

## Quick Reference — Approver

### Accessing the Commercial Card Expense Reporting (CCER) service

1. Sign on to the *Commercial Electronic Office*<sup>®</sup> (CEO<sup>®</sup>) portal at the following address.

<https://wellsoffice.wellsfargo.com/portal/signon/index.jsp>

Depending on the options selected by your company, you may receive a welcome email with instructions about accessing the CEO portal if you are a new CCER user.

2. If this is your first time signing on to the CEO portal, follow the steps to create a new password, edit your profile, and provide answers to the secret questions.
3. Once you successfully sign on to the CEO portal:
  - If the system displays the CEO home page, click the link for **Commercial Card Expense Reporting**. A separate browser window opens and displays the CCER service.
  - If the CCER service is your only CEO service and you activate the Automatic Access option (described in the next section), the system automatically displays the CCER service.

**Note** Information about accessing the CCER service through the *CEO Mobile*<sup>®</sup> service is available at the following address.

[http://wholesale.wellsfargobank.com/ceomobile\\_card-management](http://wholesale.wellsfargobank.com/ceomobile_card-management)

### Using Automatic Access

If the CCER service is your only CEO service, you can use the Automatic Access option to automatically display the CCER service when you sign on to the CEO portal.

#### To set up Automatic Access

1. On the CEO home page, click the link for your user name.
2. On the Profile page, click the **Edit** link under **Preferences**.
3. Set **Automatic Access** to the desired setting and click **Save**.

### Exiting the CCER service

To exit the CCER service, click **Close** at the upper right corner of the window.

### Switching roles

If you have more than one role, your roles are listed above the navigation bar. To switch to a different role, click on the link for the role.

### Managing statements

#### Reviewing a statement awaiting approval

**Note** The options available depend on the options selected by your company and privileges assigned to your profile.

#### To review a statement

1. Do one of the following:
  - To approve an open statement, select **Manage Statements > Approve Statements** in the navigation bar.
  - To view charges for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation bar.
  - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar.
2. If you are reviewing an open statement or a previous statement, select the statement and click **View**.

If you are reviewing cycle-to-date charges:

  - a. Select a user from the **User Name** list.
  - b. If the user has multiple cards, select a card from the **Card Number** list.
3. When reviewing a statement, you can:
  - Click **Print** and then select **Selected Statement** to print the statement.
  - Limit the type of charges listed by selecting an option from the **Charge Type** list.
4. When reviewing cycle-to-date charges, view temporary authorizations for charges that have not yet posted by clicking **View Pending Charges**.

5. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:

Task	See page
Split a charge. Do this to:	2
<ul style="list-style-type: none"> <li>Assign amounts to different G/L codes, custom fields, or units.</li> <li>Assign part of the amount as a personal expense.</li> </ul>	
Reclassify charges. Do this to change G/L codes or custom fields assigned to charges.	2
Mark a charge as a personal expense.	3
Enter a description for a charge.	3
Request a copy of a transaction receipt.	3
Dispute a charge.	3
Mark a charge as receipt attached.	3
Enter any out-of-pocket expenses.	4

You can also:

- Click a merchant link to view merchant details.
  - Click the  icon (if shown) to display custom fields (data unique to your company, such as a project ID or department code).
6. Click the **Out-of-pocket Expenses** tab. If there are expenses listed, check the box for one or more expenses and click one of the following buttons:

Modify	Modify information for an expense.
Approve	Approve an expense.
Decline	Decline an expense.

**Note** You cannot approve a statement until you approve or decline all out-of-pocket expenses.

7. When you have reviewed all statement charges and have approved or declined all out-of-pocket expenses, you can click **Approve Statement** to approve the statement.

### Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or, if you have reclassify privileges, **Split & Reclassify**.

To modify information for a split charge, click the **View Split** link in the **G/L Code** or **Split** column.

2. On the Charges – Split and Reclassify page:
- Use **Split Type** to indicate whether to specify the split by amount or percentage.
  - To create additional splits, click **Add a Split**.
  - If there are more than two splits and you want to delete a split, click the  icon at the upper right for the split.
  - To delete all splits, click **Delete**.
3. Enter information for each split.

