

Wells Fargo Commercial Card Expense Reporting (CCER) User Guide

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Wells Fargo Commercial Card Expense Reporting (CCER) User Guide:

Introduction:

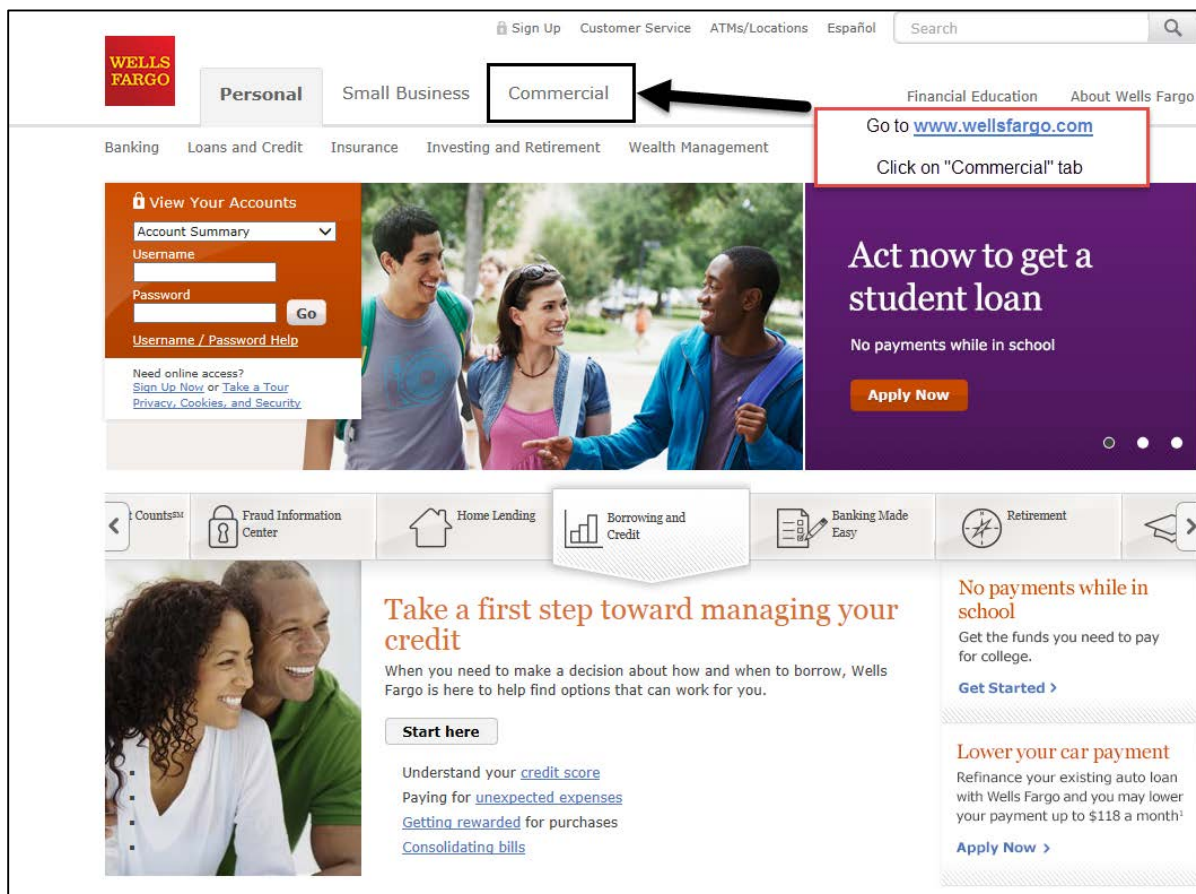
After attending the cardholder training you will receive your purchasing card which will be sent to you via campus mail. Each Cardholder has been assigned a **Unique ID**, which is your **Carleton Employee ID**. This number can be found on your pay advice on the [HUB](#) or on the Campus Services [OneCard Dashboard](#). Employees hired after 5/16/2012 will also find their ID printed on the back of their **OneCard**. **You must know this number for card activation and customer service calls.**

New cardholders will receive a Welcome Email from Wells Fargo with instructions about accessing the Wells Fargo Commercial Card Expense Report (CCER) site. CCER is an internet reporting solution that allows on-line access to your Carleton Purchasing Card transactions at any time, from any location. It is accessed via Wells Fargo's secure Commercial Electronic Office (CEO) portal.

New User Login Steps:

If you are a new user and this is your first time signing onto the CEO portal, you will need to take the following steps to successfully sign on:

- Login to www.wellsfargo.com (Tip: **Internet Explorer** and **Safari** browsers work best with this site).
- Click on the "Commercial" tab.



- Click Sign On under the Commercial Electronic Office Portal.

- Enter your login information received through the welcome email. **Carleton's Company ID is Carle057.** **Bookmark this page for future use.**

Commercial Electronic Office sign on

- Simply enter your:
 - Company ID
 - Carle057
 - User ID
 - Unique to user
 - Password
 - Unique to User

- Bookmark this page for future access


- Upon successful login, follow the steps to create a new password.

Change password

My Profile

Change Password

Enter your **Current Password**. Create a new password by entering then re-entering the password in the fields. If you need assistance assistance, call toll free 1-800-AT-WELLS (1-800-289-3557), option 5.

 **All fields are required.**

Current Password:

New Password:

Re-enter New Password:

Save [Cancel](#)

Passwords must contain the following:

- 6 to 12 characters
- At least one number
- At least one letter


It is also recommended that your password should have at least one special character (Examples: ! * % \$).

Passwords cannot be the same as, or include:

- Your first name
- Your last name
- Company name
- Company ID
- User ID
- Previous 6 passwords
- Names of months (Example: march123)
- The same character repeated 3 times or more (Example: 2Kaaa5)

- You will receive notification indicating the successful change of the password along with the date that the password will expire (**password valid for 120 days**).

Change Your Password

 Your password has been changed. It will be valid for 60 days and will expire on 09/06/2009. Click **Continue** to go to the CEO[®] portal home page.

Continue

- Next answer two secret questions that will allow you to reset your own password in CCER. You will be prompted to answer these questions if you incorrectly enter your password twice in the same session.

Answer two secret questions

Edit Secret Questions

Your secret questions and answers provide an additional level of security for your online banking services. Choose questions from the drop-down menus below and answer in the fields provided. Please ensure your answers contain only letters, numbers, apostrophes, hyphens or spaces. If you choose the date question, your answer must read MM/DD/YYYY.

* Required Field

Secret Question? *

Answer: *

Secret Question? *



Answer: *

Reset your own password in CCER

- Select a question from the drop down list
- Provide an answer
- Repeat the process with a different question
- Remember the answers!

- You will receive a welcome message that indicates the next steps you have left to complete:

Next steps

Commercial Electronic Office®

Welcome to the Commercial Electronic Office Portal

As a new user, you'll need to complete the following steps before beginning work on the CEO® portal:

Step 1: Accept the CEO Terms of Use.
Step 2: Create a User Profile.

- Read and accept the CEO Terms of Use.

New User Setup

To continue with your setup, you must accept the *CEO* Terms of Use. Please read and click **Accept**. If you do not agree to the Terms of Use, click **Decline**.

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* you will be able to use certain financial services (the "Services") of Wells Fargo or its affiliates (the "Affiliates").

A Service may be used through the *CEO* only after (a) you agree to these Terms of Use, (b) your company signs the Online Access Agreement and the other agreements required to receive the Service, and (c) 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").

TO AGREE TO THESE TERMS OF USE YOU MUST, USING YOUR MOUSE OR KEYSTROKE OR OTHER COMPUTER

- Edit the Profile ensuring that an accurate Carleton email address and daytime phone number are provided.

Edit Profile

Please take a few moments to update the following information. It will help us provide you with more personalized support, essential service status updates and an added level of security.

* Required Field

First Name:*

Middle Initial:

Last Name:*

Title:*

Functional Area:*

Email:*

Your Phone Number:*

Choose either United States OR International, and enter your phone number.

United States
Area Code Telephone Extension

International
Country Code City Code Telephone Extension

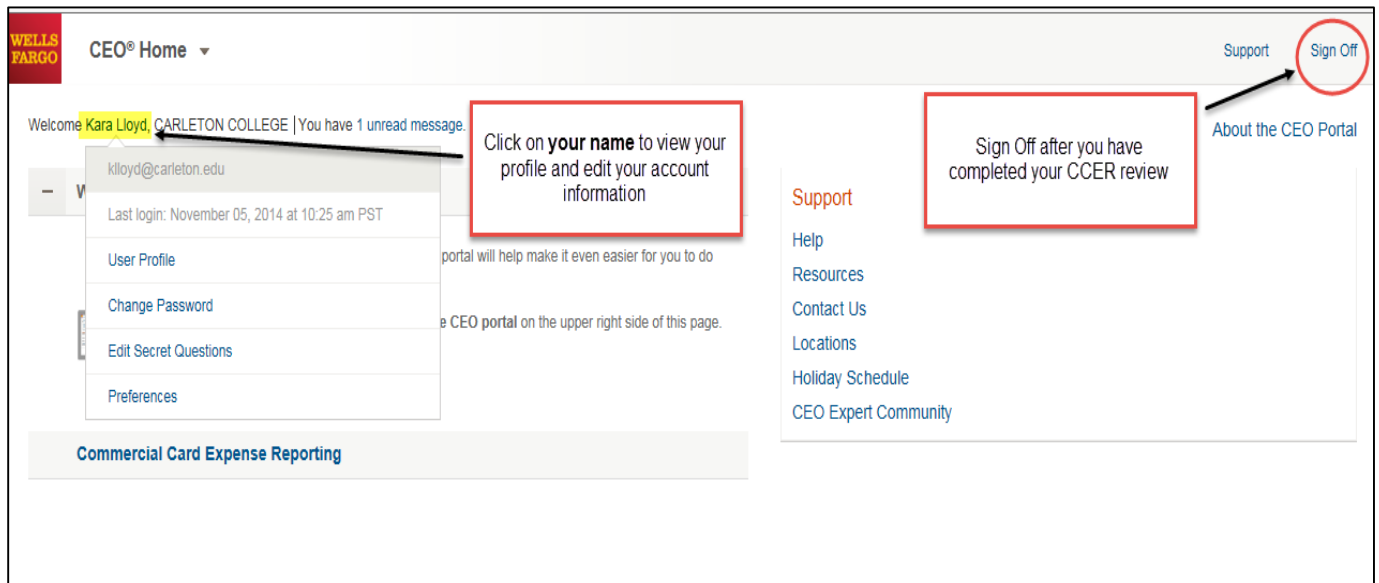
Your Fax Number:*

Choose either United States OR International, and enter your fax number.

