

Quick Reference Guide

Overview

This guide describes how to use the Wells Fargo *Payment Manager* service, available through the *Commercial Electronic Office® (CEO®)* portal, to originate domestic and international electronic payments and outsource check printing.

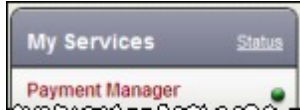
Using the *Payment Manager* service, you can:

- Manage business and consumer payments
- Accept payment files from ERP, treasury workstations, and other accounts payable systems
- Submit electronic files, multiple payment types and consolidated or multiple files

The *Payment Manager* service accepts payment files directly from your treasury workstation, ERP, accounts payable, or other system. With the *Payment Manager* service, you can send an electronic file to Wells Fargo that includes multiple payment types. Wells Fargo separates your payments by type and processes them accordingly.

Access the Payment Manager Service

1. Sign on to the *CEO* portal.
2. Select **Payment Manager** on the left navigation menu.



3. Enter your secure *RSA SecurID® Token Passcode* and select **Continue**.

Upload a Payment File

1. Select **Upload Files** from the left navigation menu.

The Upload Files window displays.

2. Select **Browse** to choose a file from your computer to upload.
3. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.
4. Select **Send** to submit your file.

Note: Only one file may be uploaded at a time. Maximum file size is 25 MB.

A confirmation message appears after your file is successfully uploaded.

Acknowledgements

Acknowledgements notify you that we have received your file and that it has undergone initial processing for delivery to our payment systems. If applicable, Acknowledgements will include details around rejected transactions (or possibly the entire file).

You may receive acknowledgements via system download, direct transmission, or secure email.

Note: A user must be authorized to an ECS Process ID and have at least one entitlement for that ECS Process ID to be able to download acknowledgements for that ECS Process ID. Acknowledgements are available to view and download for 90 calendar days. Calendar days include all weekends and holidays.

1. Select **Acknowledgements** from the left navigation menu.

The Acknowledgements screen displays.

2. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.
3. Select the **File ID** to view additional details.
4. Select **Return to Acknowledgements** to download the acknowledgement.
5. Select the button next to the File ID to download, and then select **Download**.

To save the file, select the location on your computer and enter a new file name, then select **Save**.

Secondary Approvals

Secondary Approval allows you to review payments at the file or transaction level. A user must be authorized with the Secondary Approval entitlement for an ECS Process ID to be able to decision files or transactions for that ECS Process ID.

- You have the option of requiring secondary approval for some or all your payments for each ECS Process ID, whether you upload your file to the *CEO* portal or transmit your payment files directly to us.
- You will set single transaction and cumulative daily approval limits for each user who has approval entitlement.
- You can require up to three approvals to release payments.

The system will hold your files for review by a user (or users) of your company. If you have payments to be approved, you will be notified by email.



View Files and Transactions

1. Select **Secondary Approval** from the left navigation menu.

The Secondary Approvals screen displays.

2. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.

Files currently on hold display.

3. Select the **File ID** to view details of a file.
4. To view details of a transaction, select the **Transaction Number**.

The details for the selected transaction display.

5. Select the arrows to expand the details sections.
6. Select **Close** when finished viewing the transaction details.

Note: Payments remain in the hold queue for 5 business days (excludes weekends and federal holidays). If no action is taken during this time, the system sends a final email notifying you that the unapproved transactions have been deleted.

7. Select **Return to Secondary Approvals** to return to the Secondary Approvals screen. You may choose another file to view additional details.

Approve/Delete Files and Transactions

1. Select **Secondary Approval** from the left navigation menu.

The Secondary Approvals screen displays files currently on hold.

2. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.
3. Select the checkbox next to the file to approve or delete.
 - To select single transactions, select the File ID, and then select the checkbox next to the transaction. You can select multiple transactions, but if you do, you may only choose Approve OR Delete for the selection.
 - Select the checkbox next to the File ID column heading to select all.
4. Select **Approve** or **Delete**.
 - For approvals:
 - Only files and transactions within your single transaction and cumulative daily approval limits are eligible for approval.
 - Any files or transactions exceeding your approval limits will be rejected.
 - If your ECS Process ID requires multiple approvals to release payments, files will remain on hold until all approvals have been completed.

