Commercial Card Expense Reporting (CCER)
The University of Puget Sound

An internet solution
Accessed via Wells Fargo’s secure Commercial Electronic Office® (CEO) portal
Commercial Card Expense Reporting (CCER)

What is it?

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

Cardholders can:

- Review/reclassify transactions
- Input a business description for all transactions
- Split transactions
- Add OOP (out-of-pocket expenses)
- Email, fax, or upload receipts via desktop or CEO mobile

Approvers can:

- Approve individual “OOP” transactions
- Review/approve cardholder statements
- View receipts and statement summary reports
To get started

After receiving your card...

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

Card security

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

About chip-enabled cards

- Most U.S. merchants use terminals that accept chip-enabled credit cards (cards that contain an integrated “circuit chip” that stores encrypted information). If you encounter a merchant that doesn’t, you may use your card by swiping at the point of sale.

- Chip-enabled terminals are used internationally. You may use your card to complete chip-enabled transactions in Europe, Asia, South America, and Canada.

- When you activate your card (by calling the provided number on the activation sticker), you will select a customized Personal Identification Number (PIN). Use this PIN for all chip-enabled transactions, as well as for cash advances, if you are authorized to make them.

- Whether in the U.S. or abroad, the first time you use your card to complete a chip-enabled transaction, you may be prompted to provide your signature instead of your PIN. **After the first use, you will only need your PIN to complete chip-enabled transactions.**

- If you forget or need to change your PIN, call the *WellsOne* Service Center at 1-800-932-0036.
New User Sign On

Sequence of steps

- Sign on to the Commercial Electronic Office® (CEO®) using your temporary password
- Change your password
- Set up your secret questions
- Read and accept the CEO Terms of Use
- Confirm your profile information
Wells Fargo home page
wellsfargo.com

Commercial Electronic Office® Portal
Sign On

Helping you stay competitive
At Wells Fargo, we help businesses by really getting to know their people and their plans
Learn More
CEO portal sign-on website
https://wellsoffice.wellsfargo.com

Enter your:
- Company ID
  - UNIVE186
- User ID
  - Unique to user
- Password
  - Unique to User

Company ID, User ID and Password are not case sensitive

To change or reset your password, click the Forgot Password? link

If you incorrectly enter your password twice in the same session, you will automatically be taken to the Change Your Password page
Change your password

New User Setup

Password Requirements

Must Contain:

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

Cannot Contain:

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

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

* All fields required

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

Secret Question 2: What was the model of your first car?  ✔️  ✔️
Answer 2: SL2  ✔️

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

Continue
Read and accept the CEO Terms of Use

CEO Portal Terms of Use

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

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

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

Enter your email and phone information; **Save**, then **Continue**...
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).
If CCER is the *only* service that you will access, you can choose to automatically open CCER each time you sign on - bypassing the CEO home page (Edit Automatic Access / turn on and Save).
Cardholder experience
Cardholder review period
Unique to your program

Review your company’s unique CCER statement cycle, and Reminder and Grace Periods within the **Cardholder Summary** located at the top of the Review Open Statements and View Cycle-to-Date screens.

- An email will be sent out to Cardholders (and Reconcilers) when the current statement cycle has ended, indicating that the statement can be submitted for approval (Statement Reviewed). An email will be sent, even if the Cardholder doesn’t have any transactions for that statement cycle. If the statement end date falls on a weekend, the email will be sent the following Tuesday.

- If the Cardholder (or Reconciler) has not reviewed and submitted the statement after 4 calendar days, a reminder email will be sent out. Cardholders and Reconcilers will have an additional 3 days grace to complete the review.

