Wells Fargo Commercial Card Expense Reporting (CCER) Cardholder’s Guide

Related Website:
https://www.wellsfargo.com/com/
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<tr>
<th>PRORAM ADMINISTRATORS</th>
<th>TELEPHONE</th>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pam Parker</td>
<td>508-286-3438</td>
<td><a href="mailto:parker_pamela@wheatoncollege.edu">parker_pamela@wheatoncollege.edu</a></td>
</tr>
<tr>
<td>Sue Lunetta</td>
<td>508-286-3439</td>
<td><a href="mailto:lunetta_susan@wheatoncollege.edu">lunetta_susan@wheatoncollege.edu</a></td>
</tr>
<tr>
<td>Meghan Kass</td>
<td>508-286-3440</td>
<td><a href="mailto:kass_meghan@wheatoncollege.edu">kass_meghan@wheatoncollege.edu</a></td>
</tr>
<tr>
<td>Kim Lavallee</td>
<td>508-286-3433</td>
<td><a href="mailto:lavallee_kimberly@wheatoncollege.edu">lavallee_kimberly@wheatoncollege.edu</a></td>
</tr>
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INTRODUCTION

Commercial Card Expense Reporting (CCER) is an online reporting tool that allows you to access your Wheaton College corporate card 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, submit receipts either via fax or email, 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). In addition, there is an on-line help feature and access to additional documentation available within the system after you have logged into your account using the Company ID, User ID and Password.

CARDHOLDER RESPONSIBILITY

The Wheaton College credit card represents the college’s trust in you and your empowerment as a responsible employee of the college to safeguard and protect our assets. You assume responsibility for the protection and proper use of the corporate card. As a cardholder, you are responsible for collecting receipts to verify purchases for auditing. You are also responsible for submitting those receipts to Wells Fargo. You are responsible for watching for any unauthorized transactions on your statement and reporting and/or disputing them immediately.

GETTING STARTED

Login

To log into CCER go to: https://www.wellsfargo.com/com/

1. Enter the Company ID, User ID and Password. The Company ID = WHEAT413
2. Click **Sign On**

   If this is your first time logging in, you will be prompted to change your temporary password, answer two secret questions, read and accept the CEO Terms of Use Agreement and create a user profile.

**Creating a New Password**

![Image of Change Your Password form]

Your new password will expire in **120** days. After selecting a new password, you will see the below message box indicating the successful change of the password along with the date when the password will expire.

![Image of New User Setup]

**Answering Two Secret Questions**

![Image of Secret Question form]

All fields are required.

Secret Question 1
   Answer 1.

Secret Question 2
   Answer 2.
You will only be asked your secret questions in order to reset your 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 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.

**Creating a New User Profile**

In order to create a new user profile, you will need to provide the following information:

- Name & Title
- Telephone Number
- Email Address (last name_first name@wheatoncollege.edu)
No action is required when you reach the following screen. Tokens are only distributed to Program Administrators. You have now completed the new user setup. Please click **Go to CEO Homepage**.

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**CEO HOME PAGE**

The home page is your starting place once you have successfully logged into the CCER. You can read important news information or link to other resources. To access CCER and review your corporate card transactions, click on **“Commercial Card Expense Reporting”** on the upper left hand side of the screen under “My Services.”
FINANCIAL

Manage Statements
The CCER home page defaults to “Review Open Statements.” You will see your cardholder summary and charges for the billing cycle that just closed. You can view the transaction date, posting date, merchant name, custom fields and the amount for each charge.

At the end of the billing cycle, you will receive an email directly from Wells Fargo as a reminder to complete your reconciliation. If you have not completed the reconciliation during the Reminder Period, a second Grace Period email will be sent. In the Cardholder Summary box, please note the start and end date of the statement. In addition, the Reminder Period and Grace Period dates are indicated. If you have not completed your reconciliation by the end date during the grace period, you will be “locked out” of your transactions. Your approver will then have to reconcile the charges on your behalf.

To view your current charges, you will click on “View Cycle-to-Date.” This screen will show the current charges on your statement as they post through the Visa® system.
You can also view statements from the last 13 months by selecting “View Previous Statements.”

Reclassify, Add Descriptions, Split & Reclassify, Dispute

Some of the available functionality within CCER includes:

- **Role** – Determines functionality within CCER (Cardholder, Reconciler, Approver)
- **Reclassify** – Reallocate a transaction to fund, org, account, and activity code.
- **Add Description** – Provide the business purpose for this transaction.
- **Split & Reclassify** – Divide a transaction multiple ways.
- **Dispute** – Dispute a transaction.
- **Copy Request** – Request a copy of the merchant submission (Fee may apply).
Role
There are three roles available to cardholders—Cardholder, Reconciler or Approver. It is possible to have one or multiple roles. The role you select is dependent upon the function you are performing.

Cardholder: Reviewing your personal transactions.
Reconciler: Reconciling another cardholder’s transactions.
Approver: Approving transactions of cardholders for whom you have supervisory responsibility.

Reclassify
To reclassify accounting for a transaction in either “Review Open Statement” or “View Cycle-to-Date,” Select All. Click Reclassify.