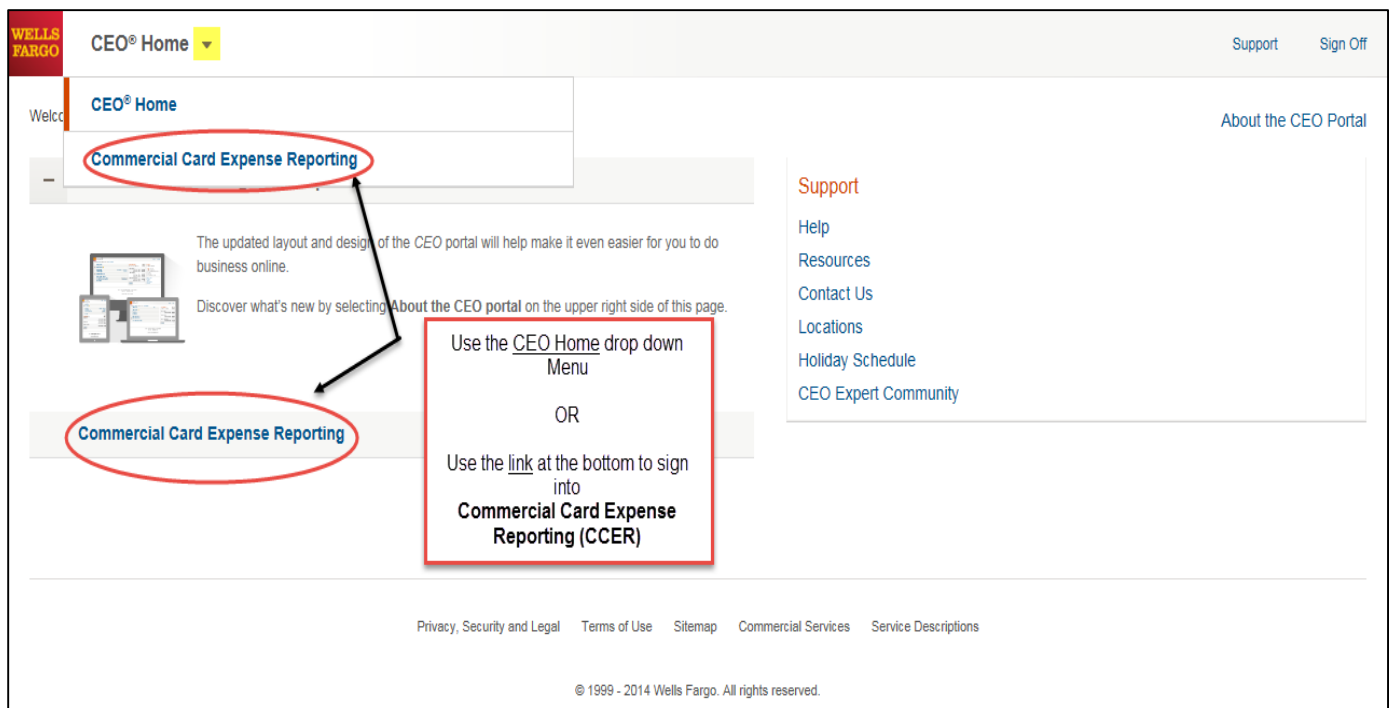
United States
Area Code Fax Number

International
Country Code City Code Fax Number

- Once you have successfully signed on you will see the CEO Home Page.
- You can view your profile and edit your account information by clicking on your name at the top of the page. The Sign Off button is located in the upper right hand corner of the page.



- To review your monthly statement, select **Commercial Card Expense Reporting (CCER)** by clicking on one of the two links provided on the CEO Home page. A separate browser window will open.



Cardholder: Responsibilities and Monthly Timeline

As a Carleton Purchasing Cardholder you have the responsibility to:

- Follow College policy and procedures
- Review your statement to verify that the charges are correct
- Collect and submit receipts for all purchases
- Complete your reconciliation by the due date
- Submit statement with corresponding receipts to your Approver
- Dispute any incorrect charges with the vendor directly prior to initiating an online dispute
- Keep the card (and card number) confidential
- Report lost or stolen cards immediately to Wells Fargo

To complete the online review of transactions on CCER follow these steps:

- 1) Receive Email Notification from Wells Fargo
- 2) Login to the CCER website www.wellsfargo.com
- 3) View your transactions by accessing **Review Open Statements**
- 4) Reclassify transactions by assigning the correct account codes to each transaction
- 5) Add informative descriptions to all of your charges
- 6) Mark the check box indicating that you are submitting a receipt for each transaction
- 7) Save any changes and mark your **Statement as Reviewed**
- 8) Print Statement and staple your receipts to the back of the page
- 9) Sign and Date front of statement
- 10) Forward your receipts to your Approver by the due date

Monthly Timeline for Cardholders and Approvers:

The following timetable for reviewing monthly statements must be followed:

- First Cardholder Reminder = 4 calendar days
- Second Cardholder Reminder (grace period) = 4 calendar days
- Approver Reminder = 4 calendar days
- Download of Transactions completed by the 15th of the month

Month	Statement End Date	Cardholder Reminder Period	Cardholder Grace Period:	Approver Period:
April	3/31/2016	4/1/2016 - 4/4/2016	4/5/2016 - 4/8/2016	4/9/2016 - 4/12/2016
May	4/30/2016	5/3/2016 - 5/6/2016	5/7/2016 - 5/10/2016	5/11/2016 - 5/14/2016
June	5/31/2016	6/1/2016 - 6/4/2016	6/5/2016 - 6/8/2016	6/9/2016 - 6/12/2016
July	6/30/2016	7/1/2016 - 7/4/2016	7/5/2016 - 7/8/2016	7/9/2016 - 7/12/2016
August	7/31/2016	8/2/2016 - 8/5/2016	8/6/2016 - 8/9/2016	8/10/2016 - 8/13/2016
September	8/31/2016	9/1/2016 - 9/4/2016	9/5/2016 - 9/8/2016	9/9/2016 - 9/12/2016
October	9/30/2016	10/1/2016 - 10/4/2016	10/5/2016 - 10/8/2016	10/9/2016 - 10/12/2016
November	10/31/2016	11/1/2016 - 11/4/2016	11/5/2016 - 11/8/2016	11/9/2016 - 11/12/2016
December	11/30/2016	12/1/2016 - 12/4/2016	12/5/2016 - 12/8/2016	12/9/2016 - 12/12/2016
January	12/31/2016	1/3/2017 - 1/6/2017	1/7/2017 - 1/10/2017	1/11/2017 - 1/14/2017
February	1/31/2017	2/1/2017 - 2/4/2017	2/5/2017 - 2/8/2017	2/9/2017 - 2/10/2017
March	2/28/2017	3/1/2017 - 3/4/2017	3/5/2017 - 3/8/2017	3/9/2017 - 3/12/2017

Cardholder: Email Notifications

You will be prompted through a series of email communications to complete your review each month:

- At the End of a statement period, you will be notified by email that it is time to review your statement. Here is a sample email message that you will receive when a statement is ready for review:

E-Mail notification

Cardholder statement ready for review

Statement review for 05/31/20XX

Dear Cardholder:

Your most recent statement is ready for review by accessing the Wells Fargo Commercial Card Expense Reporting system for the following card(s):

xxxx-xxxx-xxxx-1234

Please complete your review in a timely manner and forward your receipts as appropriate.

This is an automated email. Please do not reply to this message.