Personal	Check the box if the split is a personal expense.
Amount / Percentage	Enter the amount or percentage for each split. Apply amounts/percentages to the splits until the amount/percentage remaining (shown at the bottom of the page) is zero.
Split data fields	Complete as needed. If displayed, you can click the  icon to select an entry.
Split Description	Enter a description for the split.

4. When finished, click **Save**.

### Reclassifying a charge

1. Check the box for one or more charges. Click **Reclassify**.
2. Enter information for each charge.

Personal	Check the box if the charge is a personal expense.
Receipt Attached	Check the box if you are submitting a receipt for the charge.
Data fields	Complete as needed. If displayed, you can click the  icon to select an entry.
Description	Enter a description for the charge. To apply the description from the first charge to the other charges, click <b>Apply to All</b> .

3. If there are additional charges to reclassify, use the **Save & Previous** and **Save & Next** buttons to view all charges. When finished with all charges, click **Save**.

### Marking a charge as a personal expense

**Note** Depending on your company setup, the cardholder may need to enter bank account information before you can mark a charge as a personal expense.

You can mark a charge as a personal expense by checking the **Personal** box:

- In the list of charges.
- When splitting a charge.
- When reclassifying a charge.

### Entering a description for a charge

You can enter a description for a charge the following ways:

- By clicking the **Description** link for a charge.
- By checking the box for one or more charges and clicking **Add Description**.
- When splitting a charge.
- When reclassifying a charge.

### Disputing a charge

1. Check the box for the transaction and click **Dispute**.

If a charge is already disputed, you can click **View Dispute** in the **G/L Code** or **Split** column to display information for the dispute.

2. Enter information for the dispute.

Dispute Type	Specify the type of dispute and complete any fields required for the dispute type.
Contact Information	Enter your phone number (10 digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 555-1212, you would enter <b>8005551212</b> .
Reason for Dispute	Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.

When finished, click **Submit**.

### Requesting a copy of a transaction receipt

To request a copy of a transaction receipt, contact the merchant directly. If you are unable to obtain a copy of the receipt from the merchant, you can use this feature to request a copy. Your company may be charged for copy requests.

Do not request a copy if you:

- Do not recognize the transaction.
- Did not authorize the transaction.
- Want to dispute the transaction (see [Disputing a charge](#)).

#### To request a copy of a transaction receipt

1. Check the box for the transaction and click **Copy Request**.
2. Enter information for the request.

Contact Information	Enter your phone number.
Reason for Request	Explain why you are requesting a copy, such as <b>Lost original receipt</b> or <b>Original receipt illegible</b> .

3. When finished, click **Submit**.

### Marking transactions as receipt attached

You can indicate that you are submitting a receipt for a charge the following ways:

- Checking the **Receipt Attached** box in the list of charges.
- When reclassifying a charge.

## Entering out-of-pocket expenses

**Note** Depending on your company setup, the cardholder may need to enter bank account information before you can enter an out-of-pocket expense.

1. When viewing charges for an open statement or the cycle-to-date period, click the **Out-of-Pocket Expenses** tab.
2. To enter a new expense, click **Add an Expense**.  
To edit an existing expense, check the box for one or more expenses and click **Modify**.
3. When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Click the  icon to select the date, or enter the date as MM/DD/YYYY.
Amount	When entering an amount: <ul style="list-style-type: none"><li>• Do not include a dollarsign.</li><li>• If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter <b>100</b>, the amount applied is \$100.00.</li></ul>
Description	Enter a description for the expense.
Other data fields	Complete as needed. If displayed, you can click the  icon to select an entry.

4. When adding expenses, you can click **Add Another** to enter information for another expense.
5. When finished, click **Save**.

## Viewing cycle-to-date charges for a user

1. Select **Manage Statements > View Cycle-to-Date** in the navigation bar.
2. Select a user from the list. If the user has multiple cards, select a card from the list.

## Viewing previous statements

1. Select **Manage Statements > View Previous Statements** in the navigation bar.
2. The system initially displays statements for active cardholders. You can select a Card Status option (**Active** or **Inactive**) to switch the statement list between active and inactive cardholders.
3. Select a statement and click **View**.

