Can I access an inactive user's statement?

Yes. You can access the closed statement of an inactive card. Select **Manage Statements** from the left navigation bar, and click **View Previous Statements**. Select **Inactive Card** for the **Card Type** field to access the statements.

Can I reclassify transactions before the end of the statement cycle?

Yes, as long as you have been given the ability to reclassify, you can reclassify transactions in the cycle-to-date screen before the end of the statement cycle. See also

How can I access a statement for a cancelled card?

A cancelled card with charges will appear on a statement at the beginning of the Cardholder review period. Select **Manage Statements** from the left navigation bar, and click **Approve Statements**.

When will statements be available for review?

The day after the end date of a statement. Statements with end dates that fall on a Saturday, Sunday, or Monday will be available for review the following Tuesday. Cardholders will receive an email informing them their statement is ready.

How will I know when a user has completed a statement review?

In the Cardholder Statement Summary section, you can review the Status field to see whether the user has completed their statement review. Also, on the Approve Statements left-navigation link, you will also see the **Status** column for each user that you are assigned to approve.

Why do some transactions require descriptions before the statement can be approved?

Your company's program administrator chose to require descriptions for specific or all transactions before a statement can be finalized.

How much transaction history is available in CCER?

For statement history, CCER will display 13 months. For Transaction Reports, 36 months of history is available.

What happens to unapproved out-of-pocket transactions?

Out-of-pocket transactions that have not been approved or denied reappear on the next statement.

Where can I mark a transaction as personal or indicate that I have received the receipt for it?

Provided your company allows personal transactions, you can select a transaction as **Personal** on the statement summary. However, a transaction can be unchecked as **Personal** only if you have been granted the privilege. You may only manage receipts if you have been granted the privilege to do so. Check the **Receipts Received** checkbox on the **Receipts Record** screen under **Manage Statements** on the left navigation.

Can I update my personal profile in CCER?

You can update your user profile in the **CCER** service. Select **Manage Users** on the left navigation bar then **Personal Profile** to edit your information.

If you need to update your *Commercial Electronic Office*® (*CEO*®) portal user profile, you must do that on the *CEO* portal level, as the **CCER** and *CEO* portal profiles are different.

How long after ordering a new card should I expect to receive it?

If Wells Fargo receives the request before 5:00 p.m. PT, it will be processed that evening and the cards will be shipped in five to seven business days. Saturday or Sunday orders will be processed on Monday evening.

I have more than one CCER role. Do I have to log out and log back in each time I want to switch roles?

No. You can change roles easily by selecting the role type on the upper left corner of the page. If you do not have multiple roles, this feature is not available.

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

Contact the *WellsOne*® Service Center toll free immediately at 1-800-932-0036.

How can I view images online when reviewing a user's statement?

If the user has submitted receipts for imaging, you can view them on the statement page or on the View Historical Images page.

What is the best way to upload electronic receipts and invoices to transactions?

Electronic receipts can be uploaded in a PDF directly to CCER on your desktop. You do not need to print a paper copy or take a picture of your desktop.

How do I use a single receipt for multiple transactions?

Transaction level receipt imaging is designed to match a single receipt to a single transaction. Each image captured should be of only one receipt and it should match to only one transaction.

When do credit limit changes take effect?

If the approved request is submitted before 2:00 p.m. PT, it will take effect the following day. Saturday and Sunday requests will go into effect the following Tuesday.

If an immediate credit limit change is required, contact the *WellsOne* Service Center toll free at 1-800-932-0036.