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 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 and Reconcilers will receive an email informing them that their statement is ready.

How much transaction history is available in CCER?

CCER displays 13 months of statement history. For Transaction Reports, 36 months of history is available. See also Create a Transaction Report (How Do I...?).

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 a receipt for it?

You can mark a transaction as **Personal** by selecting the Personal checkbox on your statement or when you reclassify or split and reclassify a specific transaction. In addition, 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 submit receipts for imaging?

Based on your company's policy for archiving receipts, you can submit receipts using **Manage Statements** on the left navigation bar.

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.

How can I edit custom fields?

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

Why do I have to add descriptions to my transactions?

Your program administrator has specified that certain transaction types require a mandatory description. This is part of your company's policy for reporting purposes.

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*® (*CEO*®) portal user profile, you must do that on the *CEO* portal level, as the **CCER** and *CEO* portal profiles are different.

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.