



New Cardholder Guide

Welcome to the Carleton College Purchasing Card Program

Welcome to the Carleton Purchasing Card Program! The Purchasing Card is designed to help streamline the procurement and payment process for business purchases. The New Cardholder Guide will help you navigate first steps as you get started with your purchasing card and will answer frequently asked questions.

Getting Started

- 1. Activate your card:**
 - Call **1-800-932-0036**
 - Provide your Unique ID (last 4 of your Carleton Employee ID)
 - Set 4-digit security PIN for credit card
 - Sign your card before first use
- 2. Log into your account:**
 - Go to: www.wellsfargo.com
 - Select the “Commercial” tab
 - Click “Sign On” under the CEO portal
 - Enter your credentials:
 - Company ID: carle057
 - User ID: (provided in your Welcome email from Wells Fargo)
 - Password: (provided in your Welcome email from Wells Fargo)
- 3. Save your login information in Google passwords for easy access**

Tips for Using Your Card

- 1.** Add purchasing card folders to your desktop and email account to save electronic invoices for upload to Wells Fargo.
- 2.** Enable email/text message alerts to receive messages about declines, fraud and available credit. To enroll, navigate to Wells Fargo CCER>User Information>Personal Profile>Manage Alerts.

- 3.** Add the purchasing card reconciliation due dates to your work calendar to help you stay on track with monthly accounting. Purchasing card statements are available the **1st** business day of the month and must be reviewed by the **8th** calendar day. Cardholders will receive notifications from Wells Fargo to prompt completion of the monthly review. The deadline for Approvers to complete the manager review is the **12th** of the month.
- 4.** For login assistance, view the **Password Reset Tutorial** and **Sign-On Help Guide:**
<https://wellsoffice.ceo.wellsfargo.com/ceosignon/#/signon/helpPages/passwordResetTutorial>
<https://wellsoffice.ceo.wellsfargo.com/ceosignon/#/signon/helpPages/signOnHelp>
- 5.** Save Wells Fargo's Customer Service number in your mobile contacts **1-800-932-0036**. Customer Service can assist with Declines, Lost/Stolen Cards, Disputes, and Fraud inquiries.
- 6.** Download the Wells Fargo CEO Mobile app (Search for it in your App Store)
- 7.** Set-up your direct deposit information in Wells Fargo to enable the Out-Of-Pocket and Personal Reimbursement features. To enroll, navigate to Wells Fargo CCER>User Information>Bank Information
- 8.** Know your Credit Limits: Log into your statement and click on User Information on the left, then click Personal Profile and scroll to the bottom. You have access to your monthly limit, single purchase limit, and available credit.
- 9.** Purchasing card transactions post to institutional budgets by the 15th of each month. Budget Managers can monitor their transaction activity by accessing Budget Manager Reports on the Hub. The [Budget Manager Tutorial](#) is available for new budget managers.
- 10.** Know where to find your Unique ID#. This number can be found on your Payroll Statement on the Hub or on the back of your Carleton One Card. Wells Fargo will ask you for the last four digits of this ID for identity verification.

Online Resources

- 1. Visit Carleton's Purchasing Card website for information and procurement resources:**
<https://www.carleton.edu/business/purchasing-cards/card-program/>
- 2. Review Carleton's Purchasing Policies here:**
<https://www.carleton.edu/business/acct-pay-pol/>
- 3. Out of Pocket Expense Settlement Instructions:**
https://d31kydh6n6r5j5.cloudfront.net/uploads/sites/569/2020/10/Out_of_Pocket_OOP_Us_er_Procedures_2020.pdf
- 4. Personal Expense Reimbursement Instructions:**
https://d31kydh6n6r5j5.cloudfront.net/uploads/sites/569/2020/10/CCER_Personal_Expense_Settlement.pdf

5. Wells Fargo's CCER User Guide:

https://d31kydh6n6r5j5.cloudfront.net/uploads/sites/569/2020/10/Purchasing_Card_Wells_Fargo_CCER_User_Guide_20.pdf

6. How to electronically provide receipt documentation (2 methods):

https://d31kydh6n6r5j5.cloudfront.net/uploads/sites/569/2020/10/P_Card_Upload_Receipt_Powerpoint_04.19.pdf

Billing Address and Shipping

BILLING ADDRESS

Provide suppliers with the following billing address for all purchasing card transactions:

*Carleton College
One North College Street
Northfield, MN 55057-4001*

SHIPPING INSTRUCTIONS

Provide a complete shipping address, including name, department, building, and room number. Use the street location of the campus central receiving department, if available. **NOTE:** Instruct the supplier to send the itemized documentation of purchase directly to the department by e-mail and not to Accounts Payable.

RECEIPT/INVOICE/PACKING SLIP

Each purchase must be supported by itemized documentation of purchase, e.g., receipt, invoice, packing slip from the supplier, or web/e-mail confirmation. Upload all relevant documentation into the Wells Fargo CCER portal. The itemized documentation of purchase should include each of the following:

- Supplier's name
- Unit prices
- Itemized description of items purchased
- Total amount of purchase
- Date of purchase

RECEIPT OF SHIPMENT

The cardholder is responsible for verifying receipt of the shipment and determining whether the supplier accurately filled the order.

How to Report Fraud

- 1.** Call 1-800-932-0036 to report fraud right away
- 2.** You will be required to verify your identity over the phone so have your Unique ID handy
- 3.** Record the Fraud Case Number in the description field for any fraudulent expenses that post to your account
- 4.** Once fraud is reported, your account will be placed in a frozen status and a replacement card will be sent to you
- 5.** Please keep track and make sure the credits post to your account. The budget account number for the fraud credits should match the account of the original fraud charge.
- 6.** If you do experience fraud on your account, you may have to reconcile 2 separate statements for that particular month. You are able to toggle between the statements when logged into your Wells Fargo account.
- 7.** Receipts are not required for fraudulent transactions – Only the Fraud Case number in the description field
- 8.** Keep your contact information up to date for fraud alerts

PROGRAM ADMINISTRATORS CONTACT INFORMATION:

Kara Lloyd
Accounts Payable Manager
klloyd@carleton.edu

Randie Johnson
Purchasing Manager
rajohnso@carleton.edu