WELLS FARGO

CEO Mobile® Service Commercial Card Expense Reporting

User Guide

Together we'll go far

Contents

Introduction

The *Commercial Electronic Office*® (*CEO*®) service allows you to access Commercial Card Expense Reporting from a mobile device through the *CEO Mobile*® service*.* You can view account information, manage charges and out-of-pocket transactions, and upload receipts.

Note: The Commercial Card Expense Reporting options available to you depend on the options your company has selected, and the privileges assigned to you.

Follow these steps, using your *CEO* portal credentials, to access Commercial Card Expense Reporting from the *CEO Mobile* service.

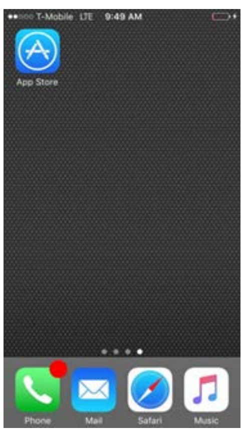
Access Commercial Card Expense Reporting from a Mobile Device

To access CEO Mobile from your web browser:

On your mobile device, go to **https://ceomobile.wellsfargo.com**.

To install the CEO Mobile iPhone application:

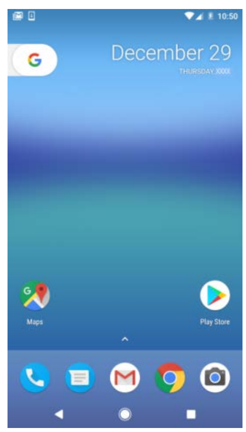
1.Download the free *CEO Mobile* application by tapping the **App Store** icon on your iPhone home screen



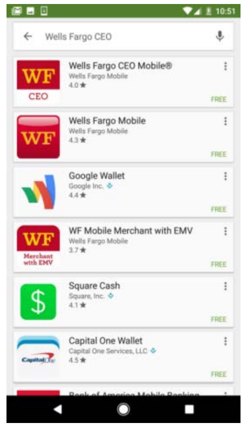
2. Tap the **Search** icon and enter **WF CEO** in the **Search** field.

To install the CEO Mobile application for Android devices from the Google Play store:

1. Download the free *CEO Mobile* application by tapping the **Play Store** icon on your Android device.

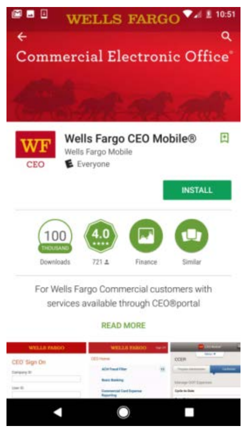


2. Tap the **Search** icon and enter **Wells Fargo CEO Mobile** in the **Search** field.



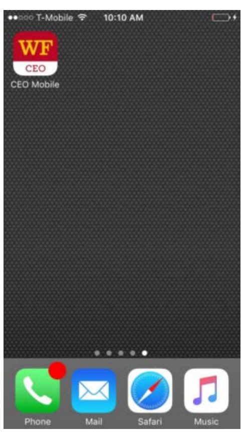
3. Tap the **CEO Mobile** icon for more information. To download the application, tap **GET**. Tap **INSTALL** to begin the download. You may be prompted to sign in to the iTunes store. The download is free and you will not incur any charges.

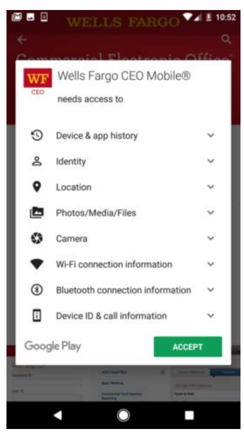
3. Tap the **WF CEO** icon. To download the application tap **INSTALL**.



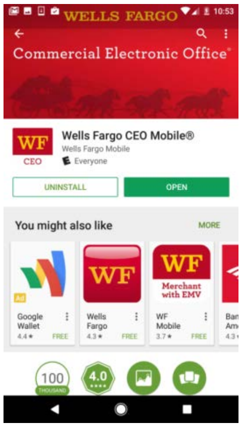
4. When the installation is complete the *CEO Mobile* application icon will appear on your device.

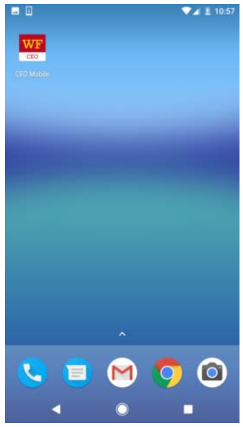
4. The *CEO Mobile* application permission will display. Tap **ACCEPT**. When the installation is complete the *CEO Mobile* application icon will appear on your device.





5. You may open the *CEO Mobile* application by tapping **OPEN** or by tapping the icon.



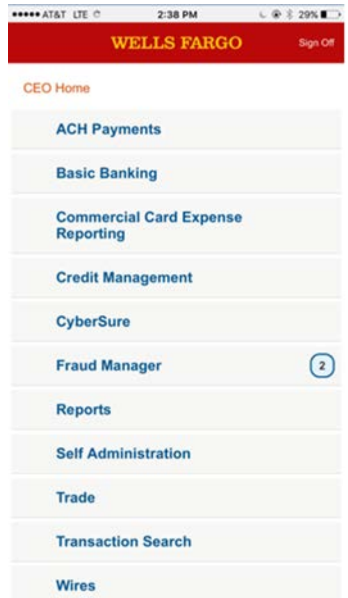


Sign On to CEO Mobile and Access Commercial Card Expense Reporting

1. Once you have navigated to the sign on screen, enter your *CEO* portal sign on information and tap **Sign On**.

2. From the *CEO Mobile* home screen, tap **Commercial Card Expense Reporting**.

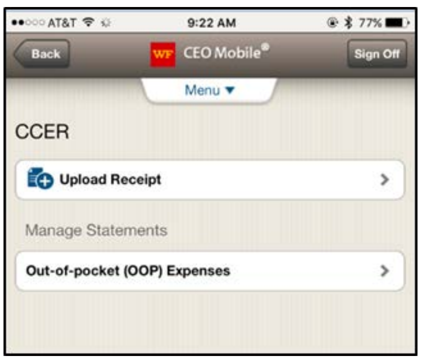
Note: If Commercial Card Expense Reporting is the only *CEO Mobile* service you have access to, the Commercial Card Expense Reporting home screen displays after you sign on.