## Managing receipts

### Submitting receipts

**Note** Cardholders and OOP Only users can also use the *CEO Mobile* service to submit receipts from a mobile device. Refer to *The CEO Mobile Service Commercial Card Expense Reporting User Guide* for more information.

1. In the **Manage Statements** section of the navigation bar, select **Review Open Statements, View Cycle-to-Date, or View Previous Statements**.
2. If you are reviewing an open statement or a previous statement, select the statement.

If you are reviewing cycle-to-date charges:

- a. Select a user from the **User Name** list.
  - b. If the user has multiple cards, select a card from the **Card Number** list.
3. Click **Print**, then select **Print Cover Sheet**. Print the cover sheet or save it as a PDF.
  4. Submit the cover sheet and receipts one of the following ways:
    - Email a single PDF — send a single PDF with the cover sheet and receipt images to the address on the cover sheet.
    - Email individual attachments — send the cover sheet and receipt images as individual attachments to the address on the cover sheet. Acceptable formats are PDF, JPG, GIF, TIF, BMP, and PNG.
    - Fax — fax the cover sheet and receipts to the fax number on the cover sheet.
  5. 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.
- 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 30 megabytes.

## Managing the receipts record

1. Select **Manage Statements > Manage Receipts** in the navigation bar.
2. If needed, click the **Review Receipts** tab.
3. If applicable, select a division from the list.
4. Select a statement period. To view the receipts record, click **View**. To download the receipts record as a Microsoft Excel file, click **Download**.
5. If you click **View**, the system displays the receipts record for the selected period.

To display receipts for only active or inactive cards, select an option from the **Card Status** list.

For each receipt listed, you can:

- Check the **Receipts Received** box to indicate that you have received the receipt.
- Enter any comments regarding the receipt.
- If a receipt image is available, click the link in the **Receipt Images** column to display the receipt.

When finished, click **Save**.

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

## Reviewing credit limit change requests

1. Select **View Requests/Status > Credit Limit Change** in the navigation bar.
2. The system lists any pending requests. Check the box for one or more requests and do one of the following:
  - Change the granted limit (if needed) and click **Approve**.
  - Click **Deny**.

You can also click the **Closed Requests** tab to review requests that were previously approved or denied.

## Reviewing the status of change requests

You can use this feature to verify that the system has successfully processed card setup changes or user setup changes that affect the user's card.

### To review the status of change requests

1. Select **View Requests/Status > Request Status** in the navigation bar.
2. Select a field type from the list (or **All**). Click **Select**.

The system assigns the **Passed** status to a change request that it has successfully processed.

If the status is **Failed**, resubmit the request. If it fails again, contact the *WellsOne*<sup>®</sup> Service Center.

## Using AP Control

**Note** This feature is only available if your company elects to use it and access privileges are assigned to your profile.

### Reviewing items

1. Select **AP Control > Accounts Payable** in the navigation bar.
2. On the AP Control — Search page:
  - a. Select an option from the **Search By** drop-down list (**General Search, Batch Number, Disbursement Number, or Invoice Number**).
  - b. Specify search criteria and click **Search**.
3. If multiple batches match your search criteria, you can select a batch from the drop-down list and click **Select Batch**. You can also use **Next Batch** and **Previous Batch** to navigate between batches.
4. You can review items on the **Pre-Approval, Pending, or Closed** tab. When reviewing items, you can:
  - Click the  icon to the left of a transaction to display details for the transaction.
  - Click the **Expand All** link to display details for all transactions on the tab.
  - Click the  icon in the **Remittance Advice** column to display a remittance advice in a separate window.

Regarding the **Closed** tab:

- Each transaction on the **Closed** tab is assigned a disposition (displayed in the details when you click the  icon). The disposition is **Settled** when a payee has received payment.
- To only display items with a particular disposition, make a selection from the **Disposition Type** drop-down list and click **Select Type**.
- Items are assigned the **Expired** disposition if the transaction has not settled and the transaction expiration date passes. The **Expired** disposition does not refer to the master account expiration date.

