WELLS FARGO

Commercial Card Expense Reporting: Cardholders, Reconcilers, Approvers

Wholesale Customer Training

Together we'll go far

CCER for Cardholders, Reconcilers, Approvers

Agenda

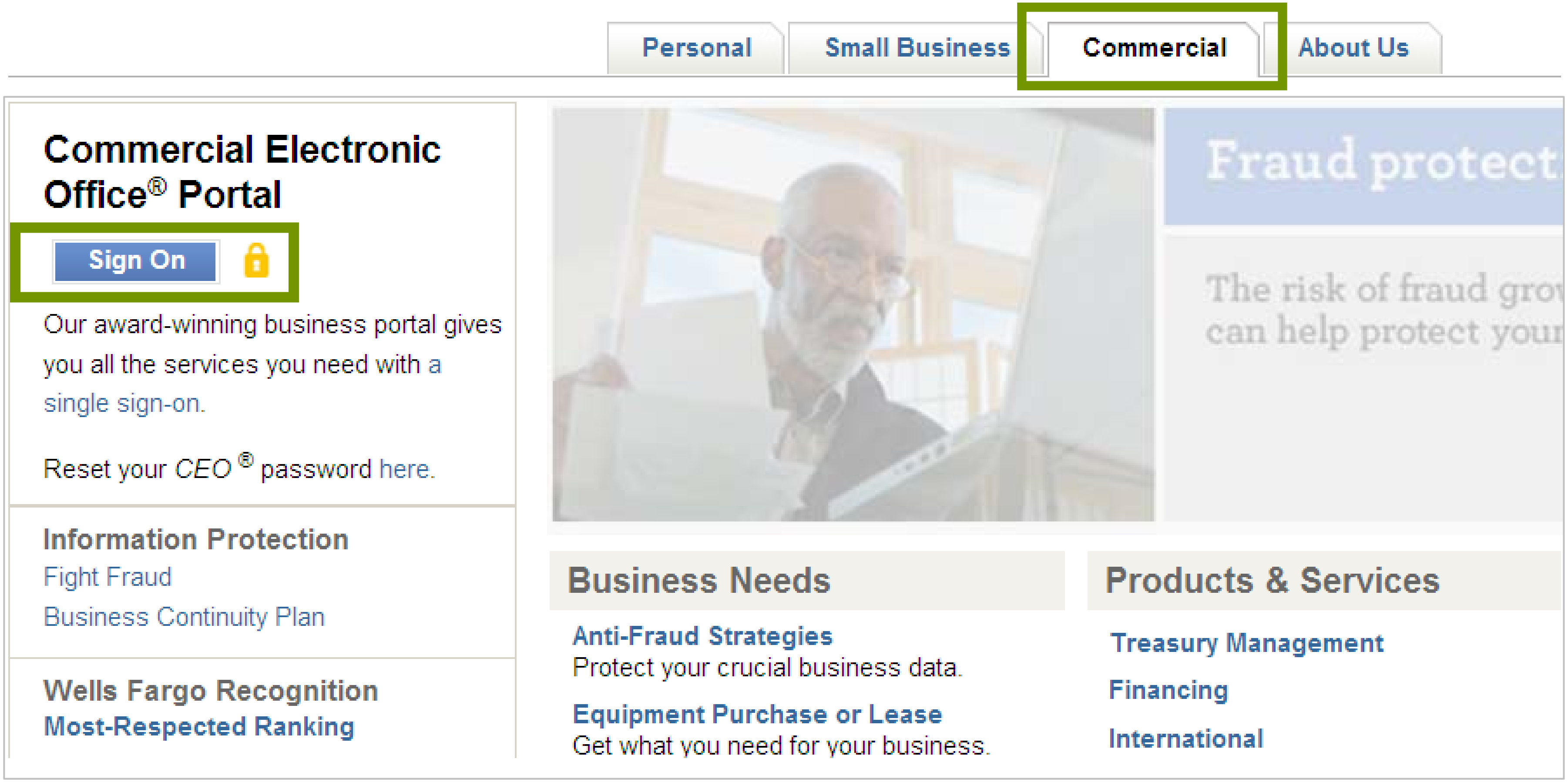
- Getting started (activate your card)
- *Commercial Electronic Office®* (*CEO®*) access
- CCER homepage (all roles)
  - Review Open Statements **vs.** View Cycle-to-Date
- Manage Statements
  - Add Descriptions
  - Reclassify, Split (itemize), Dispute transactions
  - Add Out-of-pocket Expenses option (OOP)
  - Receipt Imaging option
  - Submit/Approve Open Statements
- Post class resources

To get started

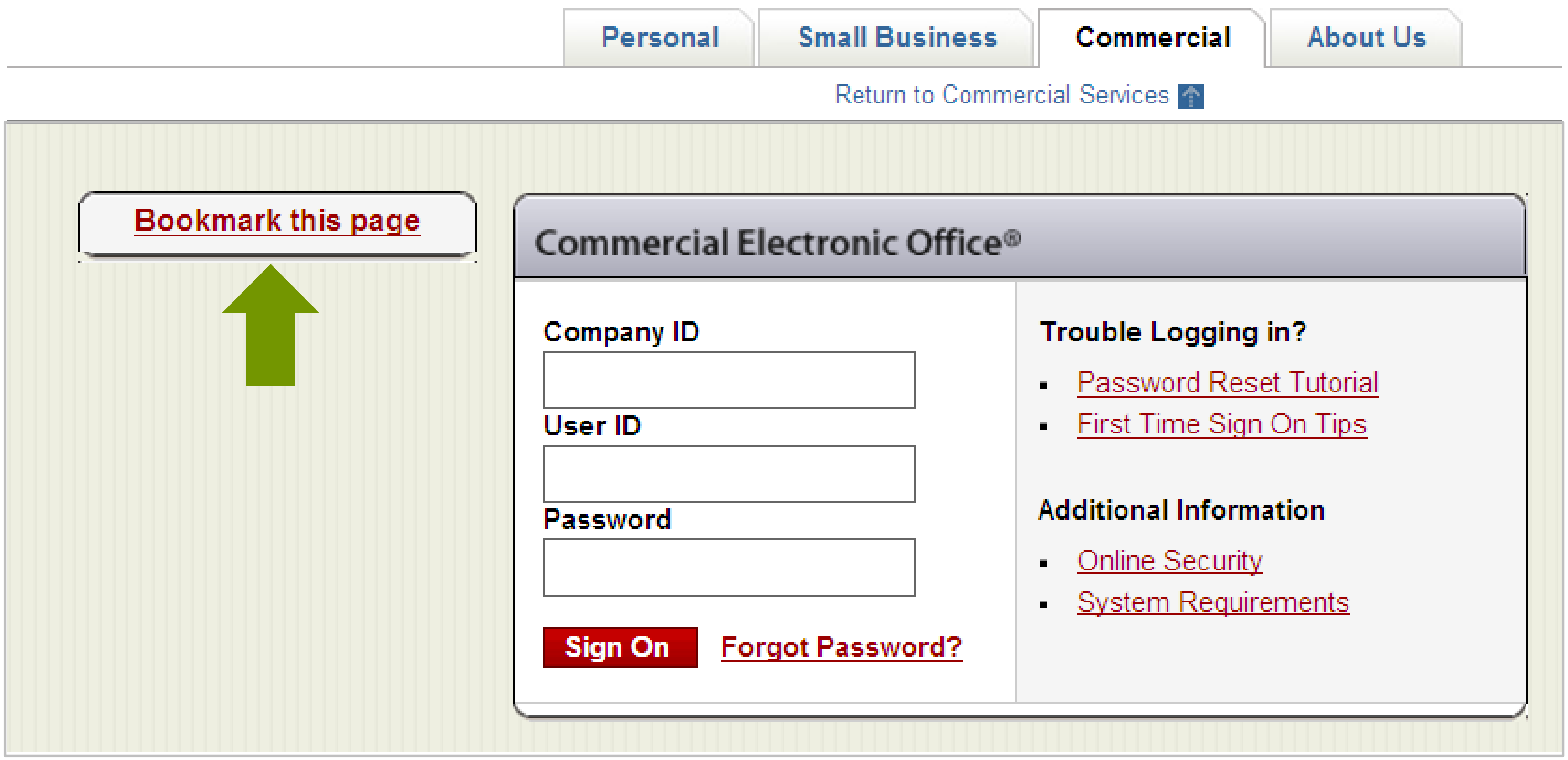
After receiving your card...

- Activate your card by calling the toll free number located on the activation sticker
- Sign the back of your card
- Record the Wells Fargo Customer Service number (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 User ID

https://www.wellsfargo.com



https://wellsoffice.wellsfargo.com



CEO homepage

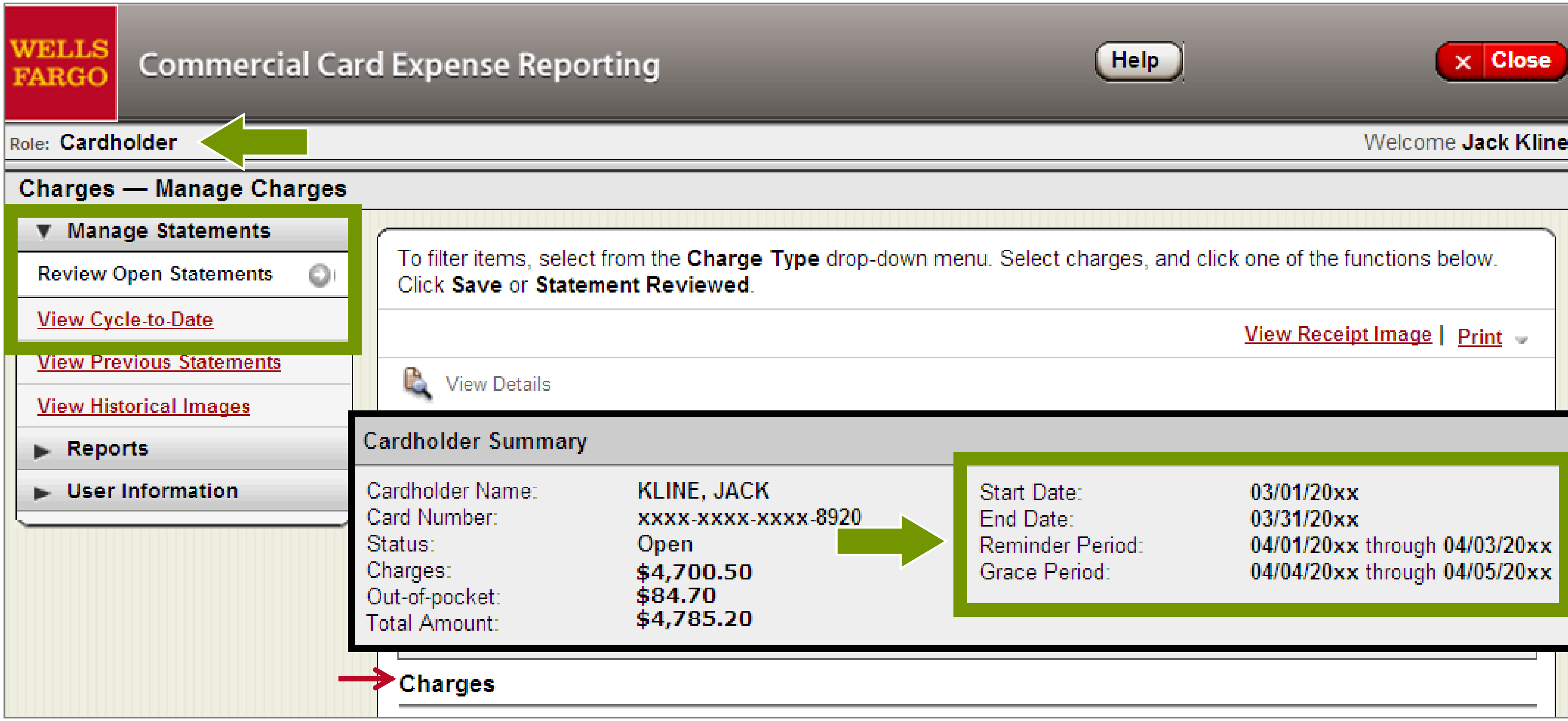
Access Commercial Card Expense Reporting

CCER homepage

Cardholders, Reconcilers, and Approvers

Cardholder (statement) homepage

Review Open Statements **vs.** View Cycle to Date



Review Open Statements will become available when your company has reached the statement End Date

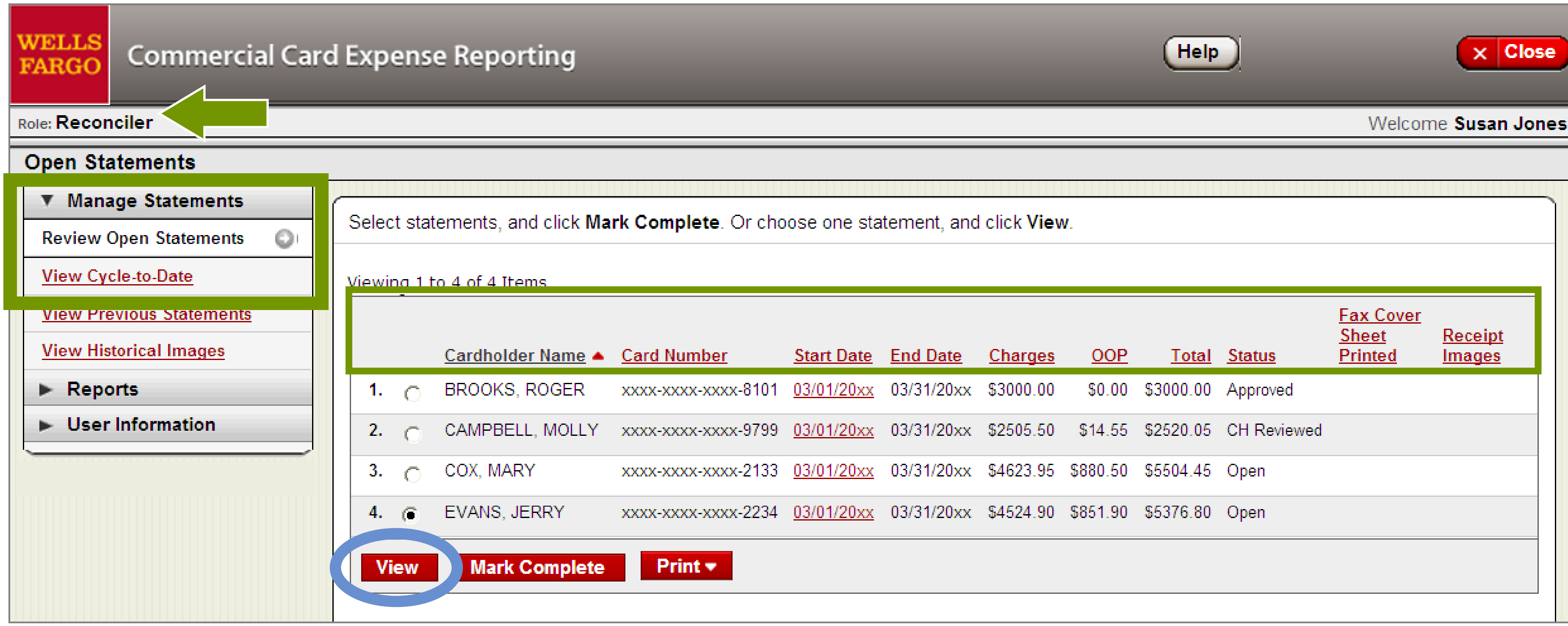
View Cycle-to Date (transactions) appear on your statement **as they post** and will be available throughout the on-going statement cycle (from the statement Start Date up to the End Date)

You are encouraged to use Cycle-to-Date transactions **throughout** the expense reporting period to keep your current statement up to date

→ *Card **charges** and functions flow below – and will be covered in depth in a few slides...*

Reconciler homepage

Manage Statements – **Review Open Statements**



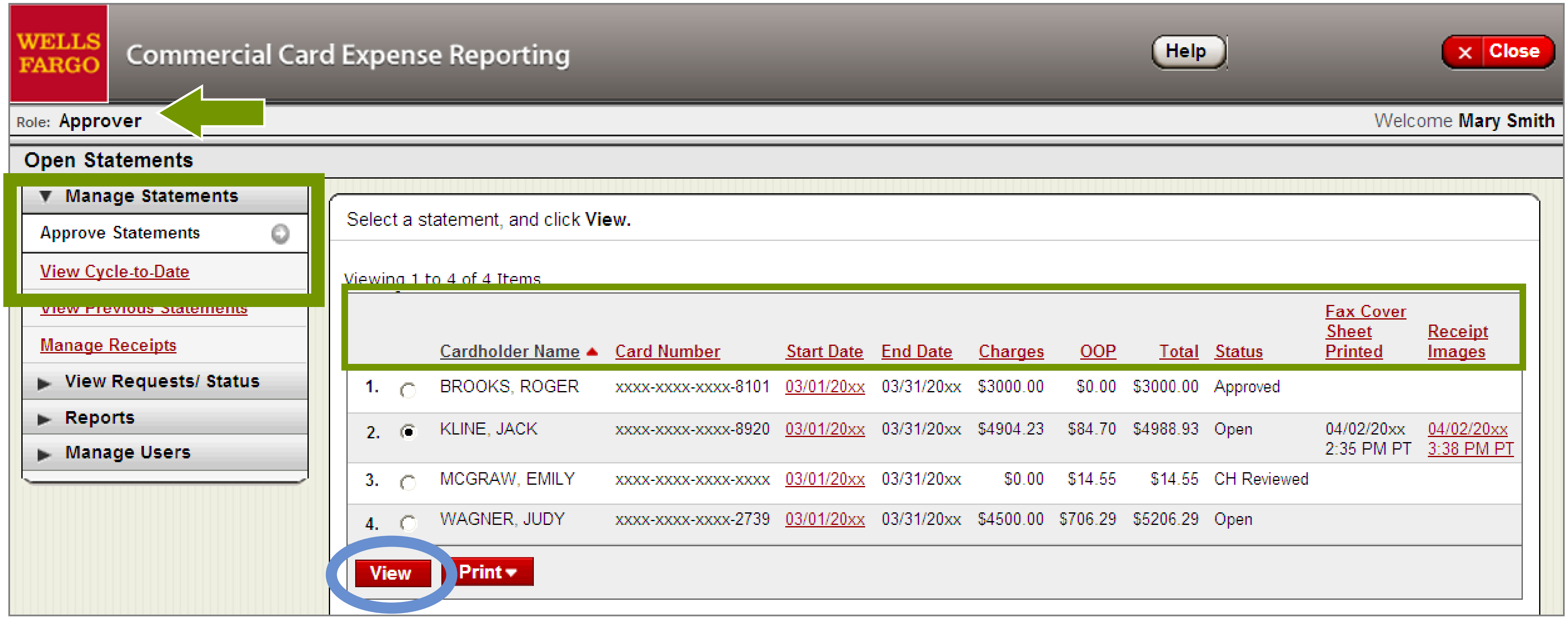
Cardholder statements that need to be reconciled will be in an **Open** status

Viewing the Cardholder statement when reconciling – looks and feels the **same** as what the Cardholder would experience

Reconcilers can also access View Cycle-to-Date as charges are occurring, before the statement closes

Approver homepage

Manage Statements – **Approve Statements**



Cardholder statements that are ready for approval will be in a **CH Reviewed** status

Viewing the Cardholder statement when approving – looks and feels similar to what the Cardholder experiences

Approvers can also access View Cycle-to-Date as on-going and accruing charges for that expense report period are occurring

Manage Statements

The upcoming functions can be performed in ***either***
Review Open Statements **or** View Cycle-to-Date transactions (by Cardholders and Reconcilers)

Approvers can perform the upcoming functions in *Approve* Statements **or** View Cycle-to-date transactions

Exception:
Receipt Images may *only* be uploaded in Review Open Statements/Approve Statements

Manage Statements

Charge functions

Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

✱ The charge functions at the bottom are available in **both** the Open Statement – **and** ongoing throughout the expense report period in Cycle-to-Date transactions

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☐	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☐	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