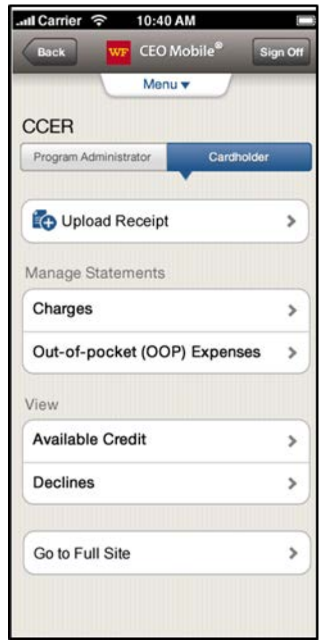


Manage Out-of-Pocket Expenses

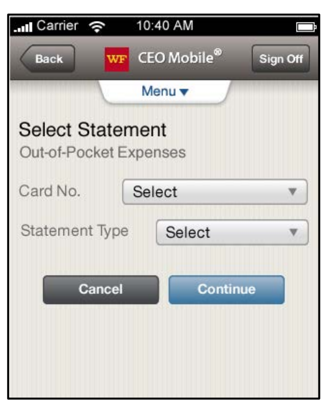
Cardholders and out-of-pocket (OOP) only users (without cards) can use the *CEO Mobile* service to viewout-of-pocket expenses previously entered, and enter new out-of-pocket expenses. **Note**: OOP only users will not see the cardholder options on their screens.

1. From your Commercial Card Expense Reporting home screen, tap **Out-of-pocket (OOP) Expenses**.





2. The Select Statement screen displays.
   OOP only users: Select a statement type.
   Cardholders: Select a card number if you have multiple cards, and select a statement type.



3. The Manage OOP Expenses screen displays.

Add an Out-of-Pocket Expense

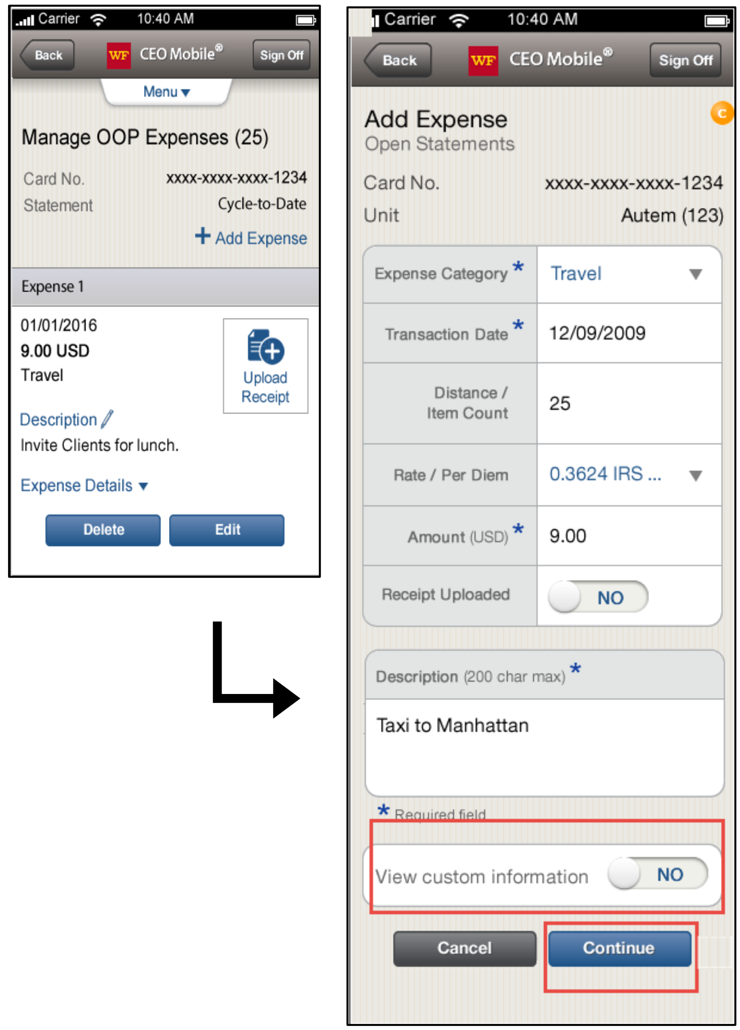
1. From the Manage OOP Expenses screen, tap **Add Expense**.

   The Add Expense screen displays.

2. Tap the **Expense Category** from the drop-down menu.
3. Enter the **Transaction Date**. This is a required field (use the MM/DD/YYYY format).
4. Enter the **Distance/Item Count**, if applicable.
5. Tap the **Rate/Per Diem** from the drop-down menu, if applicable. Or enter the **Amount**. An entry in either the Rate/Per Diem or Amount field is required.
6. Enter a **Description**. This required field allows a maximum of 200 characters.
7. Tap the **View custom information** checkbox. A new screen allows you to view all custom field values before confirming the out-of-pocket submission.

   Note: From the *CEO* portal you can reclassify custom field information for any card or out-of-pocket transaction.

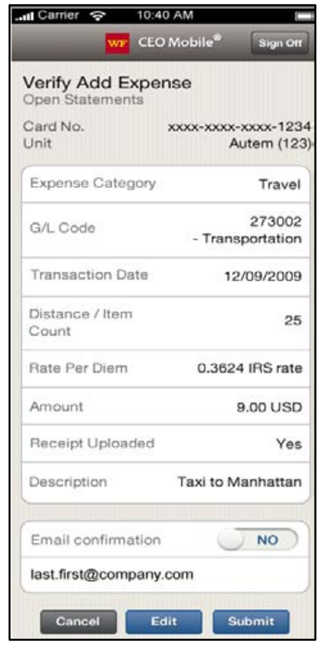
8. Tap **Continue** to add an expense or **Cancel** to return to the Manage OOP Expenses screen.



The Verify Add Expense screen displays.

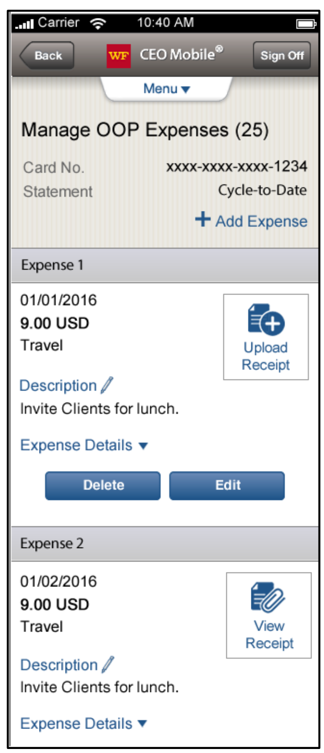
1. You can select **Yes** for email confirmation to receive an email confirmation of the changes you submitted.
2. Tap **Submit** to save.