- You will have **8 calendar days** to review your charges. If you have not reviewed your statement within **4 days** of the first notification, you will have an **additional 4 days** (called the **grace period**) to complete the review and will receive a **second notification** as a reminder.
- **Please note, if you do not complete this review within the 8 calendar days, a notification will be sent to your Approver.** At this point the Approver may review the transactions on the cardholder's behalf. If you are out of the office during the review period, make arrangements to review your charges ahead of time.
- Here is a sample of the second email message that you will receive if you have not reviewed your statement within the first 4 days:



Cardholder: CCER Login

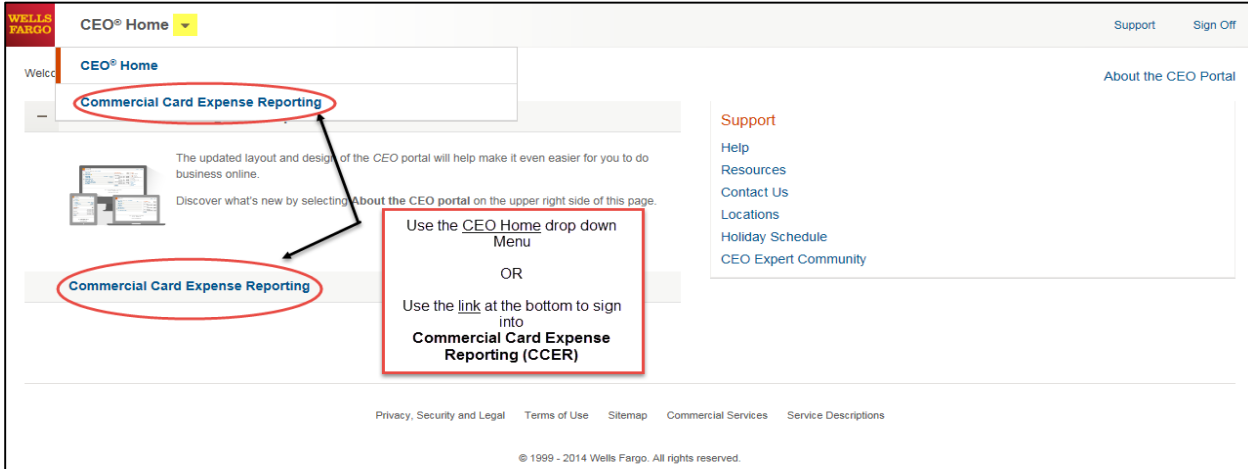
- Login to CCER through www.wellsfargo.com using the secure CEO Portal found under the Commercial tab.
- Enter your login information received through the welcome email. **Carleton's Company ID is Carle057.** **Bookmark this page for future use.**

Commercial Electronic Office sign on

- Simply enter your:
 - Company ID
 - Carle057
 - User ID
 - Unique to user
 - Password
 - Unique to User
- Bookmark this page for future access

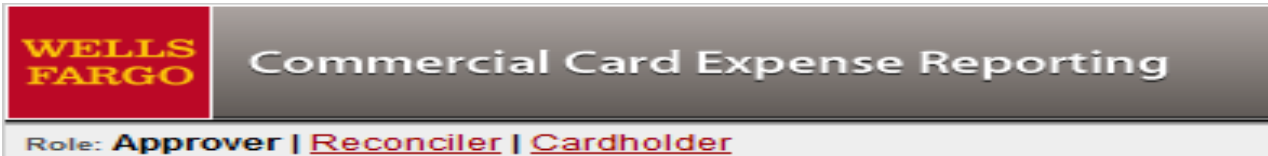


- Select CCER (Commercial Card Expense Reporting) from the main menu.



Choose your Role:

- If you have more than one role, such as approver, cardholder, or reconciler, you can switch to a different role by clicking on the link. The role that is selected will appear in Black.



Cardholder: Manage Statements

- To review an **Open Statement**, select **Manage Statements > Review Open Statements** in the navigation bar. You will click on this link during the review period (8 calendar day window after cycle has ended).

Commercial Card Expense Reporting

Role: [Program Administrator](#) | [Cardholder](#) Welcome Kara Lloyd

Charges — Manage Charges

Manage Statements

- [Review Open Statements](#)
- [View Cycle-to-Date](#)
- [View Previous Statements](#)
- ▶ Reports
- ▶ User Information

A statement can only be approved by the cardholder after the cycle has ended during the 8 calendar day period. You will receive an email notification indicating that there is a statement ready for your approval.

Time-line of Cardholder Review Period

Start Date: 04/29/2013
End Date: 05/31/2013
Reminder Period: 06/01/2013 through 06/04/2013
Grace Period: 06/05/2013 through 06/08/2013

Charges

Charge Type:

Viewing 1 to 6 of 6 items

Transaction Date	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
05/02/2013	05/03/2013	Target - 00012112 Northfield, MN		5302 - Office Supplies	<input checked="" type="checkbox"/>	1.97 USD

- You do not have to wait for the month to end to review your charges in CCER. If you would like to view current charges as they are posted through the VISA system select **Manage Statements > View Cycle-to-Date** in the navigation bar.
- To view charges that are authorized, but not yet posted to your account click on **View Pending Charges** on the right hand corner of the “View-Cycle-to-Date” screen.

Commercial Card Expense Reporting

Role: [Program Administrator](#) | [Cardholder](#) Welcome Kara Lloyd

Charges — Cycle-to-Date

Manage Statements

- [Review Open Statements](#)
- [View Cycle-to-Date](#)
- [View Previous Statements](#)
- ▶ Reports
- ▶ User Information

Click on View-Cycle-To-Date to see current transactions as they are posted to your account. This enables you to reconcile your charges prior to the review period.

To filter items, select from the Charge Type drop-down menu. Select charge transactions, and click a function. Click Save to continue.

Charges

Charge Type:

There are no results.

[View Pending Charges](#)

Click on View Pending Charges to view a list of transactions that have been authorized, but have not yet posted to your account.

[Home](#) | [About Wells Fargo](#) | [Security Guarantee](#) | [Privacy, Security & Legal](#)

Cardholder: Transaction Reconciliation Features

- When reviewing charges for an **open statement** or viewing charges within **cycle-to-date** you can select one or more transactions by checking each box (or use the Select All) and then click on one of the **red function buttons** at the bottom of the screen to modify your transactions.
- If a vendor transmits additional details with the transaction, the merchant name is red and underlined. You can click on the Merchant Name to see additional detail about the transaction.
- There is a **Receipt Attached** column for you to check a box indicating that you have a paper receipt that you will attach to your paper statement and submit to your approver.

Cardholder Summary							
Cardholder Name:		Start Date:	07/01/2015				
Card Number:		End Date:	07/31/2015				
Status:	Open	Reminder Period:	08/01/2015 through 08/04/2015				
Charges:	665.57 USD	Grace Period:	08/05/2015 through 08/08/2015				
Out-of-pocket:	0.00 USD						
Total Amount:	665.57 USD						
Charges							
Charge Type: All Transactions							
Viewing 1 to 4 of 4 items							
<div style="display: flex; justify-content: space-between;"> Select All Clear All Expense Code Check the box if you have a receipt </div>							
Transaction Date	Posting Date	Personal	Merchant	GL Code	Unit	Receipt Attached	Amount / Original Current
1. <input type="checkbox"/> 07/14/2015	07/16/2015	<input type="checkbox"/>	Tavern Of Northfield Northfield, MN	5800 - Travel	VP AND TREASURER(1125)	<input type="checkbox"/>	53.50 US
Description: * FUND: 10 SOURCE: 0000 DEPT: 1125							
2. <input type="checkbox"/> 07/21/2015	07/22/2015	<input type="checkbox"/>	Tsu Bookstore #231 Nashville, TN	5302 - Office Supplies	VP AND TREASURER(1125)	<input type="checkbox"/>	36.87 US
Description: * FUND: 10 SOURCE: 0000 DEPT: 1125							
3. <input type="checkbox"/> 07/22/2015	07/24/2015	<input type="checkbox"/>	<u>United 0162457720333</u> 800-932-2732, TX	5800 - Travel	VP AND TREASURER(1125)	<input type="checkbox"/>	275.20 US
Description: * FUND: 10 SOURCE: 0000 DEPT: 1125							
4. <input type="checkbox"/> 07/25/2015		<input type="checkbox"/>	Aashe #3- Conference 888-347-9997, PA	5281 - Professional Services	VP AND TREASURER(1125)	<input type="checkbox"/>	300.00 US
Description: * FUND: 10 SOURCE: 0000 DEPT: 1125							
Select All Clear All							
<div style="display: flex; justify-content: space-between;"> Reclassify Add Descriptions Split & Reclassify Dispute Copy Request </div>							
Total Charges: 665.57 US							

- There are four main functions that you can choose from on the main page:
 - (1) **Reclassify**: Use this feature to update account codes and add transaction notes.
 - (2) **Add Descriptions**: Use this feature when providing transaction notes (used only when all of your account codes are correct).
 - (3) **Split & Reclassify**: Use this feature if you need to divide and reallocate a transaction to multiple account codes.
 - (4) **Dispute**: Use this feature if you need to dispute a transaction.

Cardholder: (1) Reclassify

- Select the transactions you wish to review from the transaction list and click on **Reclassify**. This function allows you to change the general ledger account codes and add transaction notes.
- **Helpful Tip:** The Expense Code is the General Ledger Code. It is listed just above the fund, source, and department fields. Please note the general ledger expense code defaults by Merchant Category Code (MCC).
- You can mark an expense as personal by checking the “personal” box. By checking this box, you are authorizing Wells Fargo to debit your bank account for the personal amount after the monthly reconciliation is complete. To use this feature, you must supply your individual bank account information on the Wells Fargo Portal: **User Information>Bank Information**.

The screenshot shows the 'Manage Charges' interface with two transactions. Transaction 1 is dated 07/22/2015 with a General Ledger Code of 5302 (Office Supplies) and a description of 'books for professional development'. Transaction 2 is dated 07/24/2015 with a General Ledger Code of 5800 (Travel) and a description of 'airfare to attend Higher Ed Conference, August 24-26th, Houston, Texas'. Annotations include: 'The General Ledger Code is the Expense Code. Click on the magnifying glass icon to make a change.' pointing to the magnifying glass icon next to the GL Code; 'Check this box if it is a personal expense' pointing to the 'Personal' checkbox; 'Check the box if you have a receipt' pointing to the 'Receipt Attached' checkbox; 'Apply to All' pointing to the 'Apply to All' button; and 'Enter Informative Description in the Description Field box. Avoid special characters other than a period or a' pointing to the description field.

- To change an account code you can click on the icon that looks like a magnifying glass. You will see this icon next to the Fund, Source, Department and General Ledger Code (Expense code).
 - When you click on one of the magnifying glass icons you can reallocate the transaction to a different account code. You will see a pop up where you can use the **filter box** to type in the account description/number **or scroll** through the list to select a new number.