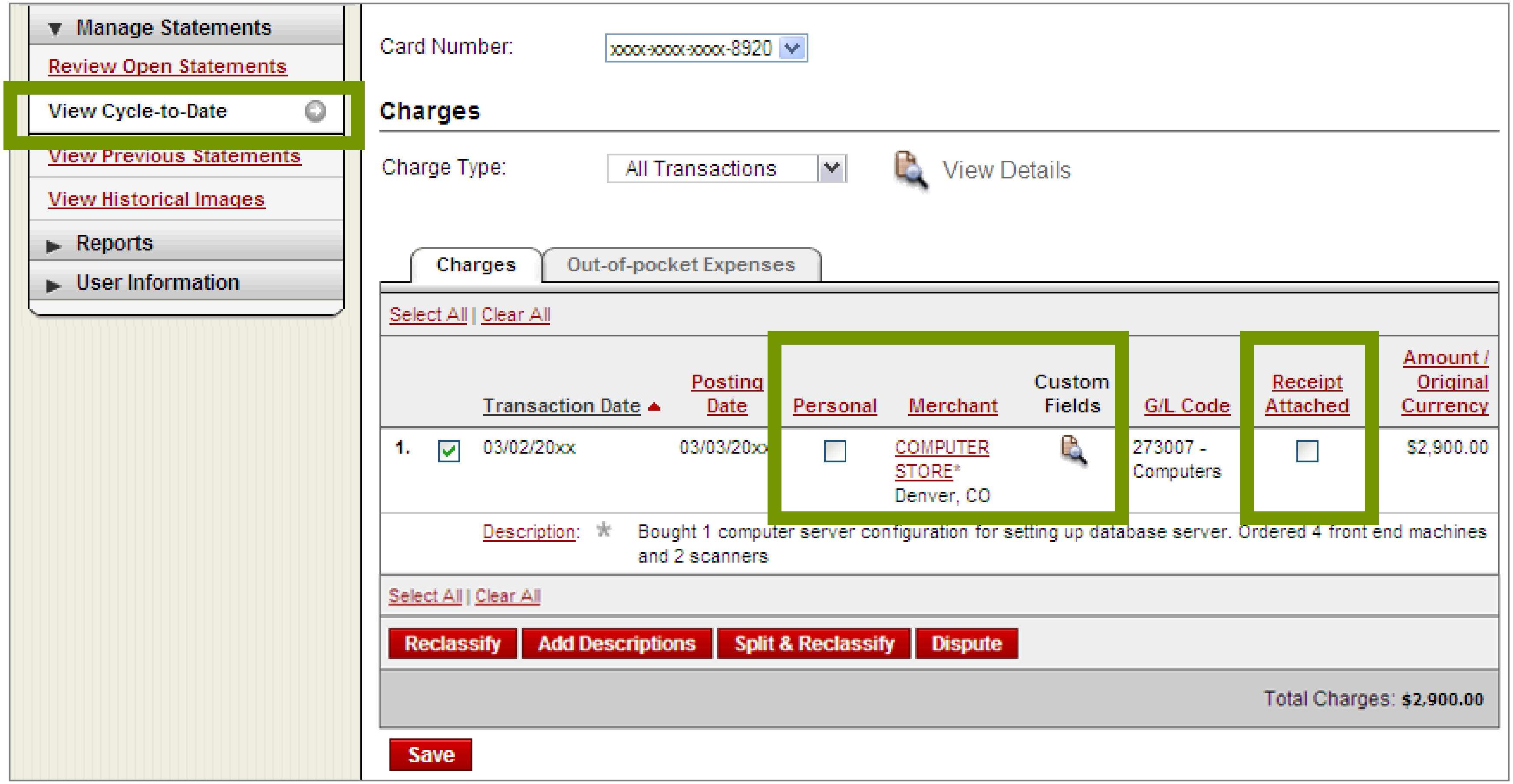
✱ Reclassify | Add Descriptions | Split & Reclassify | Dispute

Save | Statement Reviewed

The **Statement Reviewed** button (which submits the expense report to the Approver) will only be available in **Review Open Statements**

Manage Statements

Review posted charge features



- Indicate that a purchase was a **Personal** charge (if your company has this option)
- View additional **Merchant details** by selecting the Merchant name (red hyperlink)
- Select the View Details icon to view **Custom Fields** (if your company uses them)
- *Acknowledge* that you have the purchase receipt ready to provide (**Receipt Attached**)

Add Descriptions

Most Program Administrators **require** business descriptions

Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☑	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☑	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

Reclassify | Add Descriptions | Split & Reclassify | Dispute

Total Charges: **$4,700.50**

Select the Description *link* to type a business description for that charge, **or** select multiple charges and click **Add Descriptions**

Save

Remember to **Save** below if adding Descriptions from this page

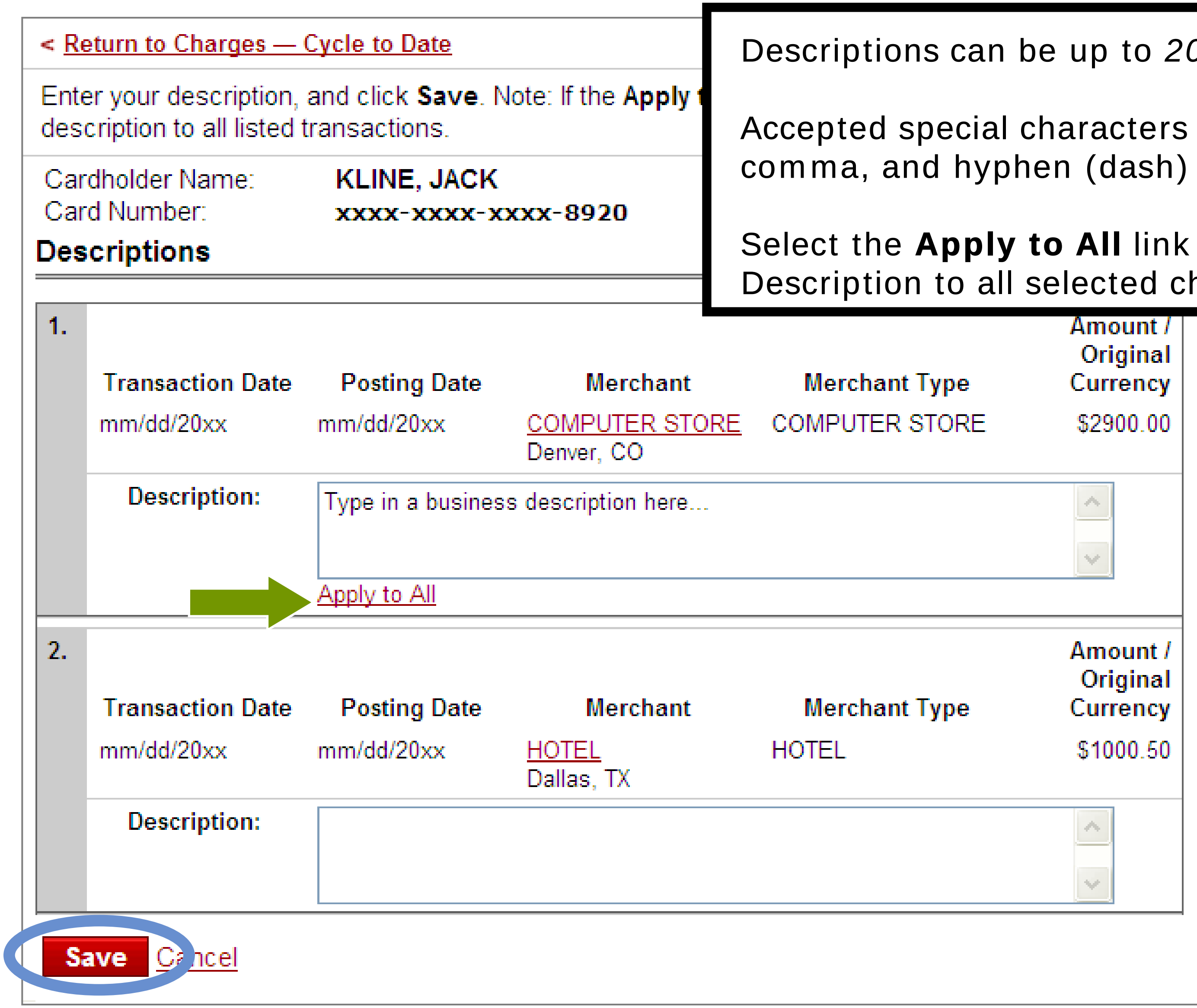
Add Descriptions

To multiple charges (selected on the previous screen)

Descriptions can be up to *200* characters

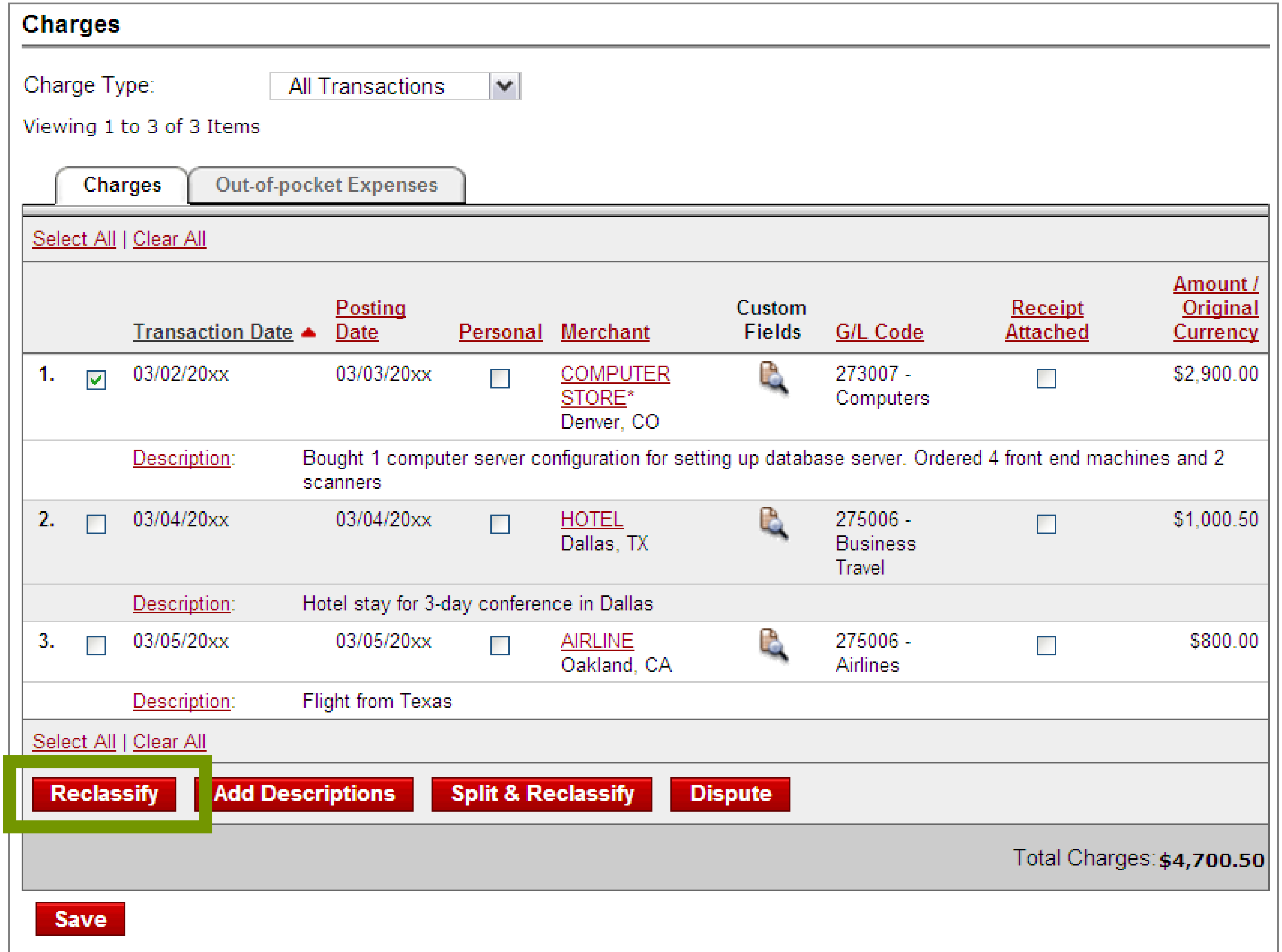
Accepted special characters are the period, comma, and hyphen (dash)

Select the **Apply to All** link to apply a single Description to all selected charges



Reclassify

Allocate an entire charge to another General Ledger Code



Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☑	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☐	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

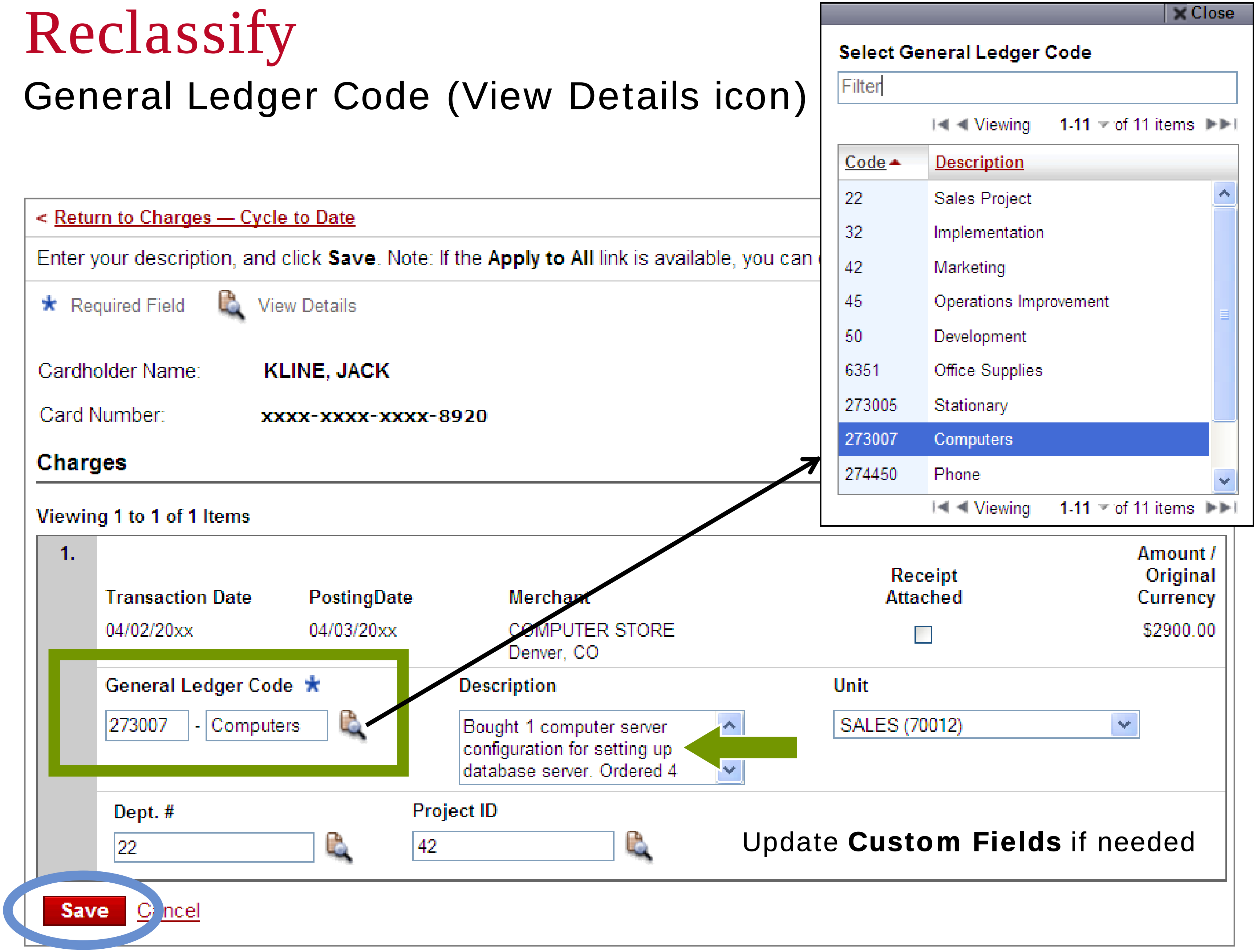
Reclassify | Add Descriptions | Split & Reclassify | Dispute

Total Charges: **$4,700.50**

Save

Reclassify

General Ledger Code (View Details icon)



Split & Reclassify

Itemize and split a charge out to **multiple** GL Codes

Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☐	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☑	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

Reclassify | Add Descriptions | Split & Reclassify | Dispute

Total Charges: **$4,700.50**

Save

Split & Reclassify

Choose Split Type (Amount or Percentage) and **Add a Split**

< Return to Charges — Cycle to Date

Check a **Split Type**, and enter the required information for both portions of the split. The total amount must equal the original transaction. Click **Save** when you are done.

* Required Field   View Details

Cardholder Name: **KLINE, JACK**

Card Number: **xxxx-xxxx-xxxx-8920**

Split Type: ◉ Amount ○ Percentage

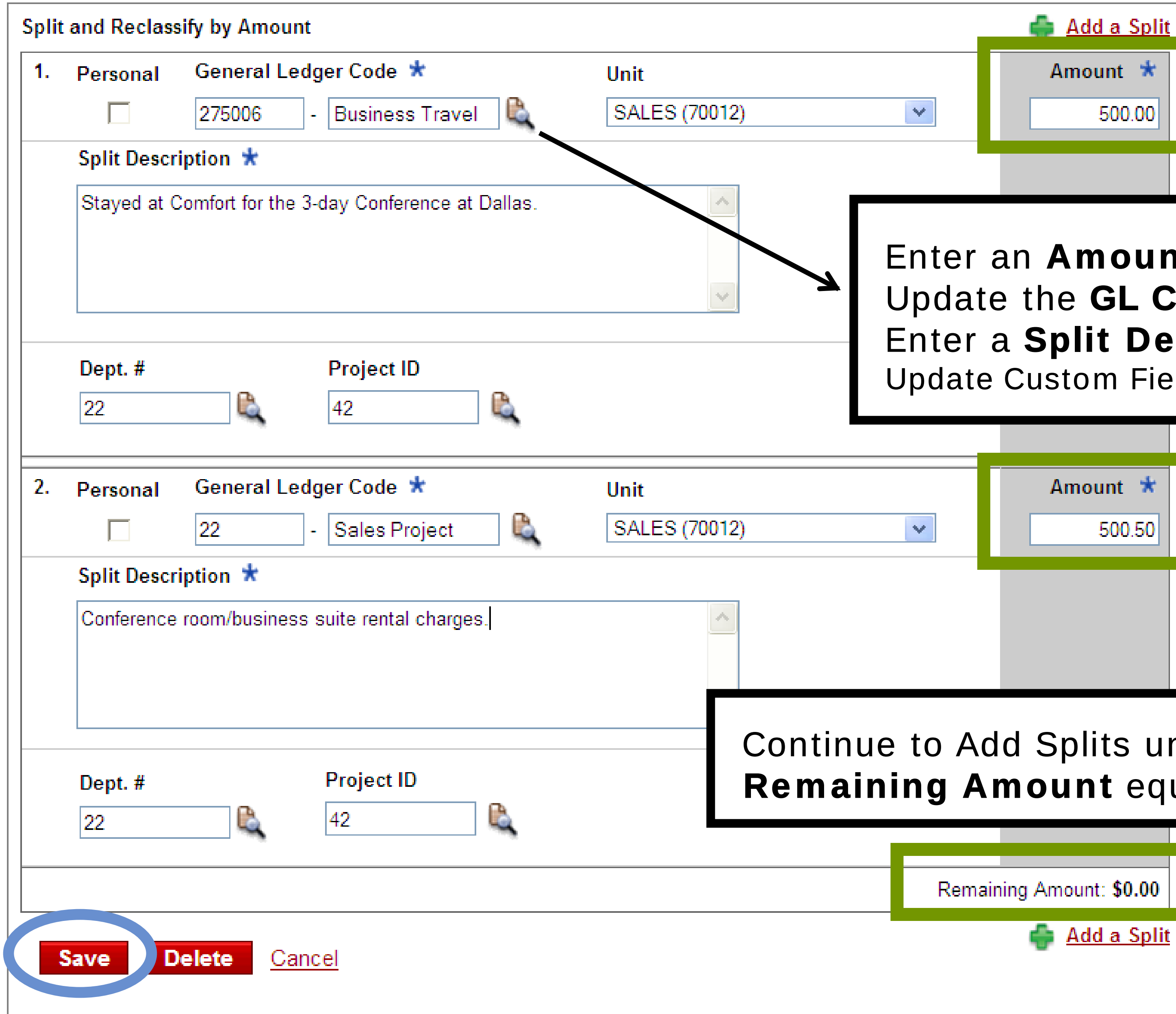
Selected Charge

Transaction Date:	**03/04/20xx**	Posting Date:	**03/04/20xx**
Merchant Name:	**HOTEL**	Personal:	**No**
Receipt Attached:	**No**	General Ledger Code:	**275001 - Business Travel**
Amount / Original Currency:	**$1000.50**		
Unit:	**SALES (70012)**		
Description:	**Room Charges**		

Split and Reclassify by Amount

Add a Split

Split & Reclassify – finalize splits



Enter an **Amount**
Update the **GL Code**
Enter a **Split Description**
Update Custom Fields (if needed)

Continue to Add Splits until the **Remaining Amount** equals **"$0.00"**

Dispute

Dispute posted transactions

If your card has been **lost** or **stolen**, contact Wells Fargo immediately at **1-800-932-0036 (Do not use the online Dispute feature)**

Contact the Merchant **FIRST** to get a refund or correction (before filing an online dispute)

Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Original Currency
1.	☐	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☐	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☑	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

Reclassify | Add Descriptions | Split & Reclassify | Dispute

Total Charges: **$4,700.50**

Save

Dispute Details

You can dispute a charge up to **60 days** after it has posted

Dispute Type:

Unauthorized

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.

Duplicate Processing

I have been charged multiple times for the same transaction.

Paid By Other Means

I already paid for the above transaction by: Select One

Credit Not Posted

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.

