

Payment and Delivery Preferences Service

User Guide

Together we'll go far



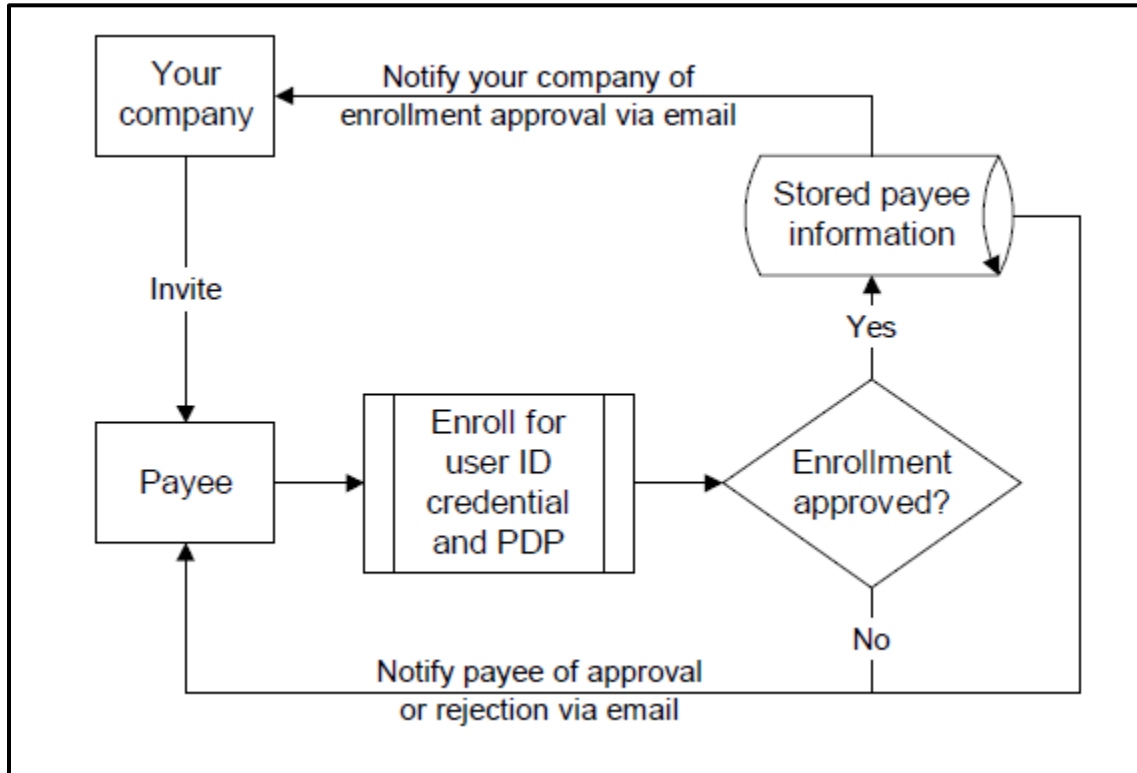
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Introduction

You can use the Wells Fargo Payment and Delivery Preferences (PDP) service to receive domestic ACH payment and remittance information or other documents.

The Payment and Delivery Preferences service is part of Wells Fargo's *Commercial Electronic Office*® (CEO®) portal. You receive invitations by mail or email, and the invitation explains how you can access the PDP service and self-enroll.



Respond to your email invitation

You are not a *CEO* user

You will receive an email inviting you to enroll in the Payment and Delivery Preferences (PDP) service. For questions about the invitation, respond to the phone number or email address provided in the invitation.

1. Click the enrollment link in the email:
https://onlineenroll.wellsfargo.com/onlineenroll/edd_enroll/welcome.do?product=vse

The Payment and Delivery Preferences Welcome page displays. From here you begin the process of setting up your *CEO* User ID and Password.

Welcome

You've been invited to enroll in the **Payment and Delivery Preferences (PDP)** service. PDP is a service on the *CEO* portal. It enables secure electronic payments and document deliveries (such as invoices and statements). You don't have to be a Wells Fargo customer to use this service.

Already a **Commercial Electronic Office® (CEO®)** customer? Go directly to the [CEO Sign On page](#) to enroll.

