

# Purchasing Card Program



## ANNUAL TRAINING

Last Updated 09/10/2014

## Program Objective

- A MasterCard card designed to simplify a more efficient cost effective method of purchasing and paying for small dollar transactions.
- Reduces many small purchases that are currently made by purchase order or Petty Cash.
- Works anywhere MasterCard is accepted.
- Spending and transaction controls are tailored to each Cardholder needs.

*The P-Card program is not intended to circumvent existing City of San Antonio purchasing policies and guidelines. Purchase orders will still be required for certain purchases.*

*See AD 1.6 and AD 8.3*

# Program Participants



## Cardholder:

- An Employee approved by their Department Head/ Site Administrator to use the Purchasing Card to execute purchase transactions on behalf of the City of San Antonio.



# Program Participants

## **Reconciler:**

- An Employee approved by their Department Head/ Site Administrator
- Does not have an actual PCard credit card
- Designated to act in behalf of one or more cardholders for the purpose of reviewing and managing PCard transactions as displayed within the online banking system



# Program Participants



## **Approver:**

- Designated by the Department Fiscal Administrator
- Oversees Cardholders
- Reviews and approves transactions
  - Must be legitimate business expense
  - Must be within the approved limit
  - Must be classified to the appropriate financial category



# Program Participants



## **Site Administrator:**

- Department Fiscal Administrator or Fiscal Designee
- Oversees Approvers and Cardholders
- Approves new card requests
- Recommends purchase limits
- Final approval of transactions on P-Card envelopes
- Liaison between Cardholders and Program Administrator



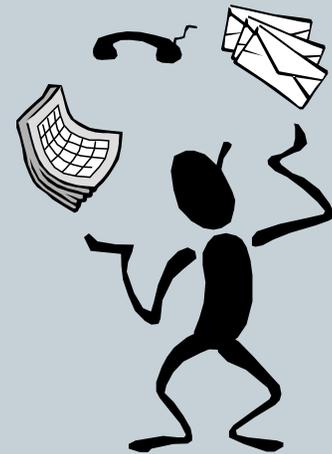
# Program Participants



## **Program Administrator:**

An employee from the Finance Department who coordinates the Purchasing Card program for the City of San Antonio. This person is responsible and accountable for the administration of the program:

- P-Card applications
- Cardholder information maintenance
- Policy and procedure review



# Program Administrators:

Name: James Moore, Fiscal Analyst  
Maria (Beth) Carrillo, Fiscal Analyst

Location: 111 Soledad, Suite 500  
San Antonio, TX 78205

Phone: 210-207-5884

Phone: 210-207-7847

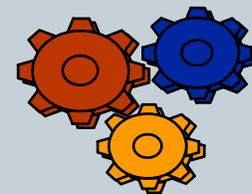
Fax: 210-207-7270

Email: [PCard](#) --- (as displayed in Outlook)  
PCard@sanantonio.gov

Issuing Bank: Wells Fargo

# Card Use Guidelines

- The P-Card is issued in your name with a unique number.
- The use of the P-Card is restricted to the person whose name is embossed on the card.
- The P-Card is a corporate credit card that must only be used to make authorized purchases within the established policies and procedures.



# Card Use Guidelines (Cont.)

- The P-Card may be used to purchase supplies and services less than the single dollar transaction limit and cumulative monthly limit.
  - Maximum transaction limit is **\$3,000**
  - Maximum monthly limit is **\$10,000**
- CHARGES FOR AN ITEM MUST NOT BE SPLIT INTO SEPARATE PAYMENTS TO CIRCUMVENT THE ASSIGNED TRANSACTION LIMITS.
- You must maintain a transaction log showing all purchases made and you must reconcile your transactions regularly and then submit the log to your Site Administrator.
- The P-Card is **NOT** for **PERSONAL** use.

# Card Use Guidelines (Cont.)

- **Sales and Use Tax-** The City of San Antonio is exempt from Sales and Use Tax.
- **Security of the Purchasing Card-**
  - The cardholder is responsible for the safekeeping of the card.
  - The cardholder is responsible for all charges and must sign off on all transactions
- The card is to be used for Business Purposes only.



# Restricted Purchases

**The P-Card MUST NOT be used for the following:**

- Personal and Private Use
- Goods and Services on Annual Contract (unless contractor is unable to meet delivery requirements)
- Capital Equipment
- Office Supplies, Postage, Printing
- Computer Equipment and Software
- Furniture & Fixtures
- Entertainment Providers
- Fuel and Oil
- Automobile and Truck Dealers
- Utilities Services
- Financial Institution Providers
- Personal Care Services
- Professional Services
- Gift Certificates / Gift Cards



*See AD 1.6 and AD 8.3*

# When Making Purchases Remember...

- **Transaction Dollar Limits-** Single transaction dollars limits are established for each cardholder.
- **Monthly Cumulative Dollar Limits-** Each cardholder has a monthly spending limit.
- **Restricted Merchant Category Code-** The P-Card program is restricted from use with certain types of suppliers and merchants.

# Transaction Documentation Requirements

- **Over the Counter**
  - Collect Invoice/receipt
- **Mail Order**
  - Copy of Documentation
- **Telephone Order**
  - Documentation of order
  - Collect invoice marked PAID
- **Internet Purchases**
  - Print Description and final charge
  - Collect invoice marked PAID



# Additional Considerations



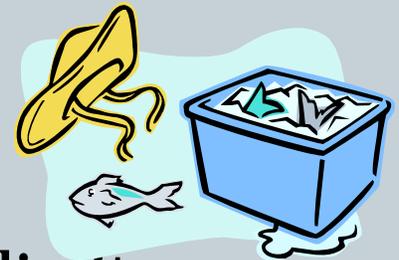
## **REBATES AND PROMOTIONAL ITEMS:**

- Any manufacturer rebates received by the Cardholder shall become the property of the City of San Antonio.