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:

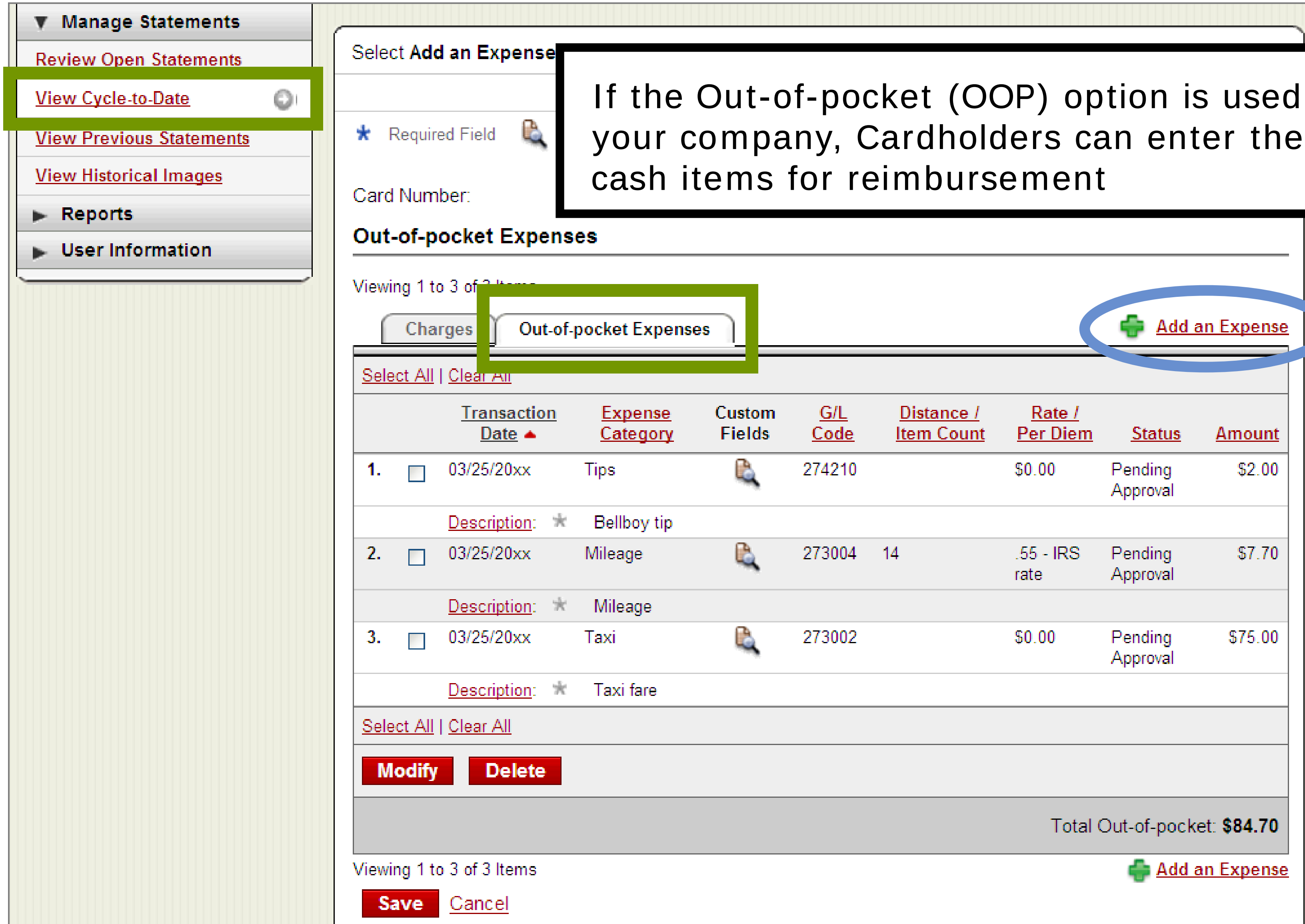
Submit Cancel

Make sure to notify your Program Administrator if you file an online dispute

Charges will be taken off your statement until the dispute is resolved

Out-of-pocket Expenses (tab)

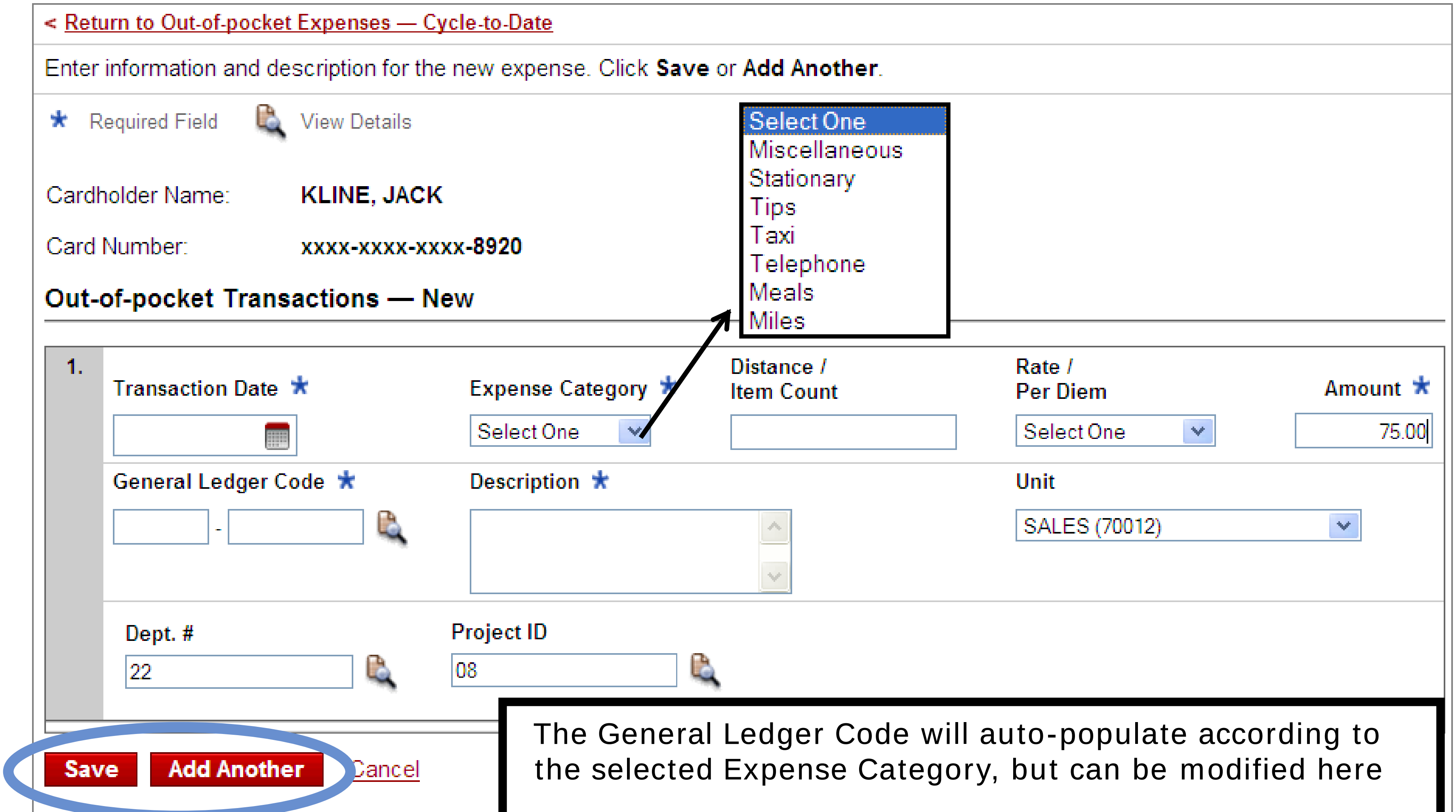
Click **Add an Expense** to enter cash items



If the Out-of-pocket (OOP) option is used by your company, Cardholders can enter their cash items for reimbursement

Out-of-pocket Transactions - New

Choose an **Expense Category**

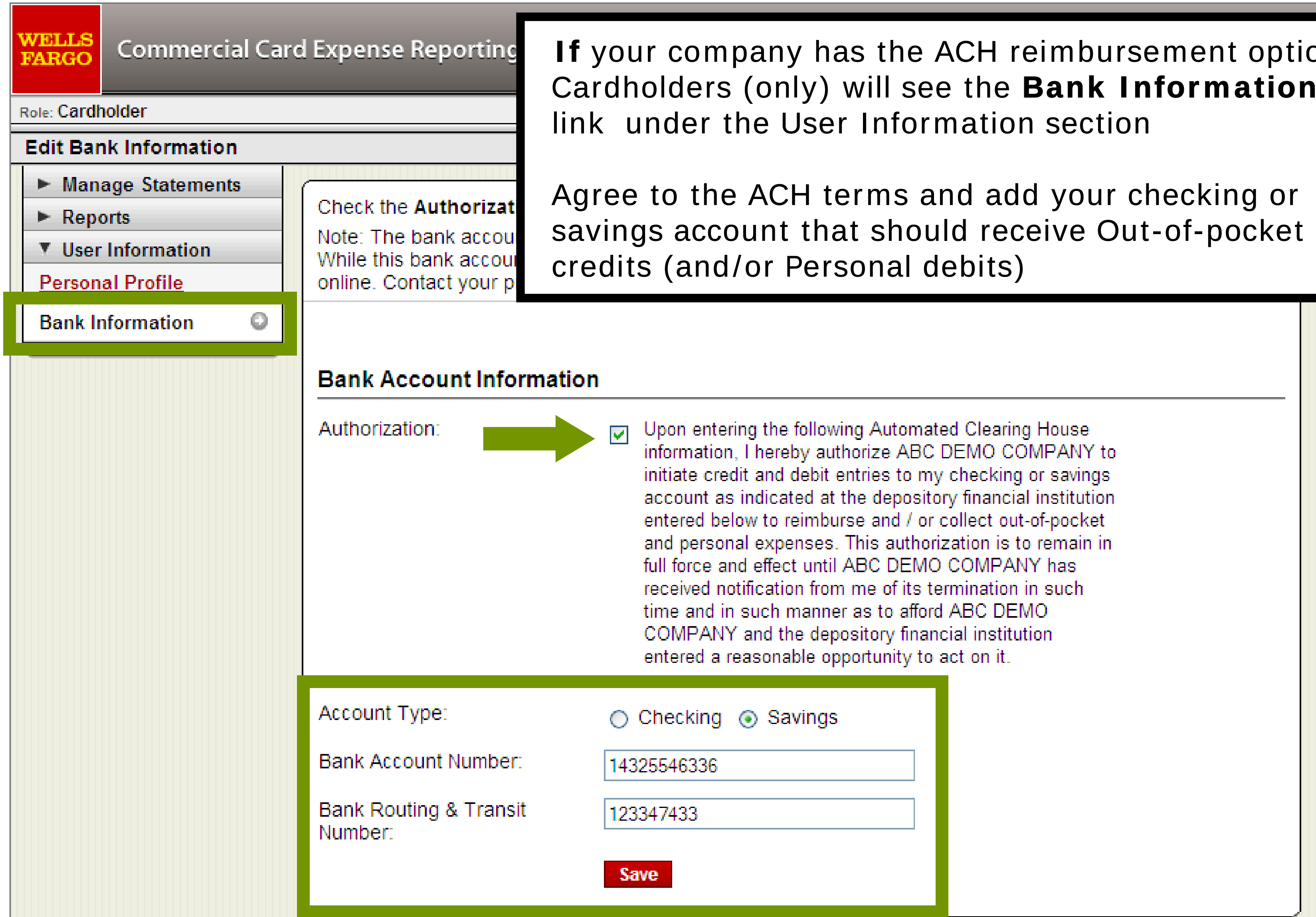


The General Ledger Code will auto-populate according to the selected Expense Category, but can be modified here

For the Mileage expense, enter the *Distance* traveled and select a *Rate* to auto-calculate the reimbursement Amount

Direct deposit of OOP expenses (optional)

User Information – Bank Information

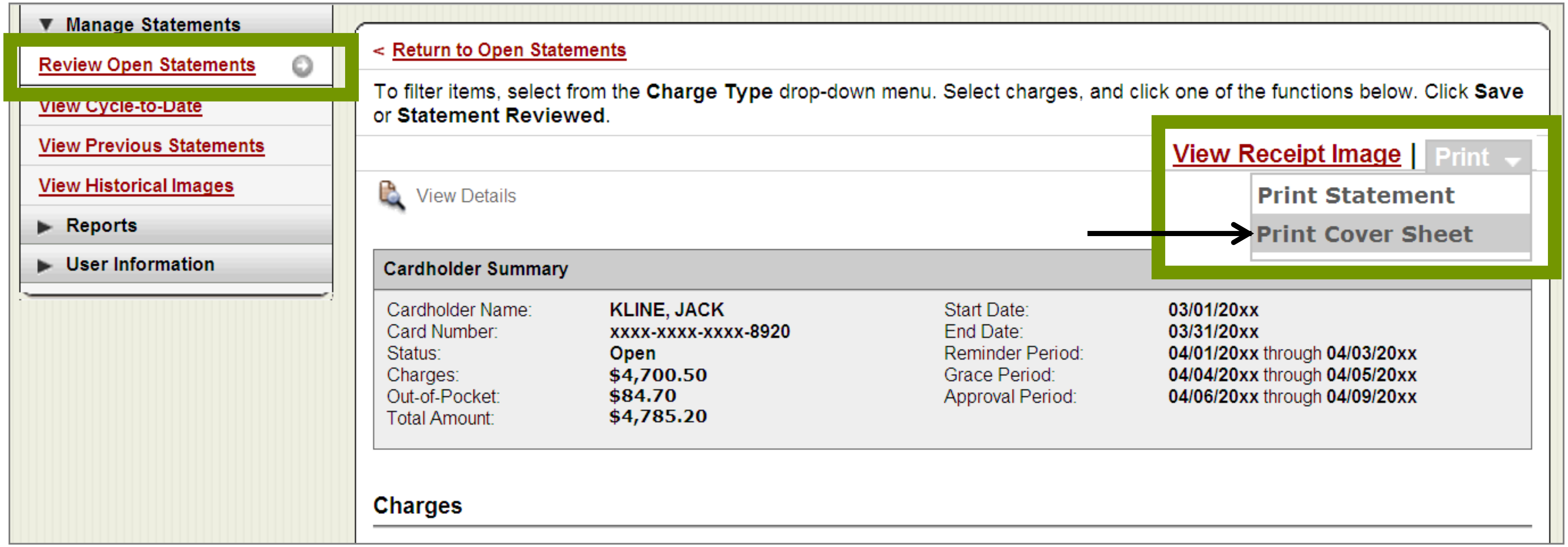


If your company has the ACH reimbursement option, Cardholders (only) will see the **Bank Information** link under the User Information section

Agree to the ACH terms and add your checking or savings account that should receive Out-of-pocket credits (and/or Personal debits)

Review Open Statements – Receipt Imaging

Print Cover Sheet



If your company has the **Receipt Imaging** option , you will have to image your receipts before you complete your statement review (fax or scan/email PDFs)

From the upper right hand corner of the Review Open Statements homepage, select **Print**, then **Print Cover Sheet**

Please note, all CCER customers including those *without* Receipt Imaging will have the option to **Print Statement** here

Receipt Imaging - Cover Sheet

Fax **or** scan/email (PDF files only)

Statement Image ID: 952430

3739000370000000

952430N

CAUTION: Please blank out any confidential information such as credit card numbers on the receipts before sending.

Cover Sheet

To: Receipt Image Archive **From:** Kline, Jack 8920

Fax: 800-800-8000 **Cardholder Phone:**

E-mail: **wf_ccard_receipts@mail2image.com**

Date: 04/30/20XX

Company: ABC Company

Statement Ending Date: 03/31/20XX

Number of Pages Including Cover Sheet:

This message is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error or need additional customer support, please contact Business Purchasing Services Center toll free at 1-800-932-0036.

Comments:

2 options:

Fax the Cover Sheet and receipts for the statement period to the Fax number provided

OR

Scan the Cover Sheet followed by the receipts for the statement period and email them to the E-mail address provided (PDF files only)

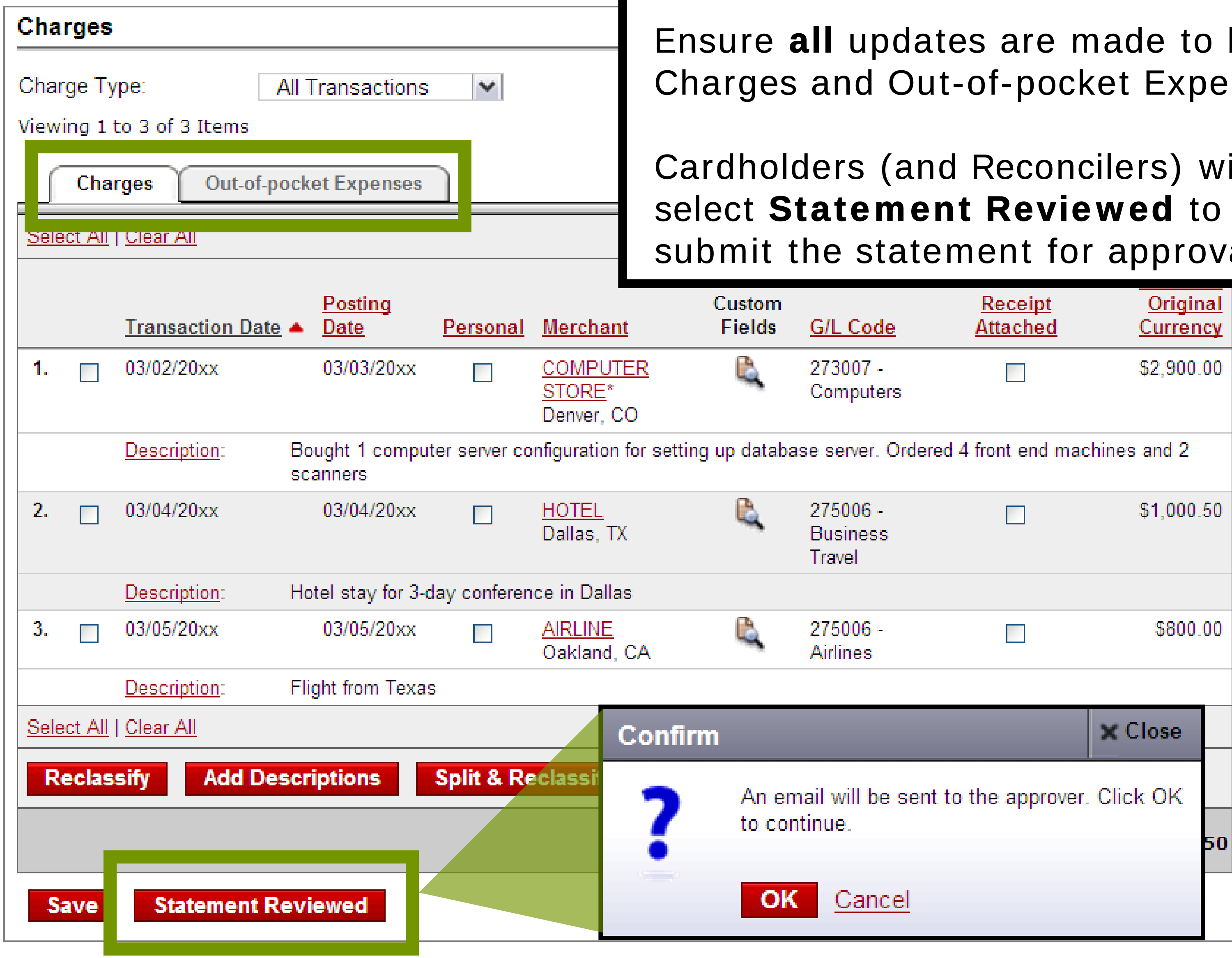
For a list of *email best practices*, see the Additional Topics section of today's provided handout

Cardholder/Reconciler view

Manage Statements – **Review Open Statements** homepage

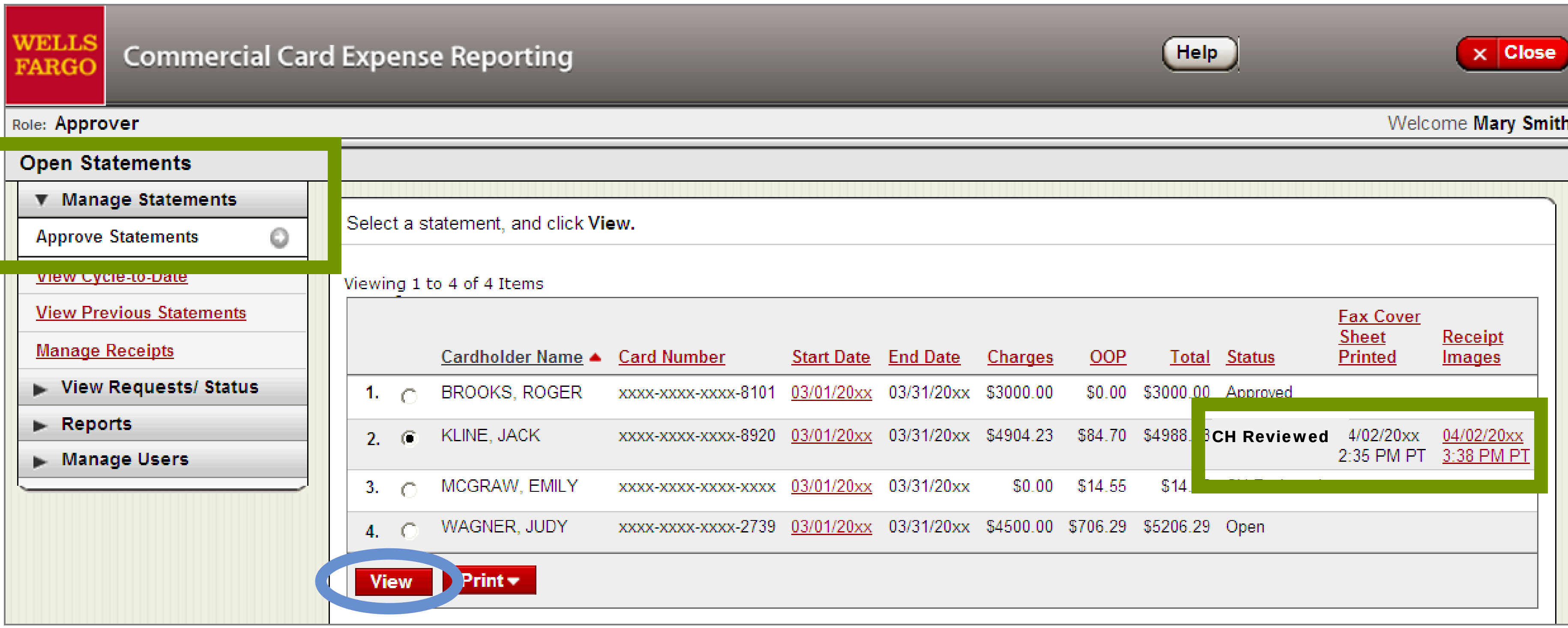
Ensure **all** updates are made to both Charges and Out-of-pocket Expenses

