

# Logging In To Wells Fargo CEO Portal



# Introduction

**The College of New Jersey has a contract with Wells Fargo Bank to provide chip-enabled VISA credit cards, also referred to as a Procurement Card.**

## **With it, we can:**

- **Streamline payments** by using one procurement method that works at point-of-sale and online, in the U.S. and around the world. From cardholder setup through purchase, settlement, and reporting, there's no need to enter data manually or rely on multiple systems.
- **Reduce processing costs** associated with authorizing, tracking, and reconciling payments.
- **Improve visibility** to expenses with flexible online and mobile reporting capabilities.
- **Strengthen fraud protection** with the enhanced security of EMV-enabled “pin and chip” cards. Every *WellsOne* Commercial Card also includes sophisticated 24/7 fraud detection.

# Commercial Card Expense Reporting (CCER)

## What is it?

- CCER is an internet reporting solution that allows on-line access to your card transactions at any time, from any location. It is accessed via Wells Fargo's secure *Commercial Electronic Office*<sup>®</sup> (CEO<sup>®</sup>) portal.

## Cardholders can:

- Review/reclassify transactions
- Input a business description for all transactions
- Split transactions
- Upload receipts via desktop or CEO mobile, email or fax (Required)

## Approvers can:

- Review/approve cardholder statements
- View receipts and statement summary reports

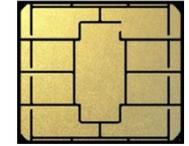
# To get started

After receiving your card...



- Activate your card by calling the toll free number located on the activation sticker
- During activation you will need your **Unique Identification Number (ID)** – **if you do not know your Unique ID**, please contact your internal Program Administrator to obtain
- During activation you will be asked to create a customized Personal Identification Number (**PIN**)
- Sign the back of your card
- Record the Wells Fargo Customer Service number (1-800-932-0036) located on the back of your card in your mobile device, or address book
- Sign on to the CEO and initialize your CEO User ID

# Chip and PIN Cards



## Card security

To enhance the security of your credit card purchases, your new commercial card will feature chip and personal identification number (PIN) technology, in addition to a magnetic stripe. With this card, you will have added identity verification and more flexibility at chip-enabled **and** traditional magnetic stripe terminals.

### About chip-enabled cards

- Most U.S. merchants use terminals that accept chip-enabled credit cards (cards that contain an integrated “circuit chip” that stores encrypted information). If you encounter a merchant that doesn’t, you may use your card by swiping at the point of sale.
- Chip-enabled terminals are used internationally. You may use your card to complete chip-enabled transactions in Europe, Asia, South America, and Canada.
- When you activate your card (by calling the provided number on the activation sticker), you will select a customized Personal Identification Number (**PIN**). Use this PIN for all chip-enabled transactions, as well as for cash advances, if you are authorized to make them.
- Whether in the U.S. or abroad, the first time you use your card to complete a chip-enabled transaction, you may be prompted to provide your signature instead of your PIN. **After the first use, you will only need your PIN to complete chip-enabled transactions.**
- If you forget or need to change your PIN, call the *WellsOne* Service Center at 1-800-932-0036.

# New User Sign On

Sequence of steps

- Sign on to the *Commercial Electronic Office*<sup>®</sup> (*CEO*<sup>®</sup>) using your temporary password
- Change your password
- Set up your secret questions
- Read and accept the *CEO* Terms of Use
- Confirm your profile information

# Wells Fargo home page

wellsfargo.com

The screenshot displays the Wells Fargo website's navigation and main content area. At the top left is the Wells Fargo logo. To its right are links for 'Personal', 'Small Business', and 'Commercial', with the 'Commercial' link highlighted by a purple box. Further right are links for 'Customer Service', 'Locations', and a search bar. On the far right of the top navigation is a link for 'About Wells Fargo'. Below the navigation is a secondary menu with 'Products and Services', 'Industry Expertise', and 'Insights'. The main content area features a large image of a woman and a man in business attire. On the left side of this image, a purple box highlights a 'Commercial Electronic Office® Portal' with a 'Sign On' button and a lock icon. Below this are links for 'Get CEO Mobile®' and 'Fraud Protection'. On the right side of the image, a dark red box contains the text 'Helping you stay competitive' and 'At Wells Fargo, we help businesses by really getting to know their people and their plans', with a 'Learn More' button below it. Three small white circles are visible at the bottom right of the image area.

# Change your password

**WELLS FARGO** Commercial Electronic Office®

## New User Setup

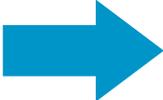
1 Change Password    2 Secret Questions    3 Terms of Use    4 Profile

\* All fields required

Current Password

New Password

Re-enter New Password



### Password Requirements

**Must Contain:**

- ✓ 8 to 14 characters
- ✓ At least one letter
- ✓ At least one number
- ✓ At least one of the following special characters: ! @ # \$ % & \* ( )

**Cannot Contain:**

- Your first or last name, company name, company ID, user ID
- Your previous six passwords
- Names of months (ex. march123)
- Three or more repeating characters (ex. XYZ000)

# Set up your secret questions

**WELLS FARGO** Commercial Electronic Office®

## New User Setup

1 Change Password    2 Secret Questions    3 Terms of Use    4 Profile

✔ Password Changed. Your password will be valid for 120 days and will expire on 09/17/20xx.