- If you are on vacation or do not have online access, contact your Program Administrator.
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.
Cardholder home page

Manage Statements – Review Open Statements

- Review open statements (default screen for cardholders) will become available when your company has reached the statement End Date
- Finalize the statement during the review period

The Statement Reviewed button (which submits the expense report to the Approver) will only be available in Review Open Statements.
Manage Statements
View Previous Statements – 13 month history

<table>
<thead>
<tr>
<th>Card Number</th>
<th>Start Date</th>
<th>End Date</th>
<th>Charges</th>
<th>OOP</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>07/26/20</td>
<td>08/25/20</td>
<td>10,346.15 USD</td>
<td>0.00 USD</td>
<td>10,346.15 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>06/26/20</td>
<td>07/25/20</td>
<td>10,307.24 USD</td>
<td>0.00 USD</td>
<td>10,307.24 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>05/26/20</td>
<td>06/25/20</td>
<td>9,910.17 USD</td>
<td>0.00 USD</td>
<td>9,910.17 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>04/26/20</td>
<td>05/25/20</td>
<td>10,147.30 USD</td>
<td>0.00 USD</td>
<td>10,147.30 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>03/26/20</td>
<td>04/25/20</td>
<td>9,989.03 USD</td>
<td>0.00 USD</td>
<td>9,989.03 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>02/26/20</td>
<td>03/25/20</td>
<td>10,262.20 USD</td>
<td>0.00 USD</td>
<td>10,262.20 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>01/26/20</td>
<td>02/25/20</td>
<td>0.00 USD</td>
<td>0.00 USD</td>
<td>0.00 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>12/26/20</td>
<td>01/25/20</td>
<td>10,234.29 USD</td>
<td>0.00 USD</td>
<td>10,234.29 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>11/26/20</td>
<td>12/25/20</td>
<td>10,103.81 USD</td>
<td>0.00 USD</td>
<td>10,103.81 USD</td>
</tr>
<tr>
<td>xxxx-xxxx-xxxx-4372</td>
<td>10/26/20</td>
<td>11/25/20</td>
<td>0.00 USD</td>
<td>0.00 USD</td>
<td>0.00 USD</td>
</tr>
</tbody>
</table>
Transactions appear on your statement as they are posted through the system.

To view Real-Time Authorizations, click on the View Pending Charges link.
View Pending Charges
Within Cycle-to-Date (only)
If a vendor transmits additional details with the transaction, the merchant name is red and underlined.

Select the merchant name to access the detail screen.

Details:

<table>
<thead>
<tr>
<th>Commodity Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Of Measure</th>
<th>Line Item Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>123-OS</td>
<td>Item 1</td>
<td>210</td>
<td></td>
<td>$5.00</td>
</tr>
<tr>
<td>453-CP</td>
<td>Item 2</td>
<td>75</td>
<td></td>
<td>$20.00</td>
</tr>
<tr>
<td>653-P</td>
<td>Item 3</td>
<td>50</td>
<td></td>
<td>$7.00</td>
</tr>
</tbody>
</table>

Details:

<table>
<thead>
<tr>
<th>Departure Travel Date</th>
<th>Stopover Code</th>
<th>Carrier Code</th>
<th>Service Class</th>
<th>Originating Airport Code</th>
<th>Destination Airport Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>mm/dd/20xx</td>
<td>D</td>
<td>CP</td>
<td>BU</td>
<td>OAK</td>
<td>DFW</td>
</tr>
<tr>
<td>mm/dd/20xx</td>
<td>D</td>
<td>SA</td>
<td>BU</td>
<td>DFW</td>
<td>OAK</td>
</tr>
</tbody>
</table>
Available functionality includes:

- **Reclassify** - allocate an entire transaction and add a description
- **Add Descriptions** - provide transaction details
- **Split and Reclassify** - divide a transaction multiple ways and add descriptions
- **Dispute** - dispute a transaction
Reclassify screen

Click the icon to reclassify the general ledger code

Enter a business description

Click the icon(s) to choose values to allocate the transaction

- Avoid special characters - `< > % ; ( ) & + \ # ? { } I ^ ~ [ ] “ `'

Please note the system will timeout after 15 minutes of inactivity. You will receive a warning message shortly before the session is set to expire.
Reclassify screen
Add Descriptions
To multiple charges (selected on the main statement screen)

- Add a transaction description (can be up to 200 characters)
- Click the Apply to All link to apply the same description to all selected charges
- Provide name of guests entertained (if applicable)
- Adhere to company policy
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] “ ‘
Split and Reclassify

Itemize a charge out to multiple GL Codes (by amount or %)

