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.

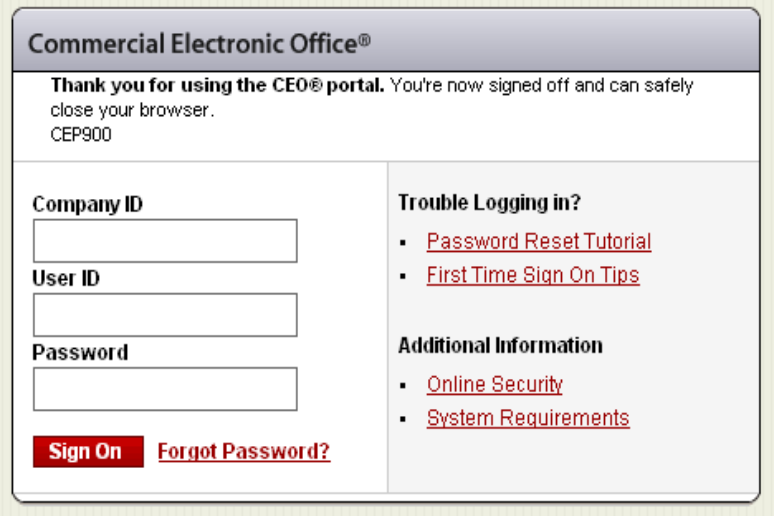
This manual will highlight some of the basic functions of the Wells Fargo Commercial Card Expense Reporting (CCER), provide first steps to take when initially logging into the system, explain how to view transactions, update budget numbers, enter business purpose descriptions, and run and schedule reports. 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

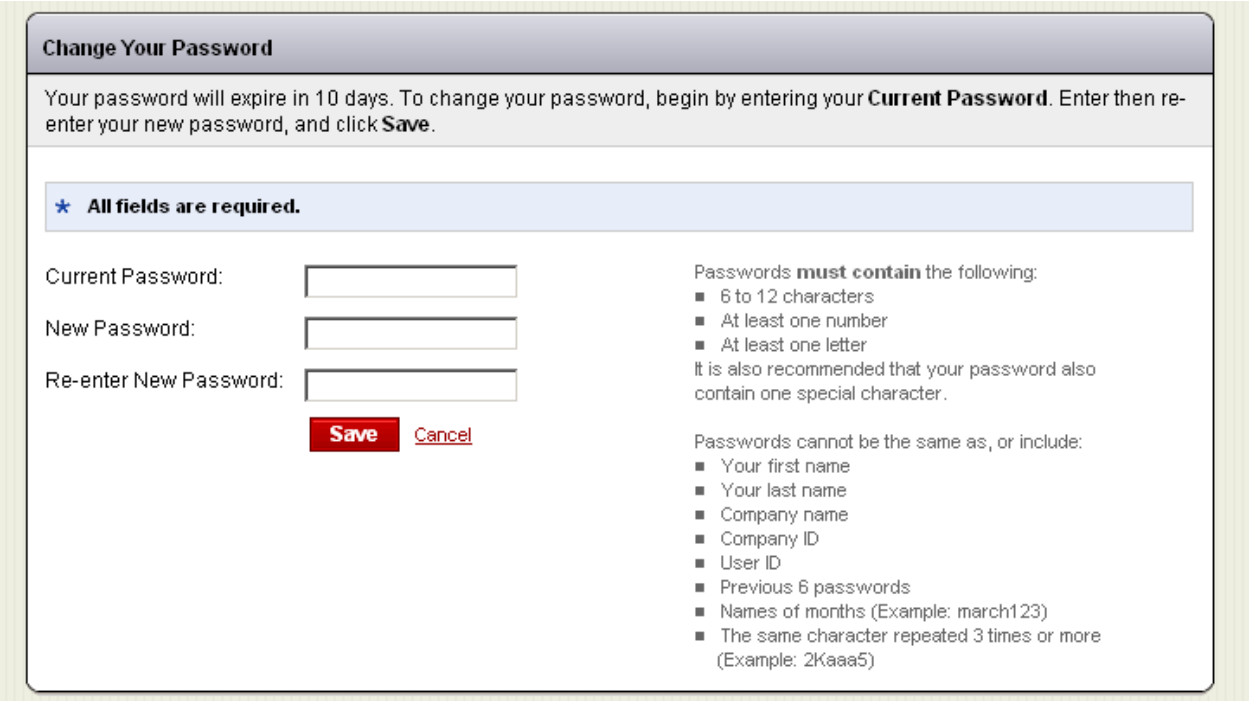
To log into CCER go to https://wellsoffice.wellsfargo.com/ceoportal/signon/

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

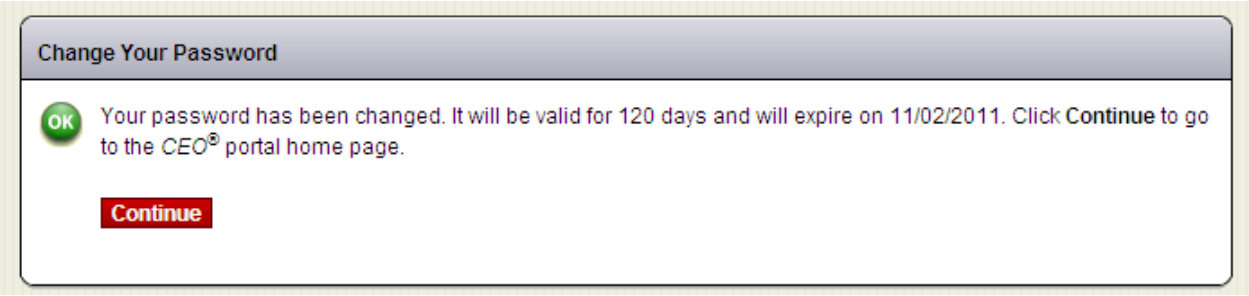


2. Click **Sign On**. If this is your first time logging in, you will be prompted to change your initial temporary password, answer two secret questions, read and accept the CEO Terms of Use Agreement, and create a User Profile.

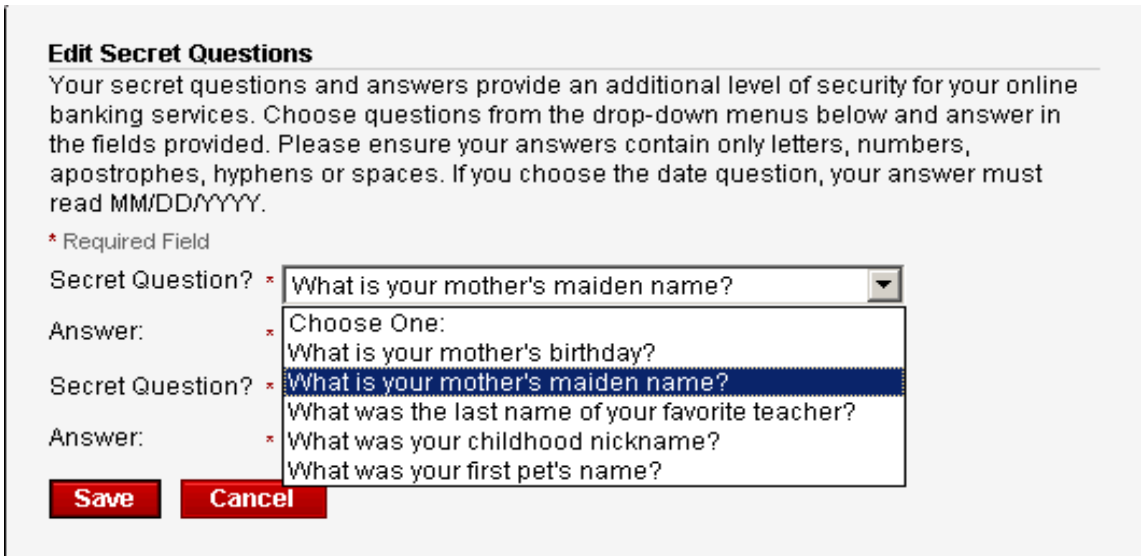
Creating a New Password



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).



