



Preparing for a paperless future.

We're making it easy for you to offer credit to your customers by expanding access to our paperless credit application options — and we'll be enhancing those options later this year to make them even easier to use!

What's happening?



Starting May 14, 2024, all merchants will be able to use all paperless credit application options.



Once paperless credit applications are enabled, paper applications will no longer be accepted.



You must destroy all unused paper credit applications as of May 14, 2024.

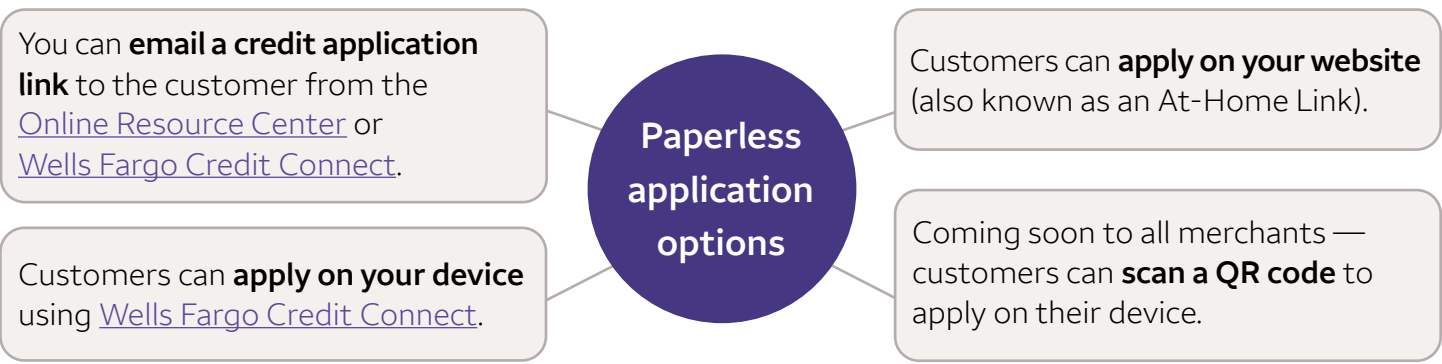


Get ready!

- Share this update with all impacted members of your team.
- [Register](#) for an optional 30-minute webinar.
- Follow the practice guides for submitting paperless applications:
 - [Remote Applications: Online Resource Center](#)
 - [Remote Applications: Credit Connect](#)
 - [Apply on Merchant Device: Credit Connect](#)
- Make sure you and your team have access to the [Online Resource Center](#); see the [My Profile Job Aid](#) for details.

Note: Current users of the Online Resource Center will not need to do anything to get access to paperless credit application options; access will be granted automatically on May 14, 2024.

Check your General Dealer Agreement. If the version date on the agreement between you and Wells Fargo Bank, N.A. is older than March 2018 (0318), we have issued a [contract modification](#) that applies to your agreement. Please review and retain it for your records.



How to sign in

Your login credentials for Wells Fargo Credit Connect are the same ones you use to sign in to the Online Resource Center.

Register for a 30-minute webinar to learn how to use Wells Fargo Credit Connect.

Additional Resources:

- [Ways to Submit Applications](#)
- [Wells Fargo Credit Connect Frequently Asked Questions](#)
- [At-Home Link FAQ](#)

Training

Common questions about paperless credit applications.

If a customer is not comfortable typing their information into the paperless application, can I help them?
 You can advise and assist a customer but are not allowed to complete the application on their behalf.

Can I still submit paper invoices?
 Yes. This change has no impact on the transaction process and there is no need to destroy your existing paper invoices.

Do I have to re-enroll in the program or get a new merchant number?
 No. Continue to use your existing merchant number.

Can a customer complete the application without an email address?
 No. The customer must have a valid email address in order to receive the required disclosures.

What if I am with a customer and have no cell phone service or internet connection?
 If your business has an At-Home Link, the customer can visit your site to complete an online application. You can also email the customer a link to the application later once you have a connection.

Want to know more?

Contact your Relationship Representative or call Client Processing at 1-800-551-5111 Monday through Saturday, 8 a.m. to 10 p.m. or Sunday, 10 a.m. to 10 p.m. Central Time.

We accommodate telecommunications relay service calls.