About the Enrollment Process

The enrollment takes about three minutes. You'll enter your contact information and create a *CEO* user ID and password. For your protection, this session will not be stored in your browser's memory.

Once you're logged into the portal, you'll need the validation information from your PDP invitation to access the PDP service and specify your payment and (if applicable) document delivery preferences.

Security Passcode

To begin, enter the code exactly as it appears in the yellow box with no spaces between characters. Then click **Continue**.

A B C D 1 2 3 4

Confirm Passcode:

Continue

Note: If you already have a *CEO* User ID, click the *CEO* Sign On page link to skip the user setup process. See the *You are already a CEO user* section of this guide.

2. Enter the code in the first blank box exactly as it appears in the yellow box, with no spaces between the characters.
3. Enter the code again in the second box below, and click **Continue**.

Respond to your email invitation, cont.

You are not a *CEO* user, cont.

The Contact Information page displays.

Contact Information

Enter your contact information and click **Continue**. If registering as a student or consumer, you do not need to enter a **Company Name**.

Required Field

Company Name:

First Name:

Last Name:

Address 1:

Address 2:

City:

State/Province: Or Province:

ZIP/Postal Code:

Country:

Telephone: **United States/Canada**
 -

International

Mobile Number: **United States/Canada**
 -

International

Fax Number: **United States/Canada**
 -

International

Email:

Confirm Email:

[Cancel](#)

4. Enter your contact information in the fields, and click **Continue**.

Respond to your email invitation, cont.

You are not a *CEO* user, cont.

The User ID & Password page displays.

User ID & Password

Create a **User ID** and **Password**, following the guidelines below. You'll be assigned a **CEO®** company ID, which you'll use with your user ID and password to sign onto the **CEO** portal.

All fields on this page are required.

- User ID must be 6 to 8 characters, including at least one number and at least one letter.
- Password must be 6 to 12 characters.
- User ID and password cannot be identical to each other, to your first or last name, to the Company Name, or to the Company ID, and they must not contain three or more consecutive identical characters.
- Please record your password.

User ID: 6 - 8 characters

Password: 6 - 12 characters

Re-enter Password:

Continue [Cancel](#)

5. Enter a **User ID** and **Password**, re-enter the password and click **Continue**.

Note: Follow the guidelines listed on the page when creating your user ID and password.

Respond to your email invitation, cont.

You are not a *CEO* user, cont.

The Verify Enrollment page displays with the information you entered.

Verify Enrollment

Review the information and terms of service. Check the box indicating agreement to the terms, and click **Continue** to go to the CEO® portal.
PLEASE NOTE: To complete your PDP enrollment, you must first sign on to the portal. After you sign on, follow the instructions on the PDP child window. If you cannot see the child window because your pop-up blocker is turned on, select the [Open Payment and Delivery Preferences](#) link to the left of the Secret Questions.

CEO Sign On Information [Edit](#)

Note the CEO company ID, user ID, and password, so you can sign on to the portal in the future.

CEO Company ID: CE0ABC123
User ID: TESTING3
Password: *****

Contact Information [Edit](#)

Company Name:
First Name: Betty
Last Name: Blue
Address 1: 123 Main St.
Address 2:
City: Mayberry
State/Province: CA
ZIP/Postal Code: 12354
Country: UNITED STATES
Telephone: (555) 5555555
Mobile Number:
Fax Number:
Email: betty@testing3.biz

Terms of Service

CEO® Portal Terms of Use for EDD Service Trading Partners

You have now entered the *Commercial Electronic Office®* (CEO®) business portal at the website for Wells Fargo Bank, N. A. ("Wells Fargo"). Through the CEO portal you will be able to use the payment and delivery preferences and document retrieval features of the Electronic Document Delivery ("EDD") Service (the "Service") of Wells Fargo or its affiliates (the "Affiliates").

The Service may be used only after (a) you agree to these CEO® Portal Terms of Use for EDD Service Trading Partners (the "Terms of Use") and the CEO® Portal Online Access Agreement for EDD Service Trading Partners (the "Online Access Agreement") and (b) you accept any instruments, rules, standards, policies, instructions, and other documents and forms that may be required to receive and use the Service (the "Service Forms").