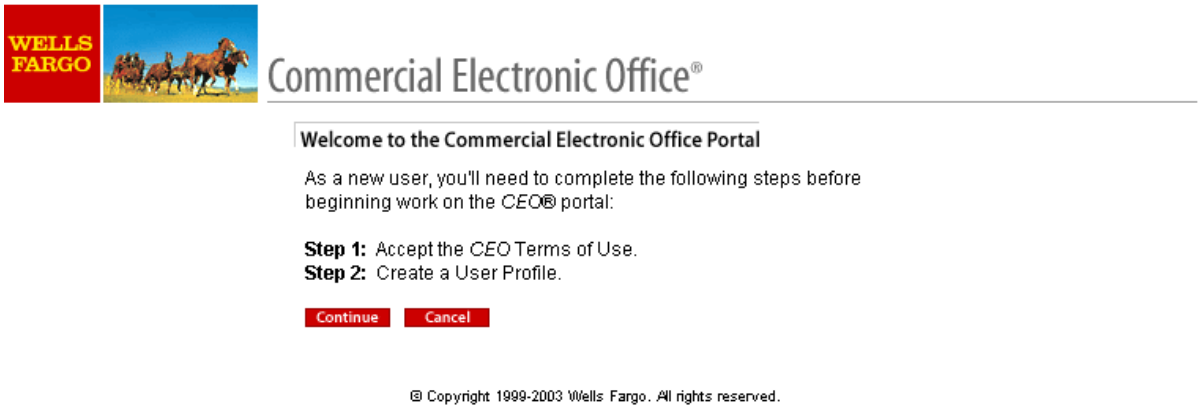
Answering Two Secret Questions



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



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:* Other

Functional Area:* Treasury Management

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.

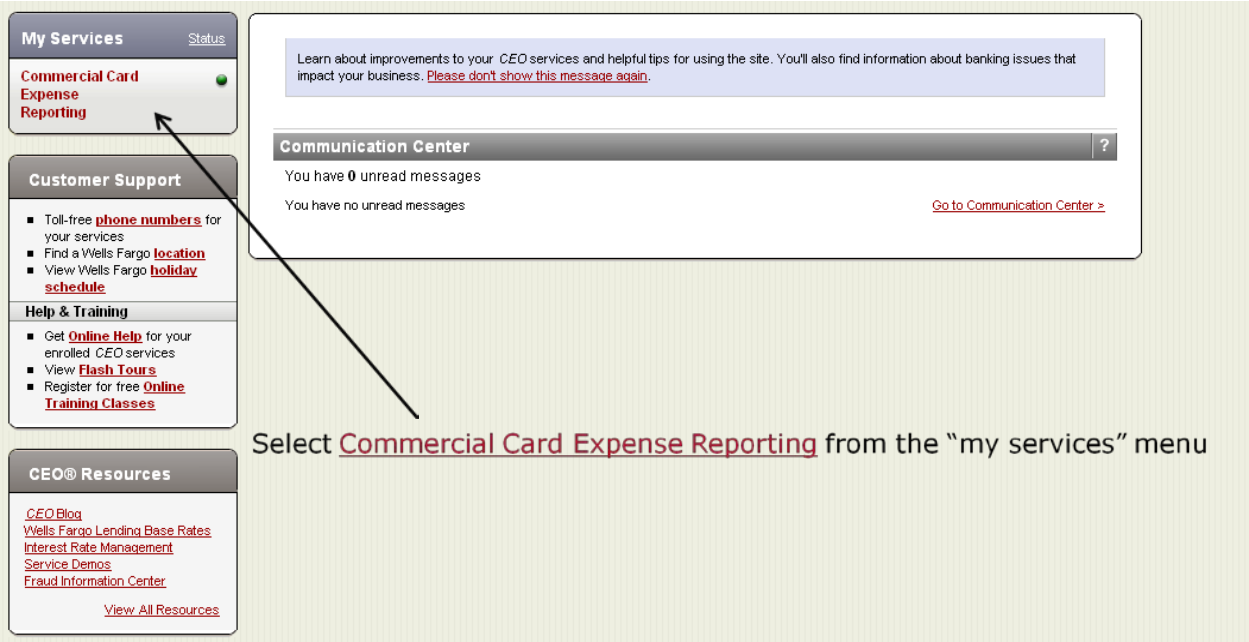
United States — Area Code | Fax Number

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.

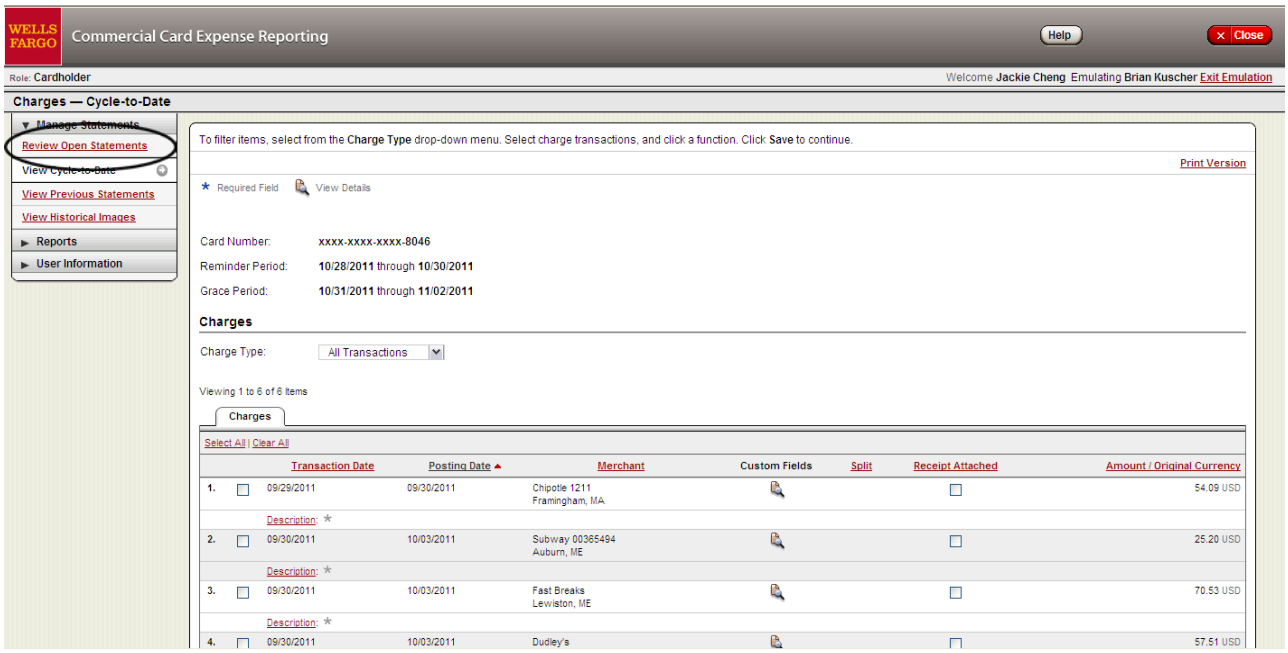


To access CCER and review your ProCard transactions, click on the "**Commercial Card Expense Reporting**" on the left hand side under "**My Services**".

