Wells Fargo T.O.P. Dollar FAQ

Enterprise T.O.P. Dollars (Truly Outstanding Performance) Recognition Program

T.O.P. Dollar General

What is T.O.P. Dollars?
T.O.P. Dollars is a recognition platform available for managers to recognize team members for Truly Outstanding Performance. Typical reasons for Awards include:

- Advancing Environmental Sustainability (Responsible stewards of the environment in event community in which we do business, promoting economic prosperity and a clean environment)
- Appreciation for Diversity & Inclusion (Respect differences among team members, customers, and communities)
- Creativity & Best Practices (Benefit from the knowledge and experience of all our businesses and the creativity of our team members to continuously improve)
- Customer Experience/One Wells Fargo (Consider the customer in all that we do)
- Focus on the Community (Creating more economic growth and prosperity in the communities where we live and work)
- Fostering an Engagement-Based Culture (Our team members are Wells Fargo’s competitive advantage – we can’t succeed without them)
- Leadership & Personal Accountability (Ability to influence, motivate, and enable others to contribute toward the effectiveness and success of the company, our customers, and our team members, while being prudent and expense cautious)
- Managing Risk (Each and every team member’s contribution and perspective is valuable when it comes to managing risk for our customers)
- Reputation Management (Compliance, honesty, trust and integrity are essential for our outstanding reputation)
- Teamwork & Partnership (We partner together to do the best job we can for our customers)

What is a T.O.P. Dollars Award?
The T.O.P. Dollars Award is an excellent and easy way to show a team member your appreciation for the work they have done. The T.O.P Dollars Award certificate (electronic or paper) is personalized to the recipient with a custom Award message from you, a custom signature, and is redeemable for gift cards for over 350+ local, regional and national merchants.

How does the T.O. P. Dollars Award work?
It's a simple process. The manager uses the T.O.P. Dollars online tool to identify the team member(s) they want to reward, select the award amount and the T.O.P. Dollars tool takes care of the rest. The team member receives either a printed or online award and selects the gift card they most desire.

What denominations are available for T.O.P. Dollars Awards?
The T.O.P. Dollars Award is available in face values starting at $10, upwards in $5 increments with a maximum of $250. (Please see additional amount guidance in the above overview)
What types of Awards are available?
There are three options for T.O.P. Dollar Awards: a Paper (Presentation Quality) Award is professionally printed and sent to you to distribute or can be sent directly to the recipient's work address. A Print and Present Award is sent via email to the nominating manager to print the Award locally. An email Award is sent to the recipient via email. The recipient can view their Award and choose their gift card(s) online.

Can I recognize a team with a T.O.P. Dollar award?
T.O.P. Dollars can be awarded for multiple team members with each team member receiving their own Award. The nominator can include comments on the Award thanking them for their participation with a specific project. The nominator selects which AU# they would want to use for this purpose.

Eligibility and Tax Compliance

Who is eligible to receive a T.O.P. Dollars Award?
You can issue Awards to any US-based Wells Fargo team member, regardless of the department they are in.

Who is eligible to send a T.O.P. Dollars Award?
Any Wells Fargo manager with direct reports and their designated proxies have access to the T.O.P. Dollars tool.

Can team members formally recognize other team members through this program?
If a team member wants to recognize another team member for going above and beyond, they can recognize that team member with a Shared Success® eCard, which automatically copies the manager. If a team member feels that a formal award should be submitted for a specific action, they are welcome to reach out to the reporting manager to suggest a T.O.P. Dollar Award be submitted.

Are T.O.P. Dollars Awards tax compliant?
Yes. T.O.P. Dollars are cash equivalent awards, and therefore taxable on the "first dollar." We can ensure proper tax reporting for US team members through the Wells Fargo payroll system. In addition, Wells Fargo will gross-up the Award so recipients receive the full face value of the Award. The total amount of the Award including the face value, the gross-up and the Admin fee and any additional shipping and handling are charged to the AU entered during the Award ordering process.

Are Managed Resources or other contract workers eligible to receive T.O.P. Dollars?
No. Since contract team members are not paid through the Wells Fargo payroll system, we are not able to ensure tax reporting of such awards and thus limit the awarding of T.O.P. Dollars to US team members who are paid through the Wells Fargo payroll system.
**Ordering**

**How do I order an Award for a team member?**
From the Home page select “Order” to enter Award information or use “Order Import” to upload an order spreadsheet. Step 1: Choose Award – select delivery method, face value, and Award customization type. Step 2: Personalize Award – enter recipient name, optional additional greeting, custom message and custom signature. Step 3: Checkout – preview Award total cost and place order. You will receive an order confirmation number following order submission.

**Am I able to upload a bulk order?**
Yes. You can upload a data file directly from your PC to the T.O.P. Dollars site in minutes using the Order Import process. Order Import is an easy way to customize the custom message, face value, and custom signature by line item for each Award ordered. If you have any questions about this process, please contact the Enterprise Recognition Team.