The screenshot shows a 'Select DEPT' pop-up window. It has a search filter box at the top containing the letter 'B'. Below the filter is a list of departments with columns for 'Value' and 'Value Name'. The list includes: 1142 BUSINESS OFFICE, 2227 BREAK PROGRAMMING, 2779 BADMINTON - CLUB SPORT, 5410 BIOLOGY, 5416 BIOLOGY - HUGHES SUPPLIES, 5420 BIOLOGY RESOH - F.JARAMILLO, 5421 BIOLOGY RESOH - S.SINGER, 5426 BIOLOGY START UP - R. MITRA, and 5427 BIOLOGY START UP - N. HENDERS. A red box labeled 'Filter' points to the search box, and another red box labeled 'Scroll' points to the scroll bar on the right side of the list.

- Enter a description indicating the business purpose of the charge. If you have selected multiple transactions you can use the **Apply to All** feature to copy the same description to all charges. The text of your description should avoid special characters other than a period or a comma. CCER will not allow use of the following characters - < > % ; () & + \ # ? { } ^ ~ [] " '

Viewing 1 to 2 of 2 Items

1.	Transaction Date	Posting Date	Merchant	Receipt Attached	Amount / Original Currency
	06/07/2013	06/10/2013	Naspa-skipjack 202-265-7500, DC	<input checked="" type="checkbox"/>	200.00 USD

General Ledger Code * 5314 - Advertising

Description Unit HUMAN RESOURCES(1143)

[Apply to All](#)

FUND 10 SOURCE 0000 DEPT 4421

- Be sure to check the box indicating that you have a receipt.
- Once you have completed changing your account codes and have added transaction notes click on the **Save** button. You will receive confirmation that your changes have been saved, indicated by the green "OK" icon at the top of the page. Please note the system will timeout after 15 minutes of inactivity so save often! You will receive a warning message shortly before the session is set to expire.
- You can return to your transaction list by clicking on the menu item at the top left corner.

< Return to Charges - Cycle-to-Date

After saving your work you can return to the transaction list by clicking on Return to Charges

OK Your changes have been saved.

Cardholder Name:

Card Number:

Charges

Viewing 1 to 1 of 1 Items

1.	Transaction Date	Posting Date	Merchant	Receipt Attached	Amount / Original Currency
	06/05/2013	06/06/2013	Amazon Mktplace Prnts Amzn.com/bill, WA	<input checked="" type="checkbox"/>	35.94 USD

General Ledger Code * 5402 - Equip purchases

Description Expedition Service Kit. Unit CAMPUS ACTIVITIES(2237)

FUND 61 SOURCE 0000 DEPT 9155

Viewing 1 to 1 of 1 Items

[Save](#) [Cancel](#)

Cardholder: (2) Add Descriptions

- Select the transactions you wish to review from the transaction list and click on **Add Descriptions**. You would use this feature only if you have already corrected your account codes or if your account codes do not need modification.
- Enter a description indicating the business purpose of the charge. If you have selected multiple transactions you can use the **Apply to All** feature to copy the same description to all charges. The text of your description should avoid special characters other than a period or a comma. CCER will not allow use of the following characters - < > % ; () & + \ # ? { } ^ ~ [] “ ‘
- It is the cardholder's responsibility to add an informative description for each transaction, including: what the purchase is, the business purpose, and if it is a meal, the attendees. Remember to save any changes.

Descriptions

Viewing 1 to 2 of 2 Items

1.	Transaction Date	Posting Date	Merchant	Merchant Type	G/L Code	Amount / Original Currency
	06/07/2013	06/10/2013	Naspa-skipjack 202-265-7500, DC	Organizations Charitable and Social Service	5314 - Advertising	200.00 USD
Description: <input type="text"/>						
Apply to All						

2.	Transaction Date	Posting Date	Merchant	Merchant Type	G/L Code	Amount / Original Currency
	06/07/2013	06/10/2013	Naspa-skipjack 202-265-7500, DC	Organizations Charitable and Social Service	5314 - Advertising	200.00 USD
Description: <input type="text"/>						

Viewing 1 to 2 of 2 Items

[Save](#) [Cancel](#)

Cardholder: (3) Split & Reclassify

- Select the transaction you wish to review from the transaction list and click on **Split & Reclassify**.

Charges — Cycle-to-Date

To filter items, select from the Charge Type drop-down menu. Select charge transactions, and click a function. Click Save to continue.

Charges

Charge Type: All Transactions

Viewing 1 to 4 of 4 Items

Transaction Date	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
07/30/2013	08/01/2013	Promotions Now Healthpromt, NJ		5302 - Office Supplies	<input type="checkbox"/>	319.70 USD
08/18/2013	08/19/2013	Menards 3177 Dundas, MN		5302 - Office Supplies	<input type="checkbox"/>	26.97 USD
08/19/2013	08/20/2013	Usgovt Print Ofc 32 202-512-1055, DC		5201 - Professional Services	<input type="checkbox"/>	67.00 USD
08/20/2013	08/21/2013	Minnesotas Bookstore 681-2973000, MN		5302 - Office Supplies	<input type="checkbox"/>	21.95 USD

Reclassify Add Descriptions **Split & Reclassify** Dispute Copy Request

Total Charges: 437.62 USD

- To create additional splits, click **Add a Split**.
- You can choose to split a charge by % or by \$ amount.
- Enter a description for the split. If you are splitting a charge between two departments, include information about authorization to use the code within your transaction notes.
- Check the “Personal” Box if a portion of the charge is personal. By checking this box, you are authorizing Wells Fargo to debit your bank account for the personal amount after the monthly reconciliation is complete. To use this feature, you must supply your individual bank account information on the Wells Fargo Portal: **User Information>Bank Information**.
- If there are more than two splits and you want to delete a split, click the X icon at the upper left corner.
- To delete all splits, click Delete

Return to Transaction List

Split by % or \$ Amount

Check this box if a portion of the charge is personal

Remember to Save

Selected Charge

Transaction Date: 07/14/2015
Merchant Name: Tavern Of Northfield
Receipt Attached: No
Amount / Original Currency: 53.50 USD
Unit: VP AND TREASURER(1125)
Description: VP AND TREASURER

Posting Date: 07/16/2015
Personal: No
General Ledger Code: 5800 - Travel
FUND: 10
SOURCE: 0000
DEPT: 1125

Split and Reclassify by Amount

Split	Personal	General Ledger Code	Unit	Amount
1.	<input checked="" type="checkbox"/>	5800 - Travel	VP AND TREASURER(1125)	10.00 USD
Split Description: spouse personal amount				
FUND: 10 SOURCE: 0000 DEPT: 1125				
2.	<input type="checkbox"/>	5800 - Travel	VP AND TREASURER(1125)	43.50 USD
Split Description: Business meeting to discuss guest lecture events, attending: j.smith, j. doe.				
FUND: 10 SOURCE: 0000 DEPT: 1125				

Remaining Amount: 0.00 USD

Cardholder: (4) Dispute

- If a vendor is unresponsive to correct a transaction error, you can initiate a dispute by selecting the transaction you wish to review from the transaction list and click on **Dispute**.
- Disputes must be initiated within 60 days of the transaction.
- Enter information for the dispute
 - Select the dispute type
 - Enter your contact information
 - Provide reason for the dispute including any steps you've taken to resolve the dispute with the merchant.
 - When finished click submit
- Notify the Program Administrator of the dispute

Dispute transaction screen

Dispute Details

If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the Business Purchasing Service Center at 1-800-832-0000 immediately.
For all dispute types except Unauthorized, you must first contact the merchant and try to resolve the problem before filing a dispute with Wells Fargo.

Dispute Type:

<input type="checkbox"/>	Unauthorized <small>I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.</small>
<input type="checkbox"/>	Duplicate Processing <small>I have been charged multiple times for the same transaction.</small>
<input type="checkbox"/>	Paid By Other Means <small>I already paid for the above transaction by:</small> Select One <input type="text"/>
<input type="checkbox"/>	Incorrect Amount <small>My sales slip indicates an amount of <input type="text"/> but it appeared on my statement as the amount above.</small>
<input type="checkbox"/>	Service Not Rendered <small>I did not receive this service. I contacted the merchant, and they did not resolve this dispute.</small>
<input type="checkbox"/>	Merchandise Not Received <small>I did not receive the service and/or merchandise. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on <input type="text"/>.</small>
<input type="checkbox"/>	Partial Amount Dispute <small>Although I engaged in the above transaction, I am disputing the entire charge, or a portion thereof, in the amount of <input type="text"/>.</small> <small>I contacted the merchant and requested that a credit be made to my account for the reason below.</small>
<input type="checkbox"/>	Cancellation <small>Although I engaged in the transaction above, I cancelled the reservation, service, or merchandise with the merchant on <input type="text"/>.</small>
<input type="checkbox"/>	Credit Not Posted <small>I have in my possession a credit memo that has not posted to my account OR was listed as a purchase on my statement/activity report.</small>
<input type="checkbox"/>	Unrecognized <small>I do not recognize the transaction posted to my account.</small>

Contact Information
Please enter a phone number so that we may contact you in case we have any questions about this dispute.
Phone Number:

Reason for Dispute
Briefly describe the reason for this dispute, and include what steps you took to resolve this matter. If the dispute is a hotel or auto rental charge, please provide the Merchant Cancellation Number.
Dispute Description:

- 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

- Notify program administrator of dispute

- You have 60 days from the post date to dispute a transaction

Cardholder: Approval and Printing of Statement During the Review Period

- The last step to complete your review is to **mark your statement as reviewed**. You can only do this step during the review period (8 calendar day window after cycle has ended). You will receive an email notification from Wells Fargo when it is time to review your statement.
- **Please note:** If you have Out-of-Pocket Expenses you must add these prior to completing the online review. See pages 26-29 for detail on how to add out-of-pocket expenses to your statement.
- To mark your open statement as reviewed select **Manage Statements > Review Open Statements**.
- After confirming all account codes and transaction notes are correct, and all out-of-pocket expenses have been added, click on **Statement Reviewed**. A confirming message appears indicating that an email will be sent to your approver. **Note: Once you click Statement Reviewed, you can no longer modify account codes or add additional out-of-pocket expenses.**
- Click on **Print Version** to print your statement. Staple your corresponding receipts to the back of your statement and sign and date the front of the document indicating your approval. Submit your reviewed statement and receipts to your Approver by the deadline.