- Divide and reallocate a transaction into multiple entries
- Split by amount or by percentage
- Select add to create a new row and begin the split process
Dispute

- Contact the vendor **FIRST** to try and get a refund or correction
- If unresolved after working directly with the vendor, complete the online (or paper) form
- Notify program administrator of dispute
- You have 60 days from the posting date to dispute a transaction
- Additional supporting information may be requested
- Call the service center if there are unrecognized transactions or suspected fraud
OOP reimbursement

- CCER has the ability to reimburse miscellaneous, out of pocket (OOP) expenses as part of the statement reconciliation process
  - Tips, tolls, mileage, parking
  - Any small dollar expense that cannot go on the card
- In addition, these OOP expenses can be sent directly to the cardholder’s designated account (checking or savings) via ACH
User Information - Bank Information

Account debited or credited for out-of-pocket or personal exp.

- Select bank information from the left navigation menu and enter account information
- Only cardholders and OOP only users have access to the bank information screen
Out-of-Pocket expenses (OOP)
Select Add an Expense to enter mileage or cash items

- Enter date and choose an expense category
- Enter amount and add description for non-mileage OOP
- For mileage, enter distance, select rate and add description
- Modify the custom fields and general ledger code if necessary
Complete your review

- Select statement reviewed and a message box appears indicating that an email will be sent to your approver
- Upload receipts via desktop or CEO mobile. To email or fax, select cover sheet option on the “print” drop-down menu to print the cover sheet for this statement.
Desktop Receipt Imaging option

Upload receipt images to individual transactions (Add Receipt)
Desktop Receipt Imaging
View/Detach uploaded receipt images (View Details)
Desktop Receipt Imaging

Upload receipt images to statement (attach to transactions later)
Desktop Receipt Imaging
Upload receipt images (to statement), View, Attach, or Delete

< Return to Charges — Cycle-to-Date

Choose a receipt and then select View, Attach to Transaction, or Delete from Statement to continue.

Note: Some receipts may contain multiple images.

Card Number: xxxx-xxxx-xxxx-4372
Reminder Period: 10/28/20 through 10/30/20
Grace Period: 10/31/20 through 11/03/20

Uploaded Receipts

<table>
<thead>
<tr>
<th>Receipt</th>
<th>Attached to Transaction</th>
<th>Transaction Date</th>
<th>Merchant</th>
<th>G/L Code</th>
<th>Description</th>
<th>Amount</th>
<th>Original Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Yes</td>
<td>10/10/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Yes</td>
<td>10/10/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Yes</td>
<td>10/03/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Yes</td>
<td>10/03/20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>No</td>
<td>07/14 am PT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>No</td>
<td>07/12 am PT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attach Receipt to Posted Charge

Filter By: Merchant or Amount

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Merchant</th>
<th>G/L Code</th>
<th>Description</th>
<th>Receipt Count</th>
<th>Amount</th>
<th>Original Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/03/20</td>
<td>Office Supplies Cameron, LA</td>
<td>724</td>
<td>Office Supplies</td>
<td>0</td>
<td>22.98 USD</td>
<td></td>
</tr>
<tr>
<td>10/03/20</td>
<td>Café Sfo, CA</td>
<td>742</td>
<td>Travel Costs - Meals</td>
<td>0</td>
<td>16.75 USD</td>
<td></td>
</tr>
<tr>
<td>10/03/20</td>
<td>Airlines Sfo, CA</td>
<td>738</td>
<td>Travel Costs - Airfare</td>
<td>0</td>
<td>132.80 USD</td>
<td></td>
</tr>
</tbody>
</table>

Attach to Transaction
Attach to Posted Charge
Attach to OOP Expense
Delete from Statement
Receipt Imaging – Print Cover Sheet option
Fax or email receipt images (statement-level only)

Cover Sheet considerations:
If emailing:
- Individual attachments must be in the following formats: PDF, JPG, GIF, TIF, BMP, or PNG
- If you email a single attachment combining the Cover Sheet and receipts, it must be a PDF

Receipts submitted using this method:
- Cannot be attached to individual transactions
- Remain statement-level
- Can be accessed in the Statement Receipt Actions dropdown, “View All Receipts (PDF)”
Mobile Receipt Imaging option
Upload pictures of receipts using your mobile device

Via your mobile browser:
Go to https://ceomobile.wellsfargo.com or download the free Wells Fargo CEO Mobile app for iPhone/iPad or Android

Mobile Cardholders can:
- Add and edit Out-of-Pocket expenses
- View pending and posted card charges
- Add and edit descriptions
- View available credit
- View declines
- Upload receipts
Mobile Receipt Imaging

Getting started...