Cardholders (and Reconcilers) will select **Statement Reviewed** to submit the statement for approval



Approver view

Manage Statements – **Approve Statements** homepage



Approvers will select a Cardholder profile (in **CH Reviewed** Status) and click **View**

Approvers can also review faxed or emailed **Receipt Images** from this page (Receipt Images link)

Approve OOP Expenses

(**Separate** from regular card transactions)

Out-of-pocket Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Expense Category	Custom Fields	G/L Code	Item Count	Per Diem	Status	Amount
1.	☑	03/25/20xx	Tips		274210 - Tips			Pending Approval	2.00 USD
		Description: *	Bellboy Tips						
2.	☑	03/25/20xx	Mileage		273004 - Mileage	14	.55 - IRS rate	Pending Approval	7.70 USD
		Description: *	Mileage						
3.	☑	03/25/20xx	Taxi		273001 - Taxi			Pending Approval	75.00 USD
		Description: *	Taxi fare						

Select All | Clear All

Modify | Approve | Pending | Decline

Total Out-of-pocket: **84.70 USD**

Viewing 1 to 3 of 3 Items

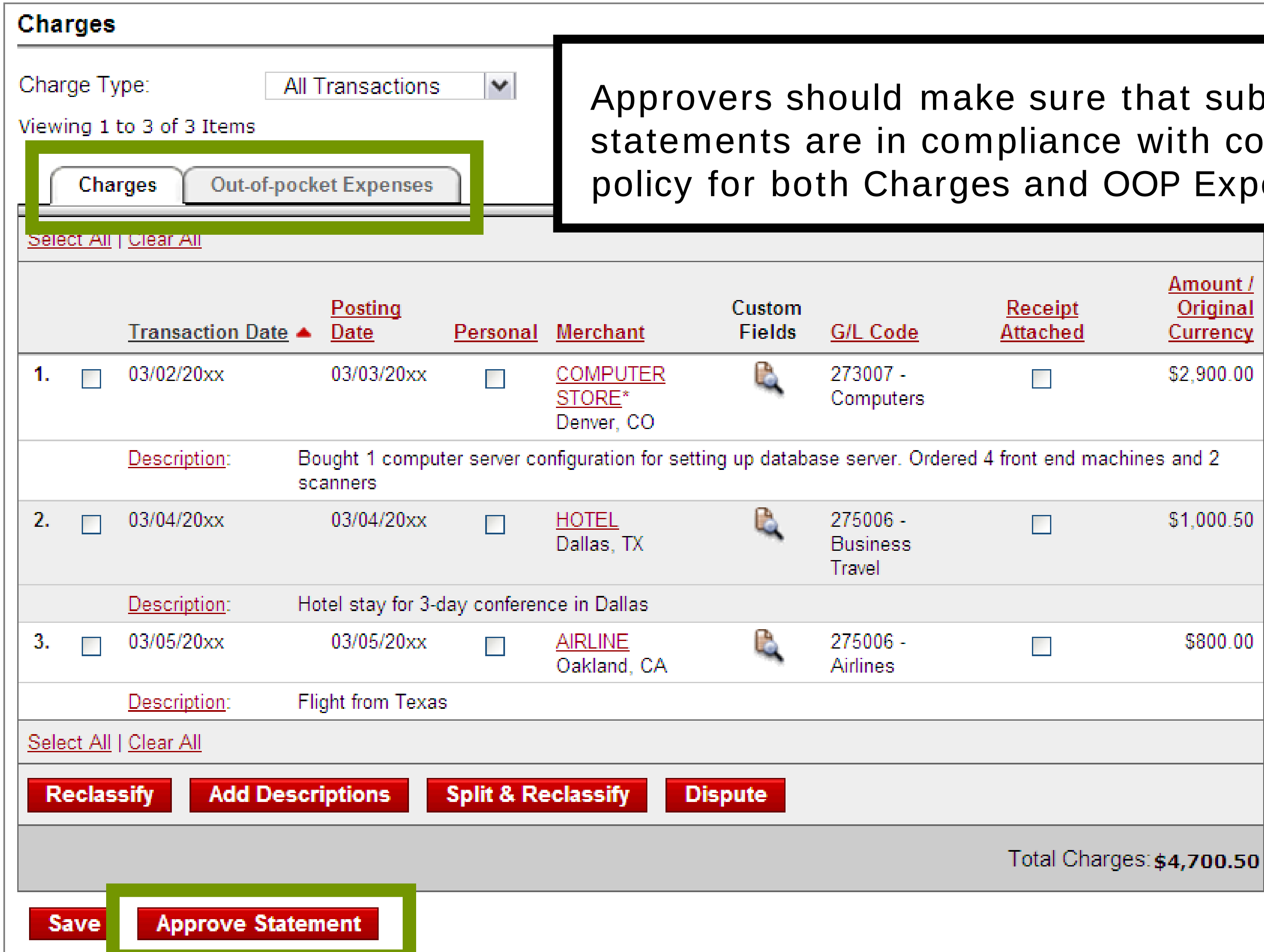
Save | Approve Statement

Add an Expense

If an Approver fails to approve Out-of-pocket Expenses before the Approver deadline, the expenses will not be submitted for reimbursement and will re-appear on the Cardholder statement next month

Approve overall statement

Approvers will select **(Approve Statement)**



Approvers should make sure that submitted statements are in compliance with company policy for both Charges and OOP Expenses

Cardholder reminders

- Collect receipts to verify purchases
- Keep your card in a secure location and keep your card number confidential
- Use the Cycle-To-Date transactions statement to keep your expense report current and to watch for unauthorized transactions
- Complete your statement review by the due date

CEO Mobile®

Access CEO portal services on your mobile device

WELLS FARGO

CEO Mobile®

- Home
- Mobile ACH Fraud Filter
- Mobile ACH Payments
- Mobile Basic Banking
- Mobile Commercial Card Expense Reporting
- Mobile Credit Management
- Mobile CyberInquiry
- Mobile CyberSure
- Mobile Deposit
- Mobile Image Positive Pay
- Mobile One Time Code
- Mobile Self Administration
- Mobile TradeXchange
- Mobile Treasury Information Reporting
- Mobile Wire Transfer
- Install BlackBerry Shortcut
- Install iPhone App

CEO Mobile Resources

Welcome to the **CEO Mobile**® service resources page. The *CEO Mobile* service provides quick and easy access to your *Commercial Electronic Office*® (*CEO*®) portal services when you're away from your desk or office.

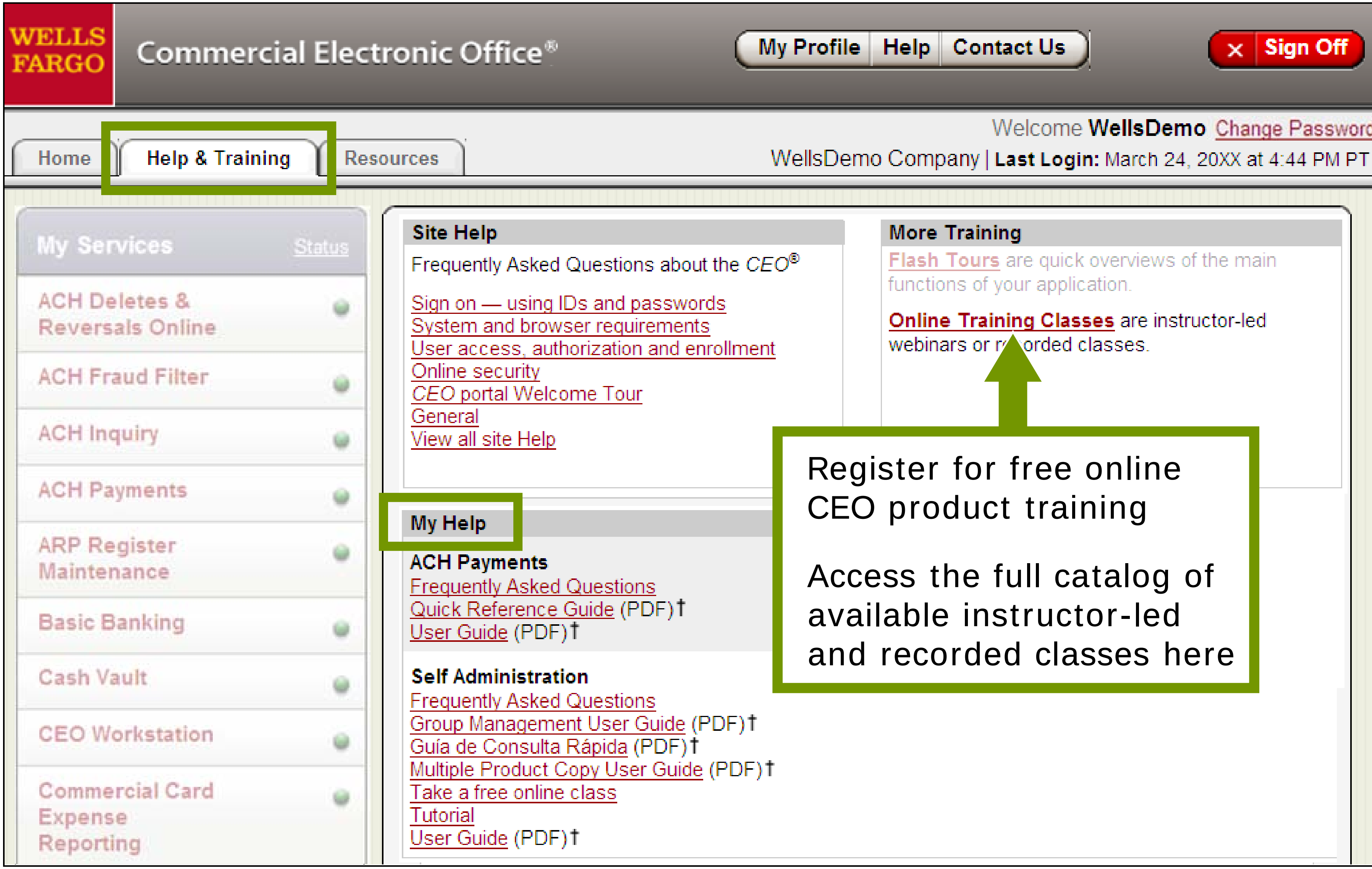
For information about a specific product, select a link on the left navigation bar.

Access *CEO Mobile* on your web enabled mobile device at **https://ceomobile.wf.com**.

Access this *CEO Mobile* resources website by clicking **here**

Once on this site, learn more about using a specific mobile service by clicking its link in the left menu

Help & Training tab



CCER for Cardholders, Reconcilers, Approvers

Post class resources

- Product questions?
  - CEO portal online help
  - **Wells Fargo** Business Purchasing Service Center:
    1-800-932-0036
    - Call **immediately** if your card is lost, stolen, or missing
    - To obtain immediate decline information
    - To access the automated voice response system for current balance and available credit
  - Credit limit increase, card ordering, or internal process questions; contact your **Program Administrator**

- Training feedback or questions?
  - Send an email to: customer.training@wellsfargo.com

Additional topics

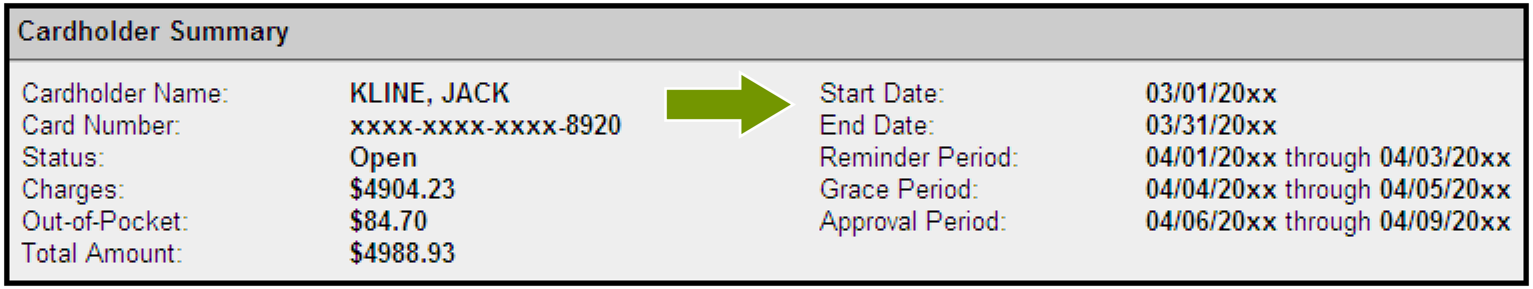
These additional topics are introduced here for future reference – see the **CCER Quick Reference Guides** (available to download from the "Help & Training" tab in your *CEO* portal) for more comprehensive information on these topics

Review periods

CCER issues automatic statement notifications via email

Cardholder review period

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



Cardholder Summary

Cardholder Name:	KLINE, JACK	Start Date:	03/01/20xx
Card Number:	xxxx-xxxx-xxxx-8920	End Date:	03/31/20xx
Status:	Open	Reminder Period:	04/01/20xx through 04/03/20xx
Charges:	$4904.23	Grace Period:	04/04/20xx through 04/05/20xx
Out-of-Pocket:	$84.70	Approval Period:	04/06/20xx through 04/09/20xx
Total Amount:	$4988.93		

- 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 issued, even if the Cardholder doesn't have any transactions for that statement cycle.
- If the Cardholder (or Reconciler) has not reviewed and submitted the statement after ***X*** calendar days, a reminder email will be sent out. Cardholders and Reconcilers will have an additional ***X*** days grace to complete the review.
- If you are on vacation or do not have online access, contact your PA.

Approver review period

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

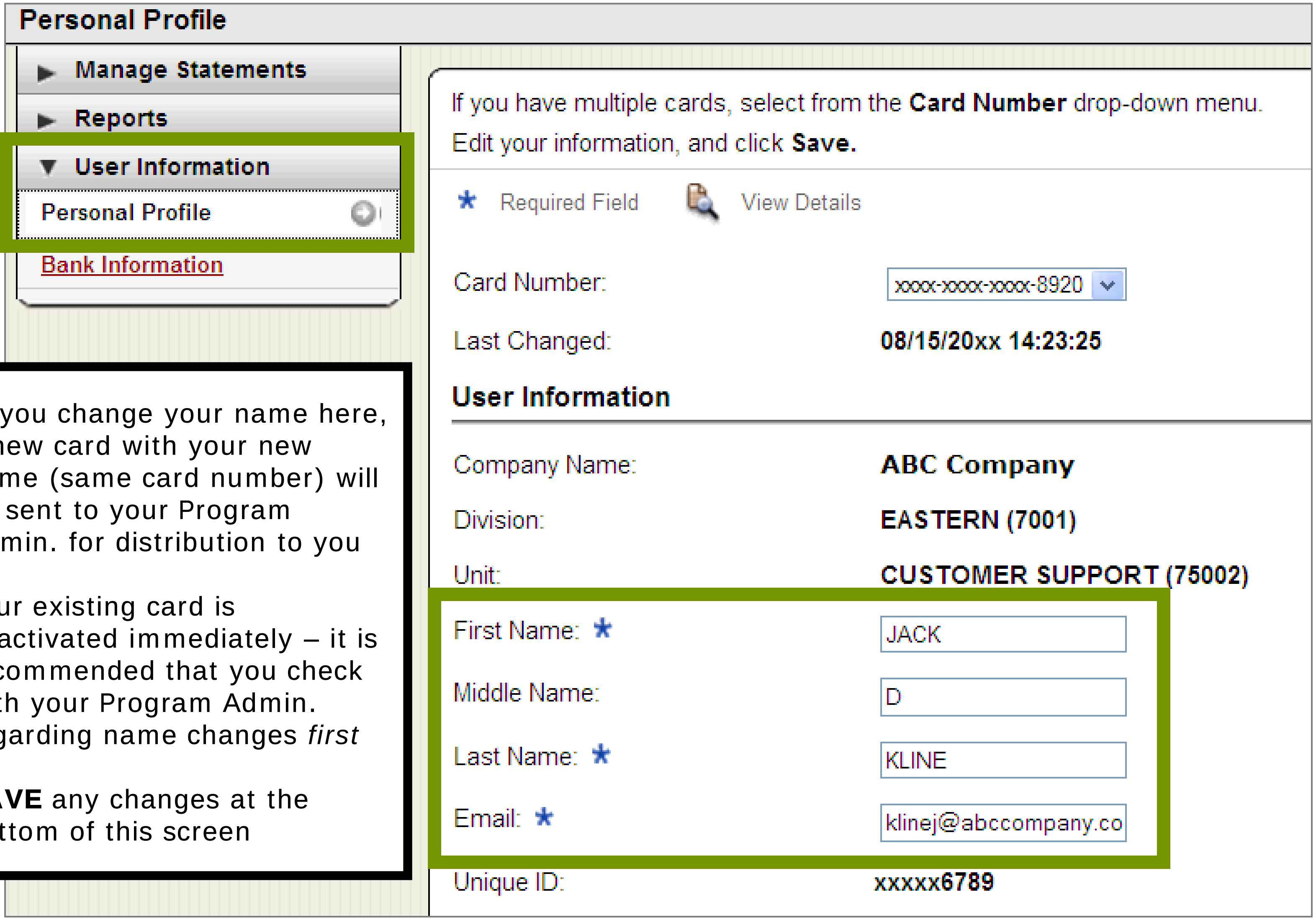
Cardholder Summary			
Cardholder Name:	KLINE, JACK	Start Date:	03/01/20xx
Card Number:	xxxx-xxxx-xxxx-8920	End Date:	03/31/20xx
Status:	Open	Reminder Period:	04/01/20xx through 04/03/20xx
Charges:	$4904.23	Grace Period:	04/04/20xx through 04/05/20xx
Out-of-Pocket:	$84.70	Approval Period:	04/06/20xx through 04/09/20xx
Total Amount:	$4988.93		

- 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 ***X*** 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 Cardholder's *next* statement cycle.
- If you are on vacation, or do not have online access, contact your PA so a secondary Approver can be assigned to your Cardholders.

Personal Profile

User Information

Personal Profile – Update your name and email address



If you change your name here, a new card with your new name (same card number) will be sent to your Program Admin. for distribution to you

Your existing card is deactivated immediately – it is recommended that you check with your Program Admin. regarding name changes *first*

SAVE any changes at the bottom of this screen

Personal Profile - continued

Card Information (billing address)

Roles, Privileges and Assignments

Cardholder

Privileges:	**Reclassify - Custom Field** **Reclassify - G/L Code**

Approver

Privileges:	**Cancel Card** **Credit Limit Change** **GL Download** **New Card Request** **Reclassify - Custom Field** **Reclassify - G/L Code** **Reclassify - Unit** **Update Receipts**
Assignments:	

Card Information

Mailing

Address Type:	**US Domestic**
Address Line 1:	**355 17th ST**
Address Line 2:	
City:	**SAN FRANCISCO**
State:	**CA**
ZIP Code:	**94103-2919**

Embossing

Name Line1:	**JACK\KLINE**
Name Line2:	**ABC MANUFACTURING**

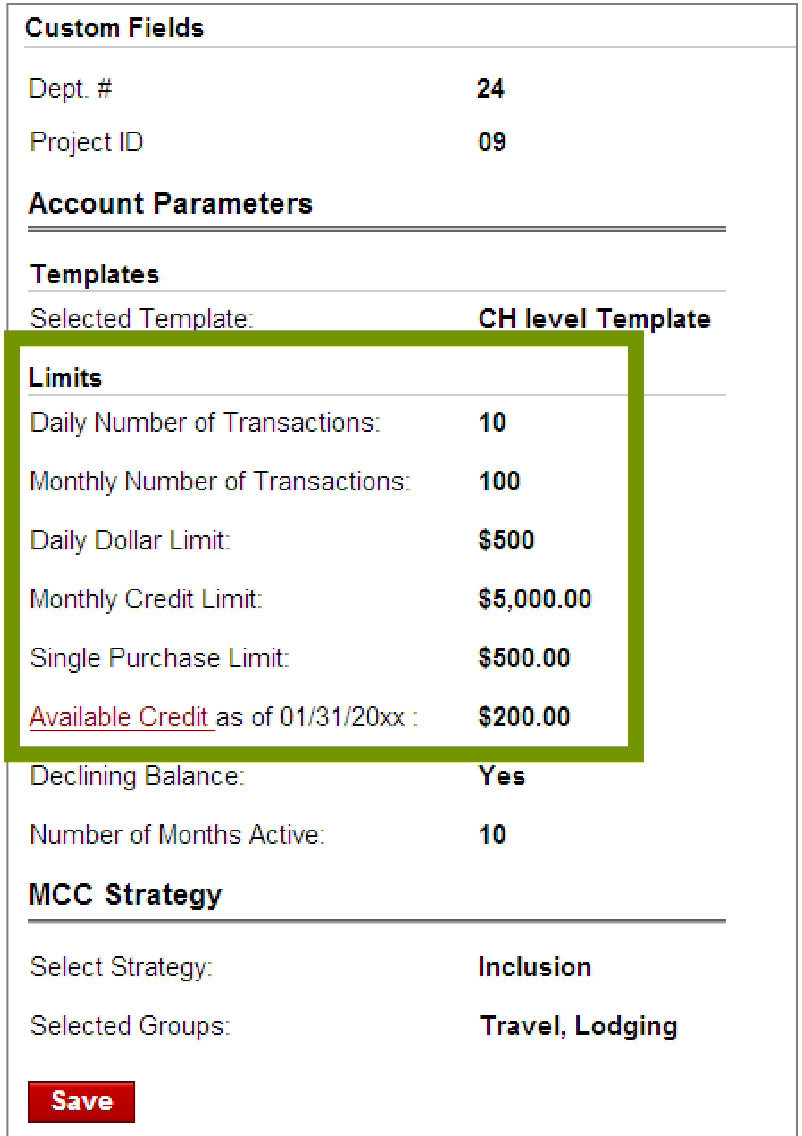
The Card Information section provides the card billing address that you will need to provide when making online purchases

Some retailers may also ask for the first five digits of the zip code

This is often the default address of your company's main office or headquarters – although it can be customized by your Program Admin.