Complete your review

	Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G.L. Code	Receipt Attached	Amount / Original Currency
1.	03/02/20xx	03/03/20xx	<input type="checkbox"/>	COMPUTER STORE* Denver, CO		273007 - Computers	<input type="checkbox"/>	\$2,900.00
	<i>Description:</i> Bought 1 computer server configuration, 2 desktop machines and 2 scanners							
2.	03/04/20xx	03/04/20xx	<input type="checkbox"/>				<input type="checkbox"/>	\$1,000.50
	<i>Description:</i> Hotel stay for 3-day conference in							
3.	03/07/20xx	03/07/20xx	<input type="checkbox"/>	Oakland, CA			<input type="checkbox"/>	\$800.00
	<i>Description:</i> Flight from Texas							

Save **Statement Reviewed**

- Select statement reviewed and a message box appears indicating that an email will be sent to your approver
- Print completed statement and attach receipts
- Submit statement and receipts to your approver

Cardholder: Statement Sample

To print your statement click on the printer icon in the right hand corner. Please note that account codes and transaction notes are visible on the printed page.

WELLS FARGO

Commercial Card Expense Reporting

Close

Statement Expenses

08/07/2015 02:28 PM PT
 Requested By: FOTH KONYN, JENNIFER

Print Statement
Print

Cardholder Summary

Printing your statement is the last step of the cardholder review.

 Note that the account codes & notes are visible on the printed page. Out-of-Pocket Expenses will print at the bottom of the page.

07/01/2015
 07/31/2015
 08/01/2015 through 08/04/2015
 08/05/2015 through 08/08/2015

Cardholder Name:
 Card Number:
 Status: **Approved**
 Charges: 205.84 USD
 Out-of-pocket: 9.41 USD
 Total Amount: 215.25 USD

Charges

1.	Transaction Date	Posting Date	Personal	Merchant	Receipt Attached	General Ledger Code	Unit	Amount / Original Currency
	06/30/2015	07/02/2015	No	Tavern On France Edina, MN	Yes	5800 - Travel	PLANNED GIVING(3540)	18.25 USD / 18.25
	Description Lunch-Edina, MN- June 30, 2015-Donor/Prospect Cultivation Travel							
	FUND	10		SOURCE	0000		DEPT	3540
2.	07/20/2015	07/22/2015	No	Hiltongardeninn3760 Mettawa, IL	Yes	5811 - Travel-prof devel	PLANNED GIVING(3540)	187.59 USD / 187.59
	Description Hotel-Mettawa, IL-July 19,2015-Conference/Employee Professional Development							
	FUND	10		SOURCE	0000		DEPT	3540
Total Charges: 205.84 USD								

Out-of-pocket Expenses

1.	Transaction Date	Expense Category	Distance / Item Count	Rate / Per Diem	Status	General Ledger Code	Unit	Amount
	07/13/2015	Employee Travel	1.0	0.5600 - Mileage Rate	Approved	5801 - Employee Travel	PLANNED GIVING(3540)	0.56 USD
	Description Mileage-July 13 2015-Donor/Prospect Cultivation Travel							
	FUND	10		SOURCE	0000		DEPT	3540
2.	07/28/2015	Employee Travel	15.8	0.5600 - Mileage Rate	Approved	5801 - Employee Travel	PLANNED GIVING(3540)	8.85 USD
	Description Mileage-July 23,2015-Donor/Prospect Cultivation Travel							
	FUND	10		SOURCE	0000		DEPT	3540
Total Out-of-pocket Expenses: 9.41 USD								

---End of Report---

Below is a sample of a printed statement. Note that Out-of-Pocket Expenses print at the bottom of the page:

WELLS FARGO

Statement Expenses

Requested By: 08/10/2015 11:58 AM PT

Sample Statement

Cardholder Summary

Cardholder Name:
 Card Number:
 Status: **Approved**
 Charges: 205.84 USD
 Out-of-pocket: 9.41 USD
 Total Amount: 215.25 USD

Start Date: 07/01/2015
 End Date: 07/31/2015
 Reminder Period: 08/01/2015 through 08/04/2015
 Grace Period: 08/05/2015 through 08/08/2015

Charges

1.	Transaction Date	Posting Date	Personal	Merchant	Receipt Attached	General Ledger Code	Unit	Amount / Original Currency
	06/30/2015	07/02/2015	No	Tavern On France Edina, MN	Yes	5800 - Travel	PLANNED GIVING(3540)	18.25 USD / 18.25
	Description Lunch-Edina, MN- June 30, 2015-Donor/Prospect Cultivation Travel							
	FUND	10		SOURCE	0000		DEPT	3540
2.	07/20/2015	07/22/2015	No	Hiltongardeninn3760 Mettawa, IL	Yes	5811 - Travel-prof devel	PLANNED GIVING(3540)	187.59 USD / 187.59
	Description Hotel-Mettawa, IL-July 19,2015-Conference/Employee Professional Development							
	FUND	10		SOURCE	0000		DEPT	3540
Total Charges: 205.84 USD								

Out-of-pocket Expenses

1.	Transaction Date	Expense Category	Distance / Item Count	Rate / Per Diem	Status	General Ledger Code	Unit	Amount
	07/13/2015	Employee Travel	1.0	0.5600 - Mileage Rate	Approved	5801 - Employee Travel	PLANNED GIVING(3540)	0.56 USD
	Description Mileage-July 13 2015-Donor/Prospect Cultivation Travel							
	FUND	10		SOURCE	0000		DEPT	3540

Cardholder: Accessing Previous Statements

- To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar. You can view up to 13 months of history.

Previous Statements

Select a statement, and click View.

Viewing 1 to 3 of 3 items

	Card Number ▲	Start Date	End Date	Charges	OOP	Total
1.	xxxx-xxxx-xxxx-8920	02/01/20xx	02/28/20xx	\$5803.73	\$82.00	\$5885.73
2.	xxxx-xxxx-xxxx-8921	02/01/20xx	02/28/20xx	\$500.00	\$130.00	\$630.00
3.	xxxx-xxxx-xxxx-8102	02/01/20xx	02/28/20xx	\$1000.00	\$0.00	\$1000.00

View Print

Viewing 1 to 3 of 3 items

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Manage Statements

- View previous statements
- 13 months of history

- When viewing a previous statement you can add or edit descriptions (available up to 60 days after the end of the statement period).
- You can also indicate that a receipt is attached (available up to 60 days after the end of the statement period).

Cardholder: Reports

- If you want to view a transaction activity report you can do this by selecting **Reports>Create Transaction Report** in the navigation bar.
- Enter the required information, and click submit. You will receive an email when your report is ready.

Reports

Transaction Detail Report — Create Report

Enter all required information, and click **Submit** You will receive an email when your report is ready.

Required Fields

Card Number:

Date Type: Transaction Date Posting Date

Date Range: Note: The starting date cannot be more than 36 months before today.
 through (mm/dd/yyyy)

Amount Range: Start Amount(\$0000.00) End Amount(\$0000.00)
> <

G/L Status:

Submit

- Run transaction reports with various filters
- You are notified via e-mail when the report is ready

Cardholder: Personal Profile

- Select **User information > Personal Profile** in the navigation bar.
- Most of the information in your profile is for display only, however you can make changes to the name and email fields. After making any changes, click Save.
- **You can view the Billing Address on your account and Available Credit.** Please note that the billing address for all cardholders is **One North College Street, Northfield, MN 55057-4001**, which is used for verification by VISA. If you are placing an order online, be sure to include your **Ship To** address on the order so that the goods will be delivered to the correct location.
- Click the refresh button to view the current available balance on your card.

Personal profile

- ▼ Manage Statements
 - [Review Open Statements](#)
 - [View Cycle-to-Date](#)
 - [View Previous Statements](#)
- ▶ Reports
- ▼ User Information
 - Personal Profile**

Card Information

Mailing

Address Type: USA

Address Line 1: ONE NORTH COLLEGE STREET

Address Line 2:

City: NORTHFIELD

State: MN

Zip Code: 55057-4001

Billing address for online and phone orders

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

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: 5,000.00 USD

Available Credit: 4,179.80 USD as of 05/07/2013 12:59 PM PT 

Declining Balance: No

Number of Months Active: 0

Click to retrieve current available credit

Available credit field is the remaining balance of the cardholder's existing credit limit

Approver: Monthly Timeline and Email Notifications

Approvers have the additional responsibility of reviewing and approving the transactions of the cardholders that have been assigned to them.

- An email will be sent to the approver once the cardholder has finished reviewing the statement. The statement is now ready to be approved.
- Approvers must have all statements approved by **4 calendar days** after the end of the cardholder period. The approver deadline is generally the **12th** of the month, unless the statement end date falls on a weekend. See the **Monthly Timeline Grid** on **Page 8** for details regarding due dates.
- A **secondary approver** can be assigned for cardholders. Secondary approvers will have access to approve statement in the event that the primary approver is unavailable to complete this monthly task. This ensures that the approvals are completed by the deadline in an absence.

Below is a sample email notification indicating that the cardholder review is complete and statement is now ready for approval.