I agree to the Terms of Service.

Continue [Cancel](#)

6. Verify that the *CEO* sign-on information and contact information is correct. Review the information in the Terms of Service section. If everything is correct and you accept the terms of service, click the checkbox and then click **Continue**.

Note: Click **Cancel** to start the enrollment process from the beginning.

The *CEO* sign-on page displays.

Commercial Electronic Office®

Company ID
User ID
Password

Sign On [Forgot Password?](#)

Trouble Logging in?

- [Password Reset Tutorial](#)
- [First Time Sign On Tips](#)

Additional Information

- [Online Fraud Protection](#)
- [System Requirements](#)

7. Sign on to the *CEO* portal and access the PDP service. See the [Complete your enrollment in the PDP Service](#) section.

Respond to your email invitation, cont.

You are already a *CEO* user

If you received an invitation and you are already a *CEO* customer, you can continue to self-enroll using your existing *CEO* Company ID and User ID.

1. When you receive an email inviting you to enroll in the Payment and Delivery Preferences (PDP) service, click on the **CEO Sign On page** link in the email. For questions about the invitation, call the phone number or send an email to the address provided in the invitation.

The screenshot shows a web page titled "Welcome" with a grey header. Below the header, there is a paragraph explaining the PDP service. A red box highlights the "CEO Sign On page" link in the text. The page is divided into sections: "About the Enrollment Process" and "Security Passcode". The "Security Passcode" section contains a yellow box with the characters "A B C D 1 2 3 4" and two input fields for the passcode and its confirmation. A red "Continue" button is at the bottom.

The *CEO* sign-on page displays.

The screenshot shows the "Commercial Electronic Office®" sign-on page. It has a grey header. On the left, there are three input fields for "Company ID", "User ID", and "Password". Below these fields are two buttons: "Sign On" (red) and "Forgot Password?". On the right, there are two sections: "Trouble Logging in?" with links for "Password Reset Tutorial" and "First Time Sign On Tips", and "Additional Information" with links for "Online Fraud Protection" and "System Requirements".

Note: To access the sign-on page in the future, add it as a bookmark in your browser.

2. Enter your Company ID, User ID, and Password, and click **Sign On**.

The *CEO* portal main page displays.

The screenshot shows a portion of the CEO portal main page. It features a grey header with "My Services" and a "Status" link. Below the header, there is a red button labeled "Payment and Delivery Preferences" with a green status indicator to its right.

3. Click **Payment and Delivery Preferences** under My Services.

A separate browser window displays the PDP service.

4. Complete your enrollment as described in the [Complete your enrollment in the PDP service](#) section.

Complete your enrollment in the PDP service

Enrollment in the PDP service is the same for both new and existing *CEO* users.

When you first access the PDP service, the Enter Validation Codes page displays.

Enter Validation Codes

Refer to your invitation to fill in the fields and click **Continue**.

★ All fields on this page are required.

Originator's (Payor or Biller) identifier number:

Trading Partner ID: (AKA Student ID/Consumer ID)

Confirmation Code: (Case Sensitive)

Continue

1. Enter the information as provided in the enrollment invitation email, and click **Continue**.

The User Profile page displays.

User Profile

Enter or edit any information as needed and click **Submit**.

★ Required Field For More Information

Payment Account

Payment Type: ACH Credit Card

Account Type: ★ Checking Savings

Debit/Credit Type: **DEBIT**

Debit Authorization Details:

Debit Authorization: ★ Accept Do Not Accept

Bank Routing Number: ★ The routing number is usually located on the bottom left of your checks.

Bank Account Number: ★

Delivery Channels

Select your Delivery preference to receive the document you are being invited to receive, such as remittance/payment information, payroll stub or explanation of benefit. The fields are pre-populated based on your profile but can be edited for correction or to deliver documents to another recipient or location.

