The Commercial Card Expense Reporting (CCER) service

Quick reference — Cardholder

WELLS FARGO

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://wellsoffice.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

1. Do one of the following:
   - To view an open statement (a statement not yet closed by the Program Administrator), select **Manage Statements > Review Open 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 and have multiple cards, select a card from the 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: • 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.	3
Enter a description for a charge.	3
Dispute a charge.	3
Request a copy of a transaction receipt.	3

TM-2036 May 2009

Reviewing a statement (continued)

Task	See page
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 a company, such as a project ID or department code).

When reviewing a previous statement, you can:

- Add or edit descriptions (available up to 60 days after the end of the statement period).
- Mark a charge as receipt attached (available up to 60 days after the end of the statement period).
- Click a merchant link to view merchant details.

5. For cycle-to-date charges or a previous statement, click **Save** to save any changes.

   For an open statement, do one of the following:

   - To save your changes and keep the statement open, click **Save**.
   - If you have reviewed all charges, input all information, and made all changes for the statement, you can click **Statement Reviewed** to save your changes and close the statement.

Note *Once you click **Statement Reviewed**, you can no longer modify the statement.*

When you click **Statement Reviewed**, the system sends an email to let the approver know that the statement is ready for approval.

Note *To save your changes, you must click **Save** or **Statement Reviewed**. Otherwise, your changes are not saved when you exit 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, you may need to enter your bank account information before you can mark a charge as a personal expense. See Specifying bank information for out-of-pocket and personal expenses on page 5.*

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, you may need to enter your bank account information before you can enter an out-of-pocket expense. See Specifying bank information for out-of-pocket and personal expenses on page 5.*

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**.

   To delete an existing expense, check the box for one or more expenses and click **Delete**.
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: • 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**.

Generating reports

Requesting a Transaction report

1. Select **Reports > Create Transaction Report** in the navigation bar.
2. Enter report criteria.

Card Number	If you have 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: • Select **=** as the start amount operator. • Enter a start amount. • Leave the end amount field blank. When entering an amount: • 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**).

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

Accessing Transaction reports

1. Select **Reports > Transaction Summary** 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 declined charges

1. Select **Reports > View Declines** in the navigation bar.
2. Declined charges are displayed.

   If you have multiple cards, you can list declines for another card by selecting a different card from the list and clicking **Select Card**.

Viewing/editing user information

Editing your personal profile

1. Select **User Information > Personal Profile** in the navigation bar.
2. Most of the information in your profile is for display only. You can use the following fields.

Card Number	If you have multiple cards, select a card from the list.
User Information	You can make changes to the name and email fields.
Available Credit	Click to redisplay the page with the current available credit amount.

3. After making any changes, click **Save**.

Specifying bank information for out-of-pocket and personal expenses

Use this option to enter information for your personal bank account. You receive credits to this account to reimburse you for any out-of-pocket expenses, and your account is debited to pay for any personal expenses.

Note *Wells Fargo uses the bank information you enter here solely to manage reimbursements and any personal expense payments related to your commercial card use. Your bank information is not displayed or otherwise accessed by any other CCER user.*

To specify bank information

1. Select **User Information > Bank Information** in the navigation bar.
2. You can complete the following fields.

Authorization	Check the box to authorize your company to use electronic transactions to reimburse you for out-of-pocket expenses and/or debit you for personal expenses. Transactions will not occur unless the box is checked.
Account Type	Indicate whether the account is a checking or savings account.
Bank Account Number	Enter your account number.
Bank Routing & Transit Number	Enter your bank's nine-digit routing/transit number (RTN). The number is usually the first field in the MICR line at the bottom of a check between two ⑆ symbols. ***Note*** *Do not use the RTN on a deposit slip, since it may have a different number your bank uses for internal routing.*

3. After making any changes, click **Save**.

Submitting a credit limit change request

1. Select **User Information > Credit Limit Change Request** in the navigation bar.
2. Complete the following fields.

Card Number	If you have multiple cards, select a card from the list.
Requested Monthly Limit	Enter the requested limit amount. When entering the amount: • Do not include a dollar sign. • Enter the amount in whole dollars. For example, to input the amount as $1,000.00, you would enter **1000**.

3. Click **Submit**. The request is sent to a Program Administrator or Approver for approval.