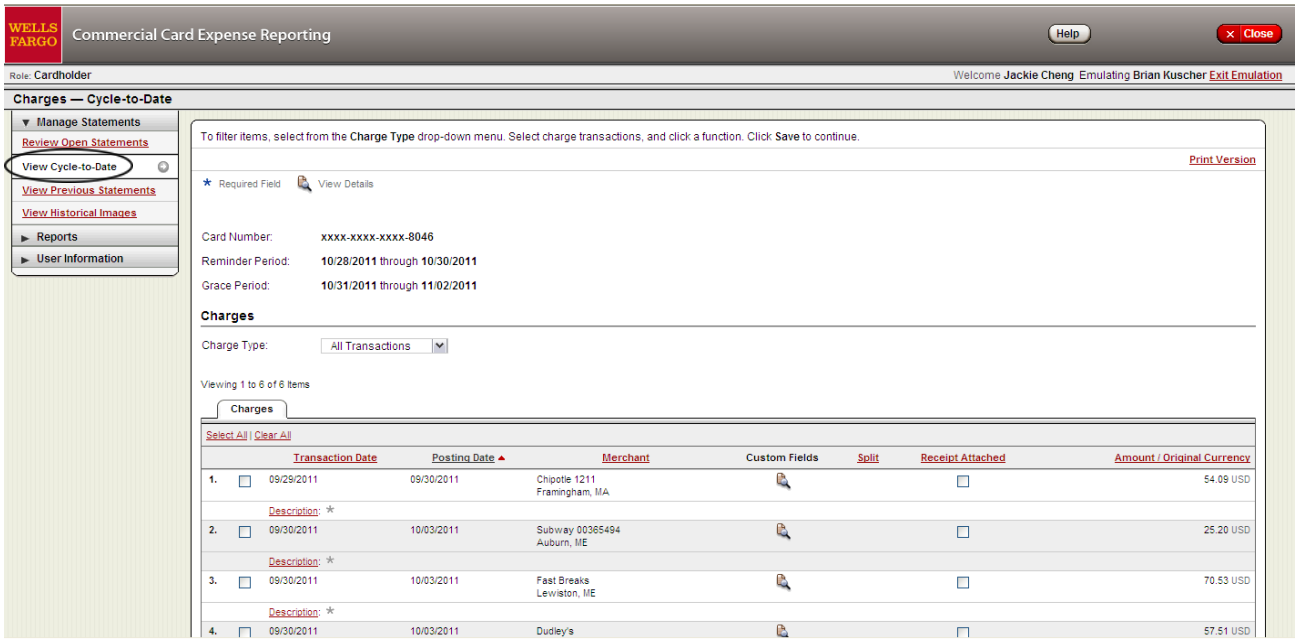
FINANCIAL

Manage Statements

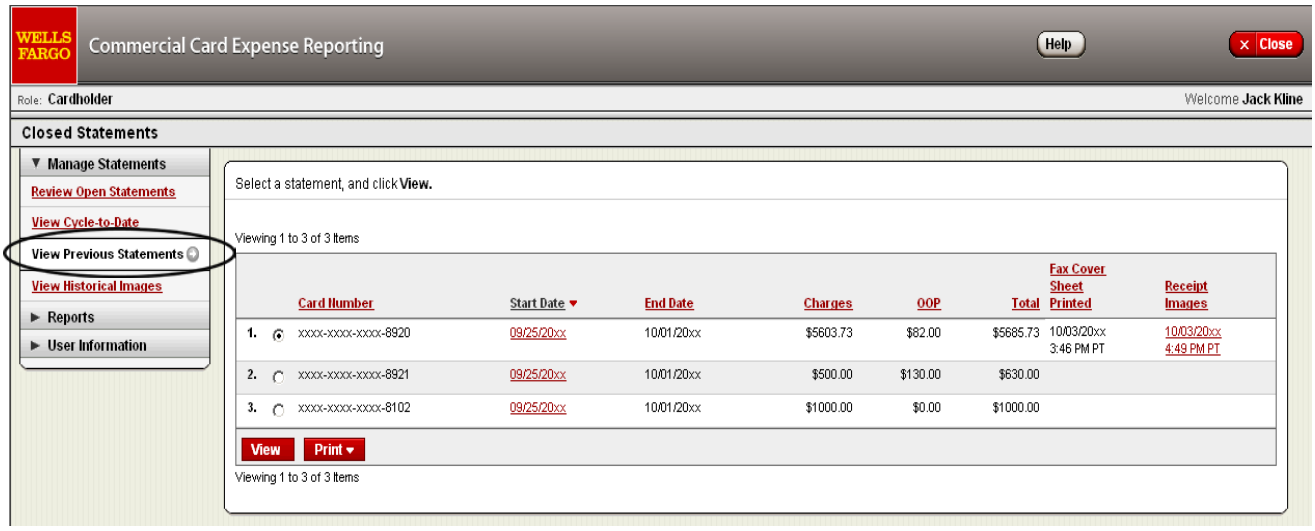
The CCER homepage defaults to "**Review Open Statements**". You will see your "Cardholder Summary" information and your "Charges". You can view the transaction date, the posting date, the merchant name, custom fields, and the amount for each charge.



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.



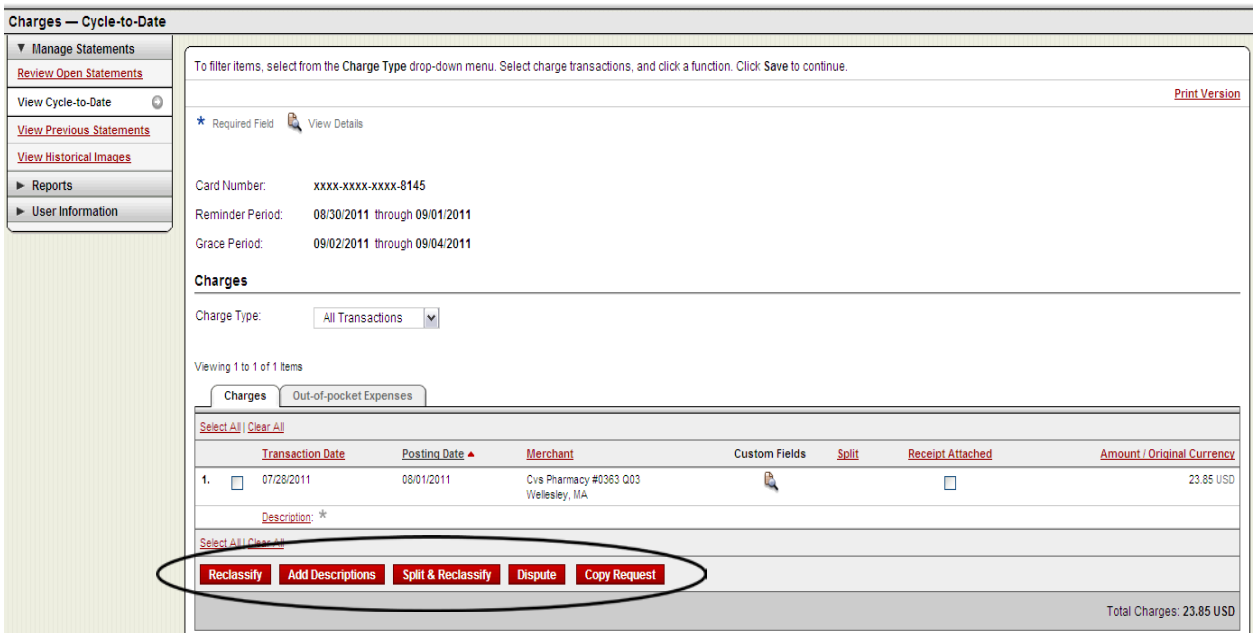
You can also view statements from the last 13 months with "**View Previous Statements**" under "**Manage Statements**".