1. CCER
   - Program Administrator
   - Cardholder
   - Upload Receipt

2. Manage Statements
   - Charges
   - Out-of-pocket (OOP) Expenses

3. View
   - Available Credit
   - Declines
   - Go to Full Site

4. What would you like to do with receipt?
   - Attach to a Posted Charge
   - Attach to an OOP Expense
   - Upload to Statement Only

5. Upload Receipt
   - Attach to a Posted Charge
   - Card No.: xxxx-xxxx-xxxx-2345
   - Statement Type: Cycle-to-Date
   - Statement Totals
     - Charges: 109.00 USD
     - OOP Expenses: 59.00 USD
     - Total: 159.00 USD

   - Cancel
   - Continue
Mobile Receipt Imaging
Take a photo or select receipt images from your gallery
Auto-matching

CCER Mobile will attempt to *match* receipt images with expenses
Upload through Manage Charges/Expenses
Use if *not* leveraging auto-matching

- CCER
  - Program Administrator
  - Cardholder
  - Upload Receipt

- Manage Statements
  - Charges
  - Out-of-pocket (OOP) Expenses

- Select Statement Charges
  - Card No.: xxx-xxxx-xxxx-2345
  - Statement Type: Cycle-to-Date

- Statement Totals
  - Charges: 109.00 USD
  - OOP Expenses: 59.00 USD
  - Total: 159.00 USD

- Manage Charges (6)
  - Card No.: xxx-xxxx-xxxx-2345
  - Statement: Cycle-to-Date
  - Posted Charges
    - 01/12/20XX
      - LMNP Gas Station: 38.00 USD
    - 01/11/20XX
      - Post Master 2334 CA: 9.07 USD

- Upload Receipt
Add a new Out-of-Pocket (OOP) expense

Mobile receipt information is used to create a new expense

Add an OOP Expense
Card No. xxx-xxxx-xxxx-2345
Statement Type Cycle-to-Date
Unit Autem (1 23)

Receipt

Expense Details
Expense* Select
Category
Transaction Date* 01/01/20XX
Distance / Item Count
Rate / Per Diem Select
Amount (USD)* 42.00
Description*

Verify Receipt Upload
Card No. xxx-xxxx-xxxx-2345
Statement Cycle-to-Date
Total 159.00 USD

Receipt 1
Selected Charge
01/01/20XX
42.00 USD
Meals Invite Clients for lunch.

Email confirmation NO
last.first@company.com

Cancel Submit

Upload Status
Card No. xxx-xxxx-xxxx-2345
Statement Cycle-to-Date
Total 159.00 USD

Receipt 1 Accepted

Selected Charge
01/01/20XX
42.00 USD
Meals Invite Clients for lunch.

Done
Receipt Imaging

Viewing Images

- View images by clicking the “view all receipts (PDF)” link found under Statement Receipt Actions on the open statements, cycle-to-date, and previous statement screens
- Print cover sheets for prior statements on the view previous statement screen
- View historical images for up to seven years via “view historical images”
Reports

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

- View declined transactions to determine the reason for the decline
- Declines do not appear in real time, they will be displayed within 48 hours
Personal profile

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

Billing address for online and phone orders

Click on link to Manage Alerts

Click to retrieve current available credit

Text and Email Alerts:  

Unique ID: xxxxx6789

Card Information

Mailing
Address Type: USA
Address Line 1: 1500 N WARNER ST
Address Line 2:
City: TACOMA
State: WA
Zip Code: 98416-5000

Account Parameters

Templates
Selected Template:

Limits
Daily Number of Transactions:
Monthly Number of Transactions:
Daily Dollar Limit: 0.00 USD
Monthly Credit Limit: 5,000.00 USD
Single Purchase Limit: 0.00 USD
Available Credit: 3,553.10 USD as of 09/13/2012 01:38 PM PT
Declining Balance: No
Number of Months Active: 0
Commercial Card Account Services
Contact Information (mobile # and email address for alerts)

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

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

Alerts cannot be sent to international phone numbers.

