



Welcome to Credit Card Payments from HSG|CodeBlue!

This packet contains information regarding:

- Receiving Payment Notifications
- Signing in to the Wells Fargo Credit Card Portal
- Reading the Payment Remittance
- Frequently Asked Questions
- Contact Information

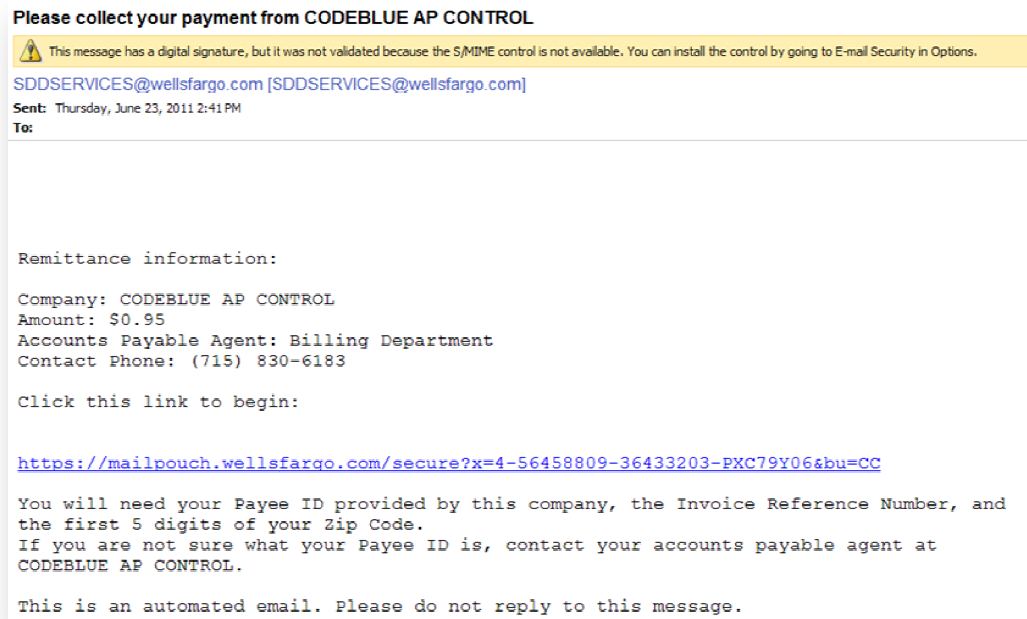
Receiving Payment Notifications

When you sign up to receive credit card payments, you will receive an email from HSG | CodeBlue providing you with log in information. Please keep this information as you will need it to receive your credit card payments. You will be provided a “Payee ID”, “Payee Invoice Reference”, and the “Zip Code” we have on file for your company. The email will come from either hsgaffiliates@hsgcodeblue.com or cbnetwork@hsgcodeblue.com.

After HSG | CodeBlue has authorized payment on an invoice, you will receive the following email from SDDSERVICES@wellsfargo.com giving you the link to sign in and obtain the credit card information.

NOTE: Please add SDDSERVICES@wellsfargo.com, hsgaffiliates@hsgcodeblue.com, and cbnetwork@hsgcodeblue.com to your safe sender list in your email to ensure you receive these notifications.

This notification will provide the total amount of the credit card payment. In the below example, \$0.95 is being issued. Also, the blue link will lead you to the Wells Fargo Secure Portal for receiving the one-time credit card number for you to charge as well as the payment remittance listing all of the invoices paid. For your reference, notice the subject of these emails will state, “Please collect your payment from”.



Signing in to the Wells Fargo Credit Card Portal

In order to receive the credit card information, please follow the steps below:

1. Click on the link given in the email from SDDSERVICES@wellsfargo.com (see example email above).
2. Type your Payee ID, Payee Invoice Reference, and Zip Code in the window below.
 - a. This information was provided to you in an email from HSG | CodeBlue.
3. Click the “Sign On” button.

The screenshot shows the 'Commercial Card Expense Reporting' portal. At the top left is the Wells Fargo logo. The main heading is 'Commercial Card Expense Reporting'. Below this is a sub-heading 'Remittance — Sign On'. The main content area contains a sign-in form with the following elements:

- Instructional text: "Enter your information, and click **Sign On**. If you cannot access your information, contact the company listed in the email you received."
- A red error message box: "All fields on this page are required."
- Three input fields: "Payee ID:", "Payee Invoice Reference:", and "Zip Code (5 digits):".
- A red "Sign On" button.

At the bottom of the page, there are links for "Home", "About Wells Fargo", "Security Guarantee", and "Privacy Policy", followed by the copyright notice: "© Copyright 2000 - 2008 Wells Fargo. All rights reserved."

Reading the Payment Remittance

After signing into the secure credit card portal, the payment remittance will be presented. See the sample below.

Details on sections A, B, and C are listed on the following page.

WELLS FARGO Commercial Card Expense Reporting

Remittance Instructions

To receive your payment, use the Control Account Number (CAN) and pay the exact Authorized Amount. If you do not enter the exact amount for this CAN, the transaction will be declined. For information, contact the accounts payable agent.