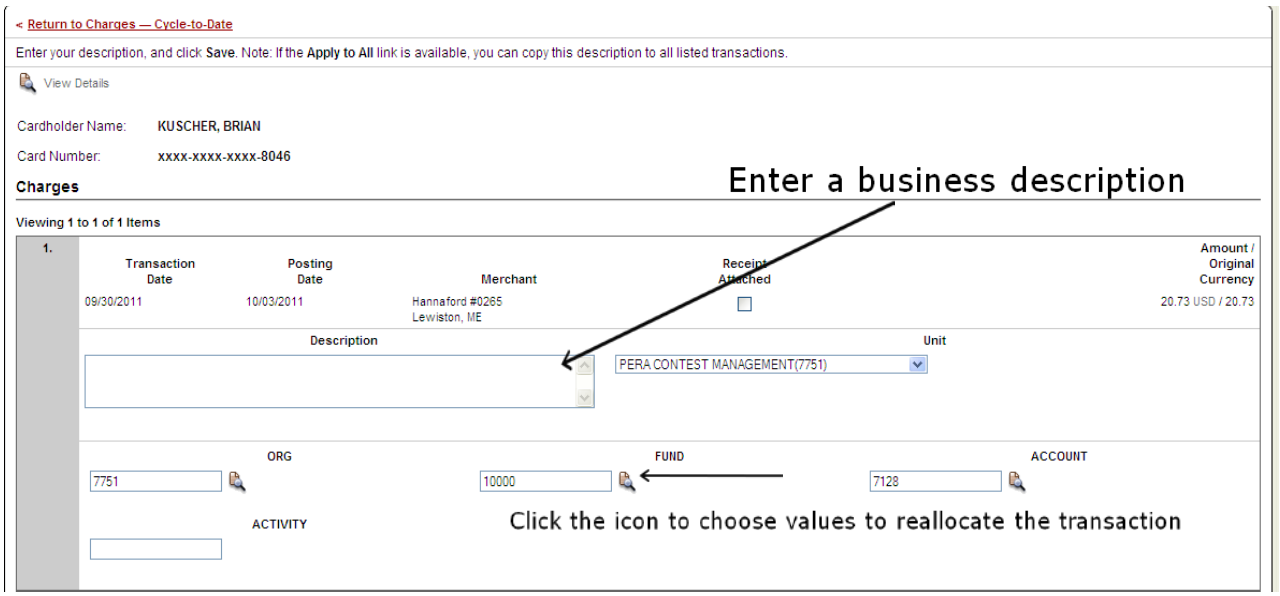


Reclassify, Add Descriptions, Split & Reclassify, Dispute

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

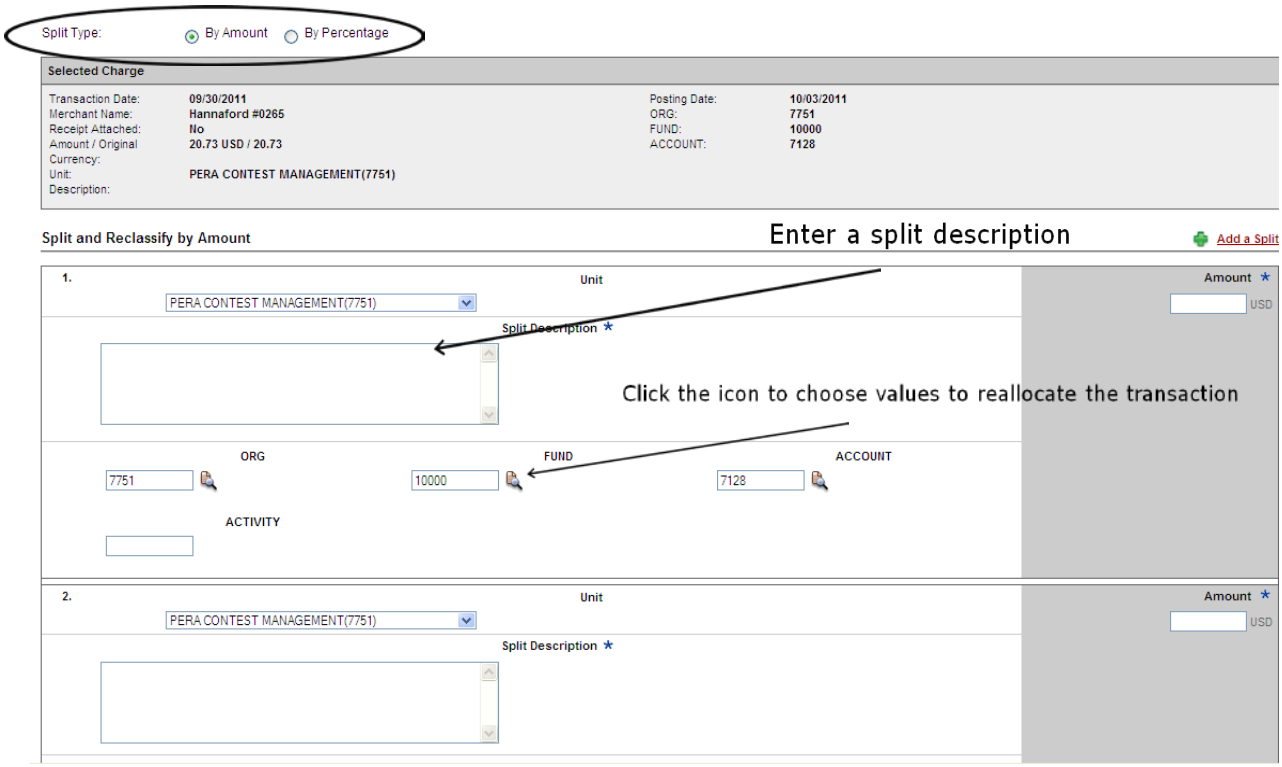




- Enter a business description and review/reclassify custom fields
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " '

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.

Dispute Details

For all dispute types except for those that are **Unauthorized** or **Unrecognized,** you must first contact the merchan to resolve the problem before filing a dispute with Wells Fargo.

Dispute Type:

Unauthorized

I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.

Duplicate Processing

I have been charged multiple times for the same transaction.

Paid By Other Means

I already paid for the above transaction by: Select One

Incorrect Amount

My sales slip indicates an amount of $ but it appeared on my statement as the amount above.

Service Not Rendered

I did not receive this service. I contacted the merchant, and they did not resolve this dispute.