Personal Profile - continued

Account Parameters (Limits and Available Credit)



Custom Fields

Dept. #	**24**
Project ID	**09**

Account Parameters

Templates

Selected Template:	**CH level Template**

Limits

Daily Number of Transactions:	**10**
Monthly Number of Transactions:	**100**
Daily Dollar Limit:	**$500**
Monthly Credit Limit:	**$5,000.00**
Single Purchase Limit:	**$500.00**
Available Credit as of 01/31/20xx :	**$200.00**
Declining Balance:	**Yes**
Number of Months Active:	**10**

MCC Strategy

Select Strategy:	**Inclusion**
Selected Groups:	**Travel, Lodging**

Save

The Limits section provides transaction limits currently in place on your card, including your **Monthly Credit Limit**

Click the **Available Credit** link to retrieve your current available credit (or remaining credit balance for the month)

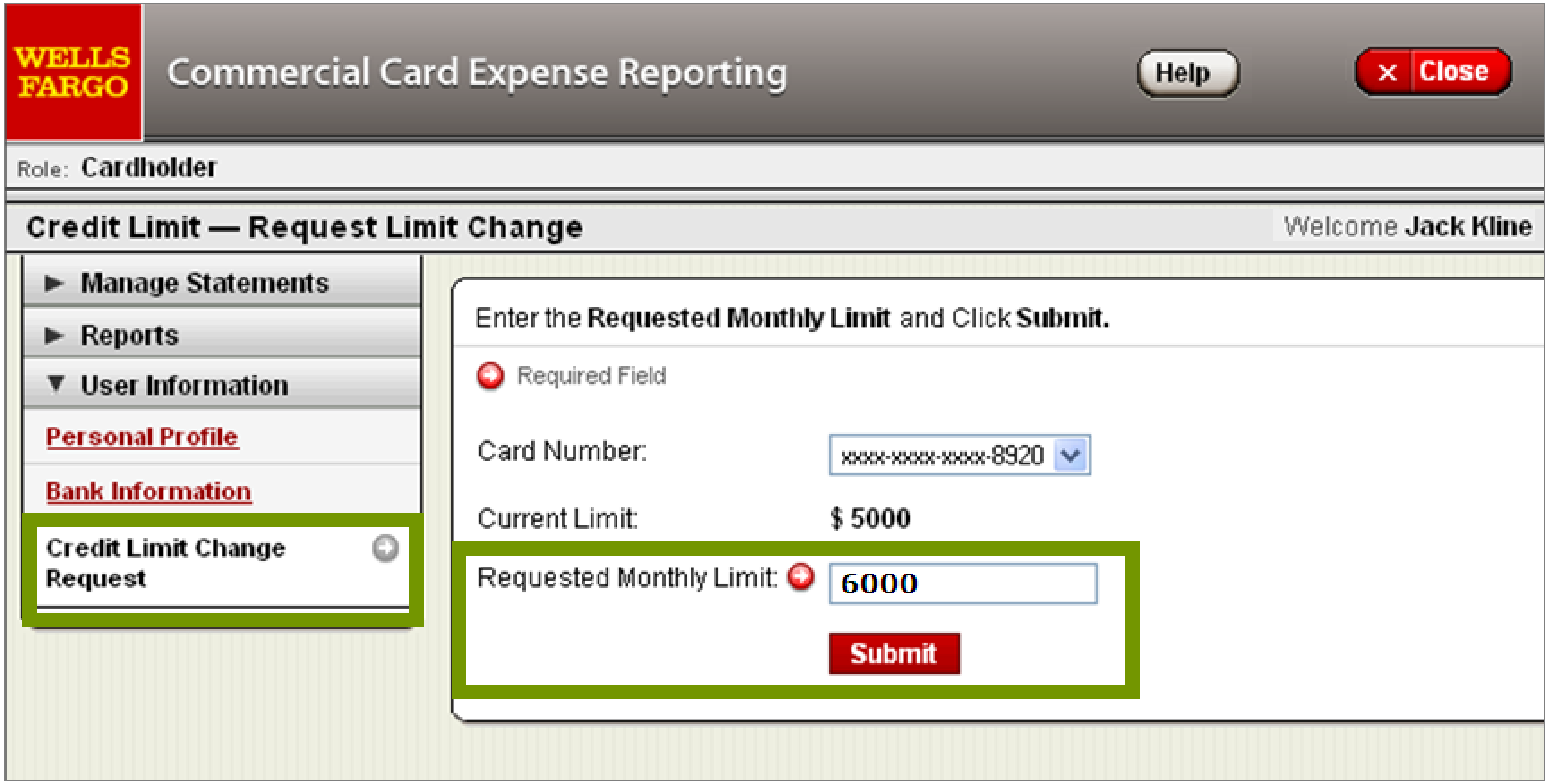
You can also contact the Business Purchasing Service Center at any time to obtain your available credit (**1-800-932-0036**)

Credit Limit Change Request

The Program Administrator must grant user rights to access this function

User Information

Credit Limit Change Request



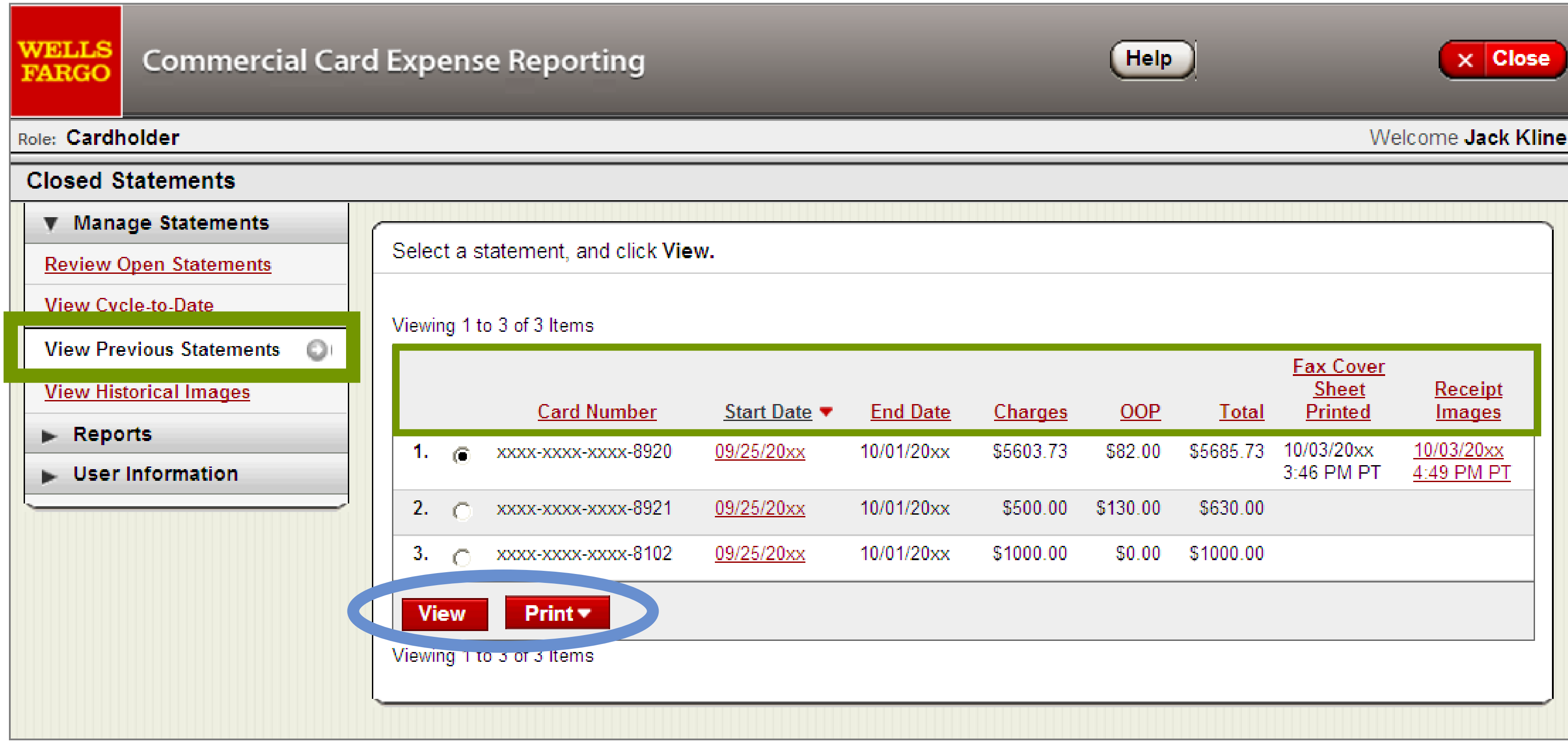
Enter your new desired limit into the Requested Monthly Limit field and Submit

If a credit limit change is needed *immediately* contact your Program Admin. (limit changes can be made/approved in real time)

View Previous Statements

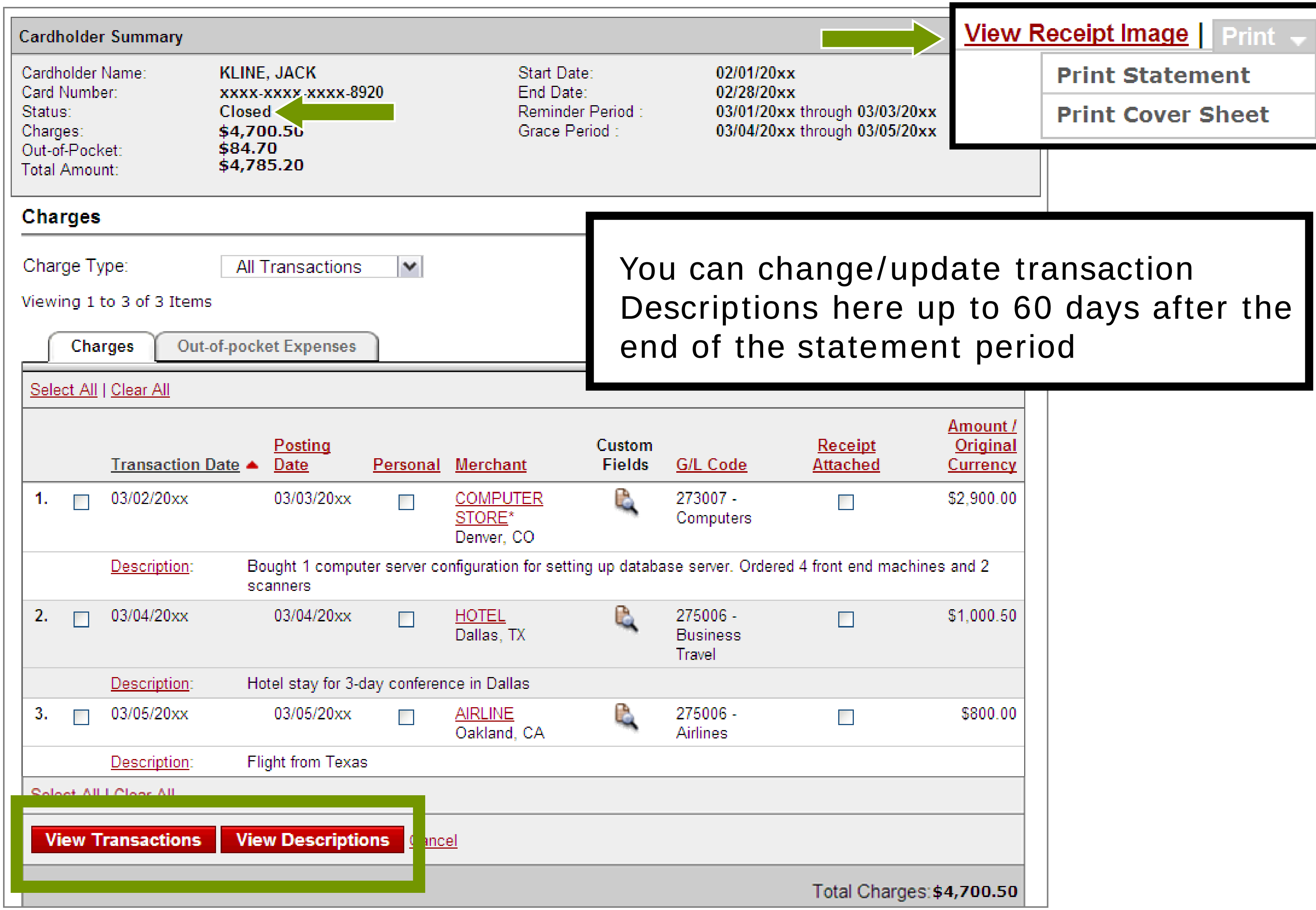
Manage Statements

View Previous Statements – 13 month history



View Previous Statements

View Transactions, Descriptions, and Receipt Images



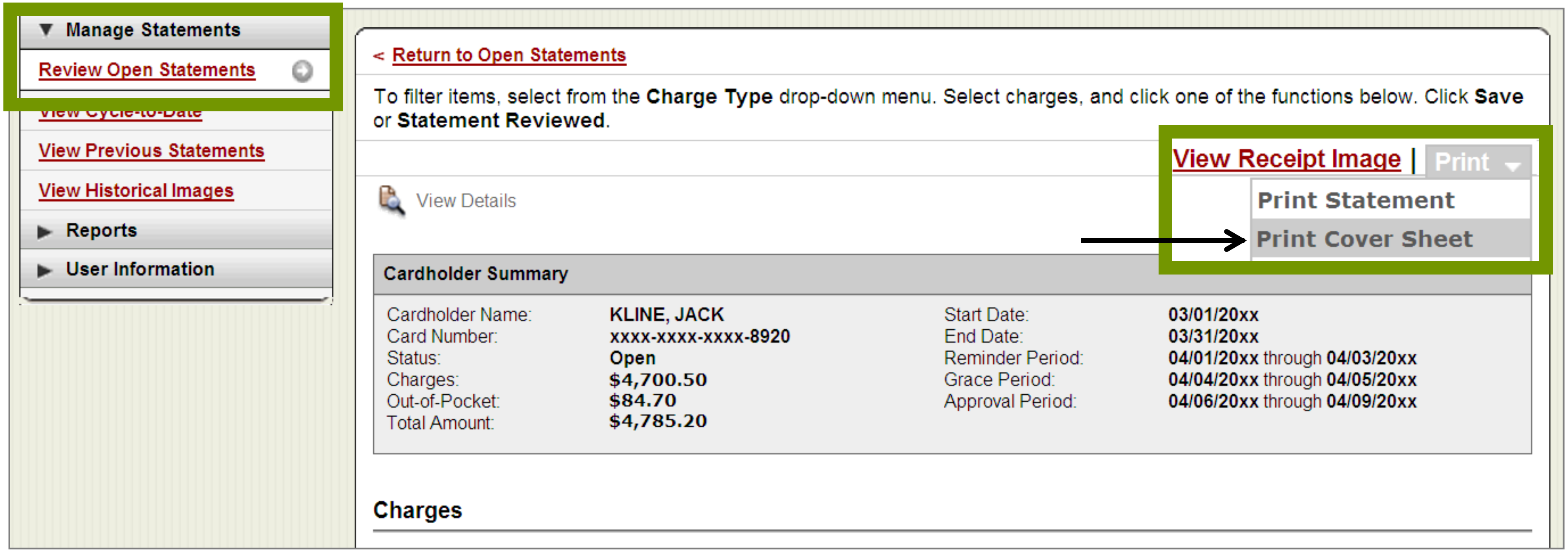
You can change/update transaction Descriptions here up to 60 days after the end of the statement period

Receipt Imaging option

Email Best Practices

Review Open Statements – Receipt Imaging

Print Cover Sheet



If your company has the **Receipt Imaging** option you will have to image your receipts before you complete your statement review(**fax or scan/email PDFs**)

From the upper right hand corner of the Review Open Statements homepage, select **Print**, then **Print Cover Sheet**

Receipt Imaging – *Email Best Practices*

Scan the Cover Sheet followed by the receipts for the statement period and save as a PDF file. Then, email them to the E-mail address provided on the Cover Sheet.


Statement Image ID: 952430

3739000370000000

952430N

CAUTION: Please blank out any confidential information such as credit card numbers on the receipts before sending.

Cover Sheet

To: Receipt Image Archive **From:** Kline, Jack 8920

Fax: 800-800-8000 **Cardholder Phone:**

E-mail: wf_ccard_receipts@mail2image.com

Date: 04/30/20XX

Company: ABC Company

Statement Ending Date: 03/31/20XX

Number of Pages Including Cover Sheet:

This message is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you received this communication in error or need additional customer support, please contact Business Purchasing Services Center toll free at 1-800-932-0036.

Comments:

The cover sheet printed from the system should be the *first* page of the PDF and the bar codes on the cover sheet should be clear and easy to read.

All attachments must be in the required *PDF file format*. Make sure that there are no other non PDF attachments in the email, i.e. signatures, pictures, email footers, etc.

Attachments that are forwarded without opening the original e-mail will not be processed; they must be re-sent as a new email with the PDF attachment.

Multiple PDF file attachments in a single email are ok, but each PDF must begin with a unique cover sheet followed by the receipts for that statement.

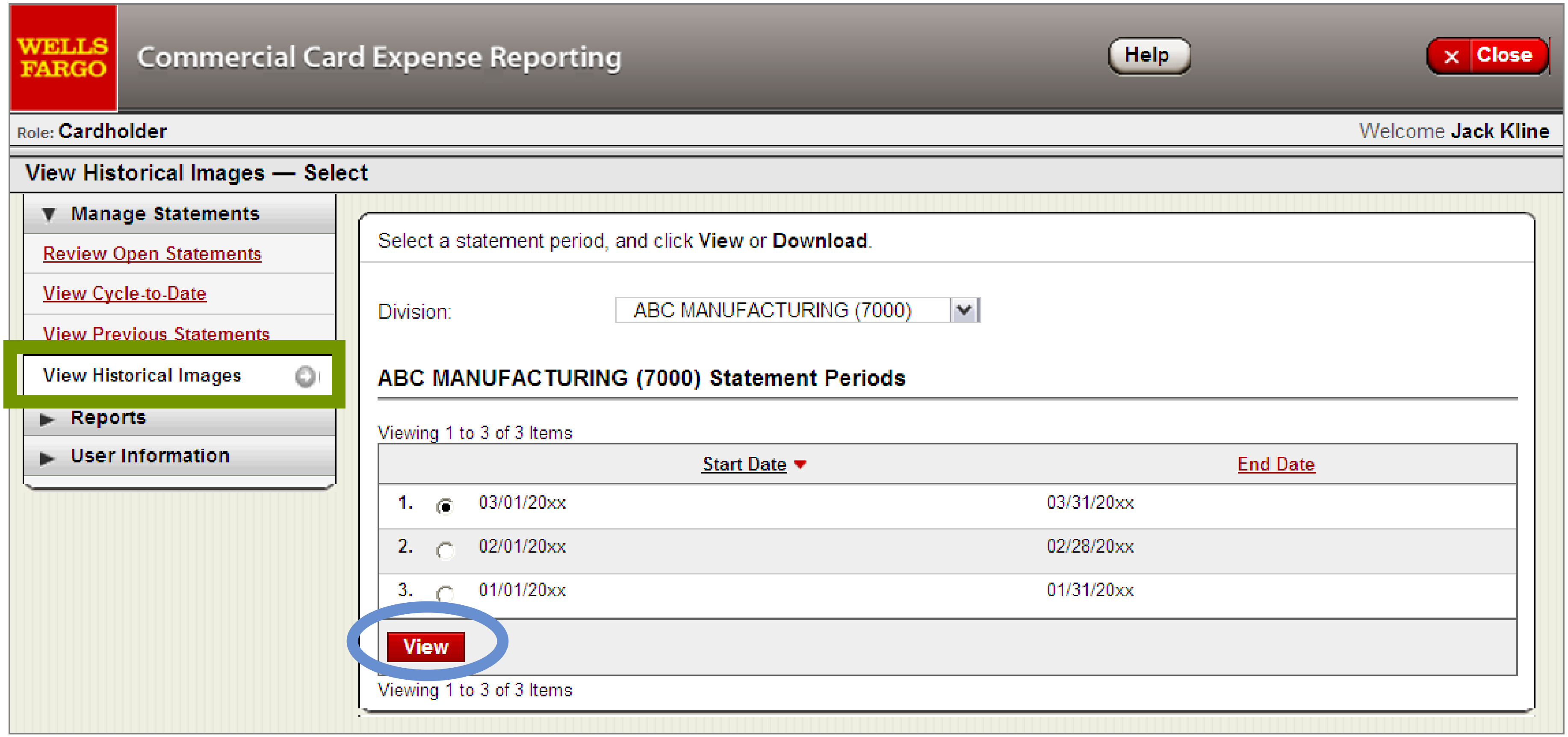
For the best quality, scan receipts in black and white only. Scanning receipts in color or using a scanner with software set to grayscale may alter the quality of the images during processing.