## **CARD DECLINES:**

Possible reasons may include:

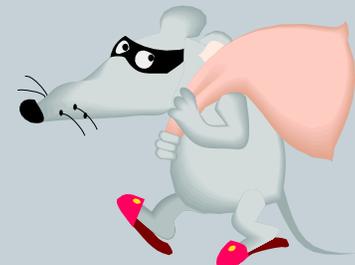
- The purchase is over the single transaction limit.
- The P-Card has reached its monthly limit amount.
- The merchant category code has been purposely excluded from the P-Card program.



*Your Site Administrator will review all declines and require an explanation each month.*

# What if I Lose My Purchasing Card?

- **Immediately contact Wells Fargo,**  
24 hours a day, 7 days a week:  
**1-800-932-0036**
- Contact your Site Administrator and P-Card Program Administrator
- Closely monitor transactions to ensure no fraudulent charges appear



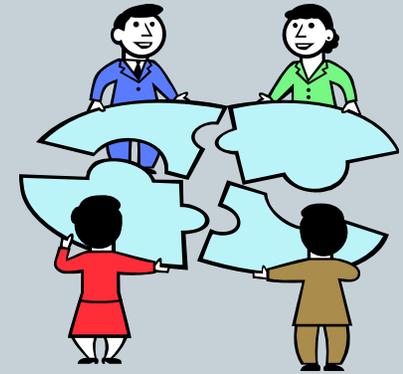
# **Recordkeeping**

- **Keep all receipts, invoices, bills of lading**
- **Keep documents approving the purchase**
- **Log all transactions even if receipt is lost**
- **Forward to Manager or Site Administrator**

# **What if I lose my original receipt or invoice?**

- **Contact the vendor to obtain a copy**
- **Make a note on the Transaction log**
- **Include Memorandum stating reason for not obtaining receipt**
  - **Signature of Manager/Site Administrator**
- **Review continuing card privileges with continual misplaces.**

# Problem Resolution



- Contact the vendor and attempt to solve the problem.
- If unable to resolve, complete the dispute form online
  - You have 60 days from the post date to dispute a transaction.
  - Notify your Site Administrator and Program Administrator of the dispute.
  - Wells Fargo will notify the Program Administrator of the resolution.

# **Important Points to Remember**

- Purchasing Card is in your name and should only be used by you.
- Use only for goods and services not on restricted list. Refer to AD 1.6 and AD 8.3.
- Remember your transaction and monthly limits.
- **UNDER NO CIRCUMSTANCE SHOULD A CARDHOLDER ACCEPT CASH OR GIFTCARDS IN LIEU OF A CREDIT RETURN**

# Important Points to Remember (Cont.)

- Before purchasing certain computer, automotive maintenance, printing services or office supplies check with the respective departments first.
- Commodities on Annual Contract are not allowed.
- No Capital Outlay items.
- The Purchasing Card is not for personal use.



# **To Activate the P-Card:**

**CALL THE NUMBER ON THE STICKER ON  
THE CARD.**

**Activation will require the  
last 4 of your SAP #**

**Setup a unique PIN when activating**

# Statement Closing and Deadlines



- All statements will close on the 15<sup>th</sup> each month
- Cardholders (or Reconcilers) have 8 days to approve transactions in CEO (4 days + 4 days grace period)
- Approvers have 7 days to approve transactions

## Cardholder Summary

Cardholder Name: **BROZOVIC, MICHAEL**  
Card Number: **xxxx-xxxx-xxxx-xxxx**  
Status: **Cardholder Reviewed**  
Charges: **5,326.57 USD**  
Out-of-pocket: **0.00 USD**  
Total Amount: **5,326.57 USD**



Start Date: **07/18/2014**  
End Date: **08/15/2014**  
Reminder Period: **08/16/2014** through **08/19/2014**  
Grace Period: **08/20/2014** through **08/23/2014**

# Log into Commercial Electronic Office (CEO)



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# Commercial Electronic Office sign on



- Simply enter your:
  - Company ID
    - ✦ Cityo205
  - User ID
    - ✦ Unique to user
  - Password
    - ✦ Unique to User

Commercial Electronic Office®

Company ID <input type="text"/>	<b>Trouble Logging in?</b> <ul style="list-style-type: none"><li>▪ <a href="#">Password Reset Tutorial</a></li><li>▪ <a href="#">First Time Sign On Tips</a></li></ul> <b>Additional Information</b> <ul style="list-style-type: none"><li>▪ <a href="#">Online Fraud Protection</a></li><li>▪ <a href="#">System Requirements</a></li></ul>
User ID <input type="text"/>	
Password <input type="text"/>	
<input type="button" value="Sign On"/>	<a href="#">Forgot Password?</a>

- Bookmark this page for future access

## EMAILS OR FRAUDULENT CALLS



Be careful about phishing (or fake) emails or fraudulent calls. Wells Fargo will never ask you for your CEO portal Password, Token Passcodes, and PIN numbers through an unsolicited email, a web site from a link in an unsolicited email, or unsolicited telephone calls. Never click on a link or respond to these emails. A Wells Fargo representative sometimes sends emails when digital certificates are about to expire, but we always ask that you contact us. Report any phishing or fraudulent attempts to [ReportPhish@wellsfargo.com](mailto:ReportPhish@wellsfargo.com), or contact your Wells Fargo representative immediately if you have inadvertently provided information.