Fax

Email

Secure Email

Print & Mail

Document Retrieval

Contact Information

Company Name: ★

Doing Business As:

Contact Name: ★

Contact Title:

Address 1: ★

Address 2:

City: ★

State: ★ Or Province:

ZIP/Postal Code:

Country:

Phone Number: ★

Fax Number:

Email: ★

Confirm Email: ★

Submit

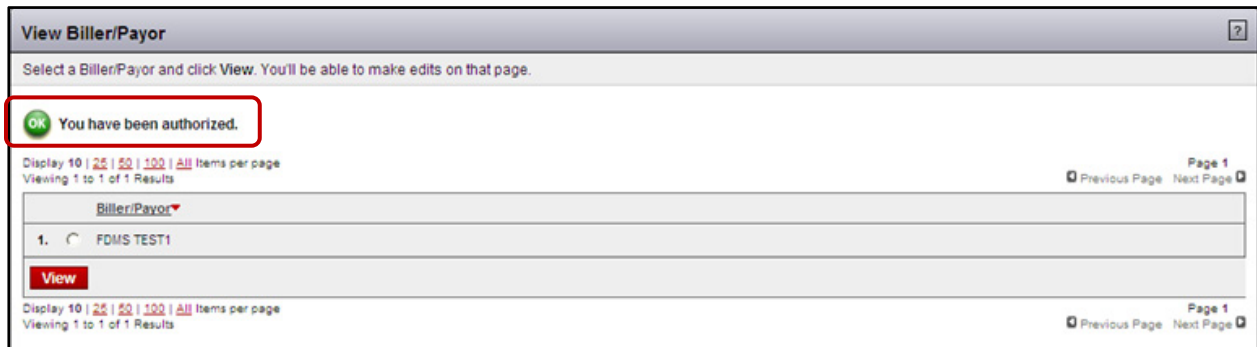
Complete your enrollment in the PDP service, cont.

Note: The options you see are determined by your invitee (payor).

A	Payment Account Information	Enter information to identify your payment account.
B	Delivery Channels	Select your preferred document delivery method and complete the other fields as needed.
C	Contact Information	By default, includes information from your <i>CEO</i> user profile. You can change the information if needed.

2. Enter your user profile information, and click **Submit**.

The View Biller/Payor page displays with a confirmation that you have been authorized.



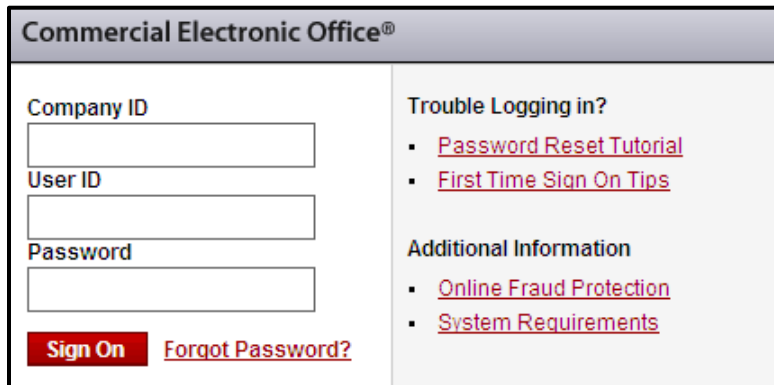
The screenshot shows the 'View Biller/Payor' interface. At the top, there is a header 'View Biller/Payor' with a help icon. Below the header, a message states: 'Select a Biller/Payor and click View. You'll be able to make edits on that page.' A green confirmation box with a checkmark and the text 'Ok You have been authorized.' is highlighted with a red border. Below this, there are pagination controls: 'Display 10 | 25 | 50 | 100 | All Items per page' and 'Viewing 1 to 1 of 1 Results'. A 'Previous Page' and 'Next Page' link are visible. The main content area shows a table with one entry: '1. FDMS TEST1'. Below the table is a red 'View' button. At the bottom, there are more pagination controls: 'Display 10 | 25 | 50 | 100 | All Items per page' and 'Viewing 1 to 1 of 1 Results', along with 'Previous Page' and 'Next Page' links.

Access the PDP service

The first time you use the PDP service, access the *CEO* sign-on page as described in the [Respond to your email invitation](#) section. After that first time, you can access the PDP service from the *CEO* portal.