We recommend total attachment size under 5 megabytes

View Historical Images

Manage Statements

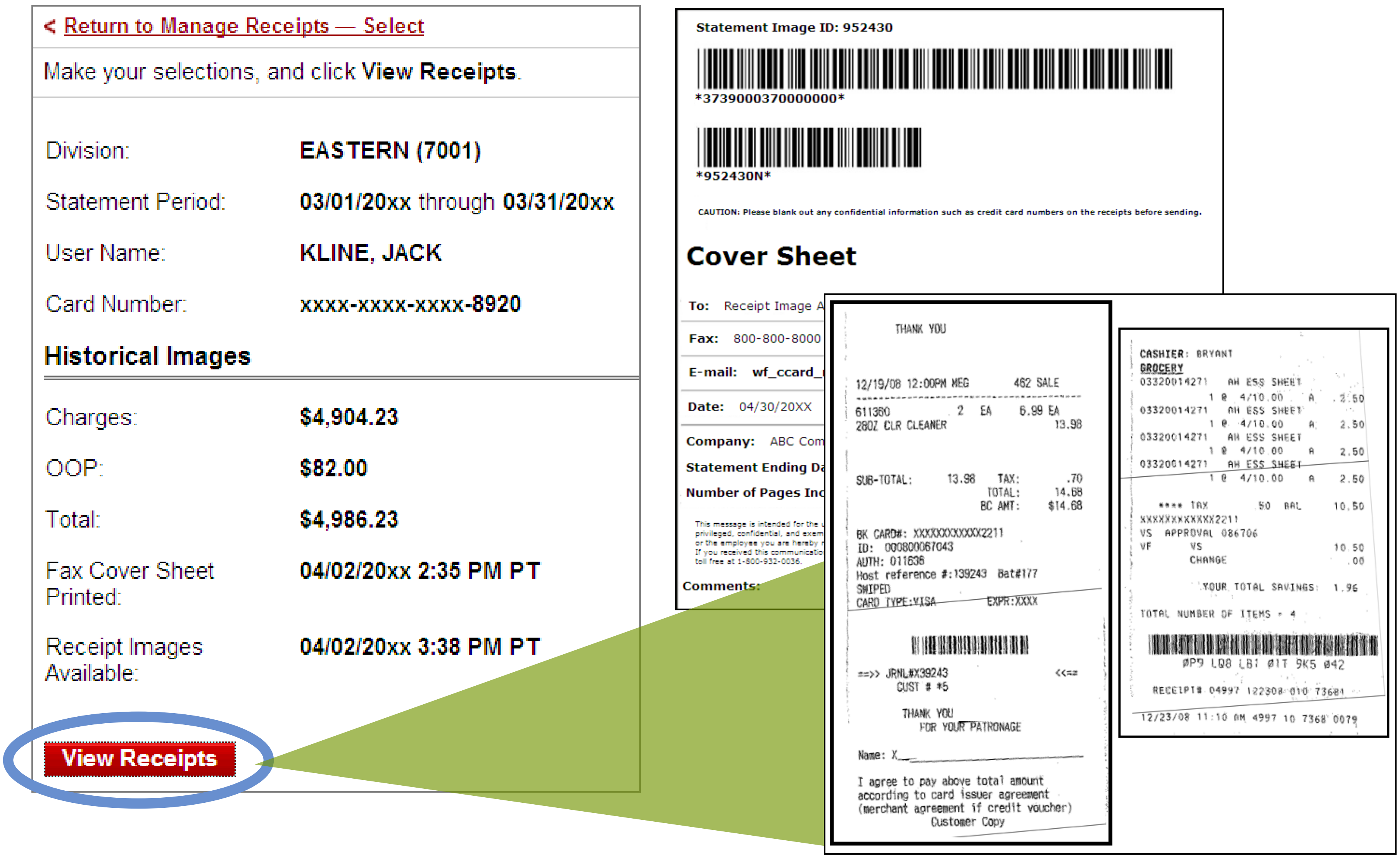
View Historical Images – 7 *year* history



Use View Historical Images to look up receipts that you faxed or emailed in for particular statement cycle

View Historical Images

View the Cover Sheet and associated receipt images



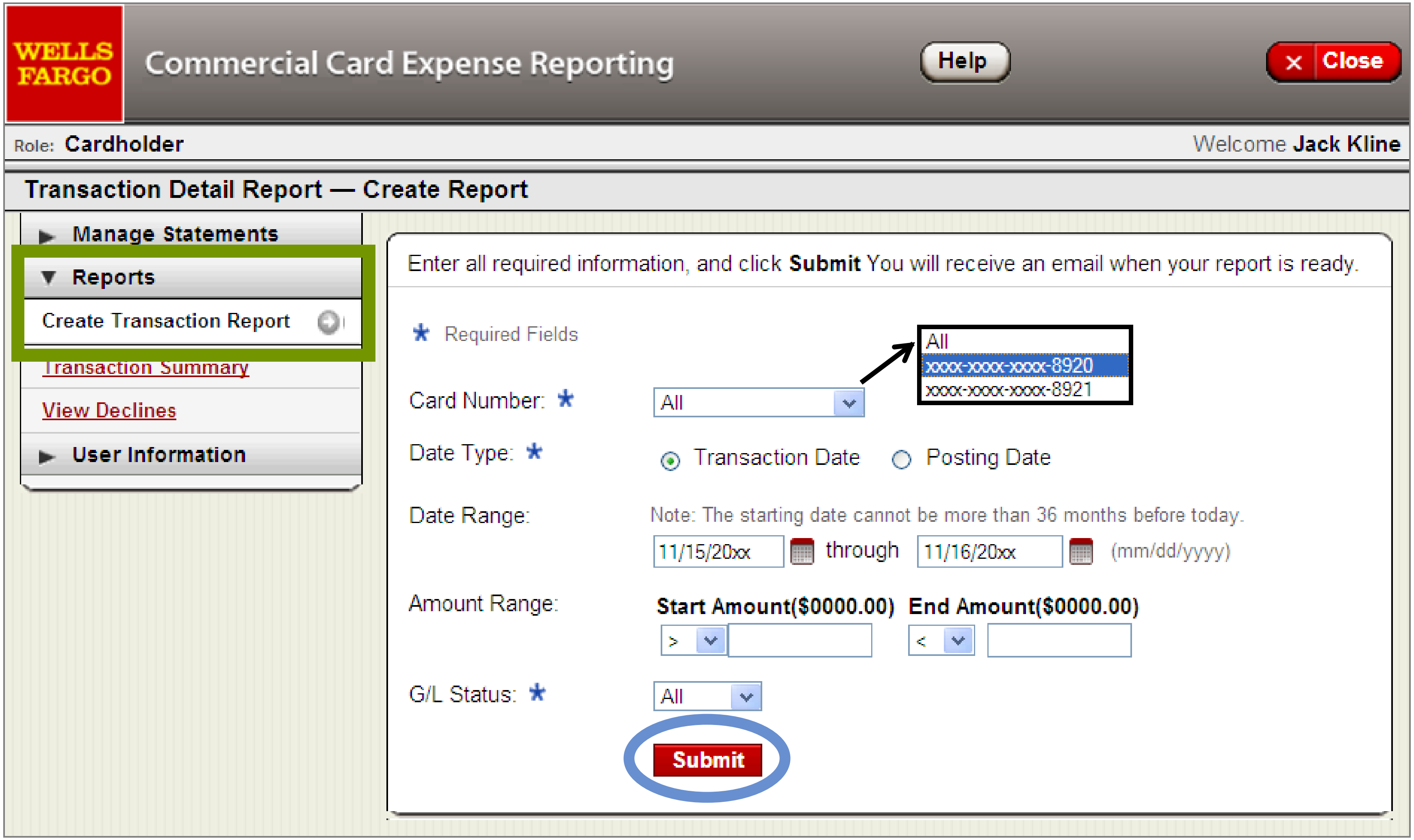
Reports

Create Transaction Report / Transaction Summary

View Declines

Create Transaction Report

Run transactions reports with various filters – 36 month history

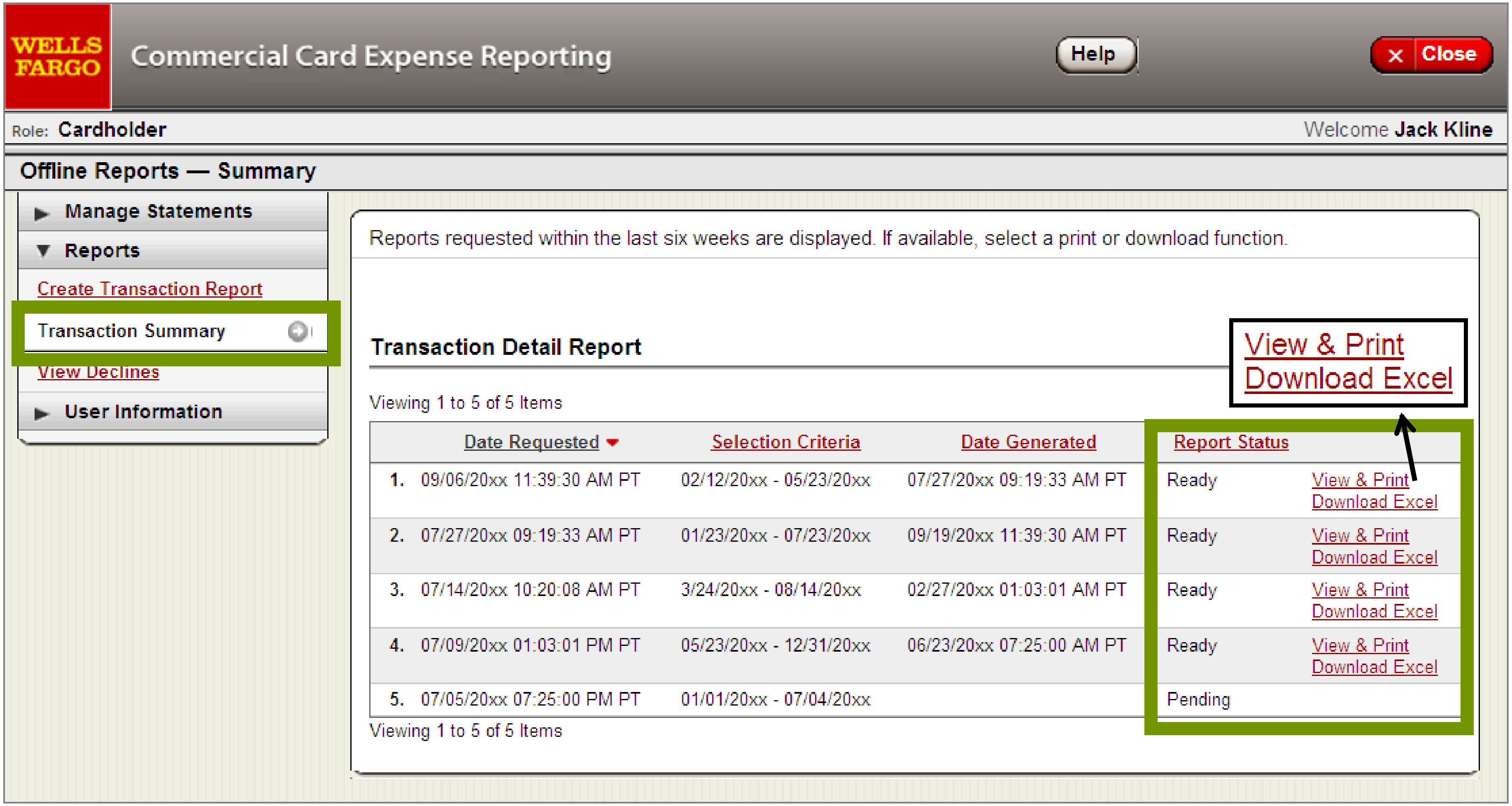


If you have multiple cards, use the dropdown menu to select the appropriate card

You'll receive an **email** when the report is ready to retrieve in **Transaction Summary**

Transaction Summary

View & Print PDF or Download to Excel



Transaction Summary displays the **last six weeks** of requested Transaction Detail Reports

Transaction Detail Report – example

Page 1 | **Download** **Print**

WELLS FARGO

Transaction Detail Report
ABC MANUFACTUING
All Divisions & Company

Page 1 of 1
Run Date: 09/06/20XX at 11:39 AM IPT
Reporting Period Based On: Posting Date
Reporting Period: 01/01/20XX - 04/30/20XX

Charges

Cardholder Name	Card Number	Transaction Date	Posting Date	Merchant Name	Merchant City, State	G/L Code	Personal	Amount/Original Currency
Kline, Jack	...8920	01/23/20XX	01/25/20XX	Computer Store	Denver, CO	273007		2900.00
Kline, Jack	...8920	03/27/20XX	03/29/20XX	Hotel	Dallas, TX	275001		950.50
Kline, Jack	...8920	04/05/20XX	04/06/20XX	Airline	Oakland, CA	SPLIT		(150.50)
								3700.00

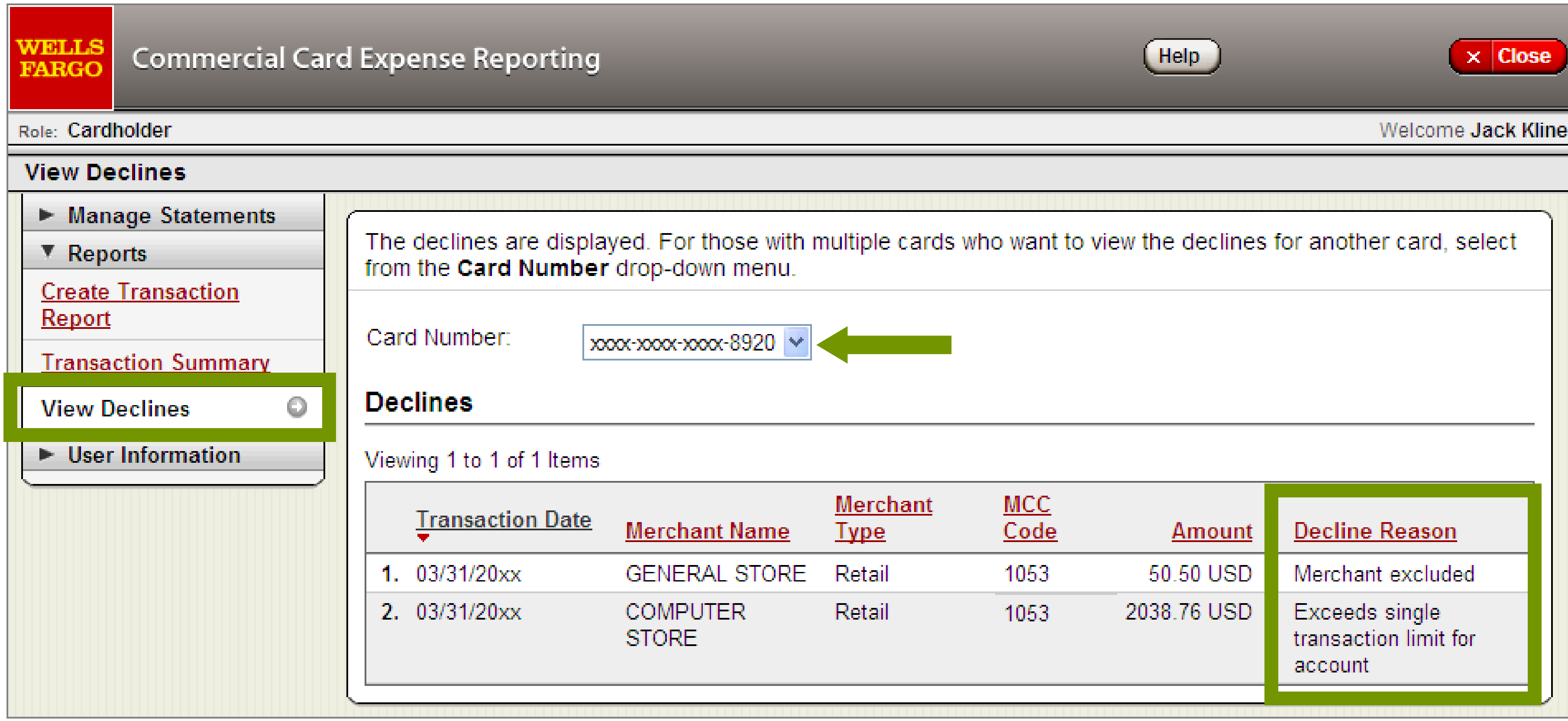
Out-of-pocket Expenses

Approved ••• Pending Declined

Cardholder Name	Card Number	Transaction Date	Description	Expense Category	G/L Code	Distance / Items Count	Rate/ Per Diem	Amount/Original Currency	Status
Kline, Jack	...8920	02/01/20XX	Taxi Fare	Taxi	273002	0	0	10.00	✓
Kline, Jack	...8920	02/02/20XX	Breakfast	Meals	273003	0	0	4.55	•••
								14.55	

View Declines

See Decline Reason



View declined transactions (by card) to determine the reason for the decline

Declines do not appear online in real time, they will be displayed within 48 hours

Contact the Business Purchasing Service Center at any time to obtain *immediate* decline information (**1-800-932-0036**)

Copy Request function

Request a copy of a purchase receipt

From the Charges tab – Copy Request

Requests a copy of a transaction receipt

Only use Copy Request if you are unable to obtain a copy of the purchase receipt from the Merchant and you are not going to use the online Dispute feature

Charges

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☑	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☐	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

Select All | Clear All

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

Total Charges: **$4,700.50**

(Receipt) Copy Request

Enter Phone Number and Reason for Request

< Return to Charges — Reclassify

Enter the required information, and click **Submit**. If you request a copy, you cannot initiate a dispute.

Note: Your company may be charged for this request. You may want to contact the merchant directly for a copy of your transaction.

* **All fields are required.**

Cardholder Name: **KLINE, JACK**

Card Number: **xxxx-xxxx-xxxx-8920**

Selected Charge

Transaction Date:	**mm/dd/20xx**	Posting Date:	**mm/dd/20xx**
Merchant:	**COMPUTER STORE**	Merchant Type:	**Retail Store**
Merchant Reference Number:	**mm/dd/20xx**	General Ledger Code:	**273007**
Amount/Original Currency:	**$199.99**		

Contact Information

Please enter a phone number so that we may contact you in case we have any questions about this request.

Phone Number:

Reason for Request

Briefly describe why you are requesting a copy for this transaction.

Reason:

Submit Cancel

Approver role options
(some options depend on access rights granted by your Program Administrator)

View Previous Statements

Reports overview

Manage Receipts (similar to *View Historical Images*)

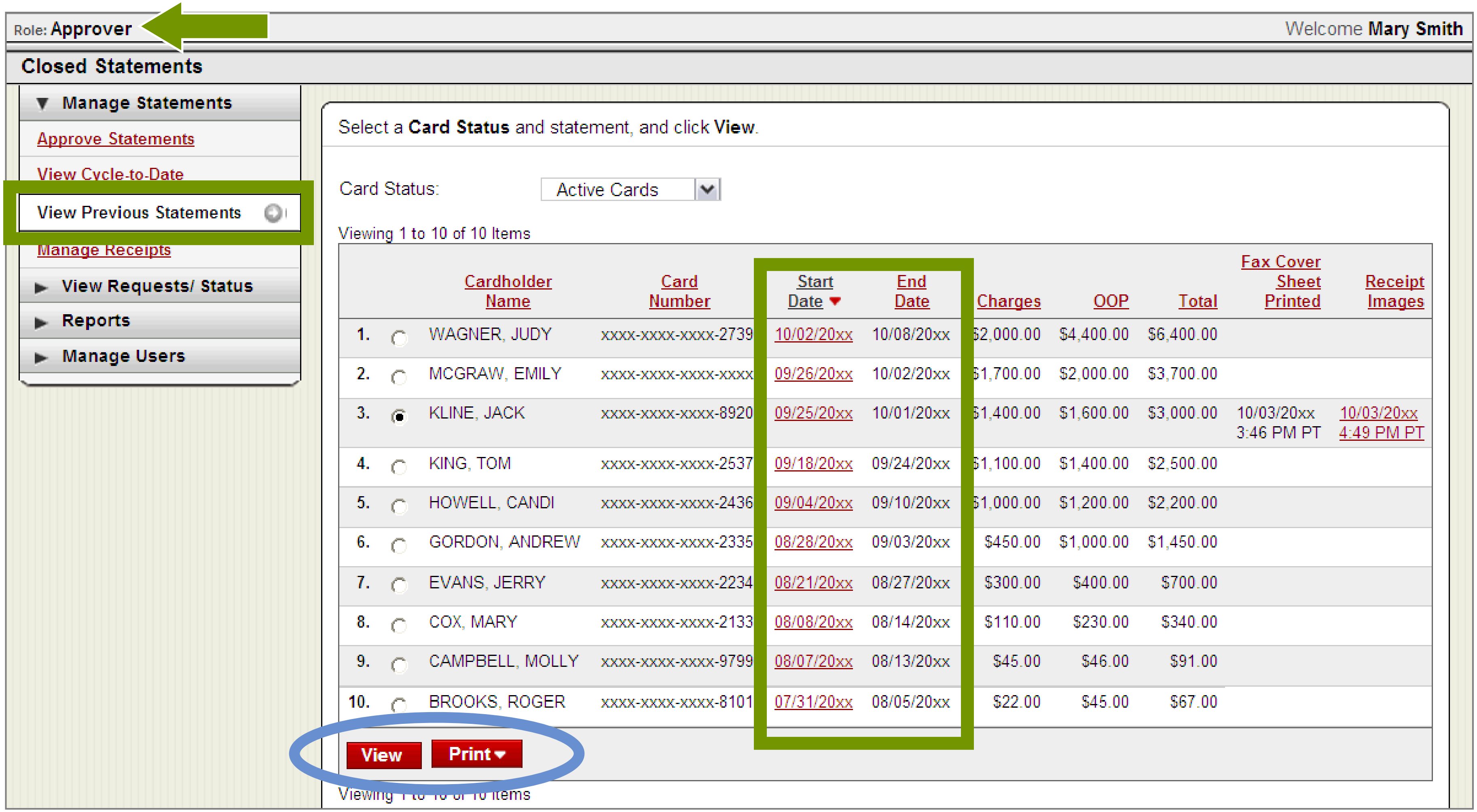
View Requests/Status

Manage Users

See the ***Approver* Quick Reference Guide** (available to download from the "Help & Training" tab in your *CEO* portal) for more comprehensive information on these topics