Secret Question 1: What was your first pet's name? ✔

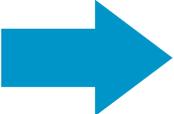
Answer 1: Baron ✔

Secret Question 2: What was the model of your first car? ✔

Answer 2: SL2 ✔

**Answers Guidelines**

- Answers are not case sensitive
- Use only letters, numbers, apostrophes, hyphens, or spaces
- Capitalize proper names only
- Create simple but meaningful answers

 [Continue](#)

# Read and accept the *CEO* Terms of Use

**Commercial Electronic Office®**

## New User Setup

- 1 Change Password
- 2 Secret Questions
- 3 **Terms of Use**
- 4 Profile

✔ Secret Questions saved.

ℹ You must accept the Terms of Use to complete your New User Setup. To print the Terms of Use, select the Terms of Use link from the footer on the Sign on Page or the CEO Homepage.

### CEO Portal Terms of Use

You have now entered the *Commercial Electronic Office (CEO®)* business portal at the website for Wells Fargo Bank, N. A. ("Wells Fargo"). Through the *CEO* portal you will be able to use certain financial services (the "Services") of Wells Fargo or its affiliates (the "Affiliates"). The term "Affiliate" means the parent company of Wells Fargo, Wells Fargo & Company, and any present or future company that controls, is controlled by, or is under common control with Wells Fargo Bank N.A.

A Service may be used through the *CEO* portal only after: (a) you agree to these Terms of Use, (b) you or your company accepts an online access agreement and/or other agreement(s) required to receive the Service, and (c) you or your company accepts the application forms, instruments, rules, standards, policies, instructions, and other documents and forms required to receive and use the Services (the "Service Forms").

**YOU MUST AGREE TO THESE TERMS OF USE BEFORE USING THE CEO PORTAL.** To agree to these Terms of Use, you must, using your mouse, keystroke, or other device, select the **I Accept** button at the end of these Terms of Use. Selecting **I Accept** will be deemed the legal equivalent of your handwritten signature and will constitute your agreement with Wells Fargo and its Affiliates to these Terms of Use, to any other terms and conditions appearing on any screen on this website when enrolling for or using any of the Services, and to the rules, policies, procedures, and notices that apply to this

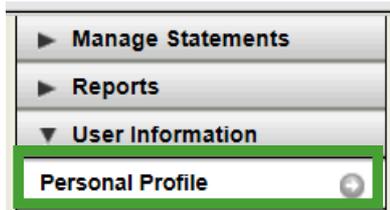
**I Accept**

# Confirm your profile Contact Information

Enter your email and phone information; **Save**, then **Continue...**

The image shows a two-step process for setting up a new user profile. The first step, 'New User Setup', includes a progress bar with four stages: 1. Change Password, 2. Secret Questions, 3. Terms of Use, and 4. Profile. The 'Contact Information' section is highlighted with a green box and contains the following fields: Name (Kilgore Trout), User ID (KTROUT1), Email (k.trout@example.org), Re-enter Email (k.trout@example.org), Fax Country Code, Fax Number (xxx-xxx-xxxx), Phone Number 1, Device Type (Mobile), and Country Code (1) with Phone Number (123-987-6540). A 'Save' button is at the bottom left. A 'Confirmation' dialog box is overlaid on the right, showing a green checkmark and the message 'Your changes have been saved.' Below this, the 'Contact Information' is repeated: Name (Kilgore Trout), User ID (KTROUT1), Email (k.trout@example.org), Fax, Phone Number (123-987-6540), and Phone Number (123-456-7890). A 'Continue to CEO' button is at the bottom right. Green arrows point from the 'Save' button to the 'Confirmation' dialog and from the 'Continue to CEO' button back to the 'New User Setup' form. A small 'Select Landline Mobile' pop-up is also visible over the 'Phone Number 1' field.

# Personal profile



Text and Email Alerts:

[Manage Alerts](#)



Click on link to Manage Alerts

Unique ID:

xxxxx6789

## Card Information

### Mailing

Address Type: USA  
Address Line 1: 2000 PENNINGTON ROAD  
Address Line 2: GREEN HALL 207  
City: EWING  
State: NJ  
Zip Code: 08618-1104



Billing address for online and phone orders

### Account Parameters

#### Templates

Selected Template:

#### Limits

Daily Number of Transactions:  
Monthly Number of Transactions:  
Daily Dollar Limit: 0.00 USD  
Monthly Credit Limit: 5,000.00 USD  
Single Purchase Limit: 0.00 USD  
Available Credit: 3,553.10 USD as of 09/13/2012 01:38 PM PT   
Declining Balance: No  
Number of Months Active: 0



Click to retrieve current available credit

You can also contact the WellsOne Service Center 24/7 at 1-800-932-0036 to obtain available credit. Must provide Unique ID to obtain any information

# Commercial Card Account Services

## Contact Information (mobile # and email address for alerts)

WELLS FARGO Commercial Card Account Services

← Contact Information

Contact Information

Manage Alerts

Either a mobile phone number or email address is required. Enter both to receive text and email alerts.