## Generating AP Control reports

1. Select **AP Control > Reports** in the navigation bar.
2. Set the report options.

Report Type	Select a report from the drop-down list.						
Card Status	If a drop-down list is displayed, you can select an option from the list. <table border="0" style="margin-left: 20px;"> <tr> <td><b>All</b></td> <td>Include all card numbers</td> </tr> <tr> <td><b>Inactive</b></td> <td>Include only inactive card numbers</td> </tr> <tr> <td><b>Active</b></td> <td>Include only active card numbers</td> </tr> </table>	<b>All</b>	Include all card numbers	<b>Inactive</b>	Include only inactive card numbers	<b>Active</b>	Include only active card numbers
<b>All</b>	Include all card numbers						
<b>Inactive</b>	Include only inactive card numbers						
<b>Active</b>	Include only active card numbers						
Division	If a drop-down list is displayed, you can select a division from the list.						
Cardholder Name (AP Download Report only.)	If a drop-down list is displayed, you can select a Cardholder from the list.						
Cardholder Number (AP Download Report only.)	If you selected a Cardholder from <b>Cardholder Name</b> and that Cardholder has multiple cards, you can select a card from the drop-down list.						
Date Range	Select the date range for the report. Click the  icon to select a date.						
Batch Number	(AP Download Report only.) You can select a batch from the drop-down list.						
Delimiter Option	Select an option from the drop-down list to indicate which character to use to separate fields in the report file. You can select either the ASCII tab or ASCII pipe (   ) character as the delimiter.						

You are only required to make a selection for **Report Type** and **Delimiter Option**.

After completing the fields as needed, click **Submit**.

3. When asked whether to open or save the file, click **Save**.
4. Specify a file name and location for the file and click **Save**.

## Generating reports

### Reporting download

You can use this report to create a customized report.

**Note** This option is only available if access privileges are assigned to your profile.

#### To create a report template

1. Select **Reports > Reporting Download** in the navigation bar.
  2. On the Reporting – Download Report page, click the **Report Template** tab.
  3. Click the **Create New Template** link.
  4. In **New Template Name**, enter a name for the template.
  5. In the **Available Columns** list, select the data fields you want to include in the report.
    - To select a range of fields, click on the first field in the range, press and hold , and click on the last field in the range.
    - To select multiple fields individually, press and hold  while you click on the fields.
- Click the  icon to move the selected fields to the **Selected Columns** list.
6. You can control the width of columns to minimize wasted space for the report. For example, the standard width for Cardholder Email is 60 characters, but if your email addresses don't exceed 35 characters, you can reduce the width for that column.

To change the width for a column:

    - a. Select one or more data fields in the **Selected Columns** list and click **Change Width**.
    - b. In the Field Width – Modify Field window, change the field lengths for the selected fields. Click **Submit**.
    - c. Click **Close** to close the Field Width – Modify Field window.
  7. When finished, click **Save** to save the template.

#### To download a report

1. Select **Reports > Reporting Download** in the navigation bar.
2. On the **Download Report** tab, complete the report criteria fields.

User Name	Select a user from the list or <b>All</b> to include all users.						
Card Number	(Only displayed if you select a name, not <b>All</b> , for <b>User Name</b> .) If the user has multiple cards, select a card number from the list or <b>All</b> to include all cards.						
Template Name	Select a template from the list. The report will include the data specified by the template.						
Delimiter Option	Select an option from the drop-down list. <table><tr><td>Pipe</td><td>Fields are separated by the pipe (   ) character.</td></tr><tr><td>Fixed Length</td><td>Fields are the fixed length specified in the template and space-filled as needed to be the set length.</td></tr><tr><td>Tab</td><td>Fields are separated by a tab character.</td></tr></table>	Pipe	Fields are separated by the pipe (   ) character.	Fixed Length	Fields are the fixed length specified in the template and space-filled as needed to be the set length.	Tab	Fields are separated by a tab character.
Pipe	Fields are separated by the pipe (   ) character.						
Fixed Length	Fields are the fixed length specified in the template and space-filled as needed to be the set length.						
Tab	Fields are separated by a tab character.						
Date Type	Select <b>Transaction Date</b> to include transactions based on the date they occurred. Select <b>Posting Date</b> to include transactions based on the date they post to the card account.						
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the  icon to select a date, or enter a date as MM/DD/YYYY.						