Submit when finished
Commercial Card Account Services
Alerts offered for purchases and available credit

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

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

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

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

Email alerts do not have an opt-in process so they will begin immediately.
3D Secure
Industry name for *Verified by Visa* or *MasterCard SecureCode*

3-D Secure technology secures online transactions using an **additional level of cardholder authentication**. International and now U.S. internet merchants are beginning to require 3-D Secure to complete transactions.

**How it works**

- Cardholders must register their card online prior to completing their purchase at a 3-D Secure enabled merchant.

- As part of the registration process, you will need to provide correct answers to 3 identity authentication questions. You will then create a personal passcode to be used for future purchases.

- Once enrolled, you will be prompted to input your personal passcode during the checkout process at 3-D Secure enabled merchants.

**How to enroll**

- In order to enroll in this free, online security service, cardholders must register their card at:
  - [https://www.wellsfargo.com/com/fraud/payments-fraud/](https://www.wellsfargo.com/com/fraud/payments-fraud/) (click on the Commercial Card Fraud tab and then on either the Visa or MasterCard link)
  - During the registration process you will be asked to provide the last four digits of your Unique ID, your monthly credit limit, and the zip code tied to your card to verify your identity (this information can be found in your CEO CCER Personal Profile). Once this information has been provided, you will create a personal passcode to be used when making online purchases with participating merchants.
  - If you are having any trouble, please call the *WellsOne* Service Center at 800-932-0036, option 2.
Cardholder Responsibility

- Collect receipts to verify purchases for auditing

- Watch for unauthorized transactions on your statement and report/dispute them immediately

- Dispute any incorrect charges with the vendor directly before filing an online or paper dispute form

- Complete your reconciliation by the due date

- Keep the card (and card number) confidential
Contact information

- WellsOne Service Center - 1-800-932-0036
  - From outside of the United States call 1-612-332-2224
  - Call immediately if your card is lost, stolen or suspected missing
  - For immediate decline information
  - To access the automated voice response system for the following information:
    - Current balance
    - Available credit
    - Reset PIN

- Contact a program administrator if:
  - You have questions about your card
  - Need to increase your credit limit
  - Change jobs
  - Need to order cards for other employees

Program Administrators:
Jan Bartolatz 253-879-3224
jbartolatz@pugetsound.edu
Approver experience
Approver review period
Unique to your program

Review your company’s unique CCER statement cycle, and Approval period within the Cardholder Summary located at the top of the Review Open Statements and View Cycle-to-Date screens.

- An email will be sent to the Approver once Cardholders have submitted their statements for approval (Statement Reviewed). An additional email will also be sent listing any Cardholders that failed to submit their statements by the grace period end date.
- Approvers must approve all statements by 5 calendar days after the end of the Cardholder period.
- If an Approver fails to approve Out-of-pocket Expenses before the Approver deadline, the expenses will not be submitted for reimbursement, and will reappear on the next statement cycle.
- If you are on vacation, or do not have online access, contact your Program Administrator so a secondary Approver can be assigned to your Cardholders.
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.
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 xxxx-xxxx-xxxx-1234
Lastname, Firstname xxxx-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 home page

Manage Statements – Approve Statements

- Statement approval queue (if the cycle is ready for review)
- View a statement-level PDF of all images by clicking the link in the receipt images column
- Select the statement and click View to see all transactions and transaction level images if available.
- Notify program administrator if a secondary approver is needed
Approvers can view mid-cycle activity and submitted receipts for any user that rolls up to them for approval.
Approve OOP Expenses (separately)

Select transactions

- Click to Out-of-Pocket Expenses tab to view and approve OOP expenses
- Approve the OOP expenses independent of the transactions to ensure the cardholders get reimbursed
- If an approver fails to approve out-of-pocket expenses by the approver deadline, the expenses will not be paid out and will re-appear on the next statement
Approve over-all statement
Make any necessary changes prior to approving

- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy for both charges and OOP
- Approve the card expenses by clicking “approve statement”
Contains two tabs that allow the approver to select a particular statement period and view receipts:

- Review receipts tab contains data for the last twelve months
- View historical images tab contains data for the last seven years
### Statement Summary Report

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.