# Sign On for the First Time



- **Change your temporary password**
- **Answer two “secret questions”**
- **Read and accept the CEO Terms of Use Agreement**
- **Create a user profile:**
  - Name, title
  - Telephone number
  - Email address

# Cardholder Experience

**WELLS FARGO** Commercial Card Expense Reporting

Role: Cardholder

### Charges — Manage Charges

▼ Manage Statements

- Review Open Statements
- [View Cycle-to-Date](#)
- [View Previous Statements](#)
- [View Historical Images](#)
- ▶ Reports
- ▶ User Information

To filter items, select from the **Charge Type** drop-down menu. Sel

\* Required Field View Details

#### Cardholder Summary

Cardholder Name:	ALEJANDRO, ALEXANDER
Card Number:	xxxx-xxxx-xxxx-
Status:	Approved
Charges:	395.67 USD
Out-of-pocket:	0.00 USD
Total Amount:	395.67 USD

## Manage Statements

- Review open statements (*default screen for cardholders*)
- View Cycle-to-Date (*appear on your statement as they post in the system*)
- View Previous Statements (*13 months of history*)
- View Historical Images

# Manage Statements --- Review Open Statements



## Commercial Card Expense Reporting

Role: **Cardholder**

### Charges — Manage Charges

▼ **Manage Statements**

**Review Open Statements** +

[View Cycle-to-Date](#)

[View Previous Statements](#)

To filter items, select from the **Charge Type** drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**.

[Print](#) ▼

#### Charges

[Select All](#) | [Clear All](#)

	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a>	<a href="#">Merchant</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Receipt Attached</a>	<a href="#">Amount / Original Currency</a>
1. <input type="checkbox"/>	08/09/2014	08/11/2014	The Trane Company 08888325266, WI		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	158.40 USD
	<a href="#">Description:</a> *						
2. <input type="checkbox"/>	08/12/2014	08/13/2014	<a href="#">Baker Distributing #70</a> San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	25.46 USD
	<a href="#">Description:</a> *						
3. <input type="checkbox"/>	08/11/2014	08/13/2014	<a href="#">The Home Depot #6988</a> San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	79.86 USD
	<a href="#">Description:</a> *						
<a href="#">Select All</a>   <a href="#">Clear All</a>							
<a href="#">Reclassify</a>		<a href="#">Add Descriptions</a>					
Total Charges: 263.72 USD							

[Save](#)

[Statement Reviewed](#)

**Charges**

[Select All](#) | [Clear All](#)

	<u>Transaction Date</u>	<u>Posting Date</u>	<u>Merchant</u>	<u>Custom Fields</u>	<u>G/L Code</u>	<u>Receipt Attached</u>	<u>Amount / Original Currency</u>
1.	08/09/2014	08/11/2014	The Trane Company 08888325266, WI		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	158.40 USD
	<u>Description:</u> *						
2.	08/12/2014	08/13/2014	<u>Baker Distributing #70</u> San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	25.46 USD
	<u>Description:</u> *						
3.	08/11/2014	08/13/2014	<u>The Home Depot #6988</u> San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	79.86 USD

If a vendor transmits additional details with the transaction, the merchant name is red and underlined

Select the merchant name to access the detail screen

Selected Charge			
Transaction Date:	08/11/2014	Posting Date:	08/13/2014
Merchant Name:	THE HOME DEPOT #6988	Merchant Type:	Home Supply Warehouse
Merchant City:	SAN ANTONIO	Merchant State / Province:	TX
Merchant Zip / Postal Code:	782230000	Debit / Credit:	Debit
Amount:	79.86 USD	GST:	
Sales Tax:	0.00 USD	PST / QST:	

Selected Charge			
Transaction Date:	08/12/2014	Posting Date:	08/13/2014
Merchant Name:	BAKER DISTRIBUTING #70	Merchant Type:	Plumbing and Heating Equipment
Merchant City:	SAN ANTONIO	Merchant State / Province:	TX
Merchant Zip / Postal Code:	782040000	Debit / Credit:	Debit
Amount:	25.46 USD	GST:	
Sales Tax:	0.00 USD	PST / QST:	

**Details**

Transaction ID: 323797818

**Item Information**

Addendum Sequence Number	Commodity Code	Description	Quantity	Unit of Measure	Line Item Total
1.		HEAT/VENT LT	1	EA	79.86 USD

**Details**

Transaction ID: 323797819

**Item Information**

Addendum Sequence Number	Commodity Code	Description	Quantity	Unit of Measure	Line Item Total
1.	40000000	M905031	1	EA	25.46 USD

## Manage Statements --- View Cycle-to-Date

Charges							
<a href="#">Select All</a>   <a href="#">Clear All</a>							
	<u>Transaction Date</u>	<u>Posting Date</u>	<u>Merchant</u>	<u>Custom Fields</u>	<u>G/L Code</u>	<u>Receipt Attached</u>	<u>Amount / Original Currency</u>
1.	<input type="checkbox"/> 08/22/2014	08/25/2014	Johnson Supply 14 SI Houston, TX		5402999 - UNCLASSIFIED PCARD CHARGES	<input type="checkbox"/>	192.54 USD
<u>Description:</u> *							
2.	<input type="checkbox"/> 09/04/2014	09/05/2014	Baker Distributing #70 San Antonio, TX		5402999 - UNCLASSIFIED PCARD CHARGES	<input type="checkbox"/>	23.98 USD
<u>Description:</u> *							
<a href="#">Select All</a>   <a href="#">Clear All</a>							
<b>Reclassify</b> <b>Add Descriptions</b> <b>Split &amp; Reclassify</b> <b>Dispute</b> <b>Copy Request</b>							
							Total Charges: 216.52 USD

### Action Buttons

(Please Note; it is not necessary to wait until end of cycle date)

- **Reclassify** - allocate an entire transaction and add a description
- **Add Descriptions** - provide transaction details
- **Split and Reclassify** - divide a transaction multiple ways and add descriptions
- **Dispute** - dispute a transaction

# Reclassify screen

1.

