

Frequently Asked Questions

Why do I have two CCER Users ID?

Wells Fargo has designed a secure, check and balance feature into the CCER p-card system. The Approver role stands alone from the Cardholder and Reconciler roles.

What is an “Approval Period”?

This is the period of time that the approvers have to complete their review of their cardholds statements.

I cannot locate the Review/Complete button when I log in under the Approver Role.

Only cardholders and reconcilers have the assigned privilege to put statements in the “CH Reviewed” status.

I have logged in under my Approver Role and all my statements are in the “Open” status. The Approve/Complete button is not showing.

In order to approve/complete statements prior to the approval period; the statement must be in the “CH Reviewed” status. This allows the Approver to hit “Approve/Complete” and close out the statement in CCER.

Must the statement be in the “CH Reviewed” status for me to approve?

If you would like the “Approve/Complete” prior to the beginning of the Approval Period, yes the statement status must show “CH Reviewed”.

My cardholder completed the “CH Reviewed”. I am logged in as a Reconciler and cannot complete any reclassifications.

Only in the Approver Role can you over ride the “CH Reviewed” status and make your reclassifications.

When can the statements be printed?

Statements can be printed by the cardholder, reconciler, or approver. We have left the decision up to each site/department as to when they would like statement printed.

The review period in CCER has ended and I cannot reclassify transaction. Why?

Once the review period in CCER has ended; the cardholder and reconciler are basically “locked-out” of CCER. Only the Approver Role will allow you to make any reclassifications and Approve/Complete.

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 Woirhaye 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.