Manage Statements – View Previous Statements

Select the *Cardholder profile first* – 13 month history



	Cardholder Name	Card Number	Start Date	End Date	Charges	OOP	Total	Fax Cover Sheet Printed	Receipt Images
1.	WAGNER, JUDY	xxxx-xxxx-xxxx-2739	10/02/20xx	10/08/20xx	$2,000.00	$4,400.00	$6,400.00		
2.	MCGRAW, EMILY	xxxx-xxxx-xxxx-xxxx	09/26/20xx	10/02/20xx	$1,700.00	$2,000.00	$3,700.00		
3.	KLINE, JACK	xxxx-xxxx-xxxx-8920	09/25/20xx	10/01/20xx	$1,400.00	$1,600.00	$3,000.00	10/03/20xx 3:46 PM PT	10/03/20xx 4:49 PM PT
4.	KING, TOM	xxxx-xxxx-xxxx-2537	09/18/20xx	09/24/20xx	$1,100.00	$1,400.00	$2,500.00		
5.	HOWELL, CANDI	xxxx-xxxx-xxxx-2436	09/04/20xx	09/10/20xx	$1,000.00	$1,200.00	$2,200.00		
6.	GORDON, ANDREW	xxxx-xxxx-xxxx-2335	08/28/20xx	09/03/20xx	$450.00	$1,000.00	$1,450.00		
7.	EVANS, JERRY	xxxx-xxxx-xxxx-2234	08/21/20xx	08/27/20xx	$300.00	$400.00	$700.00		
8.	COX, MARY	xxxx-xxxx-xxxx-2133	08/08/20xx	08/14/20xx	$110.00	$230.00	$340.00		
9.	CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	08/07/20xx	08/13/20xx	$45.00	$46.00	$91.00		
10.	BROOKS, ROGER	xxxx-xxxx-xxxx-8101	07/31/20xx	08/05/20xx	$22.00	$45.00	$67.00		

View Previous Statements

Approver view (same view as Cardholder/Reconciler)

Cardholder Summary

Cardholder Name:	KLINE, JACK	Start Date:	02/01/20xx
Card Number:	xxxx-xxxx-xxxx-8920	End Date:	02/28/20xx
Status:	Closed	Reminder Period :	03/01/20xx through 03/03/20xx
Charges:	$4,700.50	Grace Period :	03/04/20xx through 03/05/20xx
Out-of-Pocket:	$84.70		
Total Amount:	$4,785.20		

View Receipt Image | Print

- Print Statement
- Print Cover Sheet

Charges

Approvers can change/update transaction Descriptions here up to 60 days after the end of the statement period

Charge Type: All Transactions

Viewing 1 to 3 of 3 Items

Charges | Out-of-pocket Expenses

Select All | Clear All

		Transaction Date	Posting Date	Personal	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1.	☐	03/02/20xx	03/03/20xx	☐	COMPUTER STORE* Denver, CO		273007 - Computers	☐	$2,900.00
		Description:	Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners						
2.	☐	03/04/20xx	03/04/20xx	☐	HOTEL Dallas, TX		275006 - Business Travel	☐	$1,000.50
		Description:	Hotel stay for 3-day conference in Dallas						
3.	☐	03/05/20xx	03/05/20xx	☐	AIRLINE Oakland, CA		275006 - Airlines	☐	$800.00
		Description:	Flight from Texas						

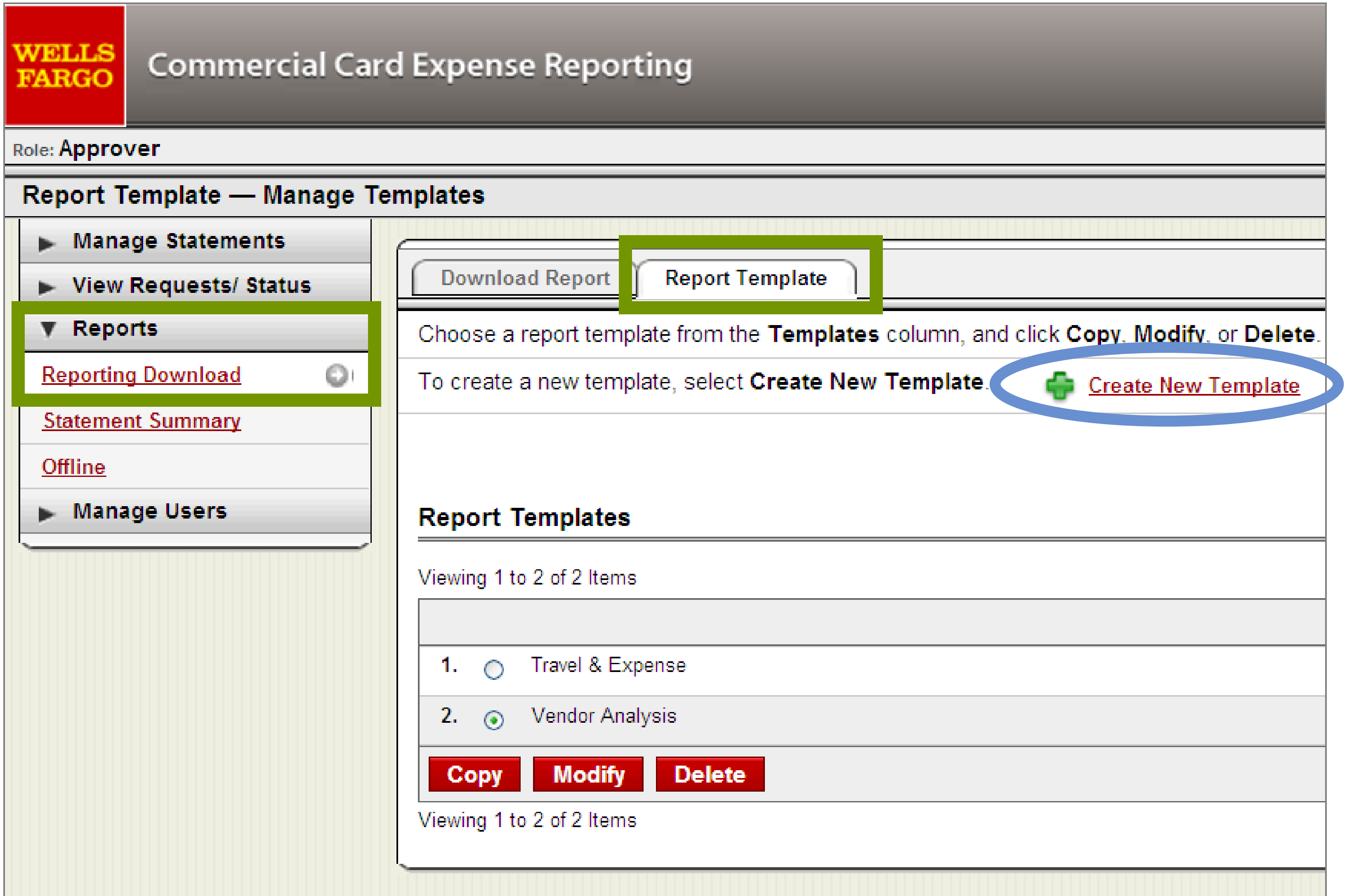
Select All | Clear All

View Transactions | View Descriptions | Cancel

Total Charges: **$4,700.50**

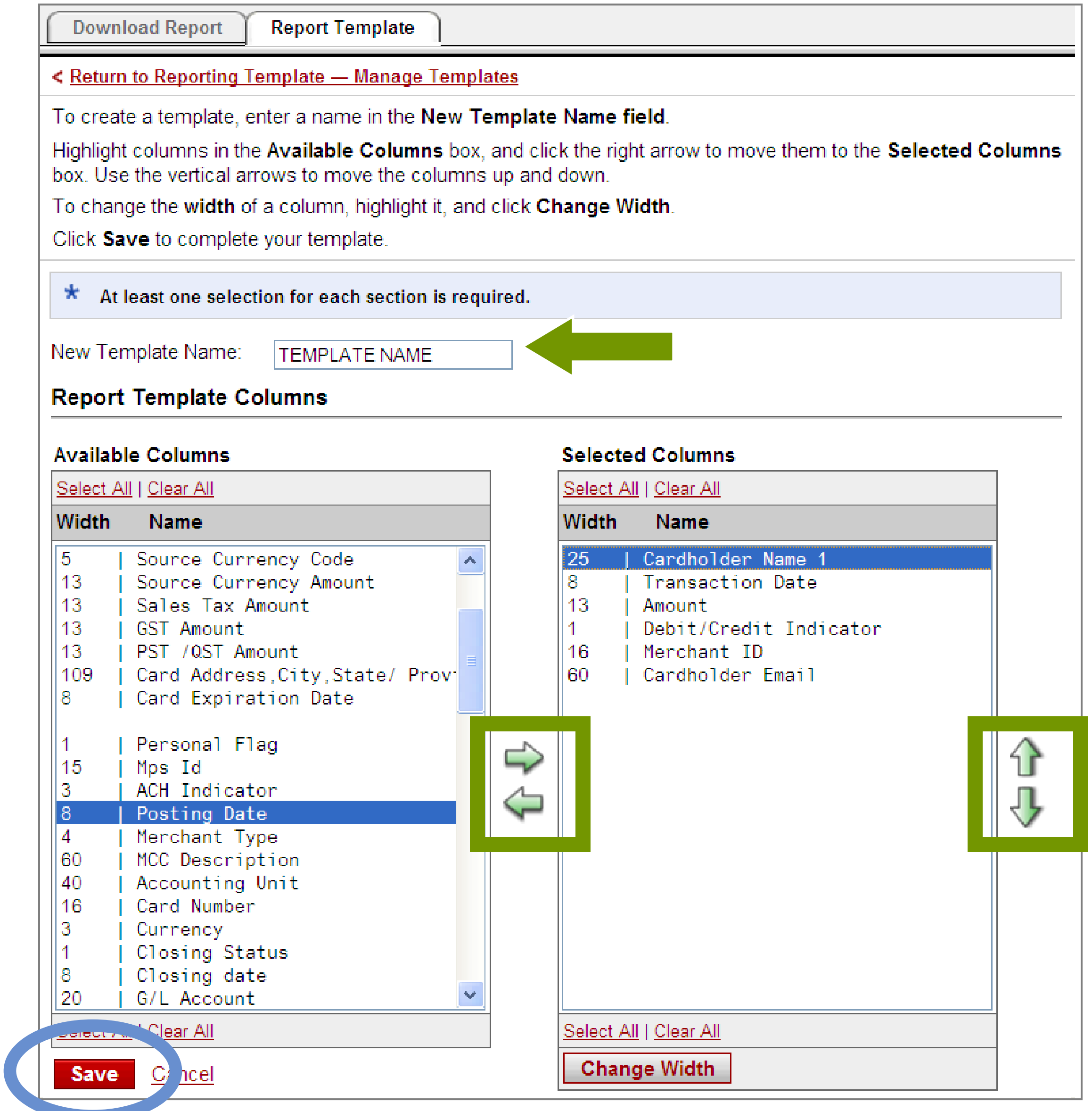
Reports – Reporting Download

Report Template (tab) – **Create New Template**



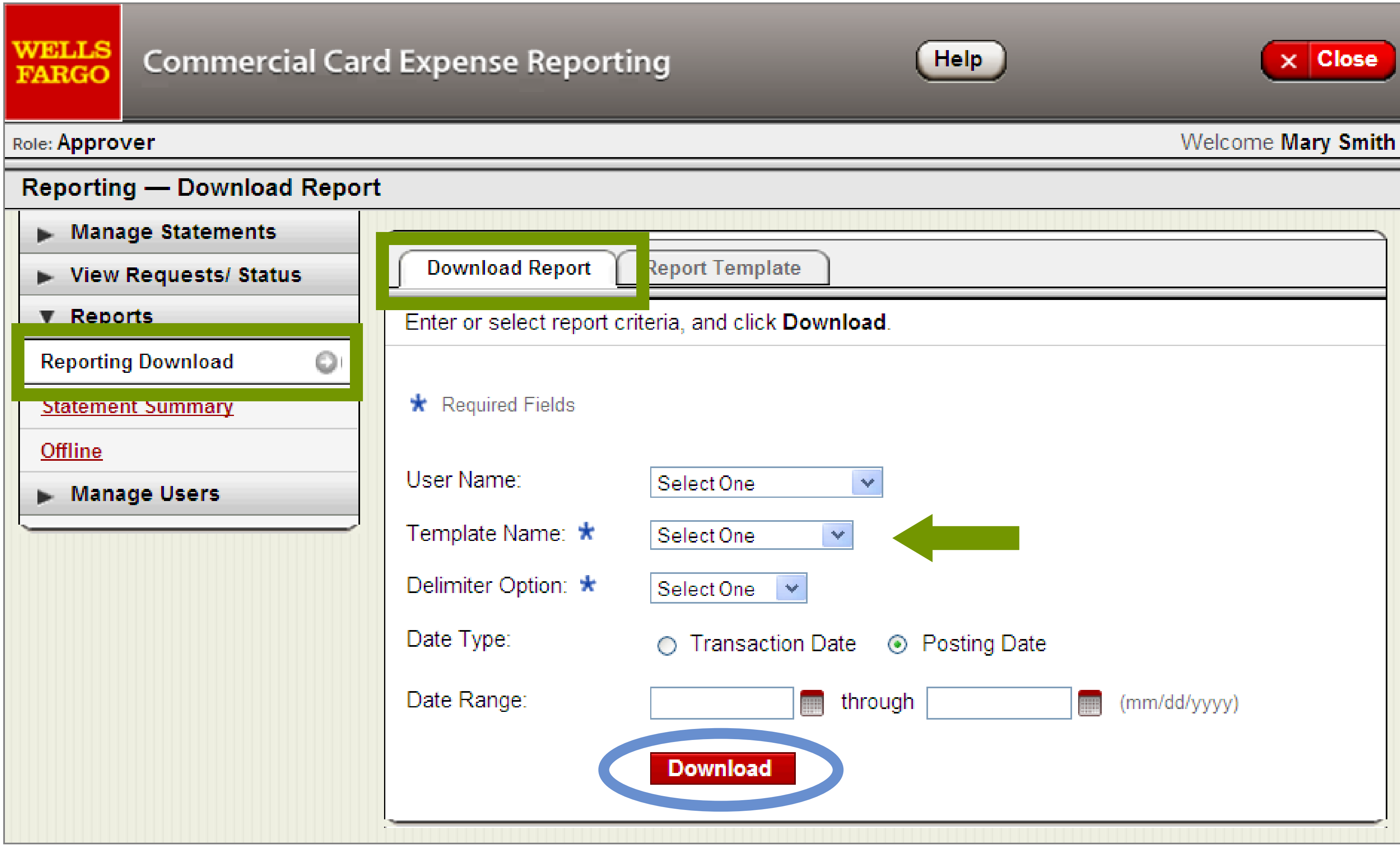
Report Template – Create Template

Approver option



Reporting Download - Download Report (tab)

Approver option



Download reports (by User – or ALL Users) and the saved Template Name

Reports - Statement Summary

Approver option – review up to **12** statement cycles

Statement Summary Report

- ▶ Manage Statements
- ▶ View Requests/ Status
- ▼ Reports
  - Reporting Download
  - Statement Summary
- ▶ Manage Users

< 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.

Print Version

Company: **ABC MANUFACTURING(7000)**

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
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
2.	CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	MARKETING (70008)	$12.00	$150.99	$67.99	$2,201.90	$1,245.67	$345.89
3.	COX, MARY	xxxx-xxxx-xxxx-2133	DEVELOPMENT (70010)	$123.90	$1,246.83	$1,109.00	$342.90	$105.94	$123.90
4.	EVANS, JERRY	xxxx-xxxx-xxxx-2234	MARKETING (70008)	$420.00	$600.00	$12.00	$500.00	$213.00	$3,219.23
									6.25
									0.00
7.	KING, TOM	xxxx-xxxx-xxxx-2537	SALES (70012)	$266.45	$2,586.90	$1,345.80	$354.97	$4,120.00	$456.90
8.	KLINE, JACK	xxxx-xxxx-xxxx-8920	SALES (70012)	$7,365.00	$586.57	$1,532.80	$1,237.00	$632.00	$329.67
			Total:	**$9,305.25**	**$7,765.59**	**$6,621.07**	**$11,691.46**	**$8,139.31**	**$6,928.67**

Use the Statement Summary report to show Cardholder statement totals *over a period of time* (up to 12 months)

Reports - Offline

Approver option – **Create New Report**

Offline Reports — Summary

- ▶ **Manage Statements**
- ▶ **View Requests/ Status**
- ▼ **Reports**
  - Reporting Download
  - Statement Summary
  - Offline
- ▶ **Manage Users**

Reports requested within the last six weeks are displayed. If available, select a print or download function. To generate a new report, click **Create New Report**.

Create New Report

Offline Reports

Viewing 1 to 6 of 6 Items

	Report Name	Date Requested ▲	Selection Criteria	Date Generated	Report Status	
1.	Account Spending Analysis Report	09/06/20xx 11:39:30 AM PT	03/06/20xx - 09/06/20xx	09/07/20xx 11:30:11 AM PT	Ready	View & Print Download Excel
2.	Cash Advance Account Summary Report	07/27/20xx 09:19:33 AM PT	08/31/20xx - 09/06/20xx	07/27/20xx 09:21:34 AM PT	Ready	View & Print Download Excel
3.	Merchant Transaction Summary Report	09/06/20xx 04:37:55 PM PT	04/01/20xx - 09/06/20xx	09/06/20xx 05:30:45 AM PT	Ready	View & Print Download Excel
4.	Top 10 Carrier Summary Report	08/31/20xx 10:04:44 PM PT	08/01/20xx - 09/06/20xx	09/01/20xx 11:39:30 AM PT	Ready	View & Print Download Excel
5.	Transaction Detail Report	08/01/20xx 02:00:37 PM PT	05/22/20xx - 09/06/20xx	08/03/20xx 10:20:06 AM PT	Ready	View & Print Download Excel
6.	Top 25 Lodging Chain Summary Report	08/29/20xx 01:19:14 PM PT	01/01/20xx - 08/20/20xx	09/01/20xx 11:30:48 AM PT	Ready	View & Print Download Excel