Transaction Date	Posting Date	Merchant	Receipt Attached	Amount / Original Currency
09/04/2014	09/05/2014	Baker Distributing #70 San Antonio, TX	<input type="checkbox"/>	23.98 USD

---

General Ledger Code \*

5402999	UNCLASSIFIED PCARD CHARG	Description	Unit
			BESD(3500)

---

BA	BA ABBRV	COST CENTER
3500	BESD	3506010003
INTERNAL ORDER	WBS ELEMENT	

Click the icon to reclassify general ledger code

Enter a business description

Click the icon to choose values to reallocate the transaction

- Update GL, enter description, update cost center, etc.
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] “ ‘

Please note; the system will timeout after 15 minutes of inactivity.  
You will receive a warning message shortly before it expires.

# Default Coding



- Site Administrators assign default Cost Centers or Internal Orders to each Cardholder
- NEW Default GL for all transactions
  - **5402999 UNCLASSIFIED PCARD CHARGES**
  - *If GL is not updated on the “Reclassify” screen by either the Cardholder, Reconciler, or Approver; the department will be required to complete a Journal Entry in SAP to Reclassify.*

# Add description screen



## Descriptions

Viewing 1 to 1 of 1 Items

1.	Transaction Date	Posting Date	Merchant	Merchant Type	G/L Code	Amount / Original Currency
	09/04/2014	09/05/2014	<u>Baker Distributing #70</u> San Antonio, TX	Plumbing and Heating Equipment	5402999 - UNCLASSIFIED PCARD CHARGES	23.98 USD
Description: <input type="text"/>						



[Save](#) [Cancel](#)

### “Description” is a **REQUIRED** Field

- Add a transaction description
- Adhere to company policy
- Avoid special characters - < > % : ( ) & + \ # ? { } ! ^ ~ [ ] “ ‘
- Provide a business purpose for purchase
- Provide names of guests if applicable

# Split and reclassify screen

Split Type:

Amount  Percentage

 Add a Split

1. General Ledger Code *		Unit	Amount *
<input type="text" value="5402999"/> - UNCLASSIFIED PCARD CHARG		<input type="text" value="BESD(3500)"/>	<input type="text" value="525.00"/> USD
Split Description *			
<input type="text"/>			
BA	BA ABBRV	COST CENTER	
<input type="text" value="3500"/>	<input type="text" value="BESD"/>	<input type="text" value="3598000001"/>	
INTERNAL ORDER	WBS ELEMENT		
<input type="text"/>	<input type="text"/>		
2. General Ledger Code *		Unit	Amount *
<input type="text" value="5402999"/> - UNCLASSIFIED PCARD CHARG		<input type="text" value="BESD(3500)"/>	<input type="text" value="525.00"/> USD
Split Description *			
<input type="text"/>			
BA	BA ABBRV	COST CENTER	
<input type="text" value="3500"/>	<input type="text" value="BESD"/>	<input type="text" value="3598000001"/>	
INTERNAL ORDER	WBS ELEMENT		
<input type="text"/>	<input type="text"/>		

Remaining Amount: 0.00 USD

Save

Delete

- Divide and reallocate a transaction into multiple entries
- Split by amount or by percentage
- *Split applies to after a transaction has posted*
- Select add to create a new row and begin the split process

# Dispute transaction screen

**Dispute Details**

 If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the Business Purchasing Service Center at 1-800-932-0036 immediately.

For all dispute types except Unauthorized, you must first contact the merchant and try to resolve the problem before filing a dispute with Wells Fargo.

Dispute Type:

<input type="checkbox"/>	<b>Unauthorized</b>
I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.	
<input type="checkbox"/>	<b>Duplicate Processing</b>
I have been charged multiple times for the same transaction.	
<input type="checkbox"/>	<b>Paid By Other Means</b>
I already paid for the above transaction by: Select One <input type="text"/>	
<input type="checkbox"/>	<b>Incorrect Amount</b>
My sales slip indicates an amount of <input type="text"/> but it appeared on my statement as the amount above.	
<input type="checkbox"/>	<b>Service Not Rendered</b>
I did not receive this service. I contacted the merchant, and they did not resolve this dispute.	
<input type="checkbox"/>	<b>Merchandise Not Received</b>
I did not receive the service and/or merchandise. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on <input type="text"/>	
<input type="checkbox"/>	<b>Partial Amount Dispute</b>
Although I engaged in the above transaction, I am disputing the entire charge, or a portion thereof, in the amount of <input type="text"/> I contacted the merchant and requested that a credit be made to my account for the reason below.	
<input type="checkbox"/>	<b>Cancellation</b>
Although I engaged in the transaction above, I cancelled the reservation, service, or merchandise with the merchant on <input type="text"/>	
<input type="checkbox"/>	<b>Credit Not Posted</b>
I have in my possession a credit memo that has not posted to my account OR was listed as a purchase on my statement/activity report.	
<input type="checkbox"/>	<b>Unrecognized</b>
I do not recognize the transaction posted to my account.	

**Contact Information**

Please enter a phone number so that we may contact you in case we have any questions about this dispute.

Phone Number:

**Reason for Dispute**

Briefly describe the reason for this dispute, and include what steps you took to resolve this matter. If the dispute is a hotel or auto rental charge, please provide the Merchant Cancellation Number.

Dispute Description:

- Please try to contact the vendor **FIRST** to get a refund or correction
- If unresolved after working directly with the vendor, complete the online form
- Notify your Site Administrator of dispute
- You have 60 days from the post date to dispute a transaction

# Complete your review

To filter items, select from the Charge Type drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**.

