

Wells Fargo P-Card

Frequently Asked Questions

Administration

1. How do I obtain an RWU P-Card?

Please complete the P-Card Request Form found on the Purchasing Department website located [here](#).

2. If I forget my password. How do I reset it?

You can reset your password from the sign-in page by clicking on the Forgot Password link. You will be asked to answer your security questions that you set up when creating your account. If you need further assistance please contact the Purchasing Department

3. How do I request a credit limit increase?

Credit limit increases can be requested through the CCER system under the User Information section, entitled Credit Limit Change Request. The request will be sent to your supervisor/approval for approval.

Once approved, Purchasing will receive a notification and will increase the limit on your card. It is suggested that you email your supervisor ahead of time with the business purpose for the increase. In addition, please indicate if the increase is temporary and if so the date range.

4. When I call Wells Fargo, I am asked to enter the last 4 digits of my unique identifier #. What number is this?

It is the last 4 digits of your RWU ID number.

5. What do I do if a charge is declined?

Use the mobile app or website to view your available credit to see if you are over for the month. If you have sufficient credit, call the number on the back of your card to see what the decline reason is. The decline reason may also be available via the mobile app or website, but sometimes there is a delay in reporting this information. If the purchase is being made with a restricted vendor, please contact the Purchasing Department to have the restriction changed.

Reconciler Role

1. What is a reconciler?

A Reconciler is the primary person assigned to reconcile transactions on behalf of a cardholder. If the reconciler does not reconcile the transactions it becomes the cardholder's responsibility to ensure that the transactions are reconciled in the P-Card system.

2. Do I need to get the ID and password for the person I reconcile for?

No. You should never share IDs and passwords. Reconcilers are set up with their own IDs and password and can see the transactions of the people they reconcile for as part of their access.

3. If I am reconciling someone's transactions, whose initials do I put in the description field?

The description field should always start with the initials of the cardholder.

4. How do I set up a reconciler for my card?

First, make sure the person is aware they are going to serve as reconciler. Then complete the P-Card Request Form with their full name and email address.

Accounting

1. I do not see a fund/unit/object code that I need to charge my transaction to. What do I do?

E-mail (nturner@rwu.edu) and she will add the missing value to the Wells Fargo CCER system.

2. Will any changes I make to my transaction be automatically saved?

No, you must hit the save button in order to save any changes you have made.

Receipts and Transactions

1. Will Wells Fargo notify me when my receipts have been uploaded?

Yes, you will receive an email from Wells. If you haven't received an email within 24 hours please check to be sure you used the correct Wells Fargo email address or fax number and the cover sheet was in an acceptable file format (pdf, jpg, tif, bmp or png). (Note: cover sheets are not needed for receipts uploaded through the mobile app)

2. If I lost a receipt should I complete a missing receipt form?

Yes, but only for transactions larger than \$25.00. There is no need to submit receipts less than \$25.00.

The missing receipt form can be found on the Purchasing Department website [here](#). Please make a note in the description field for any lost receipts (greater than \$25) stating that the missing receipt form is being used in lieu of the original receipt.

3. Can we use the same receipt cover sheet month to month?

No, each month has a specific cover sheet. Please print or download a new cover sheet each month from the Wells Fargo CCER system. You can confirm the correct date by looking at the Statement Ending Date which is listed on the cover sheet.

4. Is there a way to upload receipts using my phone?

Yes, please refer to the Wells Fargo Cardholder guide for detailed instructions.

5. What is a "Cross the Border" fee charge on my statement?

A Cross the Border fee is a charge incurred by the cardholder for a purchase made outside of the US. The bank will assess a 1% fee for transferring US dollars to a foreign currency. There will not be a receipt for this transaction. The cardholder is to make a reference on the original purchase receipt and use the same accounting. This is not a new fee for the college – previously it was included in the original transaction amount.

Other resources

Please note that the Wells Fargo Cardholder and Approver Guides have more detailed information and are available on the Purchasing Department's website.