Merchandise Not Received

I did not receive the service and/or merchandise. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on

Partial Amount Dispute

Although I engaged in the above transaction, I am disputing the entire charge, or a portion thereof, in the amount of $ $ I contacted the merchant and requested that a credit be made to my account for the reason below.

Cancellation

Although I engaged in the transaction above, I cancelled the reservation, service, or merchandise with the merchant on

Credit Not Posted

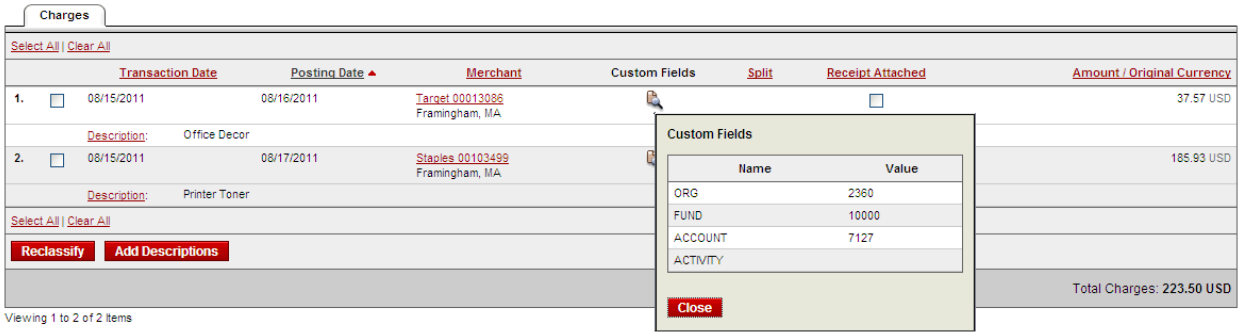
I have in my possession a credit memo that has not posted to my account OR was listed as a purchase on my statement/activity report.

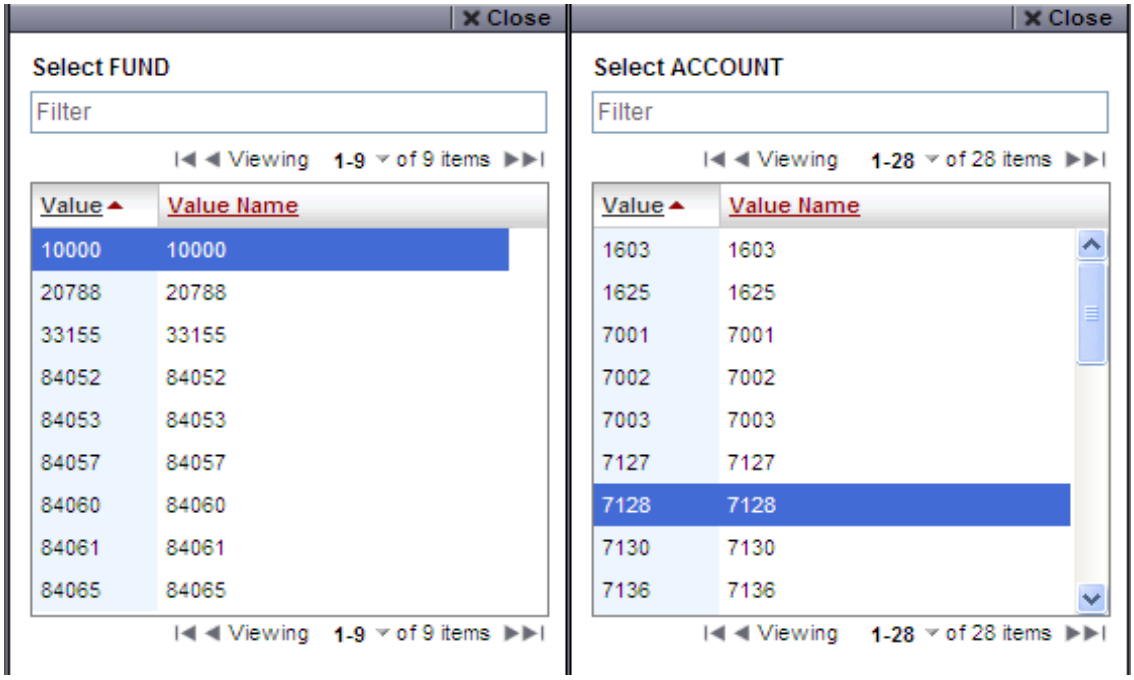
Unrecognized

I do not recognize this transaction and would like to request a copy of the charge. If, after review, I determine this is not my charge I may dispute it at a later date.

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.

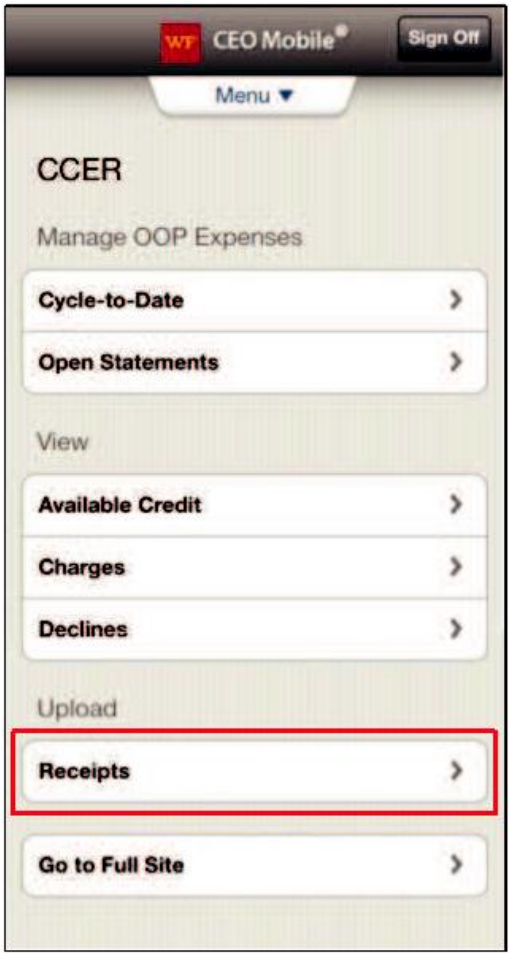
- Submit attachments to a new email. Attachments embedded in a forwarded email cannot be processed.
- Emails configured in non-rich text format have a better success rate.
- We recommend a maximum of 5 megabytes per file attachment. The maximum allowable size for an email and all attachments is 25 megabytes

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**".



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.