- For deletions:
 - Only one user with approval entitlement is required to delete a file or transaction, even if your ECS Process ID is set up with multiple approvals to release payments.
 - Single transaction and cumulative daily approval limits do not apply to file or transaction deletions.

4. Select the **Verify before approving or deleting** checkbox if you want the chance to verify your selections before submitting the files for processing. If you uncheck the box, you will not be required to verify the decision.

The Secondary Approvals screen displays a confirmation message, and the approved or deleted file no longer appears in the queue.

5. To view details for the file just submitted, select the **View Details** link in the confirmation message.
6. Select **Return to Secondary Approvals** to return to the Secondary Approvals screen.

View Deleted/Rejected Files and Transactions

1. Select **Secondary Approval** from the left navigation menu.
2. Select the **Rejected/Deleted** tab.
3. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.

Files that have been deleted or rejected for the selected ECS Process ID display.

4. To view details, locate the file you want to view and select the **File ID**.

The Deleted/Rejected Transactions screen displays the deleted or rejected transactions in the file.

5. If available, select the **Additional Detail** icon in the **Rejected Reason** column to view the rejected details for a transaction.

The Rejection or Deletion Details window displays the details of the transaction selected.

6. Select **Close** when finished.
7. To view additional details for each transaction, select the **Transaction Number**.

The Transaction Details window displays details of the selected transaction.

8. Select **Close** when finished.

Note: You can expand the details sections by selecting the arrows at the top of each section.

To view additional transaction or file details, return to the Deleted or Rejected tab of the Secondary Approvals screen, and select another file or transaction.

Email Notifications

Email notifications are sent to secondary approvers when payments are waiting to be decisioned.

An initial notification is sent 30 minutes following submission. If no action is taken, a reminder notice is sent four hours later.

A second reminder notice is sent eight hours later if there are still items in the hold queue to be decisioned.

One email message is sent for each ECS Process ID you have secondary approval authorization for. Email notices are also delivered when transactions are expired by the system.

Payments remain in the hold queue for 5 business days (excludes weekends and federal holidays). If no action is taken during this time, the system sends an email notifying you that the unapproved transactions have been deleted.

Confirmations

Confirmations notify you when a payment has been processed. They are an optional service available for ACH, Wire, and CCER AP Control transactions.

If you are enrolled to receive confirmations, you may choose to receive them via system download, direct transmission, or secure email. Individual transaction confirmation status, rejection reasons, and details are available for viewing and downloading.

Note: A user must be authorized and have confirmation entitlement to an ECS Process ID to be able to download confirmations for that ECS Process ID. Confirmations are available to view and download for 90 calendar days, which include weekends and federal holidays.

1. Select **Confirmations** from the left navigation menu.

The Confirmations screen displays.

2. Select the **ECS Process ID** (if more than one is available) from the drop-down menu.
3. Select the **Confirmation ID** to view the confirmation status for each transaction in the file.
4. Select a **Transaction Number** to view the transaction's details.
5. Select **Return to Confirmations** to download the confirmation.
6. Select the button next to the Confirmation ID to download, and select **Download**.
7. To save the file, choose the location on your computer, enter a new file name, and select **Save**.

Note: The confirmations file can be downloaded from the Confirmations screen or from the Transaction Confirmations screen.

Reports

Search for Transactions

Search is part of the report functions that allow you to search for and view payments.

1. To search for transactions, select **Reports** from the left navigation menu.

The Reports screen displays.

2. Select **New Search**.

The Search screen displays all the criteria you can use to narrow your search results.

3. Enter your desired search criteria:

- a. Select the checkbox next to the ECS Process ID for the search.

Note: You can select multiple or all ECS Process IDs to which you have access. The system returns transactions for all selected ECS Process IDs.

- b. To narrow the search results by a particular file or group of files, enter a full or partial file name in the File Name field.

Note: If you do not enter a File Name, the system returns transactions for all files.

- c. To narrow your search by Transaction Status, select one or more status options.

Note: You can also select for all statuses by selecting all or no status options.

- d. To search for transactions by amount, enter both a low and a high Transaction Amount.

