

CEO Mobile<sup>®</sup> Service Commercial Card Expense Reporting User Guide



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## 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

# 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 **WF CEO** in the **Search** field.



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

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INSTALL.

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.

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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.

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





*CEO Mobile* Service Commercial Card Expense Reporting User Guide May 2017

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**.

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v	ELLS FARG	D
CEO <sup>®</sup> Sign	n On	
Company ID		
User ID		
Password		
Remember M	te	
Sign On	т	rouble signing on?
Si	scurity & Privacy Polic	У

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.



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Back WF CEO Mobile®	Sign Off
Menu 🔻	
CCER	
Program Administrator Cardhold	ker
C Upload Receipt	>
Manage Statements	
Charges	>
Out-of-pocket (OOP) Expenses	\$
View	
Available Credit	>
Declines	>
Go to Full Site	>

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.



	10:40 AM	
Back WF	CEO Mobile®	Sign Off
	Menu 🔻	
Select Stater Out-of-Pocket E	ment xpenses	
Card No.	Select	•
Statement Type	Select	•
Cancel	Contir	nue

3. The Manage OOP Expenses screen displays.

### Add an Out-of-Pocket Expense

From the Manage OOP Expenses 1. 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 dropdown 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.

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.III Carrier 🎅	10:40 AM
Back	T CEO Mobile® Sign Off
	Menu 🔻
Manage OC	OP Expenses (25)
Card No.	xxxx-xxxx-xxxx-1234
Statement	Cycle-to-Date
	+ Add Expense
Expense 1	
01/01/2016	
9.00 USD	
Travel	Upload
Description 🖉	Receipt
Invite Clients f	or lunch.
Expense Detai	ils 🔻
Delete	e Edit

Carrier 🔶

Add Expense **Open Statements** 

Expense Category \*

Transaction Date \*

Distance /

Item Count

Rate / Per Diem

Receipt Uploaded

Taxi to Manhattan

\* Required field

Amount (USD) \*

Description (200 char max) \*

View custom information

Cancel

Back

Card No.

Unit

10:40 AM

CEO Mobile®

Travel

25

9.00

12/09/2009

0.3624 IRS ...

NO

Sian Off

Autem (123)

v

T

NO

Continue

xxxx-xxxx-xxxx-1234

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.

Jard No. Jnit	Autem (12
Expense Category	Trave
G/L Code	273002 - Transportation
Transaction Date	12/09/2009
Distance / Item Count	25
Rate Per Diem	0.3624 IRS rate
Amount	9.00 USC
Receipt Uploaded	Yes
Description	Taxi to Manhattar
Email confirmation	n NO

#### Edit an Out-of-Pocket Expense

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

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Back WF CE	O Mobile®	Sign Off
M	lenu 🔻	/
Manage OOP E	Expenses	s (25)
Card No.	xxxx-xxx	x-xxxx-1234
Statement	C	ycle-to-Date
	<b>+</b> A	dd Expense
Expense 1		
01/01/2016	[	
9.00 USD		<b>E+</b>
Travel		Upload
Description 🖉	l	Receipt
Invite Clients for lur	icn.	
Expense Details		
Delete	E	dit
Expense 2		
01/02/2016		
9.00 USD		
Travel		View
Description /		Necelhr
Invite Clients for lur	nch.	
Expense Details <b>v</b>		

## **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.



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Attach to a Posted Charge

Attach to an OOP Expense

Upload to Statement Only

Add an OOP Expense

receipt?

CEO Mobile®

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Menu 
What would you like to do with



#### **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.

Image 1 of 1	
Confirm F	lemoval
Are you sure you this ima	want to remove age?
Cancel	ок
1 202 Aquafina Cash	3.13 20.00
Food NA Bey Tax Payment Change Due	7.79 3.13 0.51 11.43 8.57
Back	Remove

### 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.

wf (	EO Mobile <sup>®</sup> Sign Off	
Verify Receipt	Upload	
Statement Type	Cycle-to-Date	
Card No.	xxxx-xxxx-1234	
Total	1,079.79 USD	
	+ Add up to 4 more	
Image1	>	
Email Confirmation YES		
henry.wells@wellsfargo.com		
Cancel Submit		

## **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 Confirmationscreen 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.