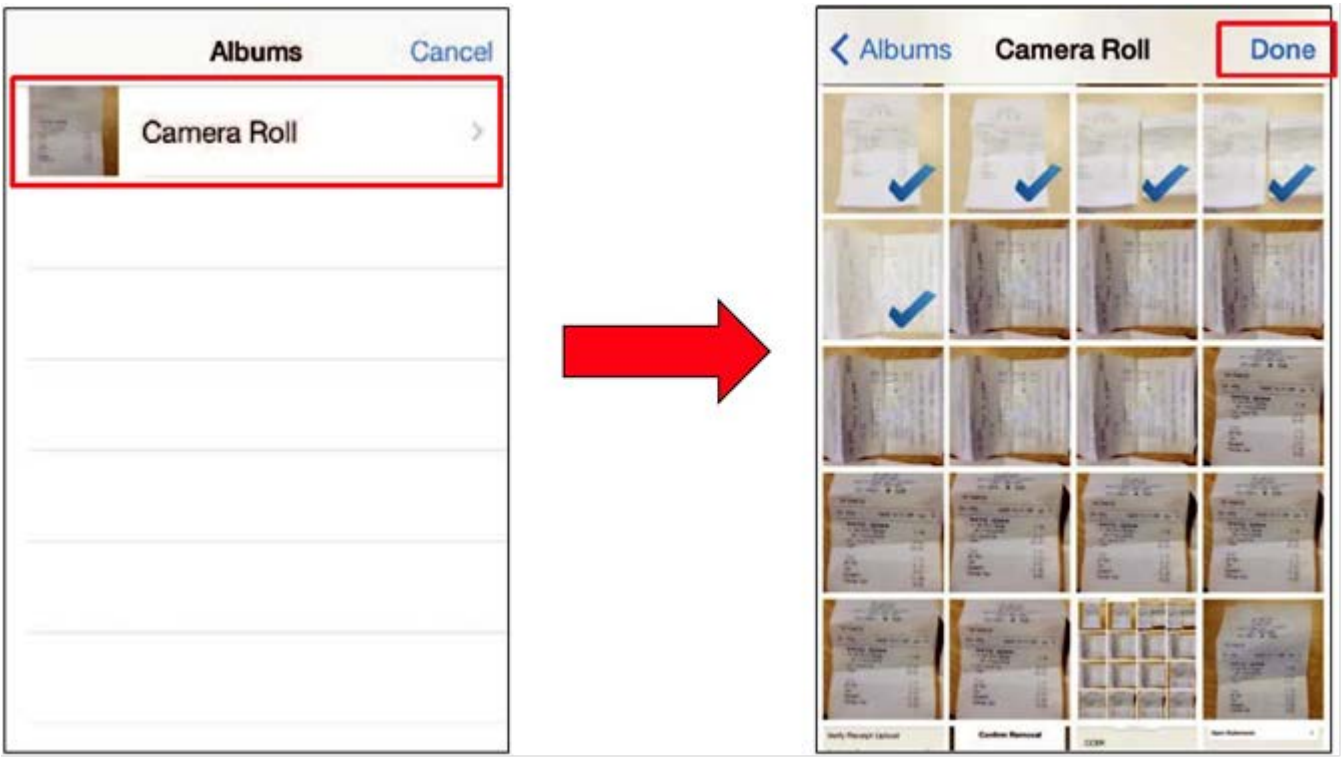
e. Tap "**Use**" if you are satisfied with the photo and can clearly read all of the text on the receipt. If you did not capture all of the details on the receipt, tap "**Retake**" to capture another image.

Note: You can take a photo of more than one receipt per image.

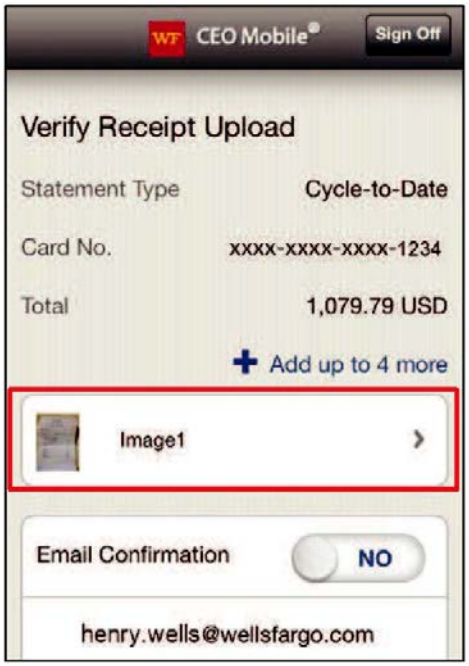
f. You can also upload a receipt image from your photo gallery. To upload receipt images saved in your smartphone's photo gallery, tap the **gallery icon**.

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.



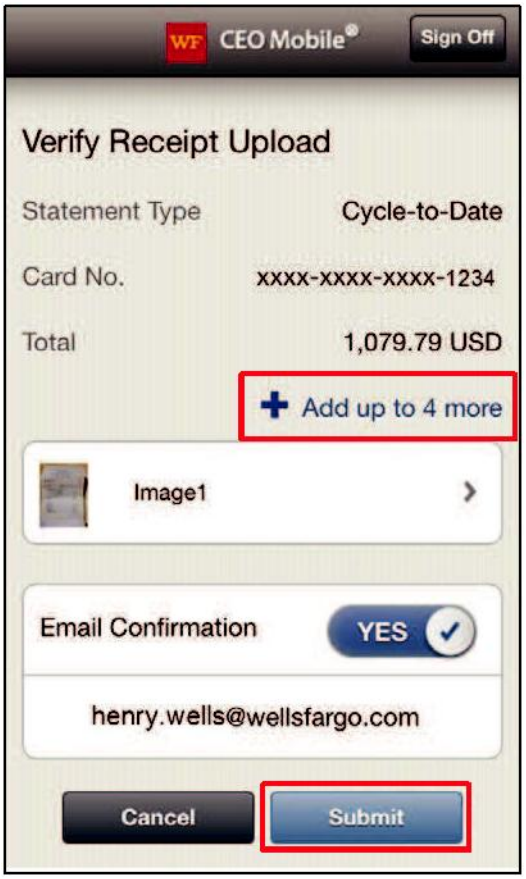
h. To remove an image before completing the upload, tap the thumbnail on the “Verify Receipt Upload” screen to display the image, then tap “**Remove**”.



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.



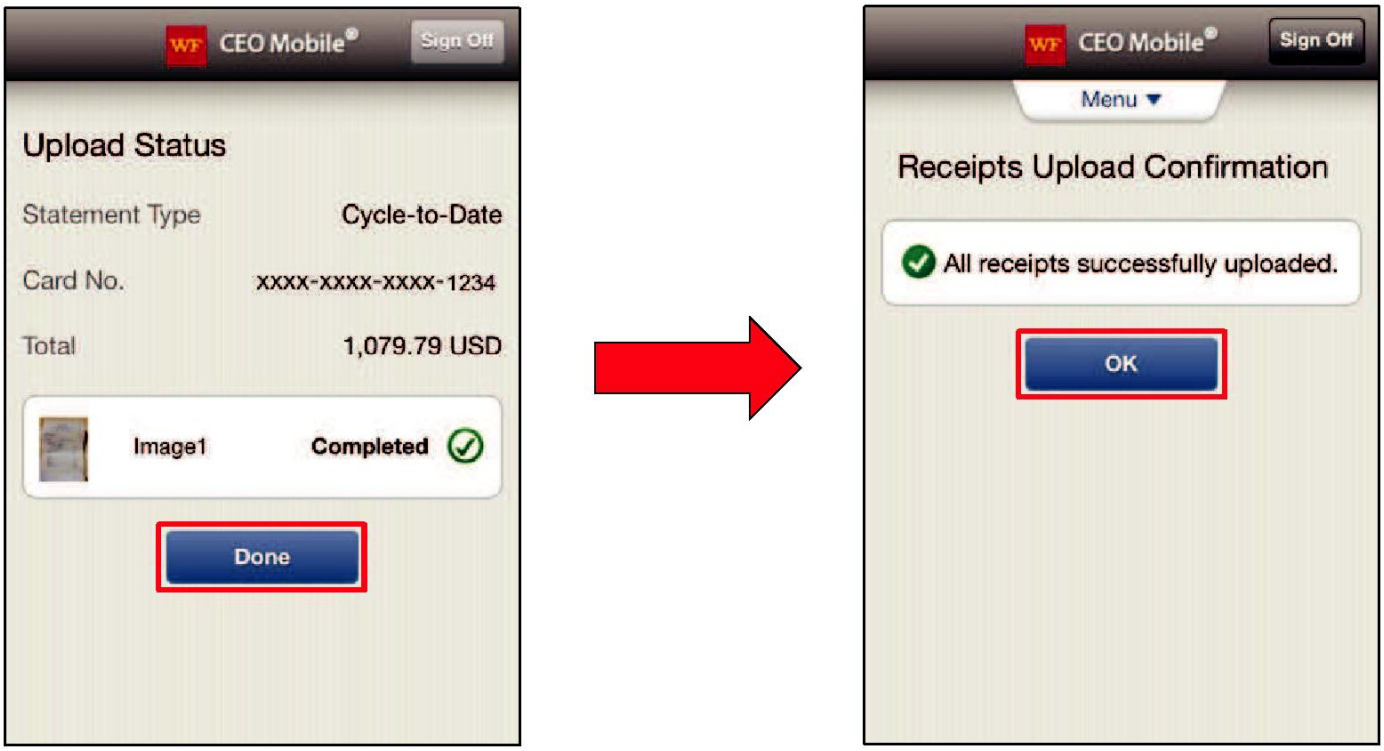
j. Confirm receipt upload: After a receipt has been uploaded successfully, the Upload Status screen will display the message "Completed" and green checkmark icon next to the image thumbnail.