Note: You can also tap **Edit** to make changes before confirming, or **Cancel** to cancel the expense entry.



Edit an Out-of-Pocket Expense

1. From the Manage OOP Expenses screen, select **Edit** to update the expense, or **Delete** to remove it.
2. On the Edit Expense screen, tap the category to edit, enter your updated information, and tap **Continue**.
3. Verify your changes on the Verify Edit Expense screen, and tap **Submit**.

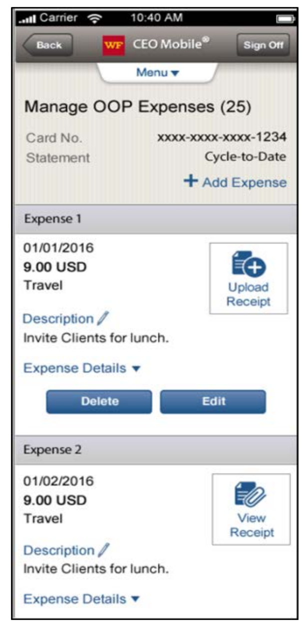


Receipt Image Capture

Capture images of your paper receipts and upload them to Commercial Card Expense Reporting using your device's camera.

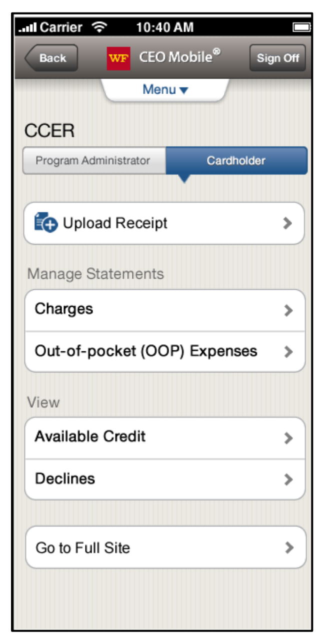
Note: This functionality is only available via the *CEO Mobile* application for iPhone or Android devices.

Upload Receipts Using Receipt Capture



To upload a receipt, select an out-of-pocket expense on the Manage OOP Expenses screen or a posted charge on the Manage Charges screen if you are a cardholder. Use this method of uploading receipts when you have multiple receipts to upload or when you are not using the automatic matching process to associate receipts with transactions.

Receipt Capture from the Home Screen

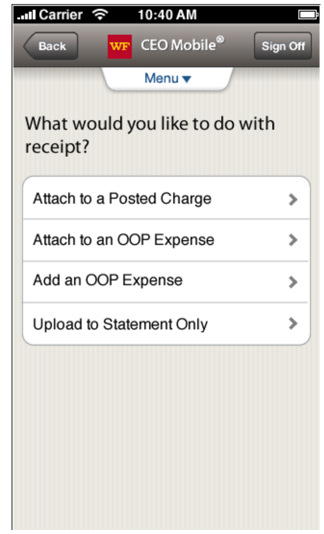


To add receipts individually for out-of-pocket expenses and posted charges, or to upload receipts to the statement level only, tap **Upload Receipt** from the *CEO Mobile* Commercial Card Expense Reporting home screen.

Note: Use the Manage Charges or Manage OOP Expenses screens to upload multiple receipts at a time, or when you are not using the automatic matching process to associate receipts with transactions.

Attach a Receipt to a Transaction or Upload to a Statement

Attaching receipts to individual transactions may help speed up reconcilement. Wells Fargo will automatically match receipts to specific transactions where possible based on this selection.



Select a Card Number and Statement

Only users with multiple cards will be required to select a card number.

Cycle-to-Date statements include expenses and charges from the current statement period. Open statements include expenses and charges from the previous cycle still awaiting administrator review.

1. Select a **Statement Type**.

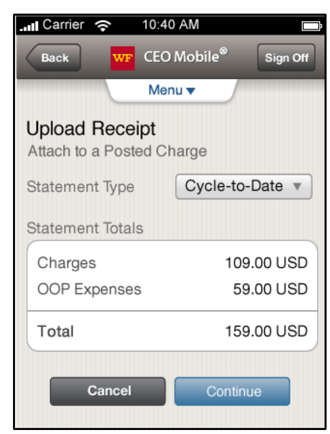
The Select Statement Type panel displays.

2. Tap **Open**.

Note: The Open statement type option selects a statement currently in its review period. You cannot select previous statements whose review periods have closed.

3. Tap **Continue**.

Note: If you have multiple cards, you can select a different card in the **Card No.** drop-down.



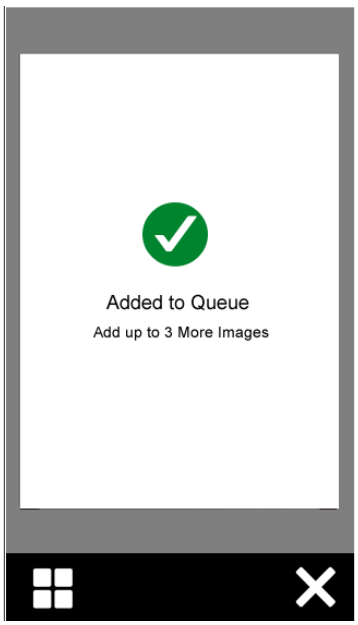
Capture and Upload Receipts Using Your Camera

1. To capture a receipt with your device's camera, verify the receipt clearly displays relevant transaction information including amount, items purchased, date, and merchant name.

For best results follow the guidelines below when taking a picture of a receipt.

- Use a single paper receipt instead of a screen capture or picture of a receipt on another device.
- Place the receipt on a flat, uncluttered, dark surface.
- Avoid glares and shadows on the receipt.
- Smooth out a wrinkled receipt.
- Follow the instructions for centering the receipt during the receipt capture process.

2. The system will confirm once your receipt is captured, or you will be directed to manually capture the receipt.

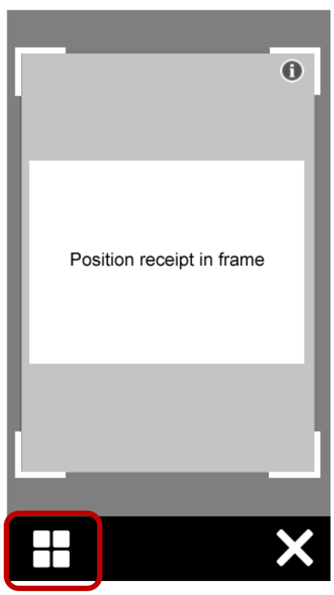


3. Tap **Done** if you can clearly read all of the text on the receipt. If the receipt borders are not accurately identified, you can crop the photo. If you are not satisfied with the quality of the image overall, you can re-take the photo.

