Wells Fargo Commercial Card Expense Reporting (CCER) Cardholder’s Guide

WELLESLEY COLLEGE
Purchasing Department
Green Hall 146A

Related Websites:
https://wellsoffice.wellsfargo.com/ceoportal/signon/
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INTRODUCTION

This application is an online reporting tool that allows you to access your Wellesley College ProCard transactions securely over the Internet. It can help you expedite expense reporting by allowing you to review transactions, reallocate budget numbers, enter business purpose descriptions, and run reports—all online and at your convenience.

This manual will highlight some of the basic functions of the Wells Fargo Commercial Card Expense Reporting (CCER), provide first steps to take when initially logging into the system, explain how to view transactions, update budget numbers, enter business purpose descriptions, and run and schedule reports. In addition, there is an on-line help feature and access to additional documentation available within the system after you have logged in using your Company ID, User ID, and Password.

GETTING STARTED

Login

To log into CCER go to https://wellsoffice.wellsfargo.com/ceoportal/signon/

1. Enter your Company ID, User ID, and Password.
   a. Company ID = welle356

2. Click Sign On. If this is your first time logging in, you will be prompted to change your initial temporary password, answer two secret questions, read and accept the CEO Terms of Use Agreement, and create a User Profile.
Creating a New Password

Your new password will expire in 120 days. After selecting a new password, you will see a message box indicating the successful change of the password along with the date when the password will expire (see below).
Answering Two Secret Questions

Your secret questions and answers provide an additional level of security for your online banking services. Choose questions from the drop-down menus below and answer in the fields provided. Please ensure your answers contain only letters, numbers, apostrophes, hyphens or spaces. If you choose the date question, your answer must read MM/DD/YYYY.

Required Field

<table>
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<th>Secret Question?</th>
<th>Answer:</th>
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<tr>
<td>What is your mother’s maiden name?</td>
<td>What is your mother’s maiden name?</td>
</tr>
<tr>
<td>What is your mother’s birthday?</td>
<td>What was the last name of your favorite teacher?</td>
</tr>
<tr>
<td>What was your childhood nickname?</td>
<td>What was your first pet’s name?</td>
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</table>

Save  Cancel

You will only be asked your secret questions in order to reset your own password in CCER. Select a question from the drop down list, provide an answer, and repeat the process with a second question.

The next screen (see below) will let you know what you have left to accomplish:

- Accept the CEO Terms of Use
- Create a User Profile

Welcome to the Commercial Electronic Office Portal

As a new user, you’ll need to complete the following steps before beginning work on the CEO Portal:

Step 1: Accept the CEO Terms of Use.
Step 2: Create a User Profile

Continue  Cancel

© Copyright 1999-2003 Wells Fargo. All rights reserved.
Accepting the CEO Terms of Use Agreement

Read and accept the CEO Terms of Use.

Creating a New User Profile

In order to create a new user profile you will need to provide your:

- Name & Title
- Telephone number
- Email address

Edit Profile

Please take a few moments to update the following information. It will help us provide you with more personalized support, essential service status updates and an added level of security.

* Required Field

First Name:
Middle Initial:
Last Name:
Title:
Functional Area:
Email:

Your Phone Number:
Choose either United States or International, and enter your phone number.

- United States
- International

Your Fax Number:
Choose either United States or International, and enter your fax number.

- United States
- International
HOME PAGE

The home page is your starting place once you have successfully logged in to the application. You can read important news information or link to other resources.

To access CCER and review your ProCard transactions, click on the “Commercial Card Expense Reporting” on the left hand side under “My Services”.

Select Commercial Card Expense Reporting from the “my services” menu
FINANCIAL

Manage Statements

The CCER homepage defaults to “Review Open Statements”. You will see your “Cardholder Summary” information and your “Charges”. You can view the transaction date, the posting date, the merchant name, custom fields, and the amount for each charge.

Another way to view your transactions is to use “View Cycle-to-Date”. This will show your current charges on your statement as they are posted through the Visa system.
You can also view statements from the last 13 months with “View Previous Statements” under “Manage Statements”.

