

Transaction Search

Quick Reference Guide

Accessing the Service

Follow these steps to access the Transaction Search service.

1. Sign on to the *Commercial Electronic Office*® (CEO®) portal.
2. Select **Transaction Search**.
3. The Search for Transactions screen is displayed.

Search for Transactions

Depending on your user authorizations, from the Search for Transactions screen you can search for:

- Account Activity
 - ACH Originated Items
 - Checks
 - Deposited Checks
 - Deposits
 - Stop Payments
1. Choose an option from the **Search for** drop-down menu. **Note:** After your first Transaction Search session, the **Search for** selection defaults to your most recent search.
 2. Make a selection from all required search criteria. Criteria will change depending on search type.
 3. You may also enter optional criteria to further refine your search.
 4. Some search types have an **Additional Criteria** section you can expand and enter more criteria to narrow your search results even more.
 5. Select **Search** to view results based on your search criteria.

Search Results

Depending on the type of search you initiate, there are a variety of actions you can take from the search results.

1. Select an option from the **Action** column when taking action on a single item.
2. To take action on multiple items, select an option from the **I want to** drop-down menu. The default selection allows you to take action on a single item in your search results. Options vary based on search type, results, and authorizations.
3. When acting on multiple items, use the checkboxes to choose items and select the button at the bottom of the screen for the action being performed. **Note:** If the search allows action for multiple transactions, up to 50 items may be selected in a single request.

Search Results, cont.

4. Select an item's amount to view its details.
5. You may sort columns by selecting the column header.
6. Select **Column Options** to change the columns displayed in the search results and/or place columns in a specific order.

Column Options

Use Column Options if you want columns other than the default selections to appear in your search results, or you want to change the order in which columns appear.

1. Select **Column Options** from the Search Results screen.
2. Default columns are already checked, but can be unchecked. **Note:** If you remove the **Amount** or **Actions** columns you will not be able to see item details or take action on individual items in your results.
3. Place a check beside columns you want included in search results, and remove checks from columns you do not want to see.
4. Select **Save**.
5. If you want to change the order in which columns appear in search results, select **Reorder** in the Column Options panel.
6. From the Reorder Columns panel, select a column and use the arrows to adjust column order.
7. Select **Save**.
8. If you need to return to Column Options from the Reorder Columns panel to update your column selections, choose **Edit**.

Images

If you know your check or customer reference numbers, use the Images feature to search for images and view/print images.

Note: Images may also be viewed and printed from account activity, check, deposit, and deposited check search results.

1. Select **Images** on the left navigation menu.
2. On the View Images screen, select **Add** to choose the accounts you want to include in your search.
3. Enter a date or date range for your image search.
4. Enter one or multiple check and/or customer reference numbers, up to 20 in a single request.
5. Select **View Images**.
6. The View Images screen (image viewer) is displayed.
7. The **Available Images** drop-down menu contains a list of the items matching our search criteria. You may

Images, cont.

select an item from that list to view an image or use the **Next** and **Previous** arrows to page through the images. **Note:** Some items may not have an image.

8. To print one or multiple images, select **Print** and choose **This Image** or **All Images**.
9. Download and full screen icons are located under the **Print** button. You may download all images or the image being viewed in either PDF or RTF formats.
10. Image controls are located below the image and allow you to contrast/invert, rotate, zoom in/out, and flip the image.
11. Item details for the image you are viewing are provided in the **Image Details** section.

Stop Payments

You may go directly to the Stop Payments feature to place and release stop payments if you know exact check numbers, and if checks are still outstanding or have already been stopped.

Note: You can also place, renew, and release stops from check and stop payment search results.

1. Select **Stop Payments** on the left navigation menu.
2. On the Place/Release Stop Payments screen, select either **Place Stop Payments** or **Release Stop Payments** from the **I want to** drop-down menu.
3. Select **Add** to choose the account from which the checks you want to stop or release were written.
4. Enter one or multiple check numbers, up to 50 in a single request.
5. Depending on your **I want to** selection, you will choose **Place Stop** or **Release Stop**.
6. Either the Place Stop Payments screen or Release Stop Payments screen is displayed.
7. On the Place Stop Payments screen you have the option of entering the **Amount**, **Issue Date**, and **Payee** if not already available for a check.
8. Whether on the Place Stop Payment or Release Stop Payment screen, use the checkboxes to choose the checks you want to take action on, and select **Submit**. **Note:** You can print before submitting if needed.
9. After submitting your request, a confirmation screen is displayed. There is also a print option on the confirmation screen.

ACH Deletes & Reversals

You may request a deletion of an item before it is distributed to the ACH operator, or request a reversal if the ACH item has already been distributed. **Note:** You can also reverse an item from ACH Originated Item search results.

ACH Deletes & Reversals, cont.

1. Select **ACH Deletes & Reversals** on the left navigation menu.
2. **Requested By** and **Company Name** will be pre-filled for you and cannot be changed.
3. **Phone** and **Ext.** will also be pre-filled if we have that information available. The **Phone** field is required. You may update pre-filled data in both fields.
4. Select **Add Items**. The Add Delete/Reversal panel is displayed.
5. If you know the ACH ID (ACH File ID/ACH Company ID) you may begin entering it, or tab into the **ACH ID** field to see a list of the ACH IDs to which you are authorized.
6. Select **Delete** or **Reverse** to designate the type of request you are making. **Note:** Wells Fargo will contact you if we are unable to process your request.
7. Indicate if the original transaction was a **Debit** or **Credit**.
8. Select **Checking** or **Savings** as the type of account to which the original transaction posted.
9. Enter the date the item posted to the receiver's account.
10. Enter the **Receiving Bank ID** and **Receiving Account Number**.
11. Enter the item's **Amount** and the **Recipient Name**. **Note:** The recipient name must match the ACH transaction in the originated file.
12. If you have more delete/reversal requests to enter, select **Save & Add Another**.
13. If you are finished entering requests, select **Save & Continue**.
14. When the Add Delete/Reversal panel is closed you will see all of your entries on the lower half of the ACH Deletes & Reversals screen.
15. To review details before submitting your requests, select the **Expand** icon in the first column of the table to see a request's details.
16. Select the **X** in the **Remove** column to remove a request from the list.
17. When ready, select **Submit** to send your requests to ACH.
18. You will receive a confirmation of your submission status, which can be printed if needed.

Activity Reports

Based on your user authorizations, you may run a Stops Activity report or an Image Activity report for 365 days of user activity based on criteria you select.

1. Select **Activity Reports** on the left navigation menu.
2. On the View Activity Reports screen, select **Stops Activity** or **Image Activity** from the **Report** drop-down menu.

Activity Reports, cont.

3. Choose the way you want the report sorted. Options are by **Check/Customer Reference** or **User ID**.
4. Select **Add** to choose the accounts you want included on the report.
5. Enter a date or date range for which you want to view activity.
6. Select **Run Report**.
7. The report will open in a separate window and will display the data found for your selected criteria.
8. Select **Print** to print the report.