The Commercial Card Expense Reporting (CCER) service
Quick Reference — Reconciler

WELLS FARGO

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, 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*® 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, 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

Note: Available options 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 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:

   - Select a user from the **User Name** list.
   - If the user has multiple cards, select a card from the **Card Number** list.

3. When reviewing a statement, you can:

   - Click **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.

   - Click **Print** and then choose **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:

Together we'll go far

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 a 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
Request a copy of a transaction receipt.	3
Upload a receipt	3
Mark a charge as receipt submitted.	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).

When reviewing a previous statement, you can:

- Add or edit descriptions.
- Upload a receipt.
- Mark a charge as receipt submitted.
- Click a merchant link to view merchant details.

6. 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 to 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. 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 Submitted	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 (10 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 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**.

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 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 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 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:
   - Select a user from the **User Name** list.
   - 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.

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 click **View**.
4. The system displays receipt information for the

selected period. Click **View Receipts** to view the available images.

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**.

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

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: • 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 finished, click **Save**.

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:
   - Select an option from the **Search By** drop-down list (**General Search**, **Batch Number**, **Disbursement Number**, or **Invoice Number**).
   - 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.
	All — Include all card numbers
	Inactive — Include only inactive card Numbers.
	Active — 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 **Cardholder Name** 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

Requesting a Transaction Report

1. Select **Reports > Create Transaction Report** in the navigation bar.
2. Select a cardholder from the list (or **All**).
3. 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 they occurred.
	Select **Posting Date** 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 **>=** 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**).

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

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.

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**.