Reclassify, Add Descriptions, Split & Reclassify, Dispute

Some of the available functionality in CCER includes:

- **Reclassify** - reallocate a transaction
- **Add Descriptions** - provide transaction details
- **Split and Reclassify** – divide a transaction multiple ways
- **Dispute** – dispute a transaction
• Enter a business description and review/reclassify custom fields
• Avoid special characters - < > % ; ( ) & + \ # ? { } \ ^ ~ [ ] ‘ ” ‘

*Please note the system will timeout without notice after 15 minutes of inactivity. You will receive a 10 minute warning on all “Action” screens. Click OK to reset the timer.*

You can also split transactions by amount or by percentage. You can divide and reallocate a transaction into multiple entries. Select “add” to create a new row and begin the split process.
You have 60 days from the post date to dispute a transaction. Please try to contact the vendor FIRST to get a refund or correction. If unresolved after working directly with the vendor, complete the online form (see below). Please notify a program administrator about the dispute.
Custom Fields

Custom Fields will display the ORG, FUND, ACCOUNT, and ACTIVITY. You can select from a drop down menu for the FUND and ACCOUNT fields (see below). The ACTIVITY field is a free form field.
Receipt Imaging

Submitting receipts

Cardholders can upload and submit receipts for their statements 3 different ways.

1. Submitting by fax
   a. In the “Manage Statements” section of the navigation bar, select “Review Open Statements”, “View Cycle-to-Date”, or “View Previous Statements”.
   b. If you are reviewing an open statement or a previous statement, select the statement. If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.
   c. Click “Print”, then select “Print Cover Sheet”. Print the cover sheet or save it as a PDF.
   d. Submit the cover sheet and receipts by fax — fax the cover sheet and receipts to the fax number on the cover sheet (844-879-2900).
   e. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.

2. Submitting by email
   a. In the “Manage Statements” section of the navigation bar, select “Review Open Statements”, “View Cycle-to-Date”, or “View Previous Statements”.
   b. If you are reviewing an open statement or a previous statement, select the statement. If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.
   c. Click “Print”, then select “Print Cover Sheet”. Print the cover sheet or save it as a PDF.
   d. Submit the cover sheet and receipts one of the following ways:
      i. Email a single PDF — send a single PDF with the cover sheet and receipt images to the address on the cover sheet.
      ii. Email individual attachments — send the cover sheet and receipt images as individual attachments to the address on the cover sheet (receipts@ccis.wellsfargo.com). Acceptable formats are PDF, JPG, GIF, TIF, BMP, and PNG.
   e. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.

Guidelines for submitting receipts by email

- Include only one cover sheet per email, followed by the receipts for that cycle.
- When submitting individual attachments, valid file types are PDF, JPG, GIF, TIF, BMP, and PNG. Attaching files in other formats, such as XLS and DOC, will cause a submission to reject.
- Bar codes on the cover sheet must be clear and easy to read.
- Cropping images or otherwise minimizing image file size will improve retrieval time when viewing images in the CCER service.
- Do not include email signature lines or logos in the attachments. They can cause a submission to reject.
• Submit attachments to a new email. Attachments embedded in a forwarded email cannot be processed.
• Emails configured in non-rich text format have a better success rate.
• We recommend a maximum of 5 megabytes per file attachment. The maximum allowable size for an email and all attachments is 25 megabytes.

3. Submitting by CEO Mobile

Capture images of your paper receipts and upload them to CCER using your smartphone camera.

**Note:** These instructions describe the procedure for uploading receipt images using an iPhone. Android operating system users should follow the equivalent steps for their smartphone.

a. From the Mobile Commercial Card Expense Reporting home screen, in the “Upload” section, tap “Receipts”.

![CEO Mobile Receipts Upload Screen](image-url)
b. Select statement: By default, the “Statement Type” section displays your “Cycle-to-date” statement. If you would like to change the statement type to “Open”, in the “Statement Type” section, tap “Cycle-to-Date” to access a drop-down list, then tap “Open”.

