The Commercial Card Expense Reporting (CCER) service

WELLS FARGO

Quick Reference — Out-Of-Pocket (OOP) Only

Accessing the Commercial Card Expense Reporting (CCER) Service

1. Sign on to the *Commercial Electronic Office*® (*CEO*®) 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, select 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*® service is available at the following address.

https://wellsoffice.wellsfargo.com/ceopub/prc/mbl-comm-crd-xpns-rptg/index.jsp

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

Exiting the CCER Service

To exit the CCER service, select **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 menu. To switch to a different role, select on the link for the role.

Managing Statements

Reviewing a Statement

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 view an open statement (a statement not yet closed by the Program Administrator), select **Manage Statements > Review Open Statements** in the navigation menu.
   - To view out-of-pocket expenses for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation menu.
   - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation menu.
2. If you are reviewing an open statement or a previous statement, select the statement and select **View**.
3. When reviewing a statement, you can:
   - Select **Statement Receipt Actions** (only displayed if images are available) to display images of receipts for charges in the statement or to tie a statement-level receipt to a transaction.
   - Select **Print** and then choose **Selected Statement** to print the statement.

Displaying Expenses for a Statement

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

To Display Expenses

1. Select **Manage Statements** > **Review Open Statements** in the navigation menu.
2. Select expense.

Together we'll go far

Radio button, Start Date	To select a statement, you can: • Select the radio button for the statement and select **View**. Select the **Start Date** link for the statement.
Receipt Images	If displayed, you can select the link to display receipt images for the statement.
View Receipt Images	Displayed if receipt images are available. Select to display images.
Print Version	Select to display the statement in a format more suitable for printing.
Out-of-Pocket Expenses	Select to view any OOP expenses entered for the statement period. *See Entering Out-of-Pocket Expenses*.
Checkboxes	Check to take action on one or more expenses.
Custom Fields	If displayed, you can select the icon to display a list of values for an entry.
Upload	Upload a receipt.
Receipt Submitted	Check a box to indicate that the OOP-only user has submitted receipts for the expense. Select **Save** after checking or clearing any boxes.
Description	Select to edit the description for an individual expense. See *Modifying Expenses*.

Modifying Expenses

1. Display expenses for a statement as described in *Displaying Expenses for a Statement*.
2. Check the box for one or more expenses. Select **Modify.**

Upload	Upload a receipt.
Receipt Submitted	Check the box if the user has submitted a receipt for the charge.
Description	Enter a description for the charge. If you are editing multiple charges, you can apply the description from the first charge to the other charges by selecting **Apply to All**.
Data fields	Complete as needed. If displayed, you can select the icon to select an entry.

3. When finished, select **Save**.

Uploading a Receipt to a Transaction

You can upload receipts to a transaction in the following ways:

- Fax
- Email
- Mobile
- CCER Desktop

Follow guidelines for uploading receipts.

Marking Transactions as Receipt Submitted

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

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

Submitting Receipts via CCER Desktop

1. In the **Manage Statements** section of the navigation menu, 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 and have multiple cards, select a card from the list.
3. Select the **Add Receipt** icon in the **Receipt Image** column to add to a transaction, or select **Manage Statement Receipts** to upload to the statement.

Desktop Receipt Guidelines

- Valid file types are PDF, JPG, GIF, TIF, BMP, and PNG.
- Minimize image file size (or crop image if using a mobile phone) to improve retrieval time when viewing images in the CCER service.
- Upload a single file, with a maximum of five megabytes, per image receipt.
- If an error persists, check file properties, ensuring that no encryption is applied.
- Only one file at a time can be attached to a transaction. Add files separately if you have multiple receipts for a transaction.
- Receipts can be detached from a transaction, but they will remain at the statement level unless you delete the receipt.
- Receipts can be moved from one transaction to another by detaching the receipt from the original transaction, going to the statement level receipts, selecting the receipt, and attaching it to a different transaction.
- To view all receipts for a statement period regardless of how the receipts were submitted or if they are attached to a transaction, select **Statement Receipt Actions** and choose **View All Receipts PDF**.

Submitting Receipts via Email or Fax

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 menu, 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.
3. Select **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.

Email and Fax Receipt Guidelines

- Include only one cover sheet, followed by the receipts for that statement in a single PDF.
- Bar codes on the cover sheet must be clear and easy to read.
- Emails configured in non-rich text format have a better success rate.
- Individual receipts attached in an email must be in PDF, JPG, GIF, TIF, BMP, or PNG formats.
- Include only one cover sheet per email. You may attach multiple image files in one email.
- Improve receipt image quality by scanning receipts in black and white instead of color or grayscale.
- Email signature lines or logos are invalid file types and cannot be included in a PDF.
- Send a new email with the PDF attached. We cannot accept embedded attachments in a forwarded email.
- The maximum allowable size for an email and all attachments is 30 megabytes. We recommend five megabytes per image receipt (file).
- Receipts submitted via email or fax remain at the statement level and cannot be attached to individual transactions.

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 select **View**.
4. The system displays receipt information for the selected period. Select **View Receipts** to view the available images.

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 Expenses*.

1. Select **Manage Statements > Review Open Statements** or **Manage Statements > View Cycle-to-Date**.
2. To enter a new expense, select **Add an Expense**.

   To edit an existing expense, check the box for one or more expenses and select **Modify**.

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

When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Select 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 select the icon to select an entry.

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

Note: Out-of-pocket expenses that remain unapproved after the approval period will not be submitted for reimbursement, and will reappear in the next statement cycle.

Generating Reports

Requesting a Transaction Report

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

Date Type	Select either **Transaction Date** or **Posting Date**.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Select 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 **>=** 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, **100** is assumed to be $100.00.
G/L Status	Specify whether to include open transactions, closed transactions, or both (**All**).

3. Select **Submit**. The system sends you an email when the report is ready.

Accessing Transaction Reports

1. Select **Reports > Transaction Summary** in the navigation menu.
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	Select to display the report in a separate window. Select **Print** to print the report.
Download Excel	Select to download the report in Microsoft Excel format.

Viewing/Editing User Information

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 menu.
2. The system displays your personal profile.
3. After making any changes, select **Save**.

Specifying Bank Information for Out-of-Pocket 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.

Note: Wells Fargo uses the bank information you enter here solely to manage reimbursements 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 menu.
2. Complete the following fields.

Authorization	Check the box to authorize your company to use electronic transactions to reimburse you for out-of-pocket 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. It may have a different number your bank uses for internal routing.

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