[View Receipt Images](#) | **Print** ▾  
Print Statement  
Print Cover Sheet

 View Details

## Cardholder Summary

Cardholder Name:	BOUBEL, CHRIS	Start Date:	07/18/2014
Card Number:	xxxx-xxxx-xxxx- 	End Date:	08/15/2014
Status:	Approved	Reminder Period:	08/16/2014 through 08/19/2014
Charges:	263.72 USD	Grace Period:	08/20/2014 through 08/23/2014
Out-of-pocket:	0.00 USD		
Total Amount:	263.72 USD		

## Charges

[Select All](#) | [Clear All](#)

	<u>Transaction Date</u>	<u>Posting Date</u>	<u>Merch</u>		<u>Receipt Attached</u>	<u>Amount / Original Currency</u>
1.	<input type="checkbox"/>	08/09/2014	08/11/2014	The Tr Compa 088883	<input type="checkbox"/>	158.40 USD
<u>Description:</u> *						
2.	<input type="checkbox"/>	08/12/2014	08/13/2014	<a href="#">Baker Distributing</a> #70 San Antonio, TX	<input type="checkbox"/>	25.46 USD



**Save**

**Statement Reviewed**

- Select statement reviewed and a message box appears indicating that an email will be sent to your approver
- Select cover sheet option on the “print” drop-down menu to print the cover sheet for this statement. Email or fax in receipts.

# Receipt Imaging Cover Sheet

Statement Image ID: 952430



\*3739000370000000 \*



\*952430N\*

A

CAUTION: Please blank out any confidential information, such as credit card numbers on the receipt before sending.

## Cover Sheet

To: Receipt Image Archive

From: Kline, Jack: 8920

Fax: 866-XXX-XXXX

Cardholder Phone:

E-mail: wf\_ccard\_receipts@mail2image.com

Date: 04/03/20xx

Company: ABC MANUFACTURING

Statement Ending Date: 03/31/20xx

Number of Pages Including Cover Sheet:

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error or need additional customer support, please contact the Business Purchasing Service Center toll-free at 1-800-932-0836.

Comments:

Make sure the cover sheet pertains to the correct statement period.

Receipts can be submitted in one of four ways:

1. **Email a single PDF:** send a combined PDF with the cover sheet as page 1 followed by the receipts related to the statement period.
2. **Email individual receipts:** send receipt images as individual attachments (**PDF, JPG, GIF, TIF, BMP, PNG**) with one cover sheet per email.
3. **Fax:** fax the cover sheet and receipts related to the statement period to the 800 number provided.
4. **CEO CCER Mobile application:** (cover sheet not required)

Receipts may be submitted in batches throughout the statement cycle, or in one batch at the end of the statement review process.

**WELLS FARGO** Commercial Card Expense Reporting Help Close

Role: Cardholder

**Charges — Closed Charges**

[Manage Statements](#)  
[Review Open Statements](#)  
[View Cycle to Date](#)  
[View Previous Statements](#)   
[View Historical Images](#)  
[Reports](#)  
[User Information](#)

[Return to Closed Statements](#)

[View Receipt Images](#) | [Print](#)   
[Print Statement](#)  
[Print Cover Sheet](#)

**Cardholder Summary**

Cardholder Name:	<b>BOUBEL, CHRIS</b>	Start Date:	<b>07/18/2014</b>
Card Number:	xxxx-xxxx-xxxx	End Date:	<b>08/15/2014</b>
Status:	<b>Approved</b>	Reminder Period:	<b>08/16/2014 through 08/19/2014</b>
Charges:	<b>263.72 USD</b>	Grace Period:	<b>08/20/2014 through 08/23/2014</b>
Out-of-pocket:	<b>0.00 USD</b>		
Total Amount:	<b>263.72 USD</b>		

**Charges**

Viewing 1 to 1 of 1 items

[Charges](#)

[Select All](#) | [Clear All](#)

	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a> ▲	<a href="#">Personal</a>	<a href="#">Merchant</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Receipt Attached</a>	<a href="#">Amount / Original Currency</a>
1.	06/16/2009	06/18/2009	No	COMPUTER STORE* Denver, CO			No	324.00 USD

Description:

[Select All](#) | [Clear All](#)

[View Transactions](#) [View Descriptions](#)

Total Charges: 324.00 USD

Viewing 1 to 1 of 1 items

[Home](#) | [About Wells Fargo](#) | [Security Guarantee](#) | [Privacy Policy](#)  
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- View images by clicking the “view receipt images” link found on the open statement and previous statement screens
- Print cover sheets for prior statements on the view previous statement screen

# Reports

## Transaction Detail Report — Create Report

- ▶ Manage Statements
- ▼ Reports
  - Create Transaction Report
  - [Transaction Summary](#)
  - [View Declines](#)
- ▶ User Information

Enter or select report criteria, and click **Submit**. You will receive an email when the report is available.

Card Number:

Date Type:  Transaction Date  Posting Date

Note: The starting date cannot be more than 36 months before today.

Date Range:  through  (mm/dd/yyyy)

Amount Range: **Start Amount (0000.00)** **End Amount (0000.00)**  
>  <

G/L Status:

- Run transaction reports with various filters

- You are notified via e-mail when the report is ready

- View declined transactions to determine the reason for the decline

- Declines do not appear in real time, they will be displayed within 48 hours

## View Declines

- ▶ Manage Statements
- ▼ Reports
  - [Create Transaction Report](#)
  - [Transaction Summary](#)
  - [View Declines](#)
- ▶ User Information

The declines are displayed. For those with multiple cards who want to view the declines for another card, select from the **Card Number** drop-down menu.

