

# Wells Fargo Commercial Card Expense Reporting (CCER) Approver's Guide



## WELLESLEY COLLEGE

Purchasing Department  
Green Hall 146A

### Related Websites:

<https://wellsoffice.wellsfargo.com/ceoportalsignon/>

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## INTRODUCTION

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

This manual will highlight some of the basic functions of Wells Fargo Commercial Card Expense Reporting (CCER), provide first steps to take when initially logging into the system, explain how to view transactions, update account codes, 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.

The process for setting up your Approver account is identical to the process used to set up Cardholder accounts. Approver/Supervisor access is very much the same as the Cardholders. The added functionality is that you can review and approve the transaction activity on a card accounts that have been assigned to you in the CCER system.

## 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

Commercial Electronic Office®

Thank you for using the CEO® portal. You're now signed off and can safely close your browser.  
CEP900

Company ID

User ID

Password

**Sign On** [Forgot Password?](#)

**Trouble Logging in?**

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

**Additional Information**

- [Online Security](#)
- [System Requirements](#)

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

## Creating a New Password

### Change Your Password

Your password will expire in 10 days. To change your password, begin by entering your **Current Password**. Enter then re-enter your new password, and click **Save**.

**\* All fields are required.**

Current Password:

New Password:

Re-enter New Password:

**Save** [Cancel](#)

Passwords **must contain** the following:

- 6 to 12 characters
- At least one number
- At least one letter


It is also recommended that your password also contain one special character.

Passwords cannot be the same as, or include:

- Your first name
- Your last name
- Company name
- Company ID
- User ID
- Previous 6 passwords
- Names of months (Example: march123)
- The same character repeated 3 times or more (Example: 2Kaaa5)

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).

### Change Your Password

 Your password has been changed. It will be valid for 120 days and will expire on 11/02/2011. Click **Continue** to go to the CEO<sup>®</sup> portal home page.

**Continue**

## Answering Two Secret Questions

### Edit 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

Secret Question? \*

Answer: \*

Secret Question? \*

Answer: \*

Secret Question? \*

Answer: \*

Secret Question? \*

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



## Commercial Electronic Office®

### 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.

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## Accepting the CEO Terms of Use Agreement

Read and accept the CEO Terms of Use.

**New User Setup**

To continue with your setup, you must accept the *CEO* Terms of Use. Please read and click **Accept**. If you do not agree to the Terms of Use, click **Decline**.

**Terms Of Use**

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* you will be able to use certain financial services (the "Services") of Wells Fargo or its affiliates (the "Affiliates").

A Service may be used through the *CEO* only after (a) you agree to these Terms of Use, (b) your company signs the Online Access Agreement and the other agreements required to receive the Service, and (c) your Company accepts the application forms, instruments, rules, standards, policies, instructions, and other documents and forms required to receive and use the Services (the "Service Forms").

**TO AGREE TO THESE TERMS OF USE YOU MUST, USING YOUR MOUSE OR KEYSTROKE OR OTHER COMPUTER**

**Accept Decline**

## 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     
Area Code Telephone Extension

International      
Country Code City Code Telephone Extension

**Your Fax Number:\***

Choose either United States OR International, and enter your fax number.

United States    
Area Code Fax Number

International     
Country Code City Code Fax Number

**Save Cancel**

# 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.

The screenshot shows the home page layout. On the left is a vertical menu with four sections: 'My Services' (with a 'Status' link), 'Customer Support', 'Help & Training', and 'CEO® Resources'. The 'My Services' section contains a link for 'Commercial Card Expense Reporting' with a green status indicator. The 'Customer Support' section lists toll-free phone numbers, location finding, and holiday schedules. The 'Help & Training' section offers online help, flash tours, and training classes. The 'CEO® Resources' section includes links to a blog, base rates, interest rate management, service demos, and a fraud information center, with a 'View All Resources' link at the bottom. On the right side, there is a notification box with a blue background and a 'Communication Center' section showing '0 unread messages' and a 'Go to Communication Center >' link. A black arrow points from the 'Commercial Card Expense Reporting' link in the 'My Services' menu to the text below.

Select [Commercial Card Expense Reporting](#) from the “my services” menu

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

# FINANCIAL

## Approve Statements

The CCER homepage defaults to **“Approve Statements”**. You will see a statement approval queue (if the cycle is ready for review). The list contains the Cardholder’s name, card number, start and end date of the current billing cycle, charges, total, and status.