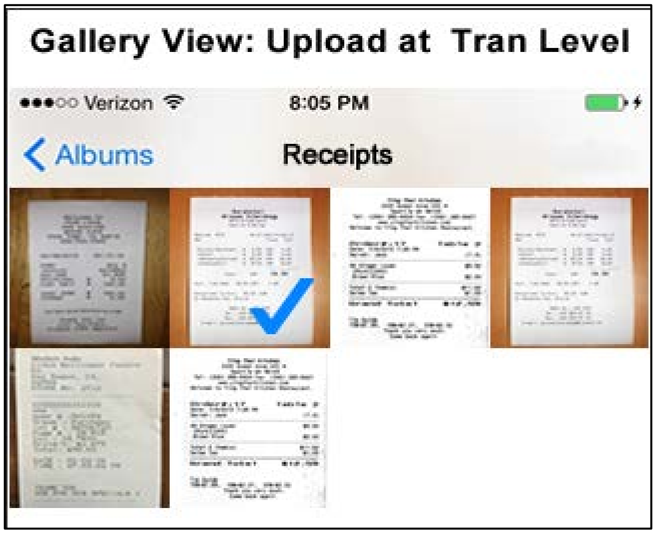
Note: You can include more than one receipt in a photo. Please refer to your company's policy.

Upload a Receipt Image from Your Photo Gallery

1. To upload receipt images saved in your smartphone's photo gallery, tap the **Gallery** icon.



2. In your photo gallery, select the photos you want to upload and tap **Done**.



Crop an Image

1. To crop an image, use the crop control after image capture.

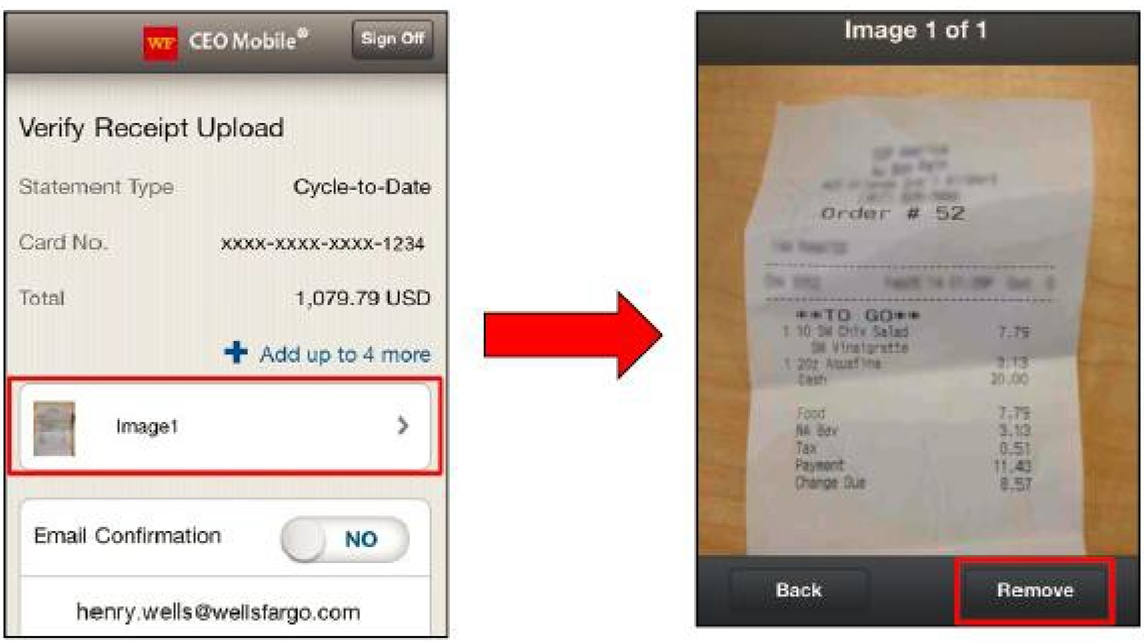
Note: Cropping is only available for receipt images uploaded to charges and expenses, or added to new out-of-pocket expenses using the **Upload Receipt** option on the home screen.

2. Align the four corners with the receipt's edges before cropping.

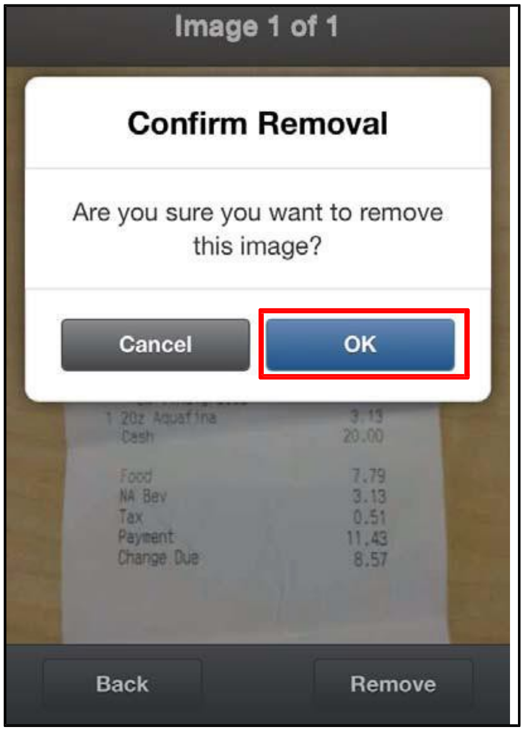
3. When satisfied, tap **Use**.

Remove a Receipt Image

1. To remove a receipt image before completing the upload, tap the thumbnail on the Verify Receipt Upload screen to display the receipt, and tap **Remove**.



2. Tap **OK** to confirm removal.



Verify Receipt Upload

1. Review all details of your expense report statement and receipt images carefully.

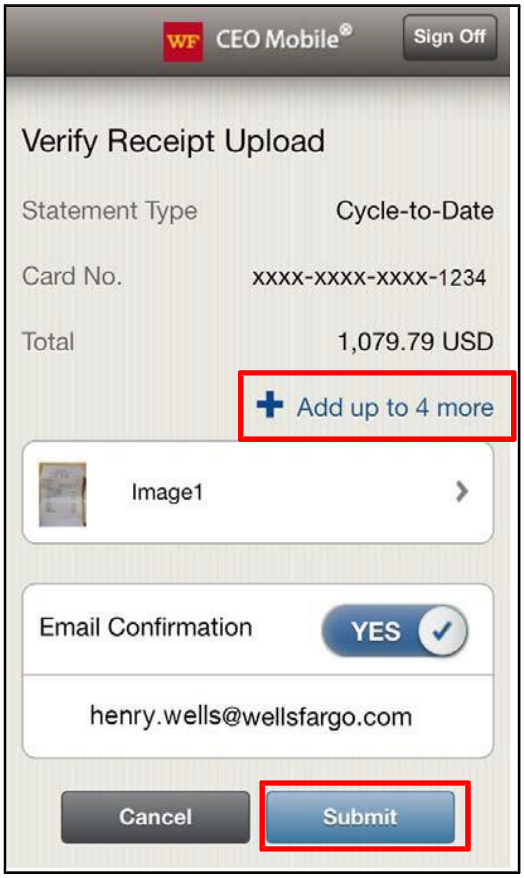
   Note: To display a larger picture of your receipt, tap the thumbnail image to zoom.