Authorizing Agent

Accounts Payable Agent: Billing Department **A**
Contact Number: (715) 830-6183
Company: CODEBLUE AP CONTROL

Payment Information

Control Account Number (CAN): 4159-2825-8078-5736
Authorized Amount: \$0.95 **B**
Expiration Date: 09/11
Validation Code (3 Digits): 572
Payer Address: 404 S BARSTOW STREET,
EAU CLAIRE WI 547013667
Authorized Period: 06/23/2011 through 09/21/2011

Invoice Reference	Description
Invoice #	_SCO#_ Gross_Amt_ Discount_ Net_Amt_
PCARD TEST1	45001002 \$000003.00 __ \$000.00 __ \$000003.00
PCARD TEST2	45001002 \$000002.05-__ \$000.00 __ \$000002.05-

C

Details for the above remittance page:

A

Authorizing Agent

- Accounts Payable Agent: The contact for any questions regarding the payment
- Contact Number: The phone number for the Accounts Payable Agent
- Company: The company issuing the credit card payment – this will be what you enter for the name of the cardholder when processing the credit card payment

B

Payment Information (Credit Card Information)

- Control Account Number (CAN): The temporary credit card number for you to charge
- Authorized Amount: The total dollar amount to be charged for this credit card payment
 - Please note: the exact amount must be charged or the transaction will decline
- Expiration Date: The four digit expiration date for this credit card number
 - Please note: this credit card number will expire after 90 days, so please charge the card before the expiration date
- Validation Code (3 Digits): The 3 digit code on the back of the temporary credit card
- Payer Address: The address listed for the temporary credit card
- Authorized Period: The time frame the temporary credit card is valid for charging
 - Again, please charge the credit card before the 90 day expiration period

C

Payment Information (Remittance)

- Invoice Reference:
 - Invoice# : Your invoice number
- Description:
 - SCO#: HSG | CodeBlue's invoice (SCO) number for our reference
 - Gross Amount: The original (gross) amount of the invoice
 - Discount: The amount discounted from the invoice
 - Net Amt: The net (payment) amount toward the invoice

Frequently Asked Questions

- What do I do if my invoice amount differs from the payment amount?
 - For CodeBlue Restoration invoices, speak with the CodeBlue rep handling your claim. For HSG invoices, contact the Billing Department to discuss the payment. Do not attempt to process the credit card payment for a different dollar amount than what is listed. Attempting to process a transaction in an amount other than the remittance advice indicates will cause the payment to fail.
- Can I store your credit card number on file for future payments?
 - No. We use a completely electronic and more secure card payment solution which generates a different card number for each payment. This protects both of us from any misuse and ensures both businesses agree on the total amount of the charge prior to processing. This reduces reconciling time as well as improves accuracy.
- We have a cap on the dollar amount we can process by card. How do you ensure our payments will be within this limit?
 - In this circumstance, it is best to contact your merchant bank and make sure your business is properly set up to process larger-dollar business-to-business payments. Let your merchant bank know that you have customers who would like you to process payments in excess of your current limit.
- What should I do if I deleted or misplaced the email containing the link before I was able to process the payment?
 - Please email ICMPaymentManager@hsgcodeblue.com to have the email resent. Once the new email and link are sent, the old email and link become inactive and can no longer be used.
- How long is the one-time credit card number active for me to charge?
 - 90 days
- If I haven't charged the card, will I receive a reminder before the one-time credit card number expires?
 - Yes. A reminder email will be sent to you a month before the card number expires.
- What should I do if I am not able to sign on to the credit card website?
 - Please verify your remittance zip code has not changed. If the remittance zip code has changed since you last logged in, you will need to use the new zip code for logging in. If you are still having troubles logging in, please contact the Billing department.

Frequently Asked Questions (continued)

- Once I charge the credit card, am I able to view the remittance information again if needed?
 - Yes. You will be able to access the remittance for up to 13 months online using the link provided in the payment notification email.
- Who do I contact to change the email address that the remittance emails are sent to?
 - Contact the HSG or Code Blue Affiliates department.
- Do any additional fees apply besides my normal credit card processing fee?
 - No

Contact Information

When emailing or calling HSG|CodeBlue, please provide your “Payee ID” which you use for logging into the secure portal. Also, include your company name and address. For specific payment questions, if you know the invoices paid or the approximate date you received the original email as well as the total dollar amount, this information helps as well.

Billing Department

Email: HSGBilling3@hsgcodeblue.com

Phone: (715) 830-6183

Contact the Billing Department for:

- Questions regarding payment amounts for HSG invoices
 - For questions regarding payment amounts for CodeBlue Restoration invoices, speak with the CodeBlue rep handling the invoice
- Sign in issues for the secure portal

HSG Affiliates Department

Email: HSGAffiliates@hsgcodeblue.com

Phone: (715) 830-6060

Contact the HSG Affiliates Department for:

- Change of email address or physical address

CodeBlue Affiliates Department

Email: CBNetwork@hsgcodeblue.com

Phone: (937) 328-1110

Contact the CodeBlue Affiliates Department for:

- Change of email address or physical address