The status will either read **“Open”**, **“CH Reviewed”**, or **“Approved”**. If it is **“Open”**, then the Cardholder has not yet reviewed the statement. If it is **“CH Reviewed”**, it means that the Cardholder has reviewed the statement and submitted it for approval. If it reads **“Approved”**, then both you and the Cardholder have reviewed the statement.

Cardholder Name	Card Number	Start Date	End Date	Charges	OOP	Total	Status	Fax Cover Sheet Printed	Receipt Images
1. BROOKS, ROGER	xxxx-xxxx-xxxx-8101	03/01/20xx	03/31/20xx	\$3000.00	\$0.00	\$3000.00	Approved		
2. CAMPBELL, MOLLY	xxxx-xxxx-xxxx-8799	03/01/20xx	03/31/20xx	\$2505.50	\$14.55	\$2520.05	CH Reviewed		
3. COX, MARY	xxxx-xxxx-xxxx-2133	03/01/20xx	03/31/20xx	\$4623.95	\$880.50	\$5504.45	Open		
4. EVANS, JERRY	xxxx-xxxx-xxxx-2234	03/01/20xx	03/31/20xx	\$4524.90	\$851.90	\$5376.80	Open		
5. GORDON, ANDREW	xxxx-xxxx-xxxx-2335	03/01/20xx	03/31/20xx	\$4425.85	\$822.13	\$5247.98	Open		
6. HOWELL, CANDI	xxxx-xxxx-xxxx-2436	03/01/20xx	03/31/20xx	\$4326.80	\$793.17	\$5119.97	CH Reviewed		
7. KING, TOM	xxxx-xxxx-xxxx-2537	03/01/20xx	03/31/20xx	\$300.00	\$764.21	\$1064.21	CH Reviewed		
8. KLINE, JACK	xxxx-xxxx-xxxx-8920	03/01/20xx	03/31/20xx	\$4904.23	\$84.70	\$4988.93	Open	04/02/20xx 2:35 PM PT	04/02/20xx 3:38 PM PT
9. MCGRAW, EMILY	xxxx-xxxx-xxxx-xxxx	03/01/20xx	03/31/20xx	\$3203.73	\$14.55	\$3218.28	CH Reviewed		
10. WAGNER, JUDY	xxxx-xxxx-xxxx-2739	03/01/20xx	03/31/20xx	\$4500.00	\$706.29	\$5206.29	Open		

As an Approver, you will be able to view transaction details for all of your Cardholders and make any changes if necessary to the business purpose description and budget number.

Enter your description, and click **Save**. Note: If the **Apply to All** link is available, you can copy this description to all listed transactions.

Cardholder Name: KUSCHER, BRIAN  
Card Number: xxxx-xxxx-xxxx-8046

**Charges**

Viewing 1 to 1 of 1 Items

Transaction Date	Posting Date	Merchant	Receipt Attached	Amount / Original Currency
09/30/2011	10/03/2011	Hannaford #0265 Lewiston, ME	<input type="checkbox"/>	20.73 USD / 20.73

Description: PERA CONTEST MANAGEMENT(7751) Unit: [dropdown]

ORG: 7751 FUND: 10000 ACCOUNT: 7128

ACTIVITY: [input]



After reviewing all the transaction details, descriptions, budget numbers, and making sure everything is in compliance with Wellesley College policies, you can approve the card expenses by clicking **“Approve Statement”**.

Charges		Out-of-pocket Expenses											
Transaction Date		Posting Date		Merchant		Custom Fields		Split		Receipt Attached		Amount / Original Currency	
1.	<input type="checkbox"/>	07/28/2011	08/01/2011	Cvs Pharmacy #0363 Q03 Wellesley, MA						<input type="checkbox"/>		23.85 USD	
Description:													
<a href="#">Reclassify</a> <a href="#">Add Descriptions</a> <a href="#">Split &amp; Reclassify</a> <a href="#">Dispute</a> <a href="#">Copy Request</a>													
												Total Charges: 23.85 USD	



### Running Reports

Under the **“Reports”** list on the left side menu, Approvers can run a **“Statement Summary”**. A statement summary report shows all Cardholder statements over period of time.

