

## **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.

## **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.

## **Can I view transaction declines?**

Yes. Select **Reports** on the left navigation bar, and click **View Declines**.

## **How much transaction history is available in CCER?**

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

## **Where can I mark that I have a receipt for a transaction?**

You can indicate you have a receipt for a transaction on your statement directly, or when you reclassify a transaction. Select the **Receipt Attached** checkbox to indicate a receipt.

## **How can I edit custom fields?**

You can only choose custom fields for a transaction from the drop down list, if you have been granted reclassifying privileges. Before you reclassify custom fields, you must select the transaction and click the **Reclassify or Split** button.

## **How can I submit receipts for imaging?**

You can submit receipts using **Manage Statements** on the left navigation bar. It is mandatory that all receipts be attached to the individual transactions and not at the statement level. The Wells Fargo Portal retains receipt images for up to 7 years.

## **Why do I have to add descriptions to my transactions?**

Your program administrator has specified that **ALL** transaction types require a mandatory description. This is part of the College's policy for reporting purposes.

## **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.

## **What can I do to ensure the receipts I am capturing using my mobile phone are clear and easy to read?**

For best results follow these basic guidelines:

- Use a single paper receipt instead of a screen capture of a receipt on another device.
- Place the receipt on a flat, uncluttered, dark surface.
- Avoid glares and shadows on the receipt.
- Smooth out a wrinkled receipt.
- Follow the instructions for centering the receipt during the receipt capture process.

## **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.

## **Will the automatic matching feature work if I upload receipts from my gallery instead of taking a picture during the workflow?**

Yes, the Optical Character Recognition (OCR) data extraction used for automatically matching a receipt to a transaction will work on pictures from your gallery as long as you only select one at a time.

## **What device features does the mobile application access, and is there a way to override that requirement?**

Receipt imaging requires access to a device's camera and photos. If you do not want to allow access to these features, all *CEO Mobile*<sup>®</sup> functionality other than receipt imaging is available by going to <https://ceomobile.wellsfargo.com> from your device's browser.

## **Can I update my personal profile in CCER?**

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

If you need to update your *Commercial Electronic Office*<sup>®</sup> (*CEO*<sup>®</sup>) 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?**

First, your new card request must be approved by your approver or program administrator before it is submitted to Wells Fargo. If Wells Fargo receives the request before 5:00 p.m. PT, it will be processed that evening and the card 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 this ability, please contact your Program Administrator.

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

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

## **When do credit limit changes take effect?**

Credit limit changes go into effect the day after the request has been approved. If the change request is approved on a Saturday or Sunday, the change will become effective on the following Tuesday.

If an immediate credit limit change is required, please have the program administrator contact the *WellsOne* Service Center at 1-800-932-0036.