2. If you want to receive a confirmation that your receipt uploaded successfully, select **Yes** in the **Email Confirmation** section.

   Note: You will receive a separate email confirmation once your receipt is viewable in the Commercial Card Expense Reporting desktop application.

3. Tap **Submit**.

   Note: A link is provided to upload more receipts, up to a maximum of five.



Confirm Receipt Upload

1. After a receipt has been uploaded successfully, the Upload Status screen will display a completed status next to the image thumbnail.

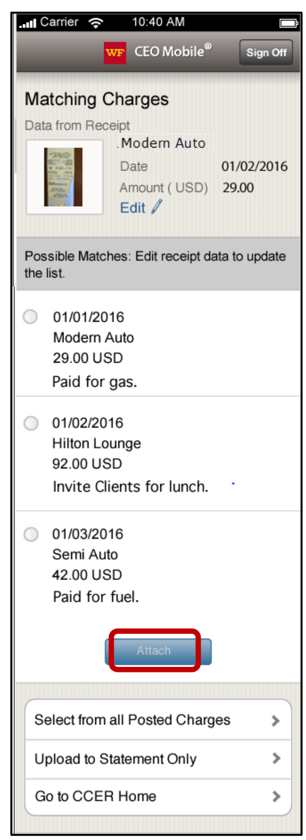
   Note: If your receipt upload is not successful, an error message will display. To try again, tap **Resend.**

2. Tap **Done**. The Receipts Upload Confirmation screen will display.
3. Tap **OK** to return to the Upload Receipt screen to upload additional receipts.

   Note: To review receipts you have uploaded to the Commercial Card Expense Reporting application on your desktop, sign on to the *CEO* portal.

Match a Receipt to a Transaction

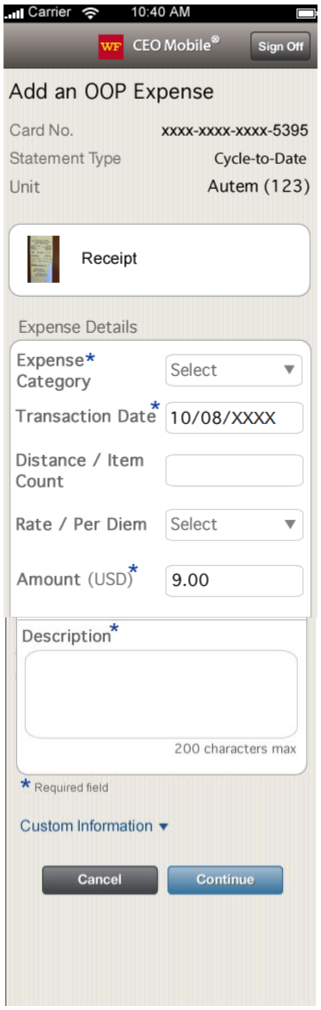
Possible matches will be proposed by the system following a successful receipt upload. The data read from the receipt to match to a transaction is shown at the top of the screen. Select **Edit** to adjust this information to get a better match.



To match a receipt to a transaction, select the radio button next to the matching transaction and tap **Attach**. If the matching transaction is not displayed in the list, tap **Select from all Posted Charges** or **Upload to Statement Only**.

Create an Out-of-Pocket Transaction from Receipt Data

The system will read the receipt and automatically populate key fields with data from the receipt. Confirm the data is correct and provide additional information for your transaction as needed. Select **Continue** to proceed.



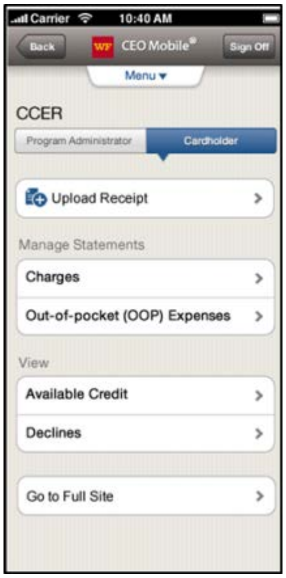
Cardholder

In addition to uploading receipts and managing out-of-pocket expenses, cardholders can access Commercial Card Expense Reporting through the *CEO Mobile* service to manage charges, and view available credit and declines.

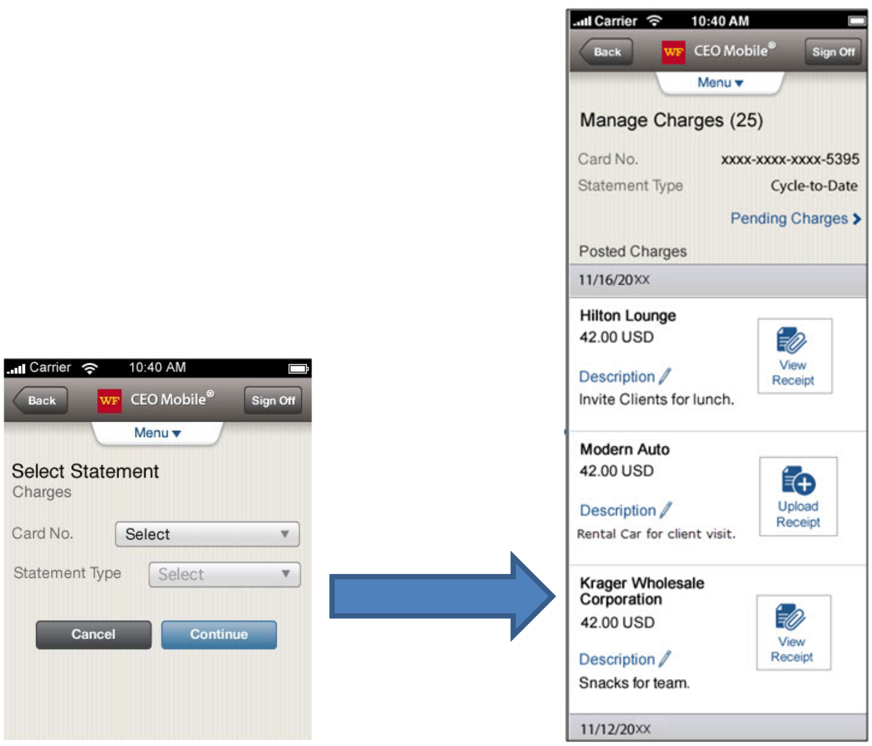
Manage Charges

Use this service to view card charges, and add and edit the descriptions associated with those charges.