Card Number:

### Declines

Viewing 1 to 1 of 1 items

<u>Transaction Date</u> ▼	<u>Merchant Name</u>	<u>Merchant Type</u>	<u>MCC Code</u>	<u>Decline Code</u>	<u>Amount</u>	<u>Decline Reason</u>
1. 09/03/2014	Westbrook Metals Inc S	Metal Service Centers And Offices	5051	124	131.95 USD	Invalid 3 Digit Security Code On Card

# Personal profile

▼ Manage Statements
<a href="#">Review Open Statements</a> ↻
<a href="#">View Cycle-to-Date</a>
<a href="#">View Previous Statements</a>
▶ Reports
▼ User Information
<a href="#">Personal Profile</a>

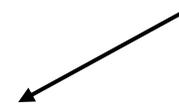
Unique ID: xxxxx6789

## Card Information

### Mailing

Address Type: USA  
Address Line 1: 111 SOLEDAD ST  
Address Line 2: SUITE 500  
City: SAN ANTONIO  
State: TX  
Zip Code: 78205-2288

Billing address for online and phone orders



## Account Parameters

### Templates

Selected Template:

### Limits

Daily Number of Transactions:

Monthly Number of Transactions:

Daily Dollar Limit: 0.00 USD

Monthly Credit Limit: 5,000.00 USD

Single Purchase Limit: 0.00 USD

Available Credit: 3,553.10 USD as of 09/13/2012 01:38 PM PT 

Declining Balance: No

Number of Months Active: 0

Click to retrieve current available credit



You can also contact the Business Purchasing Service Center 24/7 at 1-800-932-0036 to obtain available credit.

Available credit field is the remaining balance of the cardholder's existing credit limit

# Chip and PIN Card Information



To enhance the security of your credit card purchases, your new commercial card features chip and personal identification number (PIN) technology, in addition to a magnetic stripe. With this card, you will have added identity verification and more flexibility at chip-enabled **and** traditional magnetic stripe terminals. Please review the important information below to help you get started with your new card.

## About chip-enabled cards

- Over the next few years, U.S. merchants will begin using terminals that accept chip-enabled credit cards. Until then, you may use your card by swiping at the point of sale, just as you do today.
- As chip-enabled terminals are already being used internationally, you may use your card to complete chip-enabled transactions in Europe, Asia, South America, and Canada.

## Getting started with your new card

1. To activate your card, you will need your unique identification (ID) number. If you do not know your unique ID, please contact your program administrator.
2. Activate your new card immediately by calling 1-866-762-9121, 24 hours a day, 7 days a week.
  - When dialing from outside the U.S. or Canada, dial 001-866-762-9121. This is not a toll-free number when calling internationally.
  - If you need help internationally, please call customer service collect at 1-612-332-2224.
3. When you activate your card, you will select a personal identification number (PIN). Use this PIN for all chip-enabled transactions, as well as for cash advances, if you are authorized to make them. Whether in the U.S. or abroad, the first time you use your card to complete a chip-enabled transaction, you may be prompted to provide your signature instead of your PIN. After the first use, you will only need your PIN to complete chip-enabled transactions.
4. If you forget or need to change your PIN, call the Business Purchasing Service Center at 1-800-932-0036, option 1, option 7.

# 3D Secure – Verified by Visa / MasterCard SecureCode



## **What is 3-D Secure:**

- 3-D Secure is the industry name for Verified by Visa and MasterCard SecureCode.
- 3-D Secure technology secures online transactions using an additional level of cardholder authentication.
- With the introduction of Chip and PIN cards, fraud is increasingly moving online. International and now U.S. internet merchants are beginning to require 3-D Secure to complete transactions.

## **How it works:**

- Cardholders must register their cards online prior to completing their purchase at a 3-D Secure enabled merchant.
- As part of the registration process, you will need to provide correct answers to 3 identity authentication questions. You will then create a personal passcode to be used for future purchases.
- Once enrolled, you will be prompted to input your personal passcode during the checkout process at 3-D Secure enabled merchants.

## **How to Enroll:**

- In order to enroll in this free, online security service, cardholders must:
  - Register their card at:  
[https://www.wellsfargo.com/com/fraud/payments\\_fraud/online-purchase-protection](https://www.wellsfargo.com/com/fraud/payments_fraud/online-purchase-protection). During the registration process you will be asked to provide the last 4 digits of your Unique ID, your monthly credit limit, and the zip code tied to your card to verify your identity (all information may be found in your personal profile). Once this has been provided, you will create a personal passcode to be used when making online purchases with participating merchants.

# Contact information



- Wells Fargo - 1-800-932-0036  
(keep readily available)
  - From outside of the United States call 1-612-332-2224
  - Call immediately if your card is lost, stolen or suspected missing
  - For immediate decline information
  - To access the automated voice response system for the following information:
    - ✦ Current balance
    - ✦ Available credit

# CCER access via CEO Mobile

- **CEO Mobile Service**

- Access via the browser on your mobile device using your Company ID, User ID and Password at: <https://ceomobile.wf.com>
- iPhone users can go to the APP Store and download the *CEO Mobile*® app
- An online tutorial can be viewed at: [https://wellsoffice.wellsfargo.com/ceo\\_public/tutorial/ccer\\_mobile/index.html](https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html)

- **Cardholders can:**

- View available credit
- View posted card charges
- View declines
- Upload receipts

*Feature is Optional at the Cardholder's convenience*



# Approver Experience

Role: Approver

## Open Statements

## ▼ Manage Statements

Approve Statements

[View Cycle to Date](#)[View Previous Statements](#)[Manage Receipts](#)[View Requests / Status](#)[Reports](#)[Manage Users](#)

Select a statement, and click View.

