



CCER February 2008



We are about to enter into our fourth statement cycle in CCER. Navigating in CCER is becoming more familiar and processing statements is becoming easier each time you reconcile a statement. Your CCER team has put together a few tips and reminders to help you better in your CCER processing. Your continued feedback is a tremendous source of information to us and we appreciate all your questions and comments on using CCER.

CCER Tips & Reminders:

CCER statements with a zero (0) balance still need to be “approved completed” in CCER. This closes the statement in CCER and does not leave the statement in the open status.

Reconcile periods change each month, depending on the number of days in each month. If you are unsure of the dates in the Reconcile period; please contact Mary or Valerie and they can assist you.

Many of our cardholders are requesting copies of receipts from Wells Fargo when they have misplaced the original receipt. This is a **charged** service offered by Wells Fargo and unavailable to DCSD p-card holders. DCSD has a procedure in place when you do not have an original receipt to attach to your statement. First, contact the vendor to see if they can offer a duplicate receipt. If not, you will need to complete a Missing Receipt Form. The form can be found on the DCSD Website>Business Services>Purchasing and Contracting>Purchasing card policy, forms and training. This form **MUST** accompany any missing receipt to your p-card statement. Secondly, if the merchant participates in Level 3 Reporting, you can print off a mirror copy of your receipt. To determine if the vendor is Level 3 Reporting, the vendor name will appear in **red** on your CCER statement. Simply click in the vendor name and print off a copy of your receipt. The audit department has approved this as an alternative to the missing receipt form.

Numerous p-card statements are being received without the proper signatures on the statement. We realize with the conversion from Smart Data to CCER, the signature lines do not appear on the CCER statement. Signatures from the cardholder and site Director/Principal are still **MANDATORY** on each statement sent to Accounts Payable. This is a requirement from the Audit Department.

It is also a requirement of the Audit Department and the P-Card Program to have copies of all p-card statements and receipts at each site. Please check with your site Reconciler regarding the Receipt Retention Log at your site. If you have additional questions regarding receipt retention, please contact your Program Administrator and they will be able to assist you.

P-Card Declinations & Fraud

My Card is being declined by a merchant. Why?

This is a question received numerous times during the day in the Purchasing Department. There are several reasons for declines to a p-card and we've put together a sampling of the most frequent reasons for declines and tips on how to avoid them.

The most frequent reason being the Merchant is entering the incorrect card expiration date at the point of sale. It is recommended you verify the expiration date with the merchant prior to the transaction being processed.

Secondly, be aware of your p-card limits. CCER allows you to view your card limits and balance twenty-four hours a day, seven days a week. If you are making a purchase; verify the amount being charged is not over your single purchase limit and within your monthly limit. Several cards are declined due to cardholders attempting to charge amounts over their single purchase limits.

Apple iTunes. This is a highly popular website on the internet. Not only is it used for legitimate music purchases, it is also the highest rated site from Wells Fargo for fraudulent activity on credit cards (p-cards as well as personal cards). To combat the large number of credit card fraud coming from this site; Wells Fargo took steps to shut down all p-card transactions from this website. If you attempt to use your p-card on this site; it will be an automatic decline. If you do need to purchase music from this site; Wells Fargo has recommended a pre-paid iTunes card being used in lieu of a credit card.

Frequently Asked Questions:

I have a p-card but did not receive a reminder email telling me my statement was ready. Why?

The most likely reason is your statement did not have any charges for the statement period. CCER will not send out an email if your statement balance is zero. The statement will however, need to be closed out by your approver.

I am locked out of CCER. How can I get my password reset?

The fastest way is to send an email to Valerie Woirhayne asking for a password reset.

I use several account codes in my position. Do I need a p-card for each account code?

There are a few instances when you do need more than one p-card. However, with the ability to re-classify account codes within the CCER system, it is not necessary to hold more than one card.