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:

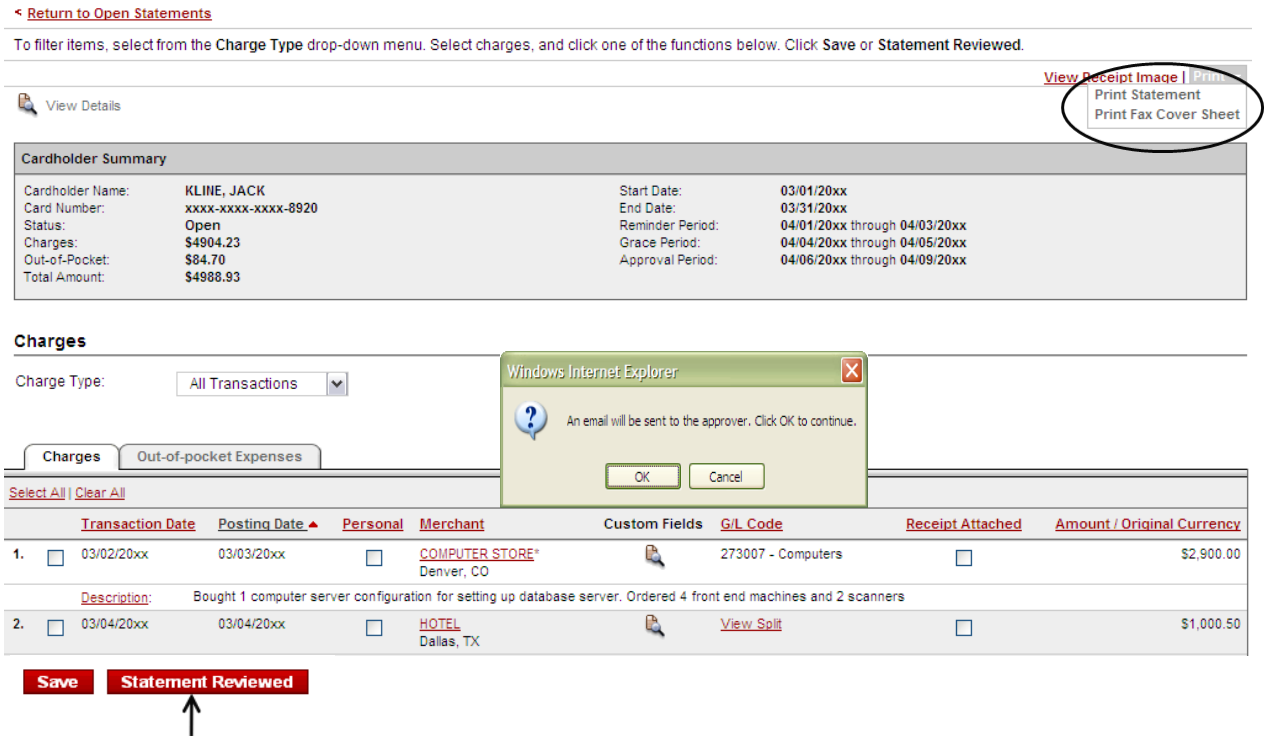
1. Select Manage Statements > View Historical Images.

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.