1. From the Commercial Card Expense Reporting – Cardholder home screen, tap **Charges**.



2. The Select Statement screen displays. Select a card number (if you have more than one card) and statement type (**Open** or **Cycle-to-Date**).

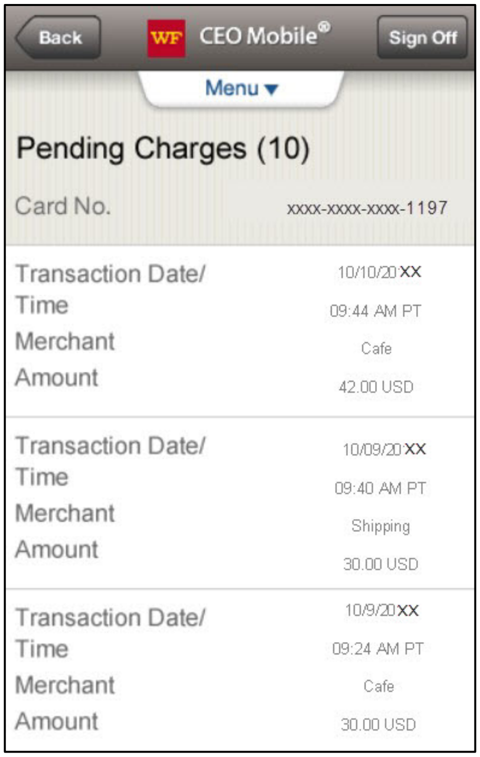


3. The Manage Charges screen displays. You can view charges, and add or edit the descriptions associated with those charges.

Note: From the top of this screen, you can tap **Menu** to return to the Commercial Card Expense Reporting home screen or tap **Sign Off** to leave the *CEO Mobile* service.

View Pending Charges

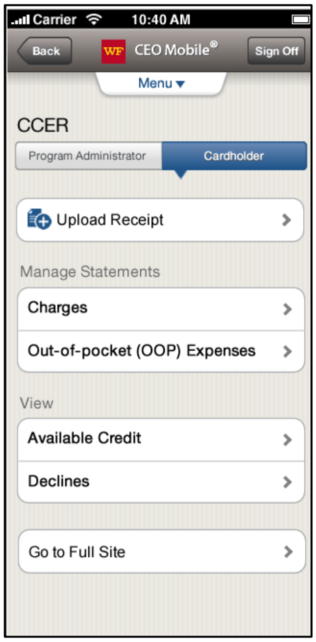
When viewing charges, you can view temporary authorizations for charges that have not yet posted by selecting **Pending Charges** on the Manage Charges screen.



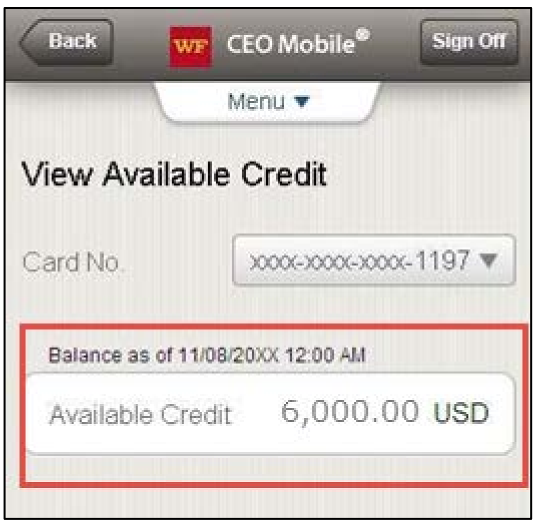
View Available Credit

Select this option to view your available credit.

1. From the Commercial Card Expense Reporting – Cardholder home screen, tap **Available Credit**.



The View Available Credit screen is displayed.



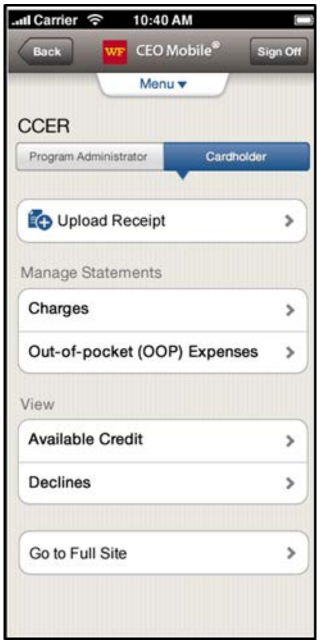
2. If you have multiple cards, you may select a different card to review from the **Card No.** drop-down menu.

Note: From the top of this screen, you can tap **Menu** to return to the Commercial Card Expense Reporting home screen or tap **Sign Off** to leave the *CEO Mobile* service.

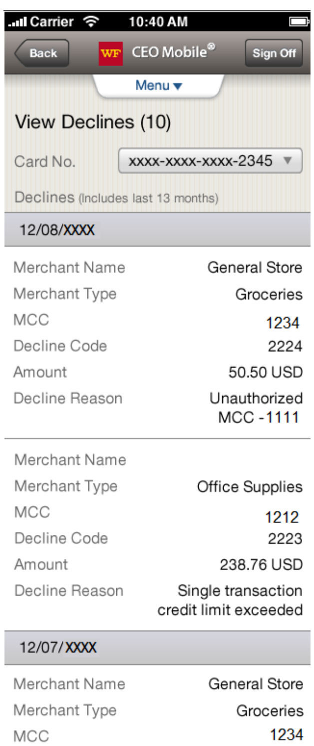
View Card Declines

Select this option to view all of your card declines over the past 30 days.

1. From the Commercial Card Expense Reporting – Cardholder home screen, tap **Declines**.



2. The View Declines screen displays, listing the declines on your account for the past 13 months. If you have multiple cards, you may select a different card from the **Card No.** drop-down menu.



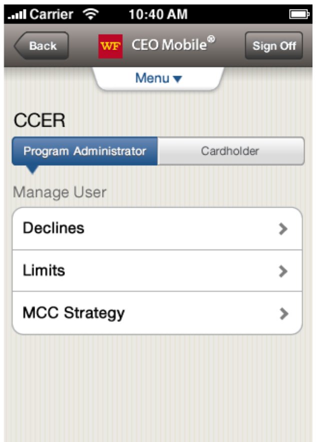
Note: From the top of this screen, you can tap **Menu** to return to the Commercial Card Expense Reporting home screen or tap **Sign Off** to leave the *CEO Mobile* service.