wr (	EO Mobile® Sign Off	CEO Mobile®
Upload Status Statement Type Card No. Total	Cycle-to-Date xxxx-xxxx-1234 1,079.79 USD	Menu   Receipts Upload Confirmat  All receipts successfully uploa
Image1	Completed	

#### 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.

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wf CEO	Mobile <sup>®</sup> Sign Off			
Add an OOP Expense				
Card No.	xxxx-xxxx-xxxx-5395			
Statement Type	Cycle-to-Date			
Unit	Autem (123)			
Receipt				
Expense Details				
Expense* Category	Select			
Transaction Date	10/08/XXXX			
Distance / Item Count				
Rate / Per Diem	Select			
Amount (USD)*	9.00			
Description*				
	200 characters max			
* Required field				
Custom Information	•			
Cancel	Continue			

## 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.

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Back W7 CEO Mobile® S	gn Off
Menu 🔻	
CCER	
Program Administrator Cardholder	
Upload Receipt	>
Manage Statements	
Charges	>
Out-of-pocket (OOP) Expenses	>
View	
Available Credit	>
Declines	>
Go to Full Site	>

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.

Back WF CEO N	Nobile® Sign Off		
Menu	•		
Pending Charges (10)			
Card No.	xxxx-xxxx-xxxx-1197		
Transaction Date/	10/10/20 <b>XX</b>		
Time	09:44 AM PT		
Merchant	Cafe		
Amount	42.00 USD		
Transaction Date/	10/09/20 <b>XX</b>		
Time	09:40 AM PT		
Merchant	Shipping		
Amount	30.00 USD		
Transaction Date/	10/9/20 <b>xx</b>		
Time	09:24 AM PT		
Merchant	Cafe		
Amount	30.00 USD		

#### **View Available Credit**

Select this option to view your available credit.

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

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CCER	
Program Administrator Cardholder	
Contraction Upload Receipt	>
Manage Statements	
Charges	>
Out-of-pocket (OOP) Expenses	>
View	
Available Credit	>
Declines	>
Go to Full Site	>

The View Available Creditscreen is displayed.

_	Menu 🔻
/iew Availabl	e Credit
Card No.	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
Balance as of 11/0	8/20XX 12:00 AM
	6 000 00 HOR

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.

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Menu 🔻	
CCER	
Program Administrator Cardholder	
CO Upload Receipt	>
Manage Statements	
Charges	>
Out-of-pocket (OOP) Expenses	>
View	
Available Credit	>
Declines	>
Go to Full Site	>

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.

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Back WF	CEO Mobile <sup>®</sup> Sign Off			
	Menu 🔻			
View Declines (10)				
Card No.	xxxx-xxxx-xxxx-2345 🔻			
Declines (Includes	last 13 months)			
12/08/XXXX				
Merchant Name	General Store			
Merchant Type	Groceries			
MCC	1234			
Decline Code	2224			
Amount	50.50 USD			
Decline Reason	Unauthorized MCC -1111			
Merchant Name				
Merchant Type	Office Supplies			
MCC	1212			
Decline Code	2223			
Amount	238.76 USD			
Decline Reason	Single transaction credit limit exceeded			
12/07/XXXX				
Merchant Name	General Store			
Merchant Type	Groceries			
MCC	1234			

**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.

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Back	₩F CEO Mobile <sup>®</sup>	Sign Off
	Menu 🔻	
Search Users	(1)	
View Declines		
View Declines Results for: First Name	Henry; Division All Divisions	& Company
View Declines Results for: First Name 1. WELLS, HENR	Henry, Division All Divisions	s & Company Select
View Declines Results for: First Name 1. WELLS, HENR Role	Henry, Division All Divisions	& Company Select Card Holder

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.

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Back W	CEO Mobile® Sign Off
	Menu 🔻
Manage Use Declines (10)	ər
User	Henry Wells
Card No.	xxxx-xxxx-2345 v
Declines (Include	es last 30 days)
12/08/XXXX	
Merchant Nam	e General Store
Merchant Type	Groceries
MCC	1234
Decline Code	2224
Amount	50.50 USD
Decline Reaso	MCC - 1111
Merchant Nam	e Alpha Supply Co.
Merchant Type	Office Supplies
MCC	1212
Decline Code	2223
Amount	238.76 USD
Decline Reaso	n Single transaction credit limit exceeded
12/07/XXXX	

Merchant Name	Alpha Supply Co.	
Merchant Type	Office Supplies	
MCC	1001	
Decline Code 222		
Amount	238.76 USD	
Decline Reason	Single transaction credit limit exceeded	
Show M	ore Items	
More Tasks		
Limits	>	
MCC Strategy	>	
Switch User		
Search User	>	
	)	

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.