1. Access the *CEO* portal at <https://wellsoffice.wellsfargo.com>.

The sign-on page displays.



The screenshot shows the 'Commercial Electronic Office' sign-on page. It features a header with the title 'Commercial Electronic Office®'. Below the header, there are three input fields for 'Company ID', 'User ID', and 'Password'. To the right of these fields, there is a 'Trouble Logging in?' section with links for 'Password Reset Tutorial' and 'First Time Sign On Tips'. Below that, there is an 'Additional Information' section with links for 'Online Fraud Protection' and 'System Requirements'. At the bottom left, there are two buttons: 'Sign On' and 'Forgot Password?'.

2. Enter your Company ID, User ID, and Password and click **Sign On**.

Note: If you are using your *CEO* User ID for the first time, enter information about yourself and review information about the *CEO* portal. Follow the instructions on each page to complete the process and access the PDP service.

If you have accessed the *CEO* portal previously, the *CEO* home page displays.



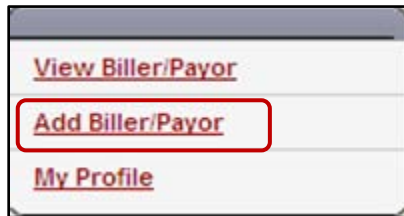
3. Click **Payment and Delivery Preferences** under My Services.

The PDP service opens in a separate browser window. The View Biller/Payor page displays as the default view.



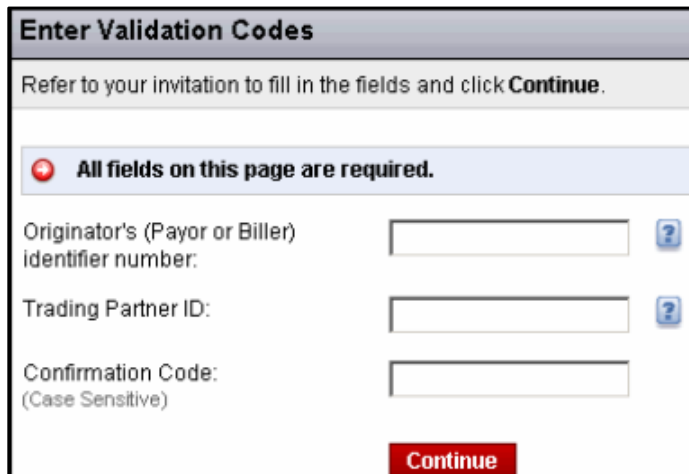
Add more accounts

If you have been invited to enroll for more than one account, you can add additional accounts from the PDP service.



1. Click **Add Biller/Payor** in the navigation bar of the PDP service.

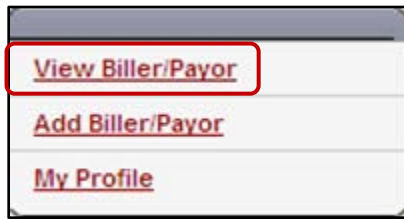
The Enter Validation Code page displays.

A screenshot of the 'Enter Validation Codes' page. The page has a title bar 'Enter Validation Codes' and a sub-header 'Refer to your invitation to fill in the fields and click **Continue**.' Below this is a blue banner with a red plus icon and the text 'All fields on this page are required.' There are three input fields: 'Originator's (Payor or Biller) identifier number:', 'Trading Partner ID:', and 'Confirmation Code: (Case Sensitive)'. Each field has a blue question mark icon to its right. At the bottom is a red 'Continue' button.