E-Mail notification

Cardholder review of statement is complete

Cardholder statement review complete
Dear Approver:

The most recent statement has been reviewed for the following cardholder:

Lastname, Firstname
xxxx-xxxx-xxxx-1234
xxxx-xxxx-xxxx-5678

The statement(s) are ready for your review by accessing the Wells Fargo Commercial Card Expense Reporting system

Please complete your review in a timely manner.
This is an automated email. Please do not reply to this message.

Below is a sample email to notify the approver that the cardholder failed to review their charges during the Review Period:

E-Mail notification

Approver mail (after grace period end date)

Cardholder statement review overdue for 05/31/20XX

Dear Approver:

The following cardholder(s) have not reviewed their most recent statement:

Lastname, Firstname xxx-xxxx-xxxx-1234
Lastname, Firstname xxx-xxxx-xxxx-5678

Notifications have been sent to each cardholder but they have still failed to review their statement. If you choose, you may review the statement on the cardholder's behalf by accessing the Wells Fargo Commercial Card Expense Reporting system.

This is an automated email. Please do not reply to this message.

Approver: Review and Approve Statements

- Upon receiving an email notification from Wells Fargo, login to CCER to Approve Open Statements. **Note:** The Approver can also login at any time to view posted transactions for their cardholders by selecting **View Cycle-To-Date**.
- To Approve an open statement, select **Manage Statements > Approve Statements** in the navigation bar and select the cardholder you wish to approve. You can see the status of each statement in the right hand column.

WELLS FARGO Commercial Card Expense Reporting

Role: Approver | Reconciler | Cardholder

Welcome Kara Lloyd Emulating Susan Streefland Exit Emulation

Open Statements

- Manage Statements
 - Approve Statements**
 - View Cycle-To-Date
 - View Previous Statements
- Manage Receipts
- View Requests / Status
- Reports
- Manage Users

Select a statement, and click View.

Display 10 | 25 Items Per Page
Viewing 11 to 15 of 15 Items

Cardholder Name	Card Number	Start Date	End Date	Charges	OOP	Total	Status
11. RUSTAD, DANIEL	xxxx-xxxx-xxxx-3772	04/29/2013	05/31/2013	0.00 USD	0.00 USD	0.00 USD	Open
12. SCHULZ, SHANNON	xxxx-xxxx-xxxx-3947	04/29/2013	05/31/2013	0.00 USD	0.00 USD	0.00 USD	Open
13. THOMAS, CARLA	xxxx-xxxx-xxxx-3293	04/29/2013	05/31/2013	0.00 USD	0.00 USD	0.00 USD	Open
14. THOMPSON, PATRICK	xxxx-xxxx-xxxx-3319	04/29/2013	05/31/2013	0.00 USD	0.00 USD	0.00 USD	Open
15. WILMOT, LYNNE	xxxx-xxxx-xxxx-3152	04/29/2013	05/31/2013	11.00 USD	0.00 USD	11.00 USD	Approved

Viewing 11 to 15 of 15 Items
Display 10 | 25 Items Per Page

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- To View charges as they post prior to the end of the statement period, select **Manage Statements > View Cycle to Date** in the navigation bar, then select your cardholder to view from the drop down menu. You can switch between users by using the User Name drop down menu.

WELLS FARGO Commercial Card Expense Reporting

Role: Approver | Reconciler | Cardholder

Welcome Kara Lloyd Emulating Susan Streefland Exit Emulation

Charges — Cycle-to-Date

- Manage Statements
 - Approve Statements
 - View Cycle-to-Date**
 - View Previous Statements
- Manage Receipts
- View Requests / Status
- Reports
- Manage Users

Select View Cycle-To-Date to view transactions as they post

Filter items, select from the Charge Type drop-down menu. Select charge transactions, and click a function. Click Save to continue.

View Details

User Name: ANDERSON, JULIE

Card Number: []

Reminder Period: 07/02/2013 through 07/05/2013

Grace Period: 07/06/2013 through 07/09/2013

Charges for ANDERSON, JULIE

Charge Type: All Transactions

Viewing 1 to 2 of 2 items

Transaction Date	Posting Date	Merchant	Custom Fields	GL Code	Receipt Attached	Amount / Original Currency
06/12/2013	06/14/2013	Association Of Advancemen 312-991-6796, L		5911 - Fees	<input type="checkbox"/>	49.00 USD
06/14/2013	06/17/2013	Association Of Advancemen 312-981-6796, L		5911 - Fees	<input type="checkbox"/>	350.00 USD

Total Charges: 399.00 USD

Save

- Approvers have access to the same functionality in CCER as cardholders. You can see all of the cardholder’s transaction notes and codes at the top level.
- If changes are necessary you can select the transactions you wish to reclassify and edit the transaction and save your changes (see p. 13-14).
- If there are Out-of-Pocket (OOP) expenses, approvers must complete the transaction approval on the Out-of-Pocket tab before clicking on “Approve Statement.” See p. 29 for details.
- Once all of the account codes and descriptions have been updated and are in compliance with College policy you will then click on **Approve Statement**. You can only click on **Approve Statement** during the review period (Generally from 9th-12th of the month). **Note: Once you click Statement Approved, you can no longer modify account codes.**

Statement approval

Charges							Receipts
Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G.I. Code		
1. <input type="checkbox"/> 03/02/20xx	03/03/20xx	No	COMPUTER STORE* Denver, CO		273007 - Computers		
<i>Description:</i> Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners							
2. <input type="checkbox"/> 03/04/20xx	03/04/20xx	No	HOTEL Dallas, TX		SPLIT		\$1,000.50
<i>Description:</i> Hotel stay for 3-day conference in Dallas							
3. <input type="checkbox"/> 03/07/20xx	03/07/20xx	No	AIRLINE Oakland, CA		SPLIT		\$800.00
<i>Description:</i> Flight from Texas							
4. <input type="checkbox"/> 03/05/20xx	03/05/20xx	No	CAR RENTAL COMPANY* Phoenix, AZ				\$100.28
<i>Description:</i> Rented a car							
5. <input type="checkbox"/> 03/08/20xx	03/08/20xx	No	COMPUTER STORE* San Ramon, CA		273007 - Computers		\$800.00
<i>Description:</i> Computer components							
6. <input type="checkbox"/> 03/10/20xx	03/10/20xx	No	COMPUTER STORE Pittsburgh, PA		C/SPLIT		\$199.99 / 150.25
<i>Description:</i> Software program							
7. <input type="checkbox"/> 03/12/20xx	03/12/20xx	No	GAS STATION Provo, UT		273001 - Business Travel		\$2.95
<i>Description:</i> Gasoline							
8. <input type="checkbox"/> 03/15/20xx	03/15/20xx	No	GENERAL STORE* Vancouver, BC		273005 - Stationary		\$(899.49 / 910.00)
<i>Description:</i> Supplies for meeting							

You can see transaction notes and account numbers at the top level

Save **Approve Statement**

- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy for charges
- Approve the card expenses by clicking “approve statement”

- The last step is to sign and date the front of the cardholder statement and forward the documentation to the Business Office.

Approver Review: Reporting

Approvers have access to create various reports. One helpful report is the **Statement Summary** which will show cardholder statement activity over a period of time. To Print this report click on **Report>Statement Summary** then click on Print Version to print the report.

Statement summary report

Statement Summary Report

< Return to Statement Summary Report - Select

Below are the statement summaries for up to twelve cycles. Use the scrollbars on the right and on the bottom to view all the information.

Division: ABC MANUFACTURING

Statement Summaries

Viewing 1 to 8 of 8 items

Name	Card Number	Unit	12/01 20xx to 12/31 20xx	11/01 20xx to 11/30 20xx	10/01 20xx to 10/31 20xx	09/01 20xx to 09/30 20xx	08/01 20xx to 08/31 20xx	07/01 20xx to 07/31 20xx	06/01 20xx to 06/30 20xx	05/01 20xx to 05/31 20xx	04/01 20xx to 04/30 20xx
1. BROOKS, ROGER	xxxx-xxxx-xxxx-8101	DEVELOPMENT (70010)	\$342.90	\$1,109.00	\$1,246.83	\$1,298.90	\$678.20	\$1,246.83	\$105.94	\$0.00	\$0.00
2. CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	MARKETING (70008)	\$12.00	\$150.99	\$87.99	\$2,201.80	\$1,245.87	\$345.89	\$12.00	\$0.00	\$0.00
3. COX, MARY	xxxx-xxxx-xxxx-2133	DEVELOPMENT (70010)	\$123.90	\$1,246.83	\$1,109.00	\$342.90	\$105.94	\$123.90	\$0.00	\$0.00	\$0.00
4. EVANS, JERRY	xxxx-xxxx-xxxx-2234	MARKETING (70008)	\$420.00	\$600.00	\$12.00	\$500.00	\$213.00	\$3,219.23	\$6.90	\$0.00	\$0.00
5. GORDON, ANDREW	xxxx-xxxx-xxxx-2335	MARKETING (70008)	\$283.60	\$709.75	\$1,006.40	\$2,298.90	\$698.55	\$876.25	\$453.96	\$0.00	\$0.00
6. HOWELL, CANDI	xxxx-xxxx-xxxx-2436	DEVELOPMENT (70010)	\$512.00	\$775.55	\$300.25	\$3,456.89	\$445.95	\$330.00	\$285.00	\$0.00	\$0.00
7. KING, TOM	xxxx-xxxx-xxxx-2537	SALES (70012)	\$286.45	\$2,588.90	\$1,345.80	\$354.97	\$4,120.00	\$456.90	\$0.00	\$0.00	\$0.00
8. KLINE, JACK	xxxx-xxxx-xxxx-8920	SALES (70012)	\$7,385.00	\$588.57	\$1,532.80	\$1,237.00	\$632.00	\$329.67	\$526.90	\$0.00	\$0.00
Total:			\$9,306.25	\$7,765.59	\$6,621.07	\$11,691.46	\$8,139.31	\$6,928.67	\$1,390.70	\$0.00	\$0.00

Print Version

There are other Standard Reports which you can run by clicking on **Reports>Offline**. Click **Create New Report** and then select the report type from the list. Click Continue. Enter the report criteria and click submit. The system will send you an email when the report is ready.