Note: Alerts cannot be sent to international phone numbers.

Mobile

Email

Submit

When managing alerts, you'll be brought to the Commercial Card Account Services page (CCAS)

In the **Contact Information** menu on the left, identify either your **mobile phone number** or **email address**. Enter both to receive *both* text and email alerts

Alerts cannot be sent to international phone numbers

**Submit** when finished

# Commercial Card Account Services

Alerts offered for purchases, available credit, declines & fraud

**Alert Information**

Change your alerts for card number xxxx-xxxx-xxxx-8920 below.

**Purchases**

Alert

\* Purchase Threshold  USD

**Online Purchases**

Alert

**Available Credit**

Alert

**Decline**

Alert

**Fraud**

Alert

A **Purchase Threshold** is required for general **Purchase** alerts (alerts are sent when this threshold is exceeded)

**Online Purchase** alerts are issued on *all* online card activity

The **Available Credit** alert is requested by texting "**Avail**" to **93236** (amount of available credit is be received back via selected delivery channels)

8392: 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. FRAUD RESTRICTED. For assistance call [800-932-0036](tel:800-932-0036)

Fraud alert. Card 8392, 03/01/17 11:31 PT, SUTHERLANDS 2810, \$1.91. Text 1 for Valid or 2 for Not Valid within 24 hours. For assistance call [800-932-0036](tel:800-932-0036)

Thank you for your response. Please try your transaction again. For assistance call [800-932-0036](tel:800-932-0036)

During first time enrollment, if alerts are set to **“by Text”**, you will receive an **Opt-In** text message on your mobile device (reply **“YES”** or **“START”**)

Email alerts do not have an opt-in process so they will begin immediately

\*All cardholders are automatically enrolled for Fraud alerts via email



## Defend Your Company from Fraud

### Watch Out for Different Types of Fraud

#### Phishing Emails

- These are fake emails, sometimes with links to fake websites, trying to scam you into surrendering private information.
- Do NOT provide any information to fake emails or links from those emails.



#### Fraudulent Phone Calls

- Never tell anyone your CEO portal Password, Token Passcode, and PIN number.
- Only give your User ID and Company ID when you are sure the call is from a Wells Fargo representative.
- It is good practice to never offer information unless you initiate the call or are expecting a call from a Wells Fargo representative.

### Help! I might have received a fraudulent email or phone call!

- If you receive a fraudulent phishing email or telephone call, report the details to **ReportPhish@wellsfargo.com**.
- Contact your relationship manager or call toll free at 1-800-AT-WELLS (1-800-289-3557).

# CEO® Home

## Access the Commercial Card Expense Reporting service

The screenshot shows the CEO Home interface with several key elements highlighted:

- Commercial Card Expense Reporting:** A button in the main navigation bar, highlighted with a purple box and a blue arrow pointing to it.
- Support:** A dropdown menu on the right side of the page, highlighted with a blue arrow pointing to it. It contains the following links: Help, Resources, Contact Us, Locations, Holiday Schedule, and CEO Expert Community.
- User Profile:** A dropdown menu for the user 'MOLLY CAMPBELL' (highlighted with a green box) containing options like 'Last login: October 07, 2016 at 1:53 pm PDT', 'User Profile', 'Change Password', 'Edit Secret Questions', and 'Preferences' (highlighted with a blue box).
- Preferences:** A detailed view of the 'Preferences' settings, showing 'Automatic Access' set to 'No' and an 'Edit' button (highlighted with a blue box).

- Click the link for **Commercial Card Expense Reporting**. A separate browser window opens and displays the CCER service
- Click on **Help** to register for free online CEO product training and to download Quick Reference and User Guides.

If CCER is the *only* service that you will access, you can choose to automatically open CCER each time you sign on - bypassing the CEO home page (Edit Automatic Access / turn on and Save)

# Contact information

- WellsOne Service Center - 1-800-932-0036
  - From outside of the United States call 1-612-332-2224
  - **Call immediately if your card is lost, stolen or suspected missing**
  - For immediate decline information
  - To access the automated voice response system for the following information:
    - Current balance
    - Available credit
    - Reset PIN
- Contact a program administrator if:
  - You have questions about your card
  - Need to increase your credit limit
  - Change jobs
  - Need to order cards for other employees

Program Administrators:

Cherese Rucker  
Debra Watson

Program Sponsor:

Lloyd Ricketts

Program Auditor:

Loretta Maguire

# Thank you!