2. Enter the information as provided in the enrollment invitation email, and click **Continue**.

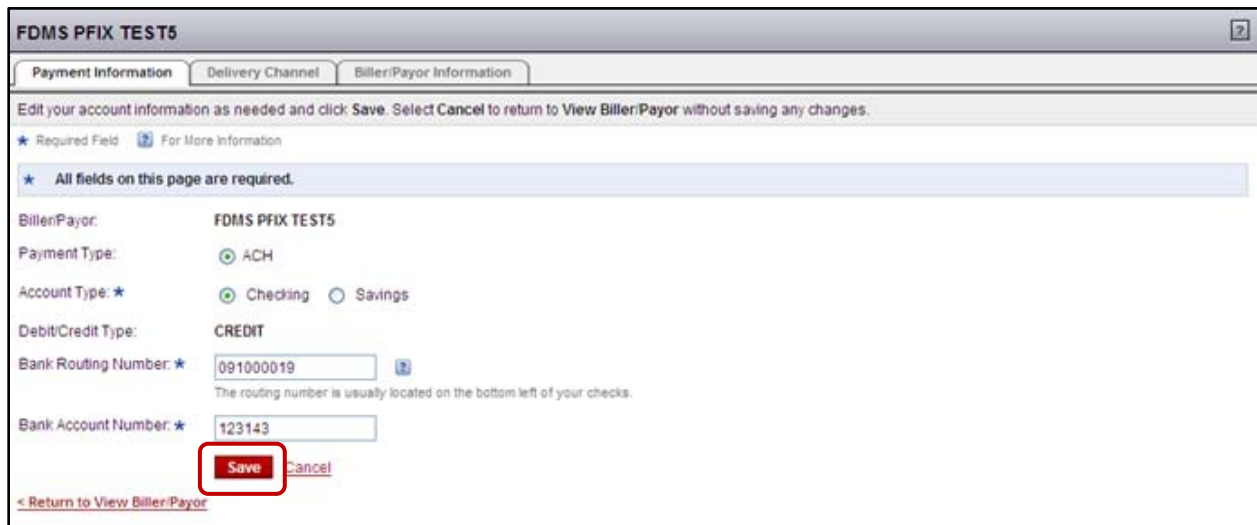
See the [Complete your enrollment in the PDP service](#) section to continue adding each account.

Edit your enrollment information



1. Click **View Biller/Payor** from the left navigation menu of the PDP service.

The Biller/Payor page displays.

A screenshot of a web form titled 'FDMS PFIX TEST5'. The form has three tabs: 'Payment Information', 'Delivery Channel', and 'Biller/Payor Information'. The 'Biller/Payor Information' tab is selected. The form contains the following fields and options:

- Biller/Payor: FDMS PFIX TEST5
- Payment Type: ACH
- Account Type: Checking Savings
- Debit/Credit Type: CREDIT
- Bank Routing Number: (with a help icon)
- Bank Account Number:

At the bottom of the form, there are two buttons: 'Save' (highlighted with a red box) and 'Cancel'. A red box also highlights the 'Save' button in the previous image. A message at the top of the form reads: 'Edit your account information as needed and click Save. Select Cancel to return to View Biller/Payor without saving any changes.' Below this is a note: 'All fields on this page are required.' At the bottom left, there is a link: '< Return to View Biller/Payor'.

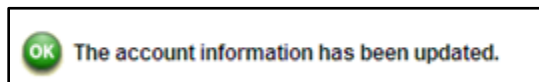
2. Select the tab for the information you want to edit (**Payment Information, Delivery Channel**).

Note: The Biller/Payor information can be viewed, but cannot be edited from here.

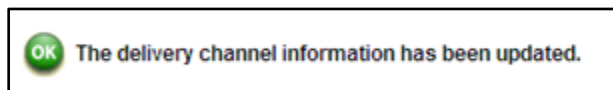
3. Edit the information as needed, and click **Save**.

A confirmation message displays on the page.

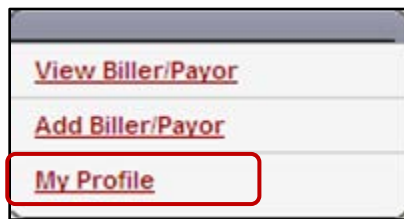
Payment information confirmation message