Note: The amount on the right must be greater than the amount on the left, and both amounts must be greater than zero.

- e. To search for transactions by Date Range, select two dates for the systems to search between.

Note: The To value must occur after the From value. The dates must be no more than 90 calendar days apart (including weekends and federal holidays). Reports created with a date range expire 90 days from the creation date. To run the report indefinitely, leave the Date Range blank.

- f. To search for transactions by Transaction Reference, enter the check number or the transaction reference number.
- g. To search by payee, enter a full or partial Payee Name. For example, enter "John Smith" for an exact match, enter "*Smith" to list all names ending in Smith, or enter "John*" to list all names beginning with John.

4. Select **Search** to search on the criteria specified.

The Search Results screen displays transactions matching the specified criteria.

5. To view additional details for each transaction, select the **Transaction Number**.

The Transaction Detail box displays details of the selected transaction.

6. Select **Close** when finished.

Note: You can expand the detail section by selecting the arrows at the top of each section.

7. To edit your search criteria, or save your search as a report to run again in the future, select **Revise Search**.
8. To start a new search, select **New Search** or **Return to Reports**.

Create Reports

9. To create a report from the results of your search, select **Create Report**.
10. The report displays your search results as a Summary View. To display related rejection or invoice details, select **Details View**.
11. To print the report, select **Print**.

Note: When choosing Print, the format displayed on the screen (Summary View or Details View) prints.

12. To download the report, select **Download** and select the download format.

Save Reports

If you have a search you want to run more than once, you can save your search as a report.

1. To save a report, select **Reports** from the left navigation menu.

The Reports screen displays.

2. Select **New Search** on the Reports screen.

The Search screen displays all the criteria you can use to refine your search results.

3. Enter the required criteria for the report.
4. Enter a name up to 60 characters in the **Report Name** box.
5. Choose the **Schedule a Reminder** option if you would like to receive a reminder about your report. If you do not want to schedule a reminder, select **None** from the drop-down menu.
6. You can share your report with other users who have the Reports entitlement for any ECS Process IDs related to your report.
 - To share your report, select **Shared** in the Access field.
 - If you do not want other users to have access to your report, select **Private** in the Access field.

7. Select **Save** to save your report.

A confirmation message displays saying your report was successfully saved. Your report displays in the list of reports.

Run Reports

1. Select **Reports** from the left navigation menu.

The list of reports you have access to displays.

2. To view details or a report, select the **Report Name**.

The Report Criteria box displays criteria details for the selected report.

3. Select **Close** in the upper right corner of the Report Criteria box to return to the Reports screen.
4. To run a report, select the button next to the report, and select **Run**.

The Search Results screen displays the results.

Delete Reports

You may delete any report you created.

1. Select **Reports** from the left navigation menu.

The list of reports you have access to displays.

Note: You can delete any private or shared report you created, but you cannot delete shared reports you did not create, unless you are a Profile Manager.

2. To delete a report, select the button next to the report, and select **Delete**.

A confirmation message displays saying your report was successfully deleted.

User Administration

You can set up your company users as Profile Managers, which are users that have access to the administration screens. You can also have someone from Wells Fargo assist with your user administration.

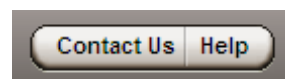
You can easily manage ECS Process IDs online. In the *Payment Manager* service, you can edit Nicknames and ECS Process ID-level entitlements.

Profile Managers also have access to the Audit Report. The Audit Report allows Profile Managers to monitor their organization's providing a snapshot of current entitlements for their company's ECS Process IDs and assigned users. The report also lists changes to entitlements that have occurred over the previous 90 calendar days.

Note: Only profile managers have access to these administration screens. You must be setup as a Profile Manager for an ECS Process ID to be able to perform administration for that ECS Process ID.

For more details on how to manage user access and ECS Process IDs, see the *Payment Manager User Guide*.

Product Support



Select **Help** for access to Frequently Asked Questions, How Do I? and About sections and alphabetical glossary.

Select **Contact Us** for details on how to reach your client services officer, or call Treasury Management Client Services at 1-800-AT-WELLS (1-800-289-3557), options 5, Monday through Friday, 6:00 am to 6:00 pm Pacific Time.