Note: The “Open” statement type option selects a statement currently in its review period. You cannot select previous statements whose review periods have closed.

Tap “Continue”.

Note: If you have multiple cards, you can select a different card in the Card No. section.

c. Capture and upload receipt image using your camera. To capture a receipt image with your phone camera, verify the image clearly displays relevant transaction information including amount, items purchased, date, and merchant name.

Note: For best results, place the receipt flat on a dark background and wait a moment for your phone’s camera to auto-focus on the receipt before capturing the image. Verify the receipt is well lit and keep your hands steady while taking the picture.
d. Tap the **camera icon** to take a picture of the receipt.

**Note:** When you tap the camera icon your photo is not automatically uploaded to CEO Mobile. To upload your receipt image, first take the picture with your phone’s camera, then return to CEO Mobile and select that photo from your camera’s gallery.

![Camera icon](image1)

![Receipt photo](image2)

e. Tap “**Use**” if you are satisfied with the photo and can clearly read all of the text on the receipt. If you did not capture all of the details on the receipt, tap “**Retake**” to capture another image.

**Note:** You can take a photo of more than one receipt per image.
f. You can also upload a receipt image from your photo gallery. To upload receipt images saved in your smartphone’s photo gallery, tap the gallery icon.

![receipt image](image)

g. In your photo gallery, select the photos you would like to upload. Once you have selected your images, tap “Done”.

Note: You can upload up to five images at a time.

![upload images](image)
h. To remove an image before completing the upload, tap the thumbnail on the “Verify Receipt Upload” screen to display the image, then tap “Remove”.

To confirm image removal, tap OK.
i. Verify receipt upload
   i. Review all details of your expense report statement and receipt images carefully.
      **Note:** To display a larger picture of your receipt, tap the thumbnail image to zoom.
   ii. Review all details of your expense report statement and receipt images carefully.
      **Note:** To display a larger picture of your receipt, tap the thumbnail image to zoom.
   iii. If you would like to receive a confirmation that your image uploaded successfully, select “Yes” in the Email Confirmation section.
      **Note:** You will receive a separate email confirmation once your image is viewable in the CCER desktop application.
   iv. Tap Submit.
      **Note:** You can upload more receipts (up to five total) by tapping the Add up to # more link.

![Verify Receipt Upload](image.png)
j. Confirm receipt upload: After a receipt has been uploaded successfully, the Upload Status screen will display the message “Completed” and green checkmark icon next to the image thumbnail.

**Note:** If your image upload is not successful, an error message will display. To try again, tap Resend.

k. Tap “Done”.

l. You will be directed to the “Receipts Upload Confirmation” screen.

m. Tap “OK” to return to the “Upload Receipt” — Select Statement screen to upload additional receipts.

**Note:** To review images you have uploaded to CCER, log into the CEO portal application.

4. Submitting by fax
   f. In the “Manage Statements” section of the navigation bar, select “Review Open Statements”, “View Cycle-to-Date”, or “View Previous Statements”.
   g. If you are reviewing an open statement or a previous statement, select the statement. If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.
   h. Click “Print”, then select “Print Cover Sheet”. Print the cover sheet or save it as a PDF.
   i. Submit the cover sheet and receipts by fax — fax the cover sheet and receipts to the fax number on the cover sheet.
   j. When receipt images are uploaded and ready for viewing, the system sends an email to notify you.
Viewing historical receipt images

You can view or download receipt images from statements up to seven years in the past.

To view or download historical receipt images:

1. Select Manage Statements > View Historical Images.
2. If applicable, select a division from the list.
3. Select a statement period and click View.
4. The system displays receipt information for the selected period. Click View Receipts to view the available images.

Reviewing Statements

When you have finished entering expense descriptions and re-allocating, please click on the “Statement Reviewed” button. A message box appears indicating that an email will be sent to your Approver informing them that you have completed reviewing your statement.
Running Reports

Under the “Reports” tab on the left side menu you can select “Create Transaction Report”. You can run transaction reports with various filters and will be notified via e-mail when the report is ready.

