, the Cardholder is responsible to fill out a Missing Receipt Affidavit (the form can be requested from your program administrator).

VI. Account Reconciliation

As the Cardholder, you are responsible for retaining, coding, and listing expense descriptions for all receipts. **REPEATED FAILURE TO PROPERLY RECONCILE YOUR ACCOUNT MAY RESULT IN LOST ACCESS FOR THE USE OF THE CARD.**

You will receive emails periodically from the system detailing your account transactions for items that have **NOT** been completed by the Cardholder. **The due date for Cardholders to conclude the input and coding of their monthly transactions is the 4th business day after the month concludes. Additionally, all transactions must be approved by the 6th business day after the month concludes.**

It is advised for all users to update expense coding and attach receipts regularly. The best practice would be weekly updates. The platform allows for transactions to be coded and receipts attached as soon as the transaction has been posted. Once a Cardholder has completed the required inputs and submitted the transaction, it will go to the Approver right away as there is no dictated Reconciling and Approving cycle.

Upload your receipts onto the credit card platform for each transaction. The system **may** default to the general ledger account number, but it is your responsibility to properly code all expenses and list correct account numbers. If you have questions regarding coding, contact your Approver and/or appropriate Accounting Department.



VII. ADMINISTRATOR / ACCOUNTING MANAGER / CONTROLLER CONTACTS PER BUSINESS UNIT

Wells Fargo Visa Card Program

- Program Administrator, Matt Pierson, can be reached via email: thgpcard@thgrp.com
- Bank Customer Service Department can be reached at (800) 932-0036

Business Unit(s)	Contact Information
The Heritage Group (THG) Heritage Research Group, LLC (HRG) Landmark Energy, LLC (LEL) Asphalt Materials of China (AMOCH) Epogee, LLC (EPG) HG Ventures, LLC (HGV) Heritage Accelerator, LLC (ACL) Real Estate and Land Group (HLand) Other Corporate Companies Not Listed	Jacob Eldridge Email: jeldridge@thgrp.com Tel: (317) 228-8344 Jeremiah Stichter Email: jstichter@thgrp.com Tel: (317) 468-5220 Gracy Tai Email: gtai@thgrp.com
Biosynthetic Technologies (BT) Innoleo (INN)	Cassie Fankboner Email: cfankboner@biosynthetic.com Tel: (765) 624-1839

VIII. Resolving Charge Errors, Fraud, & Disputes

Disputes or errors arising from Card transactions should be resolved directly between the cardholder and vendor when possible. If this is not possible, contact the Bank’s Customer Service Department to report an error in the online portal or a disputed charge. All disputes must be submitted in writing within sixty days of posting date.

If your Card was declined by a vendor for some reason, please review your decline report online and if necessary, contact your Program Administrator. Decline may occur when:

1. your Card is blocked from usage at the merchant type,
2. you are either at or over your limit for the current cycle period, or
3. fraud occurs, in which case you should be contacted by the card company.

If necessary, the Program Administrator can contact the Bank to determine the reason your transaction was rejected and report this back to you. However, are not able to authorize the Bank to change Cardholder specific account limits without approval from designated authorities within your management team.



It is also important to note the differences between fraud and disputes. Below are some guidelines to aid discerning between the two:

Fraud

- Charge from an unknown third party.
- A transaction/merchant appears on your card that you are unfamiliar with or did not provide authorization.

Dispute

- Merchant is known but possibly didn't receive goods or services, charged the wrong amount, and/or the charge went through twice (duplicate charge), etc.

One clear distinction is that in a dispute, one could have provided card information to this merchant rather than in a fraudulent charge, one did not provide card information. Please don't report fraud through WellsOne Expense Manager.

Always report fraud directly to Wells Fargo by calling the number on the back of the card to report it. This allows for a fraud claim to be opened and submitted to the fraud team to investigate. If you are ever unsure of how to submit a claim, fraud, or dispute, please reach out to your program administrators.

IX. Non-Compliance Notice

Eligibility to the Program may be revoked at any time and for any reason by THG Management.

Failure to properly reconcile your account or provide proper receipts will result in the following communication notice/action:

1. An email warning sent directly to you
2. A follow-up email of a second warning sent to you and your approver
3. Upon the need for a third and final notice, your eligibility for the Program may be denied and the card account frozen until proper action is taken

Intentional misuse or fraudulent abuse of the Card and/or recurring non-compliance with the Cardholder Agreement may result in disciplinary action up to and including loss of the Card, termination of employment with THG, or criminal prosecution.

X. Employee Status Changes

All changes regarding your employment status must be reported to the Administrator. This includes, but may not be limited to, being promoted, changing departments or locations (within your company), getting a different supervisor, moving to a different company within THG, or leaving THG. These actions require administrative changes within the Program that can only be performed by the Administrator.

Accounts for Cardholders leaving THG under any circumstances are to be immediately canceled. Supervisors and/or HR Departments should obtain Cards from employees in



these cases, notify the Administrator, and then forward them the Card. Use of the account after receiving notification by your line management to cancel your account for any reason will be considered fraudulent.

XI. Lost or Stolen Cards

It is important, for program integrity purposes, that you always keep the Card secured. If it is lost or has been stolen, immediately contact the Bank. A replacement Card will be obtained as quickly as possible. To identify yourself with Bank personnel, you may need the last four digits of your employee payroll ID number.

XII. Billing Address

The Heritage Group
6320 Intech Way
Indianapolis, IN 46278

XIII. Program Audits & Reviews

In addition to the normal reviews conducted by your supervisor, your account is subject to random audits by THG Management and the THG Finance & Accounting Department. These processes are designed to protect the interests of THG and ensure compliance with the Program's policies and procedures. If it is deemed that the Cardholder is not using the Card in accordance with the policy, certain ramifications may be taken to ensure proper usage in the future.



Cardholder Acknowledgement & Acceptance of Program Terms

By signing below, I acknowledge that I have read and understood The Heritage Group Cardholder Purchasing Guide and agree to the terms and conditions of this program and furthermore certify that as a participant in the Program, I understand and assume the responsibilities requested of me in this document. I also acknowledge that it is my responsibility for reviewing updates and will be held accountable to the most recent agreement.

I agree that if I use the Card in violation of program policy [i.e. unauthorized business or personal usage], the company may immediately begin proceedings to recover these funds, which can include deductions from my paycheck until all funds resulting from these violations are recovered.

ELECTRONICALLY

Cardholder Name (Print)	Cardholder Signature	Date