3. Click **Download**. Follow the instructions to save the report file.

#### Generating a Statement Summary

1. Select **Reports > Statement Summary** in the navigation bar.
2. Select a division from the list and click **Select**.
3. The statement summaries are displayed. If needed, you can use the scrollbar at the bottom of the page to display all information. You can also click **Print Version** to display the information in a format more suitable for printing.

## Requesting an Offline report

1. Select **Reports > Offline** in the navigation bar.
2. Click the **Create New Report** link.
3. Select the report type from the list. Click **Continue**.
4. If you selected the Transaction Detail report, select a cardholder from the list (or **All**).
5. Enter report criteria.

Card Number*	If the user has multiple cards, select a card from the list (or <b>All</b> ).
Date Type	Select <b>Transaction Date</b> to include transactions based on the date they occurred. Select <b>Posting Date</b> to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the  icon to select a date, or enter a date as MM/DD/YYYY.
Amount Range*	To limit transactions by amount, specify a start amount, end amount, or both. Use the operator lists to specify how to apply an amount. For example, select <b>&gt;=</b> as the start amount operator to include transactions with an amount greater than or equal to the amount you enter. To include only transactions with a specific amount: <ul style="list-style-type: none"><li>• Select <b>=</b> as the start amount operator.</li><li>• Enter a start amount.</li><li>• Leave the end amount field blank.</li></ul> When entering an amount: <ul style="list-style-type: none"><li>• Do not include a dollar sign.</li><li>• If you do not include a decimal point, the amount is assumed to be whole dollars. For example, <b>100</b> is assumed to be \$100.00.</li></ul>
G/L Status*	Specify whether to include open transactions, closed transactions, or both ( <b>All</b> ).

\* Displayed for the Transaction Detail report only.

6. Click **Submit**. The system sends you an email when the report is ready.

## Accessing Offline reports

1. Select **Reports > Offline** in the navigation bar.
2. The system lists reports you have requested within the last six weeks. For each report, you can do one of the following:

View & Print	Click to display the report in a separate window. Click <b>Print</b> to print the report.
Download Excel	Click to download the report in Microsoft Excel format.

## Viewing/editing user information

### Managing cards for existing users

**Note** This option is only available if access privileges are assigned to your profile.

1. Select **Manage Users > Manage Cards** in the navigation bar.
2. Enter information for one or more search criteria fields.

Last Name, First Name	If you use one or both of these fields, the search results will include all users whose name begins with the text you enter. For example, if you enter <b>john</b> as the last name, the search results could include users with the last name John, Johnson, Johnston, and any other name beginning with "John."  These fields are not case-sensitive (entering <b>john</b> and <b>John</b> will achieve the same results).
Unique ID	You can enter a user's unique ID number.
Offline Cardholders	Check this box to include only cardholders who receive statements as e-mail attachments.

Click **Search**.

3. Select a user on the search results list and click **Request Card**, **Change Credit Limit**, or **Cancel Card**.

## Creating a new Cardholder user

**Note** This option is only available if access privileges are assigned to your profile.

1. Select **Manage Users > Create New User** in the navigation bar.
2. If you did not enter your token passcode when you logged on to *CEO*, the system requires you to enter it now. Enter your token passcode and click **Send**.
3. On the Create New User page, complete the fields as needed. Key fields include:

Agent	Select an agent from the list. Most companies have only one agent. If your company has more than one, ask your CCER Program Administrator which one to select.
Embossing	Use these fields to specify how the cardholder's name is printed (embossed) on the front of the card. For <b>Name Line 1</b> , Enter the cardholder's first name, an asterisk, and last name ( <b>John*Smith</b> , for example).
MCC Strategy	Use these fields to specify which merchants the cardholder is authorized to use. For <b>Select Strategy</b> , click <b>Inclusion</b> . The system displays a list of available groups. Select one or more groups in the <b>Available Groups</b> list and click the  icon to move the groups to the <b>Selected Groups</b> list.

**Note** If you have questions about these or any other fields on this page, contact your CCER Program Administrator.

4. When finished entering user information, click **Save**.

## Editing your personal profile

**Note** If you have multiple roles, you can edit your profile under one role only. If this function is not available for the role you are currently using, it is available for another role.

1. Select **User Information > Personal Profile** in the navigation bar.
2. The system displays your personal profile.
3. After making any changes, click **Save**.