Display 10 | 25 | 50 Items Per Page  
Viewing 1 to 10 of 38 ItemsPage 1 2 3 4  
Previous Page Next Page

	<a href="#">Cardholder Name</a>	<a href="#">Card Number</a>	<a href="#">Start Date</a>	<a href="#">End Date</a>	<a href="#">Charges</a>	<a href="#">OOP</a>	<a href="#">Total</a>	<a href="#">Status</a>	<a href="#">Cover Sheet Printed</a>	<a href="#">Receipt Images</a>
1.	<input type="radio"/> ALVARADO, SONIA	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
2.	<input type="radio"/> AULTMAN, GLENN	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	222.37 USD	0.00 USD	222.37 USD	Approved	08/14/2014 01:58 PM PT	<a href="#">08/18/2014 09:31 AM PT</a>
3.	<input type="radio"/> BROOKS, HOPE	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
4.	<input type="radio"/> BUJANOS, MARILYN	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
5.	<input checked="" type="radio"/> CAMPOS, ESTELLA	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	3,697.53 USD	0.00 USD	3,697.53 USD	Approved	08/21/2014 01:49 PM PT	<a href="#">08/21/2014 04:49 PM PT</a>
6.	<input type="radio"/> CORDELL, CARLOS	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
7.	<input type="radio"/> DE LUNA, CHRISTINE	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	650.00 USD	0.00 USD	650.00 USD	Approved	08/15/2014 07:14 AM PT	<a href="#">08/15/2014 09:13 AM PT</a>
8.	<input type="radio"/> DOSE, BETSY	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
9.	<input type="radio"/> FOSTER, DEBORAH	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		
10.	<input type="radio"/> GARZA, ARAI	xxxx-xxxx-xxxx-xxxx	<a href="#">07/18/2014</a>	08/15/2014	0.00 USD	0.00 USD	0.00 USD	Open		

[View](#) [Print](#)

Viewing 1 to 10 of 38 Items

Previous Page Next Page

## Manage Statements

- Statement approval queue (if the cycle is ready for review)
- View images by clicking the link in the receipt images column

**Charges — Cycle-to-Date**

▼ **Manage Statements**

- [Approve Statements](#)
- [View Cycle-to-Date](#)
- [View Previous Statements](#)
- [Manage Receipts](#)
- [View Requests / Status](#)
- [Reports](#)
- [Manage Users](#)

To filter items, select from the **Charge Type** drop-down menu. Select charge transactions, and click a function. Click **Save** to continue. [Print](#)

View Details

User Name:

Card Number:

Reminder Period:

Grace Period:

**Charges for AGUILAR, MANUEL**

Charge Type:

Viewing 1 to 1 of 1 Items

**Charges**

[Select All](#) | [Clear All](#)

	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a>	<a href="#">Merchant</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Receipt Attached</a>	<a href="#">Amount / Original Currency</a>
1. <input type="checkbox"/>	08/29/2014	09/01/2014	<a href="#">Fastenal Company01</a> Leon Valley, TX		5402999 - UNCLASSIFIED PCARD CHARGES	<input type="checkbox"/>	144.30 USD

[Description:](#)

[Reclassify](#) [Add Descriptions](#) [Split & Reclassify](#) [Dispute](#) [Copy Request](#)

Total Charges: 277.62 USD

## Manage Statements

- Cycle-to-date transactions
- Approvers can view activity for any cardholder that rolls up to them for approval

# View reclassifications



1.

Transaction Date	Posting Date	Merchant	Receipt Attached	Amount / Original Currency
08/22/2014	08/25/2014	National Registry Emt 614-888-4484, OH	<input type="checkbox"/>	70.00 USD

General Ledger Code *	Description	Unit
5402999 - UNCLASSIFIED PCARD CHARG	<input type="text"/>	SAFD(2000) <input type="text"/>

<b>BA</b> <input type="text" value="2000"/>	<b>BA ABBRV</b> <input type="text" value="SAFD"/>	<b>COST CENTER</b> <input type="text" value="2003020001"/>
<b>INTERNAL ORDER</b> <input type="text"/>	<b>WBS ELEMENT</b> <input type="text"/>	

**Save** [Cancel](#)

- View transaction details
- Make changes if necessary

# Statement approval

## Charges

[Select All](#) | [Clear All](#)

	<u>Transaction Date</u>	<u>Posting Date</u>	<u>Merchant</u>	<u>Custom Fields</u>	<u>G/L Code</u>	<u>Receipt Attached</u>	<u>Amount / Original Currency</u>
1.	<input type="checkbox"/> 08/14/2014	08/15/2014	Carquest 5228 San Antonio, TX		5301020 - M and R Parts Automotive	<input type="checkbox"/>	(177.68) USD
	<u>Description:</u> * Credit for part billed out to wrong account by the vendor.						
2.	<input type="checkbox"/> 08/14/2014	08/15/2014	Carquest 5228 San Antonio, TX		5301020 - M and R Parts Automotive	<input type="checkbox"/>	82.71 USD
	<u>Description:</u> * Non contract battery for Unit # 2722 for Central Shop.						
3.	<input type="checkbox"/> 08/14/2014	08/15/2014	Carquest 5228 San Antonio, TX		5301020 - M and R Parts Automotive	<input type="checkbox"/>	82.71 USD
	<u>Description:</u> * Non Contract battery for Unit # 2006 for Central Shop.						

[Select All](#) | [Clear All](#)

**Reclassify**

**Add Descriptions**

**Split & Reclassify**

**Dispute**

**Copy Request**

**Total Charges: 1,254.69 USD**

**Save**

**Approve Statement**

- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy for charges
- Approve the card expenses by clicking “approve statement”

# Manage receipts: Review receipts/view historical images tabs

**Manage Receipts — Select**

▼ **Manage Statements**  
[Approve Statements](#)  
[View Cycle-to-Date](#)  
[View Previous Statements](#)  
**Manage Receipts** (selected)  
 ► **View Requests / Status**  
 ► **Reports**  
 ► **Manage Users**

Select a statement period, and click **View** or **Download**.