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Back WF	CEO Mobile®	Sign Off
	Menu 🔻	
CCER		
Program Administr	ator Cardhol	der
Manage User		
Declines		>
Limits		>
MCC Strategy		>

The Search Users – View Limits screen displays.

••••• AT&T LTE 🌣	7:53 AM	۰ 🕸 🕸 🕐
Back	CEO Mobile®	Sign Off
	Menu 🔻	
Search Users View Limits		
Last Name	e.g., Smith	
First Name	e.g., John	
Division	All Divisions & Co	mpa 🔻
	Search	

- 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.

N	Menu 🔻
<b>Manage User</b> ∟imits	
Jser	Henry Well
Card No. 🛛 🗙	xx-xxxx-xxx-2345 *
ast changed: 09/25/X	XXX 9:38 AM PT
Daily Number of Transactions	10
Monthly Number of Transactions	no limit
Daily Dollar Limit (USD)	500
Monthly Credit Limit	5,000.00 USD
Requested Monthly Credit Limit (USD)	increase or decrease limit
Single Purchase Limit (USD)	no limit
Available Credit	200.00 USD

- 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.

Back WP CEO Mobil Menu CCER	le <sup>®</sup> Sign Off
Menu   CCER  Program Administrator	
CCER Program Administrator	
Program Administrator	
	Cardholder
Manage User	
Declines	>
Limits	>
MCC Strategy	>

The Search Users – MCC Strategy screendisplays.

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Back	wF CEO Mobile® Sign Off
	Menu 🔻
Search Us MCC Strates	sers ay
Last Name	e.g., Smith
First Name	e.g., John
Division	All Divisions & Comp ▼
	Search

- 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.

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Back	CEO Mobile® Sign Off
	Menu 🔻
Select User (2 MCC Strategy	25)
Results for: Division A	II Divisions & Company
1. Wells, Henry	Select
Role	Cardholder
Card Number	Multiple - View Details
2. Smith, John	Select
Role	Cardholder, Reconciler
Unit	Research (70011)
Card Number	xxxx-xxxx-xxxx-2038
Monthly Credit Limit	12,000.00 USD
3.Brown, Sally	Select
Role	Cardholder, PA
Unit	Sales (70012)
Card Number	xxxx-xxxx-xxxx-2095
Monthly Credit Limit	125.00 CAD
4. Jones, Fred	Select
Role	Cardholder
Card Number	xxxx-xxxx-xxxx-2749
Monthly Credit	450.00 USD

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.

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Back	wr CEO Mobile <sup>∉</sup>	Sign Off
	Menu 🔻	/
Manage L MCC Strates	lser ay	
User		Henry Wells
Card No.	xxxx-xxxx-x	xxx-2345 🔻
MCC Strateg	ıУ	
Strategy	Inclusion	• • )
Selected Groups (2) Edit 🥼		
Autem Group		
Duis Group		
Cancel Continue		

- 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.

Menu	•
CCER	
Program Administrator	Cardholder
Manage User	
Declines	>
Limits	>
MCC Stratage	>

# **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 <i>CEO</i> <i>Mobile</i> 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?	<ul> <li>Follow these guidelines for capturing a clear picture of your receipts.</li> <li>Use a single paper receipt and not a screen capture or picture of a receipt on another device.</li> <li>Place the receipt on a flat, uncluttered, dark surface.</li> <li>Avoid glares and shadows on the receipt.</li> <li>Smooth out a wrinkled receipt.</li> <li>Follow the instructions for centering the receipt during the receipt capture process.</li> </ul>
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 <i>CEO</i> <i>Mobile</i> using your device's browser instead of the downloaded application by going to <b>https://ceomobile.wellsfargo.com</b> . 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 <i>CEO Mobile</i> 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.