Program Administrator

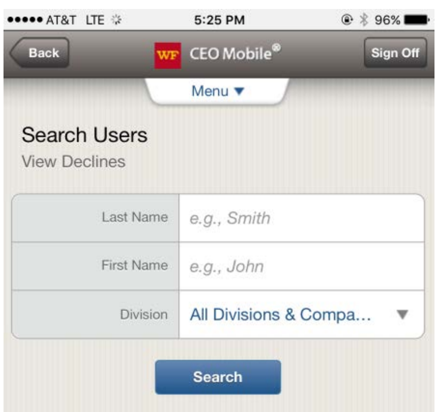
Program administrators can use Commercial Card Expense Reporting from the *CEO Mobile* service to search users, edit user card limits, view user card declines, and edit MCC strategies.

View Card Declines

1. From the Commercial Card Expense Reporting – Program Administrator home screen, tap **Declines**.

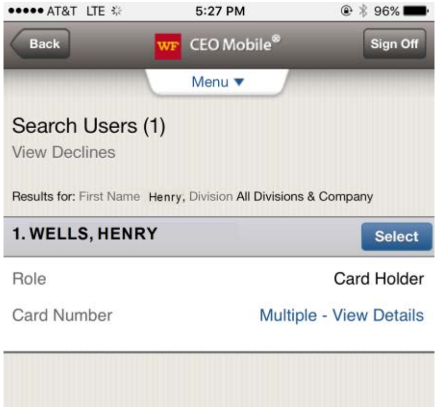


The Search Users – View Declines screen displays.



2. Enter the user's **Last Name**.
3. Enter the user's **First Name**.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.

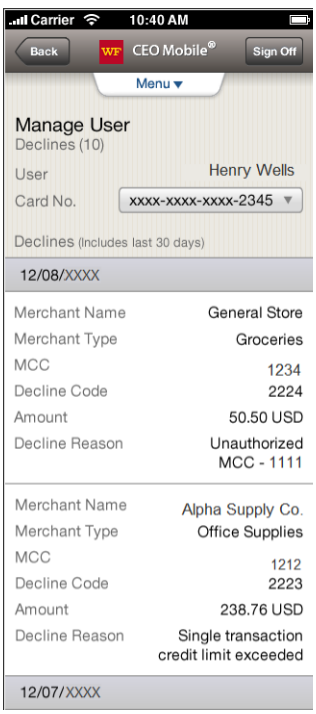


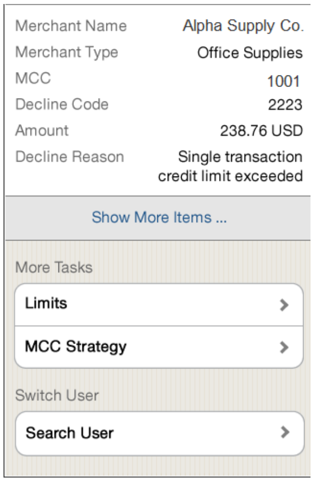
5. Tap **Multiple – View Details** in the user account to view user declines.

   Note: Tap **Show More Items** to look for another cardholder, or tap **Menu** on the top of the display to go back to the Commercial Card Expense Reporting home screen when finished viewing the account.

6. Tap the user name to view declines.

The Declines screen displays.





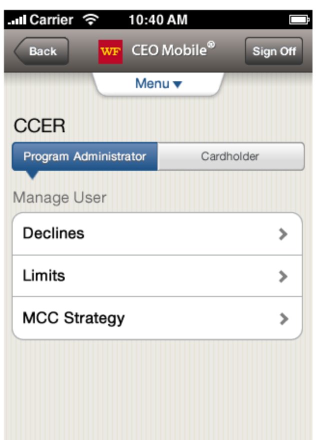
7. If the user has multiple cards, tap the card to select a different card number to edit.

Note: Tap **Search User** to look for another cardholder from the Search Users – View Declines screen or tap **Menu** to return to the Commercial Card Expense Reporting home screen when finished viewing the account.

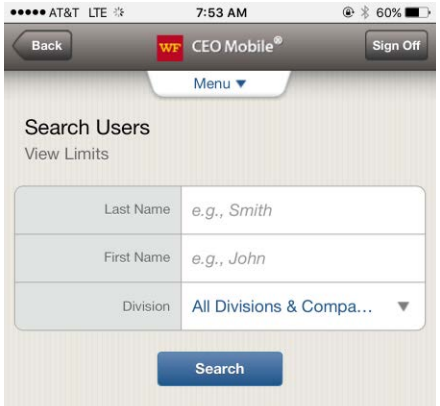
View and Edit Card Limits

You can edit card limits if you are an authorized program administrator with the edit card limits privilege for your company.

1. From the Commercial Card Expense Reporting – Program Administrator home screen, tap **Limits**.



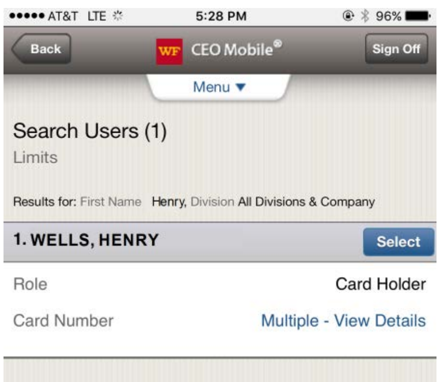
The Search Users – View Limits screen displays.



2. Enter the user's **Last Name**.
3. Enter the user's **First Name**.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.

The Search Users – Limits screen displays.

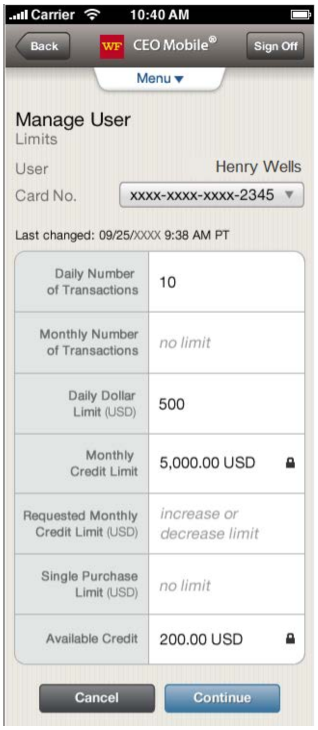


5. Tap **Multiple – View Details** in the user account to view the limit information.

Note: Tap **Show More Items** to look for another cardholder or tap **Menu** on the top of the screen to go back to the Commercial Card Expense Reporting home screen when finished viewing the account.