Standard reports - offline reports

Offline Report - Select

< Return to Offline Reports - Summary

Make a selection, and click Continue.

Report Name: *

Select One

- Select One
- Account Spending Analysis Report
- Cash Advance Account Summary Report
- Merchant Transaction Summary Report
- Top 10 Carder Summary Report
- Top 10 Vehicle Chain Summary Report
- Top 25 Lodging Chain Summary Report
- Transaction Detail Report

Create New Report

Transaction Detail Report - Create Report

< Return to Offline Report - Select

Enter all required information, and click Submit. You will receive an email when your report is ready.

Report Type: Transaction Detail Report

Cardholder Name: Select One **Select Cardholder**

Card Number:

Date Type: Transaction Date Posting Date

Note: The starting date cannot be more than 36 months before today.

Date Range: Start Date through End Date (mm/dd/yyyy)

Amount Range: Start Amount (0000.00) End Amount (0000.00)

G/L Status: Select One

Submit **Cancel**

CCER: Out-Of-Pocket (OOP) Expense Reporting

Out-of-Pocket (OOP) Expense Reporting allows an employee or their administrative support professional to report Out-Of-Pocket (OOP) expenditures electronically through CCER and receive reimbursement by direct deposit to the employee authorized bank account of record on a monthly basis. This feature is intended for miscellaneous items such as tips, tolls, mileage, parking and other small dollar expenses.

Getting Started (One-time set-up): Note: Bank information must be supplied through the cardholder login for security purposes. Reconcilers and Approvers will not have access to this information.

*Select **User Information>Bank information** from the left navigation menu in CCER

Charges — Manage Charges

▼ Manage Statements

Review Open Statements

[View Cycle-to-Date](#)

[View Previous Statements](#)

► Reports

▼ User Information

[Personal Profile](#)

Bank Information ← One-Time Set-Up

[Credit Limit Change Request](#)

To filter items, select from the **Charge Type** drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**. [Print Version](#)

* Required Field

Cardholder Summary

Cardholder Name:		Start Date:	07/01/2015
Approved:	31.50 USD	End Date:	07/31/2015
Charges:	31.50 USD	Reminder Period:	08/01/2015 through 08/04/2015
Out-of-pocket:	0.00 USD	Grace Period:	08/05/2015 through 08/08/2015
Total Amount:	31.50 USD		

Charges

Charge Type: All Transactions

*Check the Authorization checkbox to allow payments to your account

*Select the account type and enter your **Routing Number** and **Bank Account Number** into the required fields and click **Save**.

Check the **Authorization** box, enter your account information, and click **Save**.

Note: This account will be debited or credited for your out-of-pocket or personal expenses. While this information is optional, it may be required by your company. Contact your administrator for company requirements.

* Required Field

Authorization: Upon entering the following Automated Clearing House Information, I hereby authorize CARLETON COLLEGE to initiate credit and debit entries to my checking or savings account as indicated at the depository financial institution entered below to reimburse and / or collect out-of-pocket and personal expenses. This authorization is to remain in full force and effect until CARLETON COLLEGE has received notification from me of its termination in such time and in such manner as to afford CARLETON COLLEGE and the depository financial institution entered a reasonable opportunity to act on it.

Account Type: * Checking Savings

Account Number: *

Routing / Transit Number: *

Enter Checking / Savings Account Number & Routing Number

Using Out-of-Pocket (OOP) Reimbursement:

*To utilize this feature login to Wells Fargo CCER.

* Select either of the following:

***Review Open Statements** – Use this during the Cardholder Review Period (generally 1-8th of each month)

***View Cycle-to-Date** – Use this to enter your out of pocket expenses prior to the review period. You can enter transactions as they occur or save them for monthly reporting.

*Locate the tab for “Out-of-Pocket” (OOP) and enter your expenses for the month. In the tab you may enter any out-of-pocket expenses you have incurred that are eligible for reimbursement.

Charges — Manage Charges

▼ Manage Statements

Review Open Statements

View Cycle-to-Date

View Previous Statements

► Reports

► User Information

Select "Review Open Statements" during the review period. Select "View Cycle-To-Date" to enter expenses prior to the review period.

Cardholder Summary

Cardholder Name: [Redacted] Start Date: 07/01/2015

Card Number: [Redacted] End Date: 07/31/2015

Status: [Redacted] Reminder Period: 08/01/2015 through 08/04/2015

Charges: 31.50 USD Grace Period: 08/05/2015 through 08/08/2015

Out-of-pocket: 0.00 USD

Total Amount: 31.50 USD

Charges

Charge Type: All Transactions

Click on "Out-of-Pocket" Expenses to electronically record expenses and receive reimbursement

Viewing 1 to 1 of 1 items

Charges Out-of-pocket Expenses

Select All | Clear All

Transaction Date	Posting Date	Personal	Merchant	G/L Code	Unit	Receipt Attached	Amount / Original Currency
1. 07/16/2015	07/17/2015	No	Paypal Alliedphoto 402-935-7733, CA	5401 - Equip Repair Maint	BUSINESS OFFICE(1142)	<input checked="" type="checkbox"/>	31.50 USD
Description: * equipment lens repair for Art and Art History							
FUND: 10		SOURCE: 0000		DEPT: 5107			

Select All | Clear All

Reclassify Add Descriptions

Total Charges: 31.50 USD

Viewing 1 to 1 of 1 items

Save

*Click **"Add an Expense"** to add items

- *Enter date and choose an expense category
- *enter amount and add description
- *for mileage, enter distance, select rate and add description
- *modify the default account codes if necessary
- *click **"Add another"** to add more expenses
- *save

The screenshot shows the 'Out-of-pocket Transactions — New' form. At the top, it says '< Return to Out-of-pocket Expenses — Cycle-to-Date' and 'Enter information and description for the new expense. Click Save or Add Another.' Below this are fields for 'Cardholder Name' and 'Card Number'. The main section is titled 'Out-of-pocket Transactions — New' and contains two transaction entries. Entry 1 is for '08/03/2015' with 'Employee Travel' category, '80.0' distance, and '0.5600 - Mileage Rate' rate, resulting in an amount of '44.8 USD'. Entry 2 is for '08/03/2015' with 'Employee Travel' category and '10.00 USD' amount. The form includes fields for 'General Ledger Code', 'Description', 'FUND', 'SOURCE', and 'DEPT'. Red callout boxes provide instructions: 'Enter information in the highlighted fields to record an out of pocket expense.' (pointing to date, category, distance, rate, and amount), 'Mileage rate can be selected from drop down menu and amount will be calculated' (pointing to the rate dropdown), 'General Ledger Code will default based on Expense Category' (pointing to the General Ledger Code dropdown), 'Enter in \$ Amount incurred for all other expenses' (pointing to the amount field), and 'Select "Add Another" to keep adding expenses. Select "Save" when you are done.' (pointing to the 'Add Another' and 'Save' buttons).

Final Steps and Things to Note:

*Make sure you have added all of your Out-of-Pocket items prior to clicking the **"Statement Reviewed"** button during the monthly review period.

*Out-Of-Pocket items print at the bottom of your purchasing card statement **and the receipts for both transaction types should be stapled to the printed statement to give to your approver.**

* A receipt is required for ALL Out-Of-Pocket expenses. Map Quest or Google Map documentation should be supplied for mileage reimbursement. Tips do not require a receipt, but a detailed description must be provided.

*If an Approver does not approve or decline the out-of-pocket charge, the charge will not be reimbursed that month, but remains open for approval the next month.

Approver Role: Approving Out-Of-Pocket (OOP) Expenses

*Approvers must complete the approval of Out-Of-Pocket Expenses on the Out-Of-Pocket tab before clicking on **“Approve Statement.”** If there are no out-of-pocket expenses for the month, then you can skip this step.

*Approvers are able to make corrections to out-of-pocket expenses and add additional expenses before approving the statement.

*If an Approver declines an expense, it will not be reimbursed. The employee will **not** be notified of a decline; therefore it must be communicated personally to the requestor if an expense is declined for any reason.

*If an Approver does not approve or decline the out-of-pocket charge, the charge will not be reimbursed that month, but remains open for approval the next month.