Receipt Attached
Transactions $25.00 or less do not require a receipt. For all other transactions, please click this box.
**General Ledger Code** (Account Number)
Some default account numbers have been set up for certain merchant code types (i.e., airline, hotel), but you have the ability to change these account numbers. If the field is blank, please click on the magnifying glass icon to see the list of available account numbers. You may filter the list if you know the account number or the account description, and then select the appropriate account number. You may also scroll through the list to select the appropriate account number.

**NOTE:** If there is a specific account number that you require for a specific transaction and it is not on the list, please contact one of the Program Administrators and we will add the account number to the list.

**Description**
Please enter the business purpose for the transaction. Your initials should be entered first, followed by the business purpose. Avoid special characters, such as `< > % ; ( ) & + \ # ? { } ^ ~ [ ] "

**NOTE:** Banner will truncate this description after 35 characters.

**Unique ID**
Your unique ID will default into this field. No action is necessary for reconciliation.
Org
All cardholders have a default org number and some cardholders have multiple org numbers. You may change the org number by clicking on the magnifying glass icon. You may filter the list if you know the org number or the org name, and then select the appropriate org number. You may also scroll through the list to select the appropriate org number.

NOTE: Org numbers are specific to the cardholder. If there is an org number that you require but it is not on the list, please have your supervisor send an email to one of the Program Administrators and it will be added to your profile.

Program Code
All cardholders have a default program code. The org number is directly linked to the program code. If you change the org number, the program code may need to be changed. When you click on the magnifying glass, you should only see one program code. Please select this program code.
Fund
The operational fund number, 111000, will default into this field. Additional fund numbers are available by clicking on the magnifying glass. You may filter the list by fund number or fund description.

Activity Code
An activity code is optional, and you may type the activity code into this field as needed. Please use capital letters.

Once you have reclassified all transactions for the Open Statement or Cycle-to-Date transactions, please click Save. At the top of the screen click Return to Charges.

Reviewing Statements
When you have finished entering the budget allocation and business description for each transaction, please click on Statement Reviewed.

NOTE: The Statement Reviewed button will not appear until the start of the reconciliation period.

A message box appears indicating that an email will be sent to your Approver informing them that you have completed reviewing your statement. In the upper right hand corner of the screen, select Print and then Print Cover Sheet.
Receipt Images
Receipts may be submitted to Wells Fargo by either fax or email. The printed cover sheet should be the first page. The cardholder will receive an email from Wells Fargo when the receipt images are available. If you log into your account and select Review Open Statement, the View Receipt Images link will be located in the upper right hand corner of the screen. You may need to maximize your screen to view Print and View Receipt Images.

Please refer to the instruction on page 15 for submitting receipt through CEO Mobile.

Cover Sheet
An example of the cover sheet is noted below. The email address and fax number are noted on the cover sheet.

Split & Reclassify
You can also split transactions by amount or by percentage, which allows you to divide and reallocate a transaction into multiple budget allocations. Select Add a Split to create a new row and begin the split process.

Dispute
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.
In CCER, you can view declined transactions to determine the reason for the decline. All declines usually appear within 48 hours. Under the “Reports” tab, click View Declines. Please contact a Program Administrator if you are unable to resolve the issue.

**Personal Profile**

You can view your personal profile under the “User Information” tab on the left side menu. Your personal profile includes:

- User Information
- Roles, Privileges & Assignments
- Card Information (billing address)
- Default Custom Fields
- Account Parameters (spending limits, available credit)

**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](https://ceomobile.wf.com)
- Android users can go to the Google Play Store to download the CEO Mobile© app [https://play.google.com/store/search?q=Wells%20Fargo](https://play.google.com/store/search?q=Wells%20Fargo). NOTE: This link only works when viewed on an Android device.

Via the CEO Mobile, cardholders can:

- View available credit
- View posted transactions
- View declines
- Upload receipt images
Upload Receipt Images via CEO Mobile

With the new mobile Commercial Card Expense Reporting (CCER) receipt image capture feature, cardholders no longer have to return to their desks to email or fax expense receipts. You can simply take photos of receipts and upload them with your smartphones.

- Take photos of receipts in advance or later when logged into CEO Mobile using their camera feature.
- Sign on to the CEO Mobile App using your CEO portal credentials.

- Click the Commercial Card Expense Reporting link on the CEO Mobile home screen to access the CCER service.
- Select “Upload - Receipts”

- Select Statement Type:
  - Cycle-to-Date: current billing cycle-1st day of the month through last day of the month
  - Open: receipts are uploaded during the reconciliation period
- Select “Continue.”
- Select images from device gallery. You may upload 4 images in a single upload. (The camera icon may be used to take receipt image at the time of transaction. You must be logged into CEO Mobile to use the camera icon.)
- Select “Done.”
- Email Confirmation Option: Yes or No to confirm upload of receipts.
- Select “Submit.”
- Select “Done.”
- If you select “Yes” for email confirmation, you will receive an email confirming successful upload of the receipts. This usually takes about 15-30 minutes.
- You will receive a second email from CCER stating that receipt images are available. The length of time will vary.

**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.