**How do I change the recipient name that displays from the Wells Fargo demographic file so I can use the common name or nickname of the recipient?**
You can easily change the recipient name in Step 2 Personalize Award. Simply change the name in the "First Name" box and that name will print on the Awards.

**How do I enter Awards on behalf of another manager?**
The manager needs to grant proxy rights to individuals ordering on their behalf.

**How do I give Awards to different individuals where the Award criteria, denomination and message are all the same?**
You can easily issue Awards and vary the face value, delivery method, Award criteria, and messages by using the Order Import tool.

**Can I only recognize my direct reports?**
No, you can use T.O.P. Dollars to recognize any domestic team member at Wells Fargo.

**How do I nominate someone outside of my line of business for an award?**
You can use T.O.P. Dollars to recognize any team member at Wells Fargo in the US. Other lines of business may have different line of business recognition programs in place. You can visit the Recognition Who to Contact page on Teamworks to find the links and contact information for other groups’ programs.

**Printing and Personalization**

**How are T.O.P. Dollars delivered to team members?**
T.O.P. Dollars Awards may be presented to team members in person using the Paper Award (Presentation Quality Award), sent via email or as Print and Present (emailed to and printed by the nominator to personally present Award to a team member). The Award is a certificate suitable for display.
**Can T.O.P. Dollars Awards be personalized?**
In addition to recipient name, you can enter a custom message which may be up to 500 characters in length, including spaces and punctuation. You can also enter a custom signature (nominator name) as the “from”. These message and signature lines print in Upper/Lower case as entered and are centered on the Award.

**Delivery Options**

**What are the delivery options for Paper (Presentation Quality) Awards?**
Paper Awards can be shipped to the recipient’s work address or the manager’s work address. There is also an option available for expedited shipping if needed.

**Approval Process**

**How does the Enterprise Approval process Work?**
All Awards must be approved by the nominator’s manager. Approvers receive an email notifying them that they have a pending nomination. The email contains a link that will take the approver to the approval section of the ordering site. The approver has 14 days to approve the Award or it escalates to the next level manager. If no approval after 21 days, an e-mail is sent to the Enterprise Program Administrator.

**How will I know when my nomination has been approved?**
When the nomination is approved, your order will be processed and you will receive an email notifying you that your nomination has been approved. If the Award is not approved after 4 months it will expire and you will be sent an email that the award nomination has expired.

**What happens if an Award nomination is denied?**
The Award denial justification is entered into the system and emailed to the nominator.

**Fulfillment Times**

**When will I receive the Awards ordered?**
The delivery method for your Award (US Mail, FedEx or e-mail) is based upon the options you select during the ordering process. Orders up to 5,000 Awards submitted by 2 p.m. Central time are shipped the same business day they are approved. Other orders may not ship until the next business day after approval.

**How long before the team member receives the Award delivered via email or the nominator receives the Print and Present Award delivered via email to present to the team member?**
Awards emailed to the team member or a nominator are sent within 30 minutes after approval is received.
Billing and Reporting

What is the Billing AU Number?
The Billing AU Number is the internal Wells Fargo budget that will be charged for the cost of the Award, the Admin Fee, gross-up for tax and any additional shipping costs. If you are unsure of the appropriate Billing AU Number, check with your manager.

What is an entity code?
Each Billing AU Number has an entity code attached to it. If you are unsure of the appropriate entity code, please check with your manager or finance team.

Are team members responsible for paying taxes?
Team members are not responsible for paying the taxes on their awards – Wells Fargo pays them. Awards are reported monthly to Payroll and will be itemized on the winners’ pay vouchers. No additional payments or paperwork is necessary.

As a manager, am I required to process a tax-gross up (Incentive Plan Payment Request) form?
No, the Wells Fargo Enterprise Recognition Team (with the assistance of our external vendor, Hallmark Business Connections) processes all tax-gross up values and communicates to Wells Fargo compensation. No additional activity is required by management.

Help and Support

What if I have questions about the tool?
Please reach out to the Wells Fargo Enterprise Recognition Team. You can also contact the Hallmark Business Connections customer service (VIP.Customer@HallmarkBusinessConnections.com) for assistance.

What do I do if I tried to print my team member’s T.O.P. Dollars Print and Present Award but the background didn’t print?
You just need to change your settings. _ Open your browser (Internet Explorer) _ Click on "Tools" in the top navigation _ Click on "Internet Options" _ Click the "Advanced" tab _ Scroll down to the "Printing" section and select "Print background colors and images" _ Click "Apply" and then "OK."

How do I know how much I am spending on Awards?
In Step 3: Checkout, you will be able to see the total cost of the Award order. There is a "View Estimated Cost" link available which shows the Award face value, admin fees, and the total gross-up of the Award. This allows you to make adjustments prior to submitting the order. If you select upgraded shipping, an additional cost will be added to your order at checkout.

What if I can’t locate the TOP Dollar/Hallmark Business Connections email or my award?
Please contact the Wells Fargo Enterprise Recognition Team or the Hallmark Business Connections' Customer Service. Their contact information is also located on the T.O.P. Dollars site.