Cardholder Summary

Cardholder Name:		Start Date:	07/01/2015
Card Number:		End Date:	07/31/2015
Status:	Cardholder Reviewed	Reminder Period:	08/01/2015 through 08/04/2015
Charges:	865.46 USD	Grace Period:	08/05/2015 through 08/08/2015
Out-of-pocket:	591.49 USD	Approval Period:	08/09/2015 through 08/12/2015
Total Amount:	1,466.95 USD		

Out-of-pocket Expenses

Viewing 1 to 5 of 5 Items

Charges | **Out-of-pocket Expenses** | [Add an Expense](#)

[Select All](#) | [Clear All](#)

	Transaction Date	Expense Category	G/L Code	Unit	Distance / Item Count	Rate / Per Diem	Status	Amount
1.	07/10/2015	Employee Travel	5811 - Professional Travel	PLANNED GIVING(3540)			Pending Approval	184.62 USD
	<i>Description:</i> * Car Rental-July 10 2015-Amherst MA-Professional Development							
	FUND: 10		SOURCE: 0000			DEPT: 3540		
2.	07/13/2015	Employee Travel	5811 - Professional Travel	PLANNED GIVING(3540)			Pending Approval	4.75 USD
	<i>Description:</i> * Tolls-July 13, 2015-Amherst MA-Professional Development Conference							
	FUND: 10		SOURCE: 0000			DEPT: 3540		
3.	07/13/2015	Professional Travel	5811 - Professional Travel	PLANNED GIVING(3540)			Pending Approval	34.36 USD
	<i>Description:</i> * -Dinner-July 13, 2015-Amherst MA-Professional Development-Conference							
	FUND: 10		SOURCE: 0000			DEPT: 3540		
4.	07/24/2015	Employee Travel	5801 - Employee Travel	PLANNED GIVING(3540)			Pending Approval	13.84 USD
	<i>Description:</i> * -Dinner-July 24, 2015-St Paul-Donor/Prospect Cultivation Travel							
	FUND: 10		SOURCE: 0000			DEPT: 3540		
6.	07/31/2015	Employee Travel	5801 - Employee Travel	PLANNED GIVING(3540)	632.0	0.5600 - Mileage Rate	Pending Approval	353.92 USD
	<i>Description:</i> * 2015-Donor/Prospect Cultivation Travel							
	FUND: 10		SOURCE: 0000			DEPT: 3540		

[Select All](#) | [Clear All](#)

[Modify](#) [Approve](#) [Pending](#) [Decline](#)

Total Out-of-pocket: 591.49 USD

Viewing 1 to 5 of 5 Items

[Add an Expense](#)

Select Transactions to Modify, Approve or Decline

Approvers may Add An Expense on Behalf of a Cardholder

CCER: Other Helpful Information & Tips

- 1) If you need assistance with your Wells Fargo Purchasing Card you can obtain help by using the following Contact Information:

Contact information

- Wells Fargo - 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
- 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

Primary Program Administrator:

Kara Lloyd

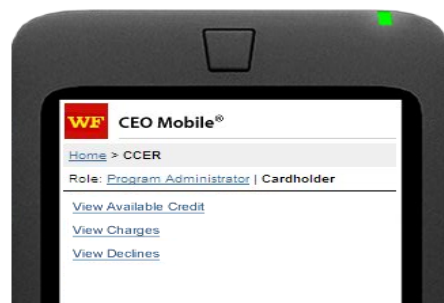
Alternate Program Administrators:

Randie Johnson, Amy Swenson

- 2) If you choose you may access CCER for View only Mobile Access:

CCER access via CEO Mobile

- CEO Mobile Service
 - Access via the browser on your mobile device using your Company ID, User ID and Password at: <https://ceomobile.wf.com>
 - iPhone users can go to the APP Store and download the *CEO Mobile*® app
 - An online tutorial can be viewed at: https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html
- Cardholders can:
 - View available credit
 - View posted card charges
 - View declines



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- 3) Wells Fargo will not contact you to solicit personal information. If you receive a suspicious email or phone call you can report that using the following information:


Welcome to the CEO® Portal

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).

- 4) Chip and PIN cards are now being issued to ALL cardholders.

To enhance the security of your credit card purchases, the new commercial card features chip and personal identification number (PIN) technology, in addition to a magnetic stripe. With this card, cardholders will have added identity verification and more flexibility at chip enabled and traditional magnetic strip terminals. Below is important information below about chip-enabled cards:

- Increasingly, chip technology is being used by U.S. merchants and abroad to make credit card transactions more secure.
- The card can be used at both chip-enabled and traditional magnetic stripe terminals. Cardholders will be prompted to insert your card and enter your PIN to complete transactions at chip-enabled terminals, or to swipe your card at the point of sale, just as you do today.

5) Verified By Visa

Cardholders may be prompted to enroll in Verified by Visa when making online purchases. Offered at no additional cost, the Verified by Visa service requires you to enter a self-selected password before completing purchases with participating online merchants, helping to ensure that only you can complete such transactions.

To register you will need to know the last four digits of your Unique ID (Employee ID), your monthly credit limit, and the zip code associated with your Carleton card (55057).

6) Pending Transaction Monitoring

Wells Fargo has provided access to features that will help cardholders keep track of pending transactions and determine available credit.

View Pending Charges: Transactions that have not yet posted to your account will be available for viewing in the CCER online service. To see a list of pending transactions, select “**View Cycle-To-Date**” and click on “**View Pending Charges**.” Cardholders, Reconcilers and Approvers all have access to this feature.

The screenshot shows the 'Charges — Cycle-to-Date' section of the Wells Fargo Commercial Card Expense Reporting interface. On the left, a navigation menu includes 'View Cycle-to-Date', which is highlighted in yellow. A red box with an arrow points to this menu item with the text 'Select View Cycle-To-Date to view pending transactions'. In the main content area, there is a 'View Pending Charges' button, also highlighted in yellow, with a red box and arrow pointing to it and the text 'Click on "View Pending Charges" to see detail'. The interface also displays fields for Reminder Period, Grace Period, and Charge Type, and a 'There are no results.' message.

A pop-up box will display pending charges.

The screenshot shows a 'Pending Charges' pop-up window. The window title is 'Pending Charges' and it includes a 'Close' button. The content displays 'As of 01/12/2016 02:31 pm PT' and '2 items'. A table lists the pending transactions:

	Transaction Date/Time	Merchant	Amount / Original Currency
1	01/12/2016 01:53 pm PT	INNOVATIVE OFFICE SOLUTI MN	34.99 USD
2	01/12/2016 11:42 am PT	INNOVATIVE OFFICE SOLUTI MN	34.99 USD

At the bottom of the window, it shows 'Total Pending Charges' as '69.98 USD' and a 'Close' button.

Email & Text Alerts: Cardholders may choose to receive email or text alerts for transactions that are authorized or posted to their accounts. To enroll, you must select your alert preferences on the CCER website.

To launch the enrollment page, select **“User Information>Personal Profile”**

Charges — Manage Charges

▼ Manage Statements

Review Open Statements

[View Cycle-to-Date](#)

[View Previous Statements](#)

► Reports

▼ User Information

Personal Profile

[Bank Information](#)

[Credit Limit Change Request](#)

To filter items, select from the **Charge Type** drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**. [Print Version](#)

Start Date: 12/01/2015
End Date: 12/31/2015
Reminder Period: 01/01/2016 through 01/04/2016
Grace Period: 01/05/2016 through 01/08/2016

Charges: 0.00 USD
Out-of-pocket: 0.00 USD
Total Amount: 0.00 USD

Charges

Charge Type: All Transactions

Charges Out-of-pocket Expenses

There are no results.

Click on **“Manage Alerts.”**

Personal Profile

▼ Manage Statements

[Review Open Statements](#)

[View Cycle-to-Date](#)

[View Previous Statements](#)

► Reports

▼ User Information

Personal Profile

[Bank Information](#)

[Credit Limit Change Request](#)

Edit your information, and click **Save**.

* Required Field View Details

Card Number: xxxx-xxxx-xxxx-

Last Changed: 11/03/2015 11:39 AM PT

Last Changed User Name:

Text and Email Alerts: [Manage Alerts](#)

User Information

Company Name: CARLETON COLLEGE

Division: CARLETON COLLEGE PCARDS(10001)

Unit: BUSINESS OFFICE(1142)

First Name: * KARA

Middle Name:

Last Name: * LLOYD

Email: * klloyd@carleton.edu

Select your alert preferences and then click "Submit" to complete your enrollment.

*Required

Cardholder Information

Mobile 952- [redacted]

Email kloyd@carleton.edu

Company Name CARLETON COLLEGE

Enter Contact Information

Card Information

Card Number xxxx-xxxx-xxxx [redacted]

Division CARLETON COLLEGE PCARDS (10001)

Cardholder Name LLOYD, KARA

Alert Information

Change your alerts for card number xxxx-xxxx-xxxx- [redacted] below.

Purchases

Alert by Text and Email

* Purchase Threshold 200 USD

Online Purchases

Alert by Text and Email

Available Credit

Alert None

Select your Alerts & Thresholds

Click Submit

Submit Edit Contact Information Disenroll

Cardholders may change their contact information or dis-enroll at any time. If you have questions about this new service, please contact the Wells One Service Center at 800-932-0036.

***Required**

Cardholder Information

Mobile **952-** [REDACTED]

Email **klloyd@carleton.edu**

Company Name **CARLETON COLLEGE**

Card Information

Card Number **XXXX-XXXX-XXXX** [REDACTED]

Division **CARLETON COLLEGE PCARDS (10001)**

Cardholder Name **LLOYD, KARA**

Alert Information

Change your alerts for card number **XXXX-XXXX-XXXX** [REDACTED] below.

Purchases

Alert

* Purchase Threshold USD

Online Purchases

Alert


Available Credit

Alert


Edit Contact Information or Dis-enroll as needed


An email notification will be sent to you when you have successfully enrolled in the program:

Wed 12/16/2015 9:13 AM

 Wells Fargo Event Messaging Admin <ofsrep.ceosmuigw@wellsfargo.com>
Alerts Settings Confirmation - CEO Portal Commercial Card Event

To: klloyd@carleton.edu

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



CEO Portal Commercial Card Event: Alerts Settings Confirmation

Dear KARA LLOYD,

This confirms your current Commercial Card alert selections for your card ending in :

- Purchases over \$500.00 via Text And Email
- Online Purchases via Text And Email

If you feel this is in error, or if you have any questions regarding Wells Fargo Commercial Card Alerts, please call 1-800-932-0036 for assistance. Thank you.

Sincerely,
Wells Fargo Business Purchasing Service Center

* Message and data rates may apply. You are responsible for any charges from your wireless carrier.

Event Message ID: S350-1538698
Date/Time Stamp: 12/16/2015 07:12 am PT

Please do not reply to this email; this mailbox is only for delivery of Event Messaging notices. To ensure you receive these notices, add ofsrep.ceosmuigw@wellsfargo.com to your address book.