**Company:** ABC MANUFACTURING (7000)

**Statement Summaries**

<table>
<thead>
<tr>
<th>Name</th>
<th>Card Number</th>
<th>Unit</th>
<th>12/01 20xx to 12/31 20xx</th>
<th>11/01 20xx to 11/30 20xx</th>
<th>10/01 20xx to 10/31 20xx</th>
<th>09/01 20xx to 09/30 20xx</th>
<th>08/01 20xx to 08/31 20xx</th>
<th>07/01 20xx to 07/31 20xx</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. BROOKS, ROGER</td>
<td>xxxxxxx-xxxx-3101</td>
<td>DEVELOPMENT (7010)</td>
<td>$342.90</td>
<td>$1,109.00</td>
<td>$1,246.83</td>
<td>$1,298.90</td>
<td>$678.20</td>
<td>$1,246.83</td>
</tr>
<tr>
<td>2. CAMPBELL, MOLLY</td>
<td>xxxxxxx-xxxx-9799</td>
<td>MARKETING (7008)</td>
<td>$12.00</td>
<td>$150.99</td>
<td>$67.99</td>
<td>$2,201.90</td>
<td>$1,245.67</td>
<td>$345.89</td>
</tr>
<tr>
<td>3. COX, MARY</td>
<td>xxxxxxx-xxxx-2133</td>
<td>DEVELOPMENT (7010)</td>
<td>$123.90</td>
<td>$1,246.83</td>
<td>$1,109.00</td>
<td>$342.90</td>
<td>$105.94</td>
<td>$123.90</td>
</tr>
<tr>
<td>4. EVANS, JERRY</td>
<td>xxxxxxx-xxxx-2234</td>
<td>MARKETING (7008)</td>
<td>$420.00</td>
<td>$600.00</td>
<td>$12.00</td>
<td>$500.00</td>
<td>$213.00</td>
<td>$3,219.23</td>
</tr>
<tr>
<td>5. GORDON, ANDREW</td>
<td>xxxxxxx-xxxx-2335</td>
<td>MARKETING (7008)</td>
<td>$263.60</td>
<td>$709.75</td>
<td>$1,006.40</td>
<td>$2,298.90</td>
<td>$698.55</td>
<td>$876.25</td>
</tr>
<tr>
<td>6. HOWELL, CANDI</td>
<td>xxxxxxx-xxxx-2436</td>
<td>DEVELOPMENT (7010)</td>
<td>$512.00</td>
<td>$775.65</td>
<td>$300.25</td>
<td>$3,466.89</td>
<td>$445.95</td>
<td>$330.00</td>
</tr>
<tr>
<td>7. KING, TOM</td>
<td>xxxxxxx-xxxx-2537</td>
<td>SALES (70012)</td>
<td>$256.45</td>
<td>$2,586.90</td>
<td>$1,345.80</td>
<td>$354.97</td>
<td>$4,120.00</td>
<td>$456.90</td>
</tr>
<tr>
<td>8. KLINE, JACK</td>
<td>xxxxxxx-xxxx-8920</td>
<td>SALES (70012)</td>
<td>$7,365.00</td>
<td>$586.67</td>
<td>$1,532.80</td>
<td>$1,237.00</td>
<td>$632.00</td>
<td>$329.67</td>
</tr>
</tbody>
</table>

**Total:** $9,305.25, $7,765.59, $6,621.07, $11,691.46, $8,139.31, $6,928.67
Reports – offline
Approver option – Create New Report

View & Print (PDF) or Download report data to Excel

Approver will receive an email when the report is ready to view
Thank you!