Division: **COSA(10001)**

**COSA(10001) Statement Periods**

Viewing 1 to 1 of 1 Items

[Review Receipts](#) | [View Historical Images](#)

	Start Date	End Date
1.	07/18/2014	08/15/2014

[View](#) | [Download](#)

---

**Receipts**

Card Status:

Display 10 | 25 Items Per Page  
Viewing 1 to 1 of 12 Items

	User Name ▲	Card Number	Total	Reviewed	Receipts Received	Receipt Images
1.	AULTMAN, GLENN	xxxx-xxxx-xxxx-7664	222.37 USD	Yes	<input type="checkbox"/>	08/18/2014 09:31 AM PT
Comments:						
2.	CAMPOS, ESTELLA	xxxx-xxxx-xxxx-7664	3,697.53 USD	Yes	<input type="checkbox"/>	08/21/2014 04:49 PM PT
Comments:						

---

[Return to Manage Receipts — Select](#)

Make your selections, and click **View Receipts**.

Division: **COSA(10001)**

Statement Period: **07/18/2014 through 08/15/2014**

User Name:

Card Number:

**Historical Images**

Charges: **222.37 USD**

OOP: **0.00 USD**

Total: **222.37 USD**

Cover Sheet Printed: **08/14/2014 01:58 PM PT**

Receipt Images Available: **08/18/2014 09:31 AM PT**

[View Receipts](#)

Manage receipts page contains two tabs that allow the approver to select a particular statement period and view receipts:

- Review receipts tab contains data for the last twelve months
- View historical images tab contains data for the last seven years

# Reports – statement summary

**Statement Summary Report**

- ▶ Manage Statements
- ▶ View Requests/ Status
- ▼ Reports
  - Reporting Download
  - Statement Summary**
  - Offline
- ▶ Manage Users

< [Return to Statement Summary Report - Select](#)

Below are the statement summaries for up to twelve cycles. Use the scrollbars on the right and on the bottom to view all the information. [Print Version](#)

Division: ABC MANUFACTURING

**Statement Summaries**

Viewing 1 to 8 of 8 items

Name ▲	Card Number	Unit	12/01 20xx	11/01 20xx	10/01 20xx	09/01 20xx	08/01 20xx	07/01 20xx	06/01 20xx	05/01 20xx	04/01 20xx
			to 12/31 20xx	to 11/30 20xx	to 10/31 20xx	to 09/30 20xx	to 08/31 20xx	to 07/31 20xx	to 06/30 20xx	to 05/31 20xx	to 04/30 20xx
1. BROOKS, ROGER	xxxx-xxxx-xxxx-8101	DEVELOPMENT (70010)	\$342.90	\$1,109.00	\$1,246.83	\$1,298.90	\$678.20	\$1,246.83	\$105.94	\$0.00	\$0.00
2. CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9	MARKETING (70008)	\$12.00	\$150.99	\$67.99	\$2,201.90	\$1,245.67	\$345.89	\$12.00	\$0.00	\$0.00
3. COX, MARY	xxxx-xxxx-xxxx-2133	DEVELOPMENT (70010)	\$123.90	\$1,246.83	\$1,109.00	\$342.90	\$105.94	\$123.90	\$0.00	\$0.00	\$0.00
4. EVANS, JERRY	xxxx-xxxx-xxxx-2224	MARKETING (70008)	\$420.00	\$600.00	\$12.00	\$500.00	\$213.00	\$3,219.23	\$6.90	\$0.00	\$0.00
5. GORDON, ANDREW	xxxx-xxxx-xxxx-2335	MARKETING (70008)	\$263.60	\$709.75	\$1,006.40	\$2,298.90	\$698.55	\$876.25	\$453.96	\$0.00	\$0.00
6. HOWELL, CANDI	xxxx-xxxx-xxxx-2436	DEVELOPMENT (70010)	\$512.00	\$775.55	\$300.25	\$3,456.89	\$445.95	\$330.00	\$285.00	\$0.00	\$0.00
7. KING, TOM	xxxx-xxxx-xxxx-7	SALES (70012)	\$266.45	\$2,586.90	\$1,345.80	\$354.97	\$4,120.00	\$456.90	\$0.00	\$0.00	\$0.00
8. KLINE, JACK	xxxx-xxxx-xxxx-8920	SALES (70012)	\$7,365.00	\$586.57	\$1,532.80	\$1,237.00	\$632.00	\$329.67	\$526.90	\$0.00	\$0.00
Total:			\$9,305.25	\$7,765.59	\$6,621.07	\$11,691.46	\$8,139.31	\$6,928.67	\$1,390.70	\$0.00	\$0.00

Statement summary report showing cardholder statements over period of time

# Reports - Offline

**Offline Report — Select**

[< Return to Offline Reports — Summary](#)

[+ Create New Report](#)

Select from the **Offline Report Type** drop-down menu, and click **Continue**.

Required Field

Offline Report Type:

- Select One
- Account Spending Analysis Report
- Cash Advance Account Summary Report
- Merchant Transaction Summary Report
- Top 10 Carrier Summary Report
- Top 10 Vehicle Chain Summary Report
- Top 25 Lodging Chain Summary Report
- Transaction Detail Report

**Manage Statements**

- [Approve Statements](#)
- [View Cycle-to-Date](#)
- [View Previous Statements](#)

**Reports**

- [Reporting Download](#)
- [Statement Summary](#)
- Offline**
- [Manage Users](#)



**Transaction Detail Report — Create Report**

[< Return to Offline Report — Select](#)

Enter all required information, and click **Submit**. You will receive an email when your report is ready.

Required Field

Report Type: **Transaction Detail Report**

Cardholder Name:

Card Number:

Date Type:   Transaction Date  Posting Date

Note: The starting date cannot be more than 36 months before today.

Date Range:    (mm/dd/yyyy)

Amount Range: **Start Amount (0000.00)** **End Amount (0000.00)**

>  <

G/L Status:

**Manage Statements**

- [Approve Statements](#)
- [View Cycle-to-Date](#)
- [View Previous Statements](#)

**Reports**

- [Reporting Download](#)
- [Statement Summary](#)
- Offline**
- [Manage Users](#)