The transaction detail report includes the Cardholder name, card number, transaction dates, posting dates, merchant names and locations, and the amounts.
**Viewing Declines**

In CCER, you can view declined transactions to determine the reason for the decline. All declines usually appear within 48 hours. Please contact a program administrator to resolve any issues.
Personal Profile

You can view your personal profile under the “User Information” tab on the left side menu.

You can also contact the Business Purchasing Service Center 24/7 at 1-800-932-0036 to obtain available credit. You must provide your Unique ID (last 4 digits of Banner ID) to obtain any information.
CYCLE PERIOD CALENDAR

Statement End Date: 3/27/2017
- Reminder Period (3 days): 3/28/17 through 3/30/17
- Grace Period (3 days): 3/31/17 through 4/2/17
- Approval Period (3 days): 4/3/17 through 4/5/17

Statement End Date: 4/27/2017
- Reminder Period (3 days): 4/28/17 through 4/30/17
- Grace Period (3 days): 5/1/17 through 5/3/17
- Approval Period (3 days): 5/4/17 through 5/6/17

Statement End Date: 5/27/2017
- Reminder Period (3 days): 5/30/17 through 6/1/17
- Grace Period (3 days): 6/2/17 through 6/4/17
- Approval Period (3 days): 6/5/17 through 6/7/17

Statement End Date: 6/27/2017
- Reminder Period (3 days): 6/28/2017 through 6/30/2017
- Grace Period (3 days): 7/1/2017 through 7/3/2017
- Approval Period (3 days): 7/4/2017 through 7/6/2017

Statement End Date: 7/27/2017
- Reminder Period (3 days): 7/28/2017 through 7/30/2017
- Grace Period (3 days): 7/31/2017 through 8/2/2017
- Approval Period (3 days): 8/3/2017 through 8/5/2017

Statement End Date: 8/27/2017
- Reminder Period (3 days): 8/29/2017 through 8/31/2017
- Grace Period (3 days): 9/1/2017 through 9/3/2017
- Approval Period (3 days): 9/4/2017 through 9/6/2017

Statement End Date: 9/27/2017
- Reminder Period (3 days): 9/28/2017 through 9/30/2017
- Grace Period (3 days): 10/1/2017 through 10/3/2017
- Approval Period (3 days): 10/4/2017 through 10/6/2017

Statement End Date: 10/27/2017
- Reminder Period (3 days): 10/28/2017 through 10/30/2017
- Grace Period (3 days): 10/31/2017 through 11/2/2017
- Approval Period (3 days): 11/3/2017 through 11/5/2017
CARDHOLDER RESPONSIBILITY

As a Cardholder, you are responsible for collecting receipts to verify purchases for auditing. You are also responsible for providing said receipts to the Purchasing Office upon request.

You are responsible for watching for any unauthorized transactions on your statement and reporting/disputing them immediately. Before filling out an online or paper dispute form, please dispute any incorrect charges with the vendor directly. Contact a program administrator if fraud ever occurs on your ProCard.

You are responsible for completing your expense descriptions and reconciliation online by the end of the grace period (6 days after the 27th of the month).

CCER ACCESS VIA CEO MOBILE

The CEO Mobile Service includes:

- Access via the browser on your mobile device using your Company ID, User ID and Password at: https://ceomobile.wf.com
- IPhone and iPad users can go to the APP Store and download the CEO Mobile® app
- An online tutorial can be viewed at: https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html

Cardholders can:

- View available credit
- View posted card charges
- View declines

CONTACT INFORMATION

Wells Fargo Team Service Center : 1-800-932-0036

Call the above number immediately if your card is lost, stolen or suspected missing, for immediate decline information, or to access the automated voice response system for information regarding the card’s current balance and available credit.

Tina Dolan : cdolan@wellesley.edu ; 781-283-3501
Jackie Cheng : jcheng2@wellesley.edu ; 781-283-2471

Contact a program administrator if you have questions about your card, need to increase your credit limit, change jobs, or need to order new cards for other employees.