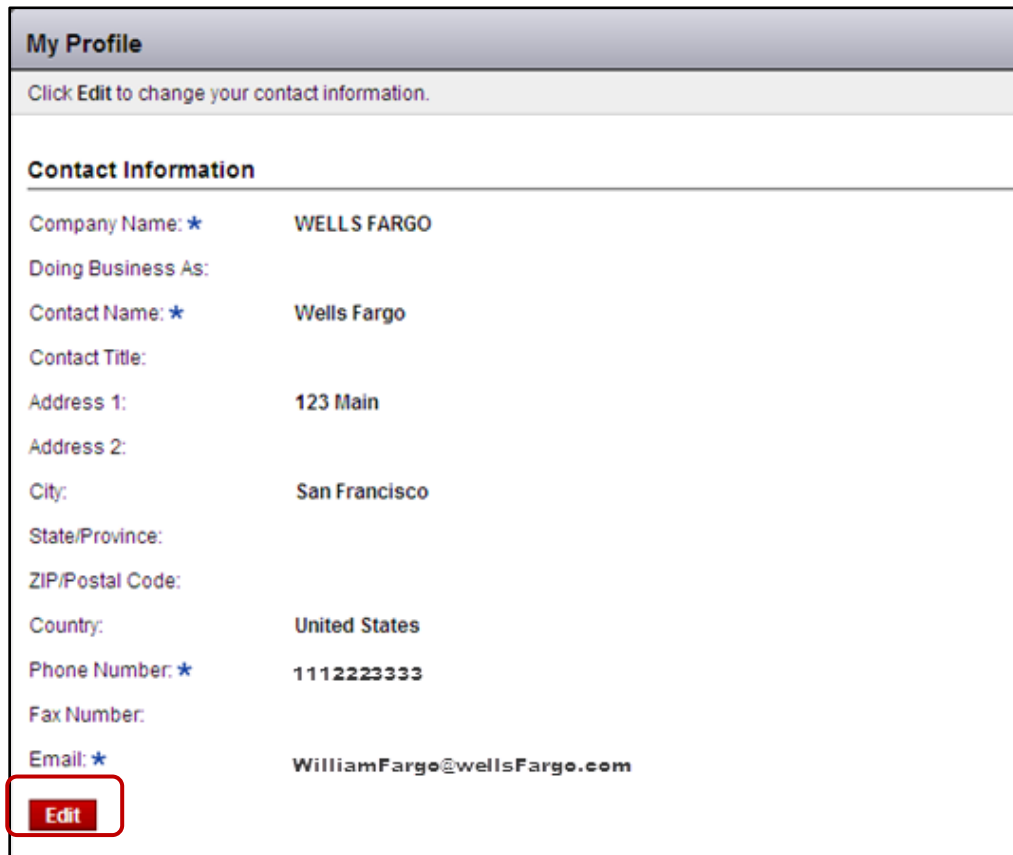
Delivery channel confirmation message



Edit your profile



1. Click **My Profile** from the left navigation menu of the PDP service.



My Profile

Click [Edit](#) to change your contact information.

Contact Information

Company Name: *	WELLS FARGO
Doing Business As:	
Contact Name: *	Wells Fargo
Contact Title:	
Address 1:	123 Main
Address 2:	
City:	San Francisco
State/Province:	
ZIP/Postal Code:	
Country:	United States
Phone Number: *	1112223333
Fax Number:	
Email: *	WilliamFargo@wellsFargo.com

[Edit](#)

2. Click **Edit**.

Edit your profile, cont.

The User Profile page displays.

User Profile

Click **Save** when you're finished editing the information. Select **Cancel** to return to the previous page without saving any changes.

★ Required Field

Contact Information

Company Name: ★	WELLS FARGO
Doing Business As:	<input type="text"/>
Contact Name: ★	<input type="text" value="Wells Fargo"/>
Contact Title:	<input type="text" value="-----"/> ▼
Address 1: ★	<input type="text" value="123 Main"/>
Address 2:	<input type="text"/>
City: ★	<input type="text" value="San Francisco"/>
State: ★	<input type="text" value="-----"/> ▼ Or Province: <input type="text"/>
ZIP/Postal Code:	<input type="text"/>
Country:	<input type="text" value="United States"/> ▼
Phone Number: ★	<input type="text" value="1112223333"/>
Fax Number:	<input type="text"/>
Email: ★	<input type="text" value="William Fargo@wellsFargo.com"/>
Confirm Email: ★	<input type="text" value="William Fargo@wellsFargo.com"/>

3. Edit the information as needed, and click **Save**.