6. Tap the user name to edit card limits.

The Manage User – Limits screen displays.

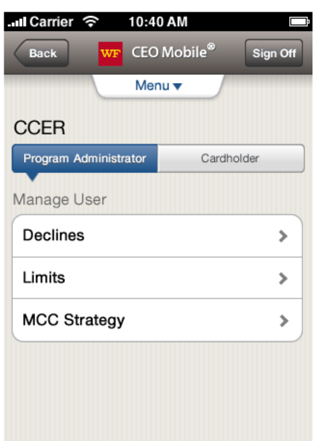


7. If the user has multiple cards, tap the card to select a different card number to edit.
8. Enter the changes to the user limits.
9. Tap **Continue**.

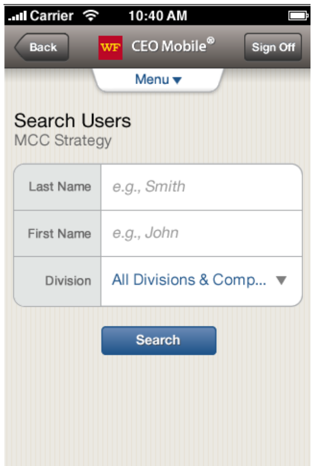
Note: Confirm the changes when the confirmation screen displays. Repeat the editing of the user limits for any additional cards.

View and Edit MCC Strategy

1. From the Commercial Card Expense Reporting – Program Administrator home screen, tap **MCC Strategy**.



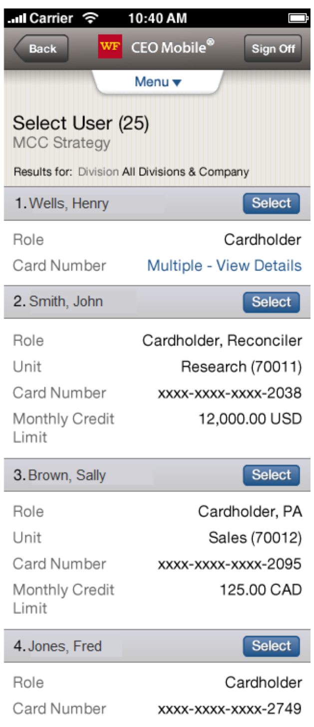
The Search Users – MCC Strategy screendisplays.



2. Enter the user's **Last Name**.
3. Enter the user's **First Name**.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.

The Select User – MCC Strategy screen displays.

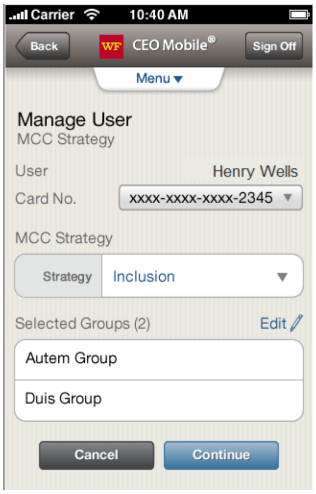


5. Tap **Multiple – View Details** in the user account to view MCC Strategy.

Note: Tap **Show More Items** to look for another cardholder or tap **Menu** on the top of the screen to go back to the Commercial Card Expense Reporting home screen when finished viewing the account.

6. Tap the user name to edit the MCC Strategy.

The Manage User – MCC Strategy screen displays.

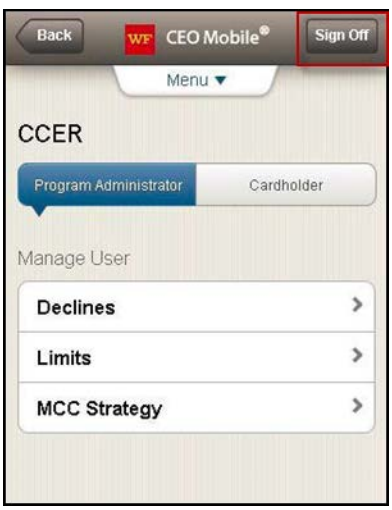


7. Enter the changes to the MCC Strategy by tapping the **MCC Strategy** drop-down menu for a list of MCC Strategies.
8. Tap **Continue**.

Note: Confirm the changes when the confirmation screen displays. Repeat the editing of the MCC Strategy for any additional cards.

Sign Off

To sign off, tap **Sign Off** at the top of any screen.



Troubleshooting Guide

Frequently Asked Questions: CEO Mobile Service Commercial Card Expense Reporting

If I am an approver or reconciler, is there any functionality I can do on Commercial Card Expense Reporting from the *CEO Mobile* service?	Not for this phase of Mobile Commercial Card Expense Reporting. Wells Fargo plans to add these roles as soon as possible.
I am a program administrator and set a user limit to zero to cut the user off. However, the user can still use the card to make transactions. Why?	Like the desktop version of Commercial Card Expense Reporting, the zero value means unlimited for every user limit except the Requested Monthly Credit limit.
The receipts I captured using my mobile phone are blurry and hard to read on my desktop. What can I do to ensure I am capturing a clear picture?	Follow these guidelines for capturing a clear picture of your receipts. • Use a single paper receipt and not a screen capture or picture of a receipt on another device. • Place the receipt on a flat, uncluttered, dark surface. • Avoid glares and shadows on the receipt. • Smooth out a wrinkled receipt. • Follow the instructions for centering the receipt during the receipt capture process.
How do I use a single receipt for multiple transactions?	Transaction level receipt imaging is designed to match a single receipt to a single transaction. Each picture should represent one receipt and it should match to only one transaction.

CEO Mobile FAQs

While you are encouraged to contact your wireless carrier with general questions about mobile browsers, here are some common questions that may come up. These FAQs are intended to increase familiarity with mobile browsing and how it is likely to work with the *CEO Mobile* service.

The mobile application requires access to multiple device features, such as contacts, location, etc. What device features are accessed by the mobile application, and is there a way to override them?	For receipt imaging to work, you need to allow the mobile application to access your camera and pictures. If you do not want the application to access those features, you can access *CEO Mobile* using your device's browser instead of the downloaded application by going to **https://ceomobile.wellsfargo.com**. The web version offers the same products and most of the same functionality with the exception of features like imaging and alerts (if applicable).
What happens if I forget to end my mobile browser session?	After 15 minutes of inactivity, your *CEO Mobile* service session will automatically end. Most browsing is billed based on how much data is transferred, so inactivity will usually not create additional costs. When you request additional information on a web page, another web call begins.