Statement Summary Report													
<a href="#">Manage Statements</a> <a href="#">View Requests/ Status</a> <b>▼ Reports</b> <a href="#">Reporting Download</a> <a href="#">Statement Summary</a> <a href="#">Offline</a> <a href="#">Manage Users</a>													
<a href="#">Return to Statement Summary Report - Select</a> Below are the statement summaries for up to twelve cycles. Use the scrollbars on the right and on the bottom to view all the information. <span style="float: right;"><a href="#">Print Version</a></span>													
Division: ABC MANUFACTURING													
<b>Statement Summaries</b>													
Viewing 1 to 8 of 8 items													
Name ▲	Card Number	Unit	12/01 20xx	11/01 20xx	10/01 20xx	09/01 20xx	08/01 20xx	07/01 20xx	06/01 20xx	05/01 20xx	04/01 20xx		
			to	to	to	to	to	to	to	to	to	to	
1. BROOKS, ROGER	xxxx-xxxx-xxxx-8101	DEVELOPMENT (70010)	\$342.90	\$1,109.00	\$1,248.83	\$1,298.90	\$678.20	\$1,246.83	\$105.94	\$0.00	\$0.00		
2. CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	MARKETING (70008)	\$12.00	\$150.99	\$67.99	\$2,201.90	\$1,245.67	\$345.89	\$12.00	\$0.00	\$0.00		
3. COX, MARY	xxxx-xxxx-xxxx-2133	DEVELOPMENT (70010)	\$123.90	\$1,246.83	\$1,109.00	\$342.90	\$105.94	\$123.90	\$0.00	\$0.00	\$0.00		
4. EVANS, JERRY	xxxx-xxxx-xxxx-2234	MARKETING (70008)	\$420.00	\$800.00	\$12.00	\$500.00	\$213.00	\$3,219.23	\$6.90	\$0.00	\$0.00		
5. GORDON, ANDREW	xxxx-xxxx-xxxx-2335	MARKETING (70008)	\$263.60	\$709.75	\$1,006.40	\$2,298.90	\$698.55	\$876.25	\$453.96	\$0.00	\$0.00		
6. HOWELL, CANDI	xxxx-xxxx-xxxx-2436	DEVELOPMENT (70010)	\$512.00	\$775.55	\$300.25	\$3,456.89	\$445.95	\$330.00	\$285.00	\$0.00	\$0.00		
7. KING, TOM	xxxx-xxxx-xxxx-2537	SALES (70012)	\$266.45	\$2,586.90	\$1,345.80	\$354.97	\$4,120.00	\$456.90	\$0.00	\$0.00	\$0.00		
8. KLINE, JACK	xxxx-xxxx-xxxx-8920	SALES (70012)	\$7,365.00	\$586.57	\$1,532.80	\$1,237.00	\$632.00	\$329.67	\$526.90	\$0.00	\$0.00		
Total:			\$9,305.25	\$7,765.59	\$6,621.07	\$11,691.46	\$8,139.31	\$6,928.67	\$1,390.70	\$0.00	\$0.00		

Other standard reports like a “Transaction Detail Report” can be found under “Offline”.

**Offline Report — Select**

< [Return to Offline Reports — Summary](#) [+ Create New Report](#)

Select from the **Offline Report Type** drop-down menu, and click **Continue**.

Required Field

Offline Report Type:    
 Select One  
 Account Spending Analysis Report  
 Cash Advance Account Summary Report  
 Merchant Transaction Summary Report  
 Top 10 Carrier Summary Report  
 Top 10 Vehicle Chain Summary Report  
 Top 25 Lodging Chain Summary Report  
 Transaction Detail Report



**Transaction Detail Report — Create Report**

< [Return to Offline Report — Select](#)

Enter all required information, and click **Submit**. You will receive an email when your report is ready.

Required Field

Report Type: **Transaction Detail Report**

Cardholder Name:  [Select Cardholder](#)

Card Number:

Date Type:  Transaction Date  Posting Date

Note: The starting date cannot be more than 36 months before today.

Date Range:  through  (mm/dd/yyyy)

Amount Range: **Start Amount (0000.00)** **End Amount (0000.00)**  
 >  <

G/L Status:

[Submit](#) [Cancel](#)

## 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): 9/28/17 through 9/30/17
- Grace Period (3 days): 10/1/17 through 10/3/17
- Approval Period (3 days): 10/4/17 through 10/6/17

Statement End Date: 10/27/2017

- Reminder Period (3 days): 10/28/17 through 10/30/17
- Grace Period (3 days): 10/31/17 through 11/2/17
- Approval Period (3 days): 11/3/17 through 11/5/17

## APPROVER RESPONSIBILITY

As an Approver, you are responsible for logging into CCER each month to review and approve the appropriate “business purpose” and budget numbers of all the Cardholder’s ProCard transactions. You are also responsible for ensuring that your Cardholder is in compliance with all Wellesley College policies.

## 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](https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html)

## 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](mailto:cdolan@wellesley.edu) ; 781-283-3501**

**Jackie Cheng : [jcheng2@wellesley.edu](mailto: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.