

Quick reference — Approver

Accessing the Commercial Card Expense Reporting (CCER) service

1. Using your Internet service provider, access and sign on to Wells Fargo's *Commercial Electronic Office*® (CEO®) business portal at the following address:
<https://welloffice.wellsfargo.com/portal/signon/index.jsp>
2. If this is your first time signing on to CEO, 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 CEO, select **Commercial Card Expense Reporting** under **My Services**. A separate browser window opens and displays the CCER service.

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

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. For **User Name**, select a user from the 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 Version** to display statement information in a format more suitable for printing.
 - Limit the type of charges listed by selecting an option from the **Charge Type** list.
4. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:

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


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



Reviewing a statement awaiting approval (continued)

Task	See page
Request a copy of a transaction receipt.	3
Mark a charge as receipt attached.	3
Enter any out-of-pocket expenses.	3

You can also:

- Click a merchant link to view merchant details.
 - Click the  icon (if shown) to display custom fields (data unique to a company, such as a project ID or department code).
5. 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.


6. 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. Check the box for a charge. Click **Split** or (if you have reclassify privileges) **Split & Reclassify**.

To modify information for a split charge, click the **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**. To delete a split, click the radio button for the split and 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 Apply to All .

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 (ten digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 555-1212, you would enter 8005551212 .
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 Lost original receipt or Original receipt illegible .

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 a 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, enter information 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">• Do not include a dollar sign.• If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter 100, the amount applied is \$100.00.
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 the receipts record

1. Select **Manage Statements > Receipts Record** in the navigation bar.
2. If applicable, select a division from the list.
3. Select a statement period. To view the receipts record, click **View**. To download the receipts record as a Microsoft Excel file, click **Download**.
4. 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 receipts.
- Enter any comments regarding the receipt.

When finished, click **Save**.

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 Business Purchasing Service Center.

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 codes, click on the first code in the range, press and hold **Shift**, and click on the last code in the range.
 - To select multiple codes individually, press and hold **Ctrl** while you click on the codes.

Click the  icon to move the selected codes 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 All to include all users.						
Card Number	(Only displayed if you select a name (not All) for User Name .) If the user has multiple cards, select a card number from the list or All 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 border="0"><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 Transaction Date to include transactions based on the date a transaction occurred. Select Posting Date to include transactions based on the date transactions 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**). Click **Select Cardholder**.
5. Enter report criteria.

Card Number*	If the user has multiple cards, select a card from the list (or All).
Date Type	Select Transaction Date to include transactions based on the date a transaction occurred. Select Posting Date to include transactions based on the date transactions 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 the transactions included in the report by amount, specify a start and/or end amount. Use the operator lists to specify how to apply the amount you enter. For example, you can select >= (greater than or equal) 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">• Select = as the start amount operator.• Enter a start amount.• Leave the end amount field blank. When entering an amount: <ul style="list-style-type: none">• Do not include a dollar sign.• If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter 100, the amount applied is \$100.00.
G/L Status*	Specify whether to include only open transactions, only closed transactions, or both (All).

* Displayed for the Transaction Detail report only.

6. Click **Submit**. The system sends you an e-mail when the report is ready to access.

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 Print 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 john 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 john and John 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 Name Line 1 , Enter the cardholder's first name, an asterisk, and last name (John*Smith , for example).
MCC Strategy	Use these fields to specify which merchants the cardholder is authorized to use. For Select Strategy , click Inclusion . The system displays a list of available groups. Select one or more groups in the Available Groups list and click the  icon to move the groups to the Selected Groups 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**.