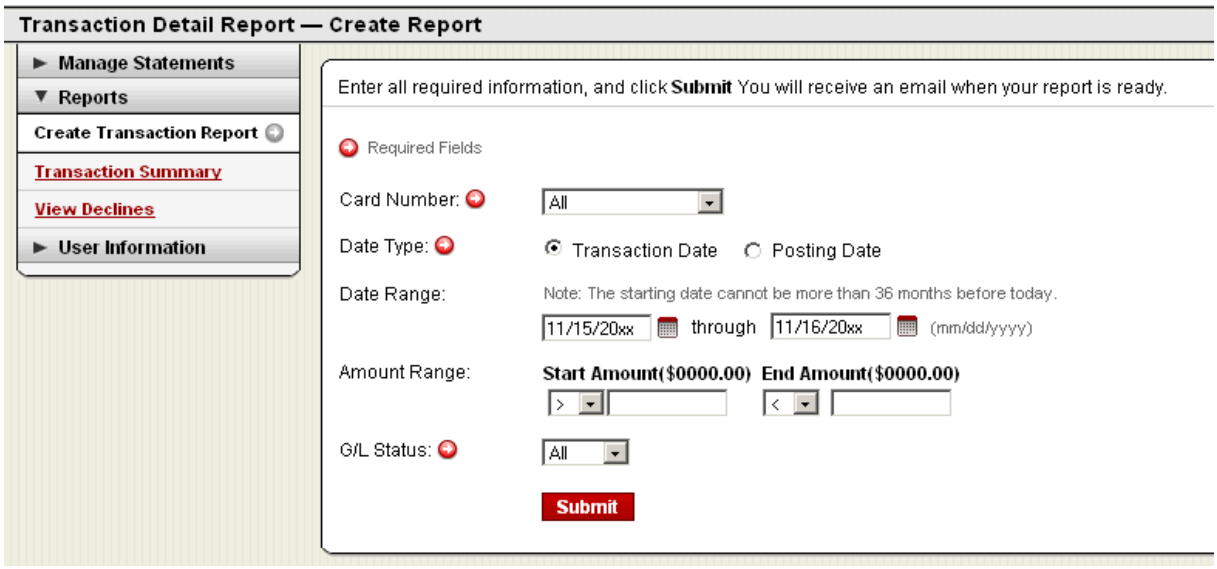
Reviewing Statements



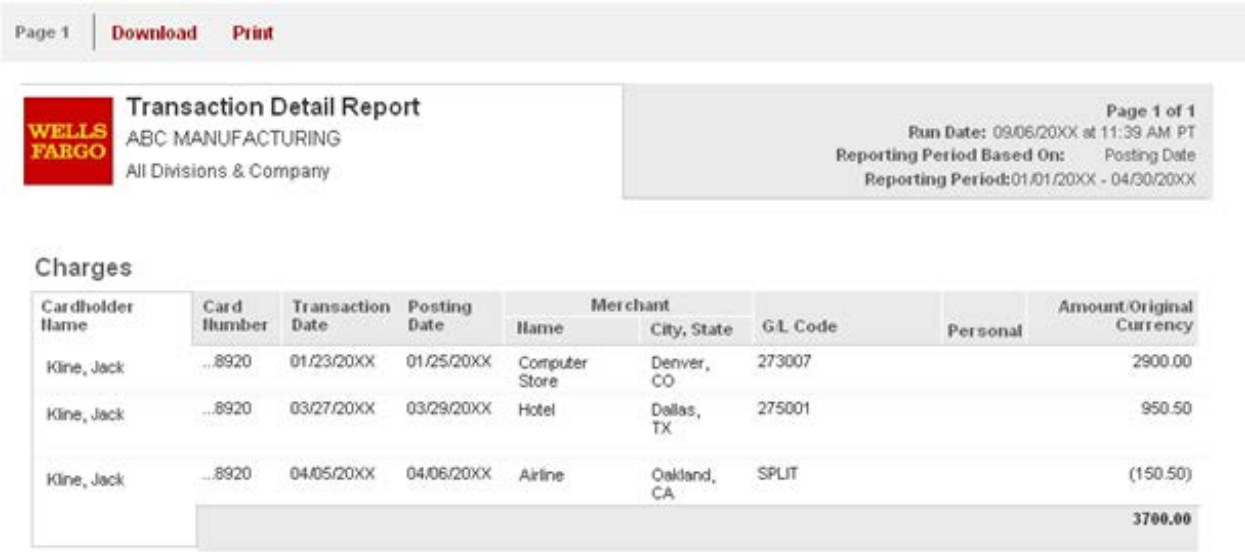
When you have finished entering expense descriptions and re-allocating, please click on the "**Statement Reviewed**" button. A message box appears indicating that an email will be sent to your Approver informing them that you have completed reviewing your statement.

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.



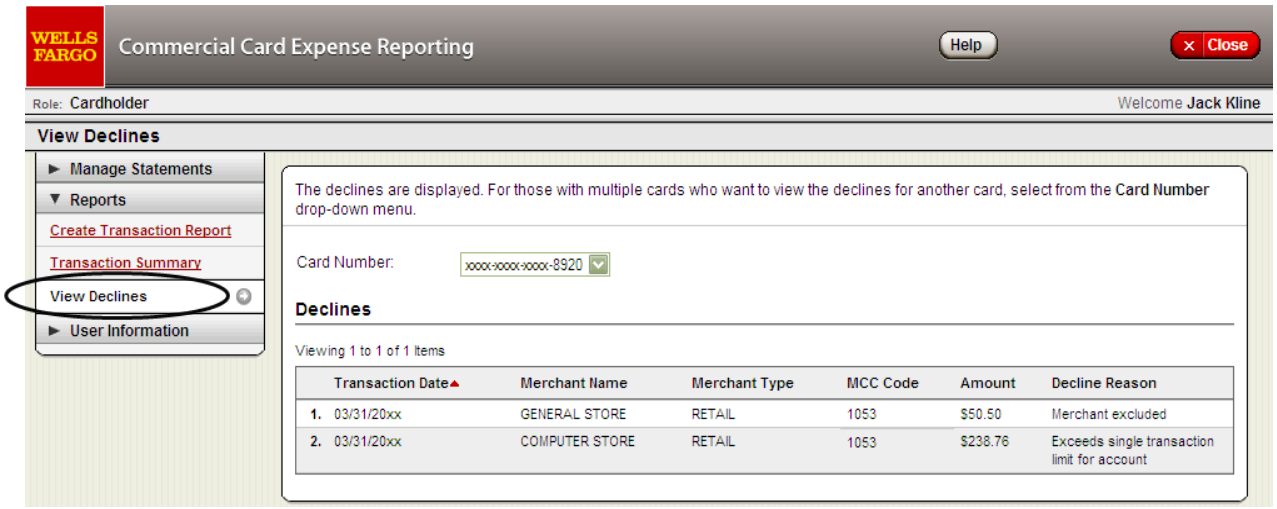
The transaction detail report includes the Cardholder name, card number, transaction dates, posting dates, merchant names and locations, and the amounts.



Cardholder Name	Card Number	Transaction Date	Posting Date	Merchant Name	Merchant City, State	G/L Code	Personal	Amount/Original Currency
Kline, Jack	...8920	01/23/20XX	01/25/20XX	Computer Store	Denver, CO	273007		2900.00
Kline, Jack	...8920	03/27/20XX	03/29/20XX	Hotel	Dallas, TX	275001		950.50
Kline, Jack	...8920	04/05/20XX	04/06/20XX	Airline	Oakland, CA	SPLIT		(150.50)
								3700.00

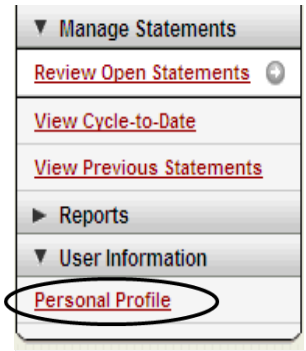
Viewing Declines

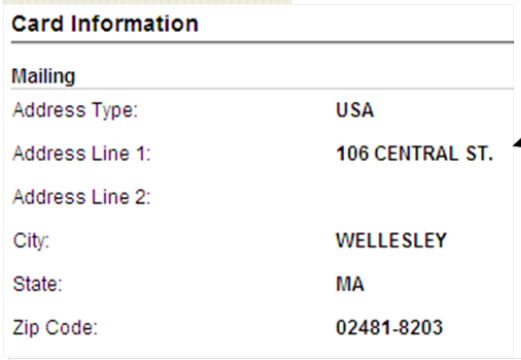
In CCER, you can view declined transactions to determine the reason for the decline. All declines usually appear within 48 hours. Please contact a program administrator to resolve any issues.



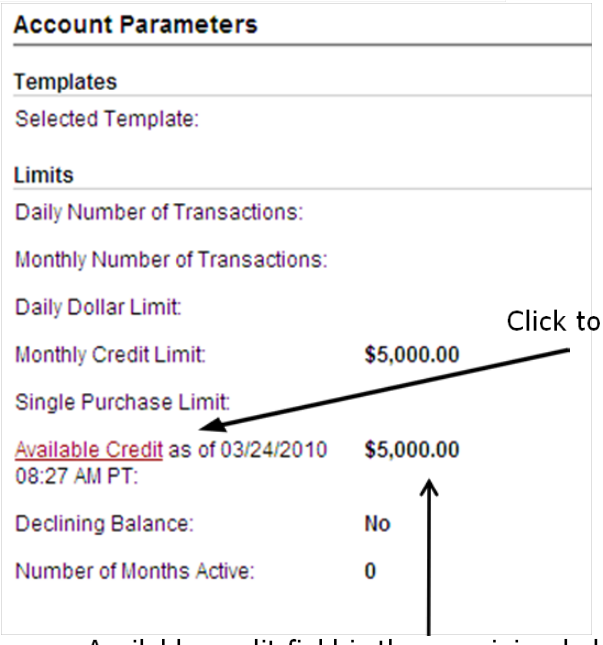
Personal Profile

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





Billing address for online and phone orders



Click to retrieve current available credit

Available credit field is the remaining balance of the cardholder's existing credit limit

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): 9/28/17 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

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.