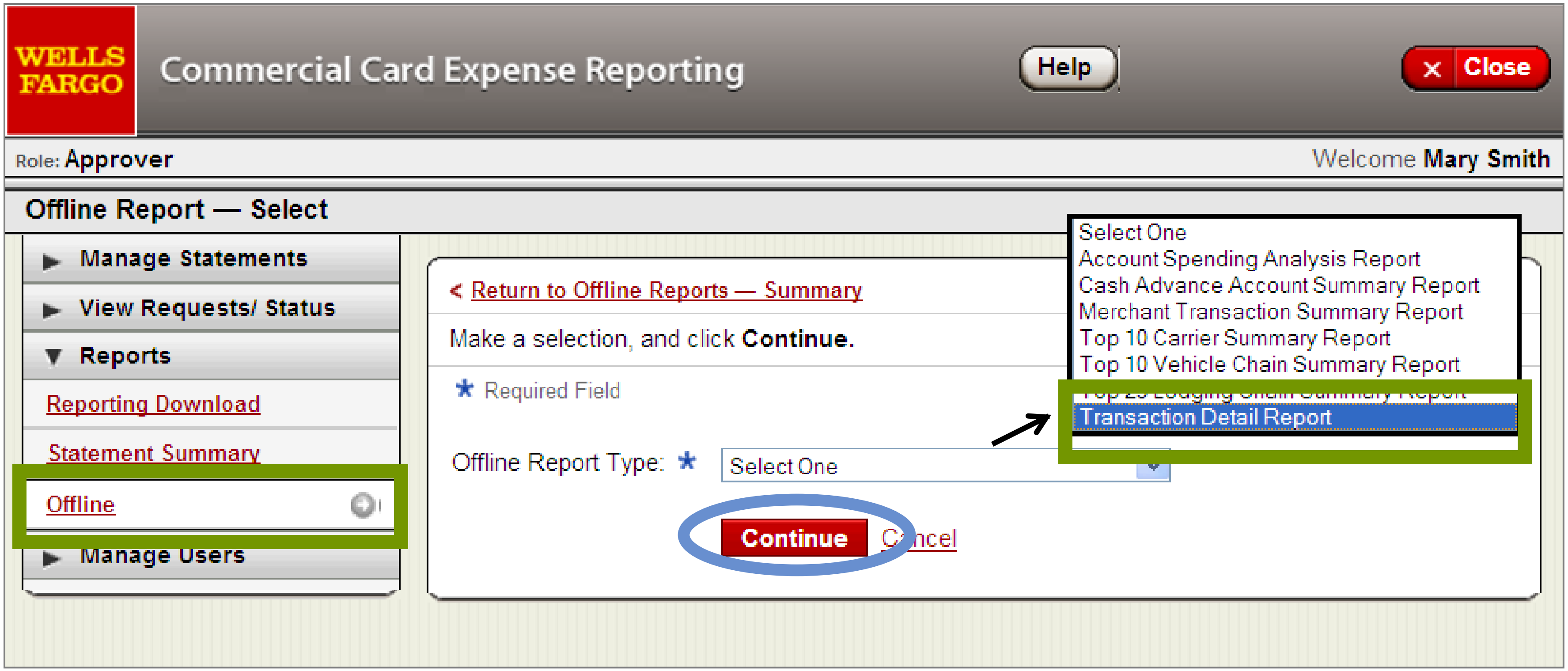
Viewing 1 to 6 of 6 Items

The Offline link displays the **last six weeks** of requested reports

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

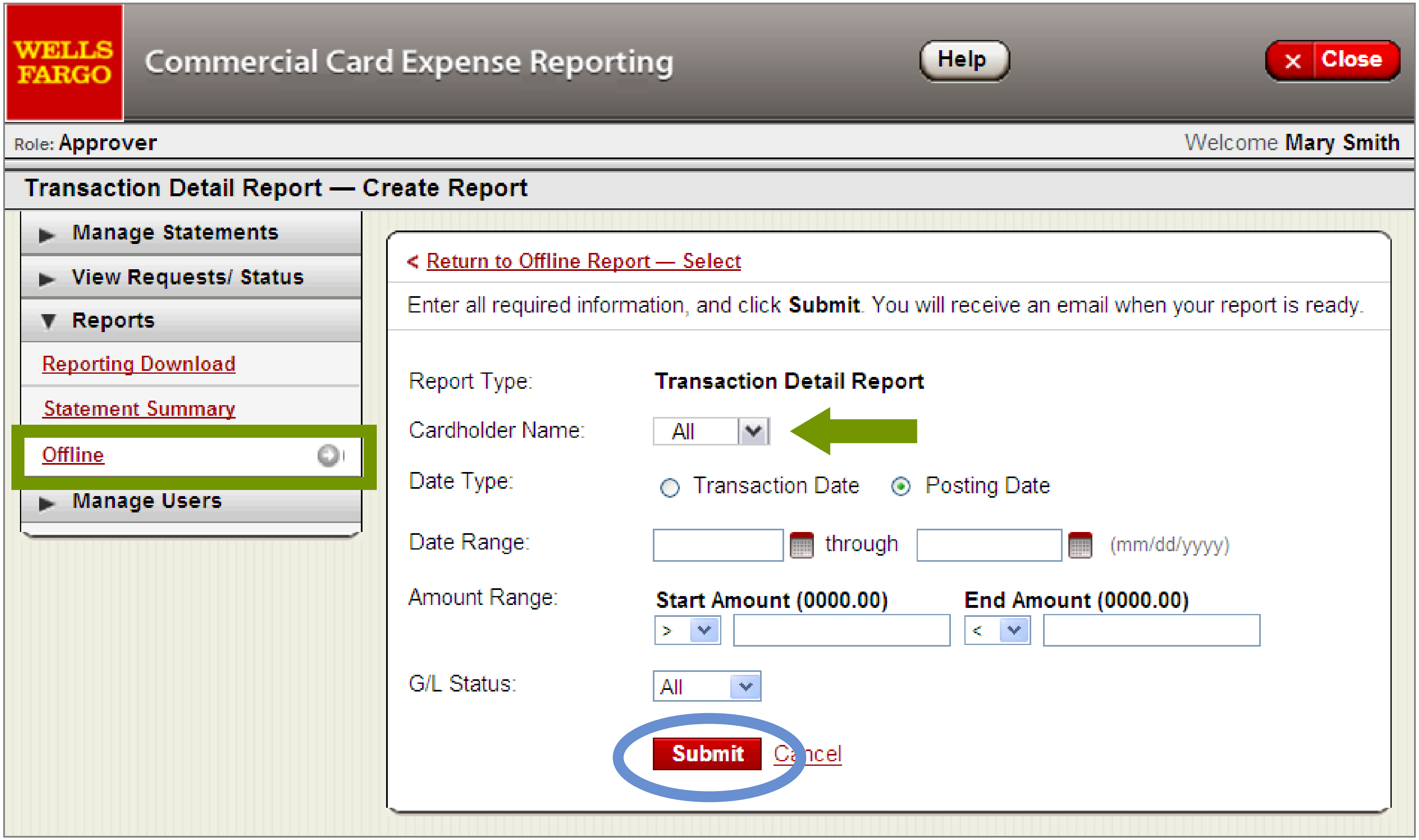
Offline – Create New Report

Select Report Type (**Transaction Detail Report** example)



Offline – Create New Report

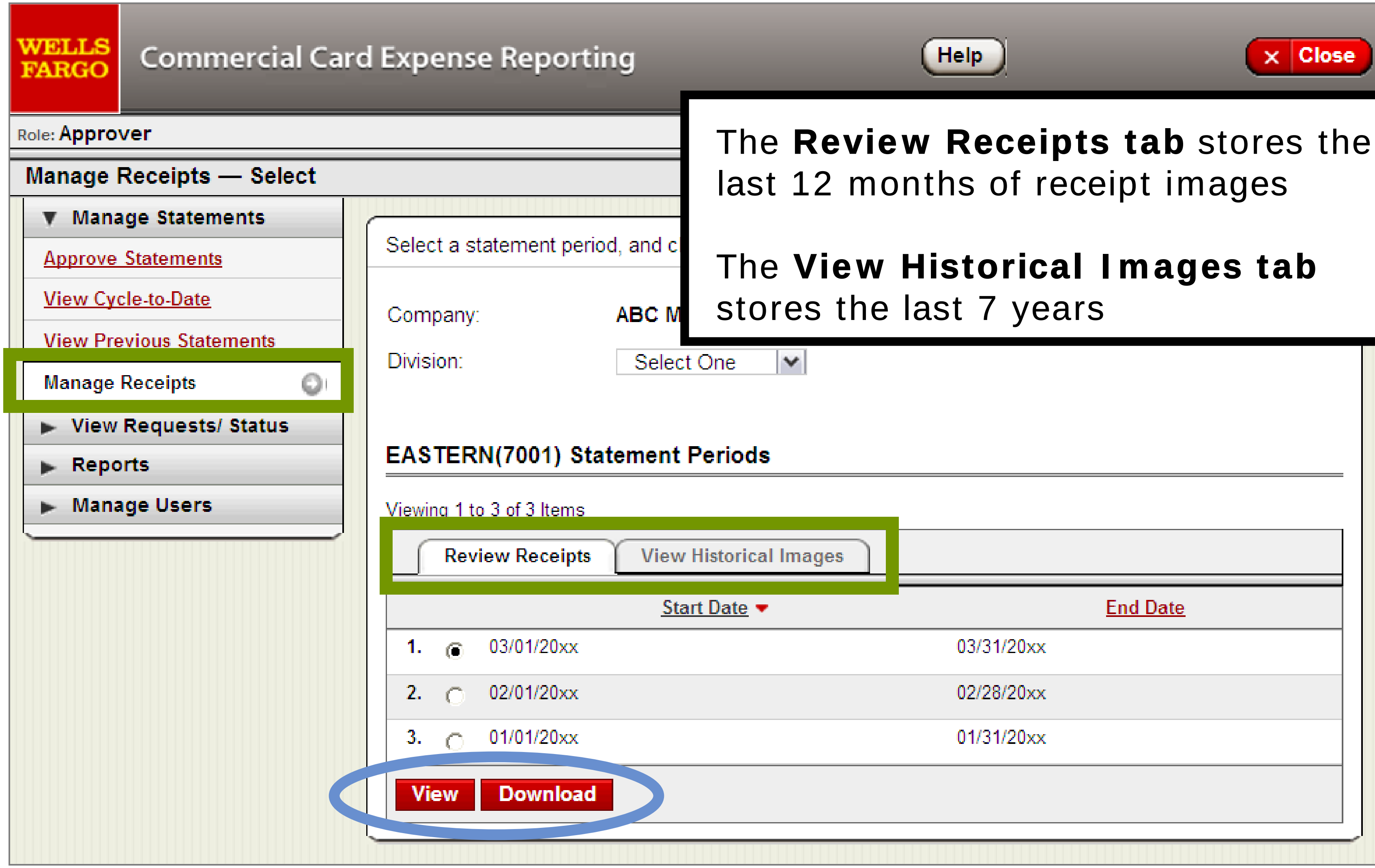
Transaction Detail Report setup



The Approver will receive an **email** when the report is ready to retrieve on the Offline homepage

Manage Statements - Manage Receipts

Expanded Approver access to *View Historical Images*

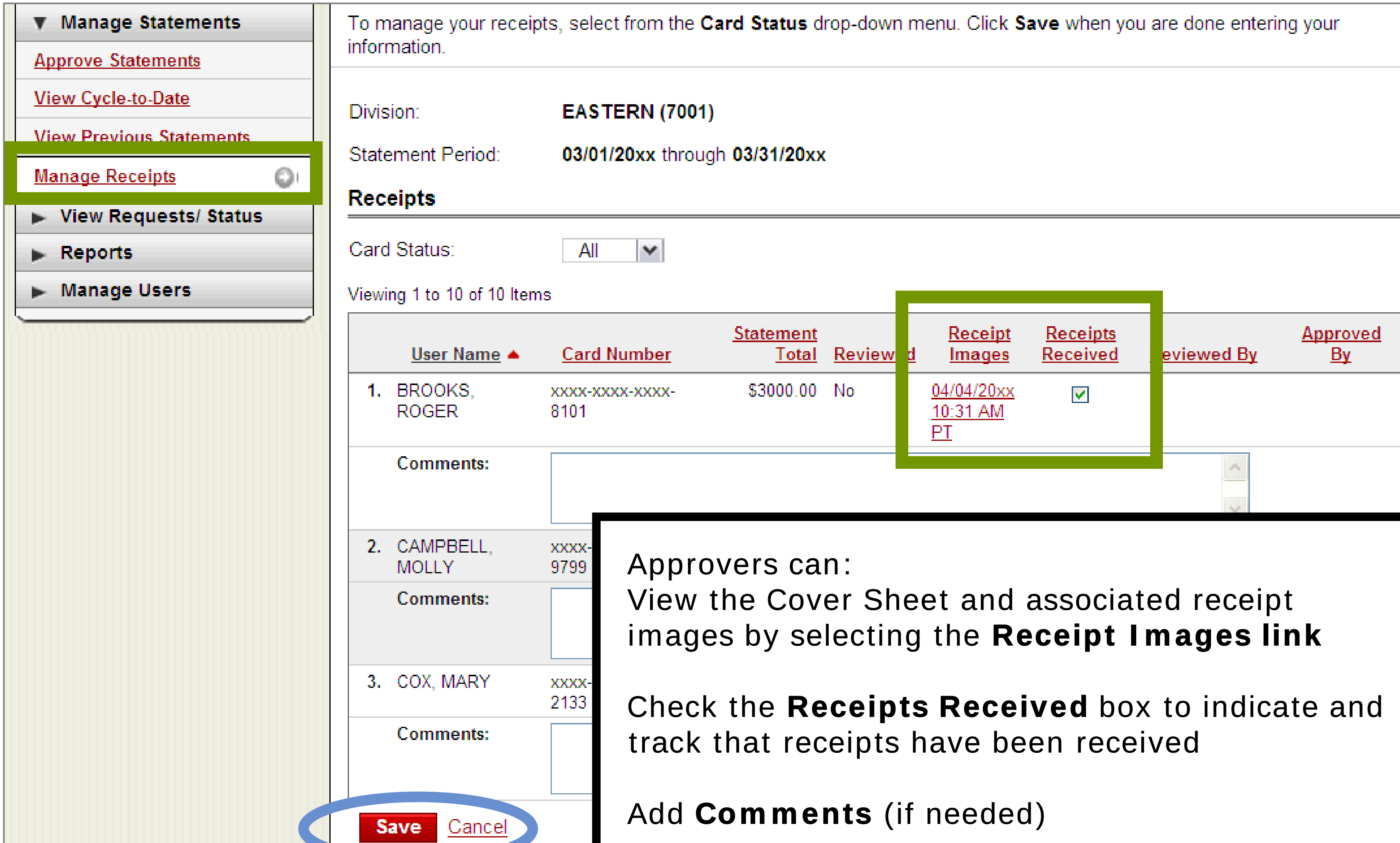


The **Review Receipts tab** stores the last 12 months of receipt images

The **View Historical Images tab** stores the last 7 years

Manage Receipts

Approvers can view each Cardholder within the selected statement



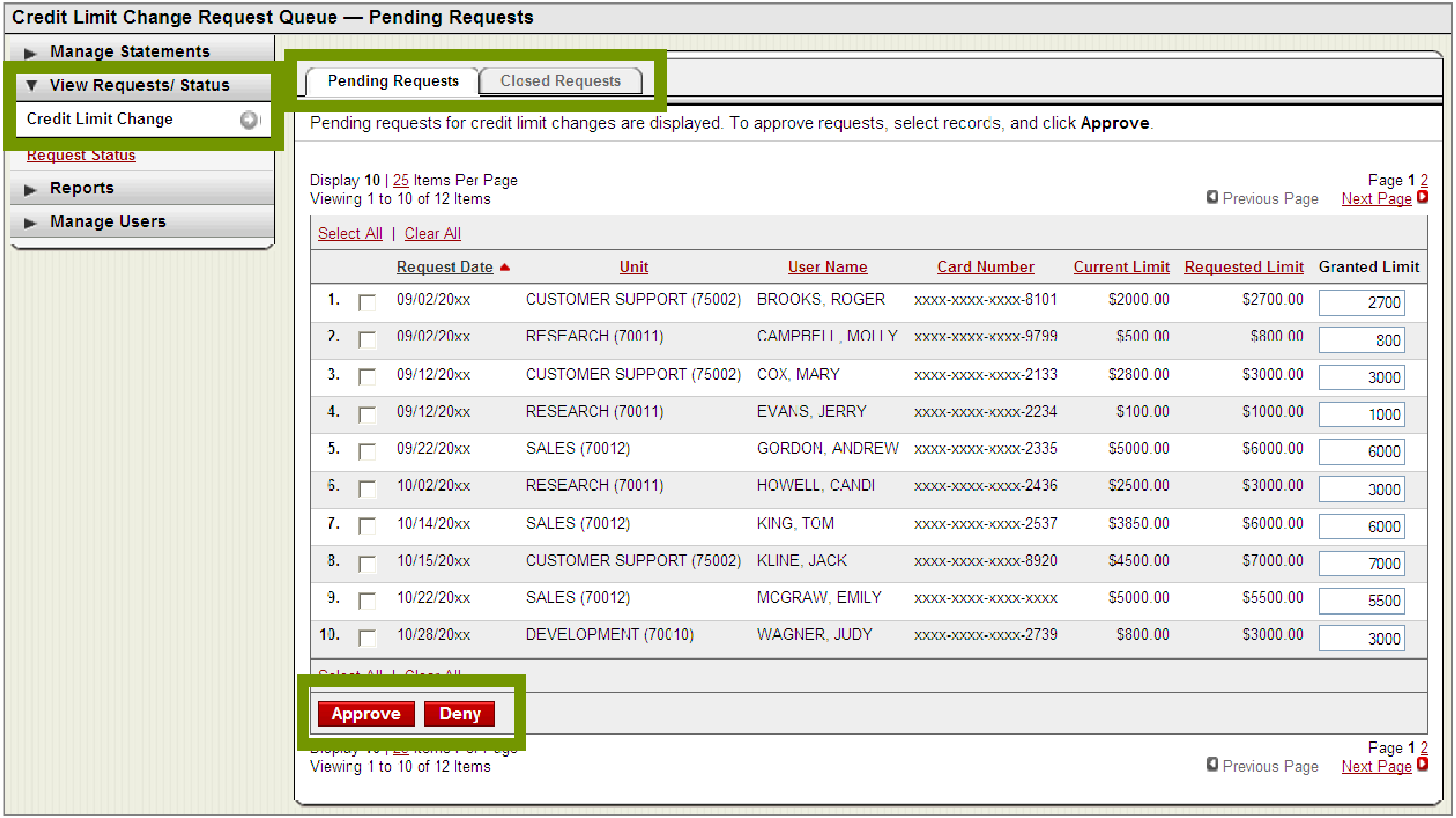
Approvers can:
View the Cover Sheet and associated receipt images by selecting the **Receipt Images link**

Check the **Receipts Received** box to indicate and track that receipts have been received

Add **Comments** (if needed)

View Requests/Status – Credit Limit Change

Approvers can **Approve** or **Deny** Pending Requests

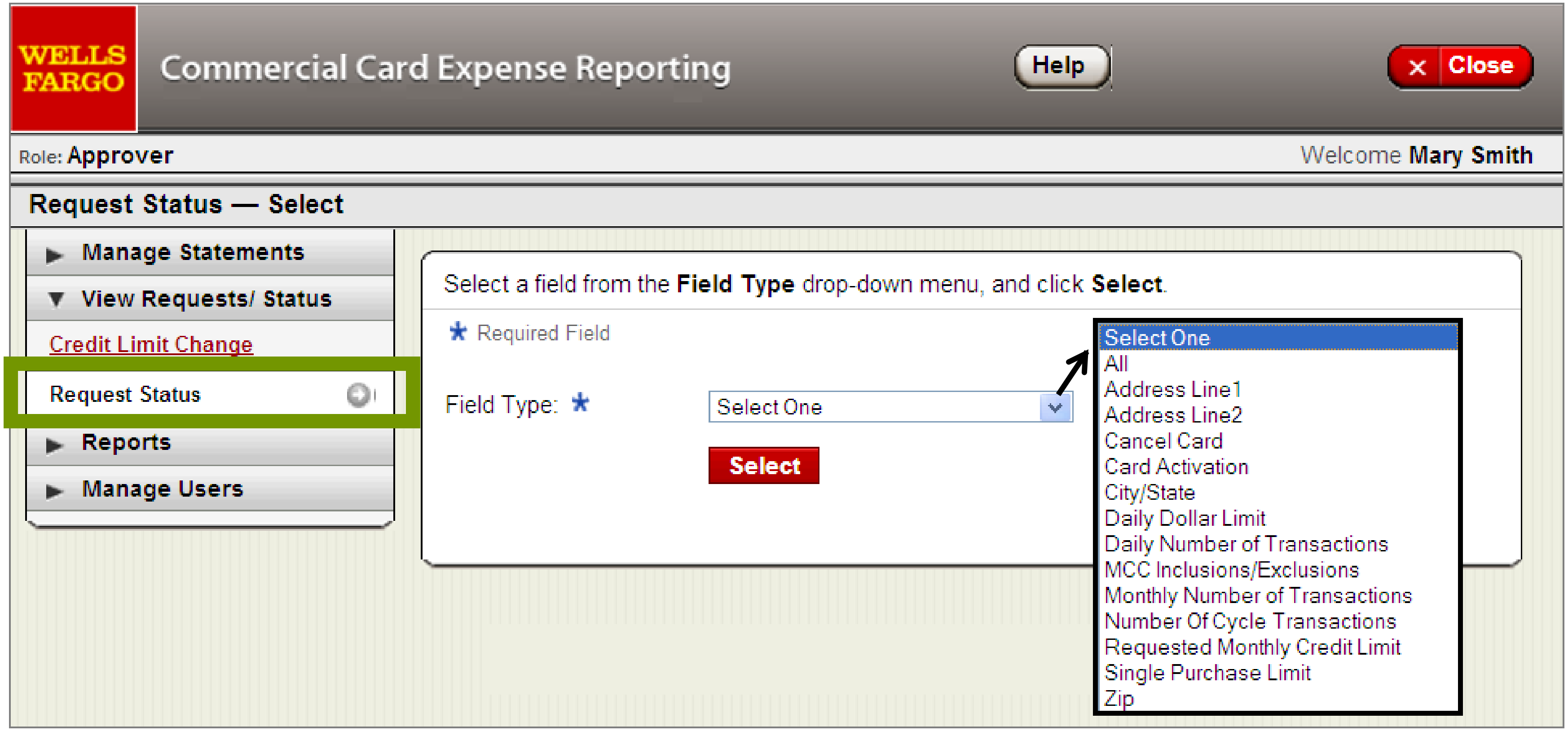


		Request Date	Unit	User Name	Card Number	Current Limit	Requested Limit	Granted Limit
1.	☐	09/02/20xx	CUSTOMER SUPPORT (75002)	BROOKS, ROGER	xxxx-xxxx-xxxx-8101	$2000.00	$2700.00	2700
2.	☐	09/02/20xx	RESEARCH (70011)	CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	$500.00	$800.00	800
3.	☐	09/12/20xx	CUSTOMER SUPPORT (75002)	COX, MARY	xxxx-xxxx-xxxx-2133	$2800.00	$3000.00	3000
4.	☐	09/12/20xx	RESEARCH (70011)	EVANS, JERRY	xxxx-xxxx-xxxx-2234	$100.00	$1000.00	1000
5.	☐	09/22/20xx	SALES (70012)	GORDON, ANDREW	xxxx-xxxx-xxxx-2335	$5000.00	$6000.00	6000
6.	☐	10/02/20xx	RESEARCH (70011)	HOWELL, CANDI	xxxx-xxxx-xxxx-2436	$2500.00	$3000.00	3000
7.	☐	10/14/20xx	SALES (70012)	KING, TOM	xxxx-xxxx-xxxx-2537	$3850.00	$6000.00	6000
8.	☐	10/15/20xx	CUSTOMER SUPPORT (75002)	KLINE, JACK	xxxx-xxxx-xxxx-8920	$4500.00	$7000.00	7000
9.	☐	10/22/20xx	SALES (70012)	MCGRAW, EMILY	xxxx-xxxx-xxxx-xxxx	$5000.00	$5500.00	5500
10.	☐	10/28/20xx	DEVELOPMENT (70010)	WAGNER, JUDY	xxxx-xxxx-xxxx-2739	$800.00	$3000.00	3000

Decisioned requests move from **Pending Requests** to the **Closed Requests** tab

View Requests/Status – Request Status

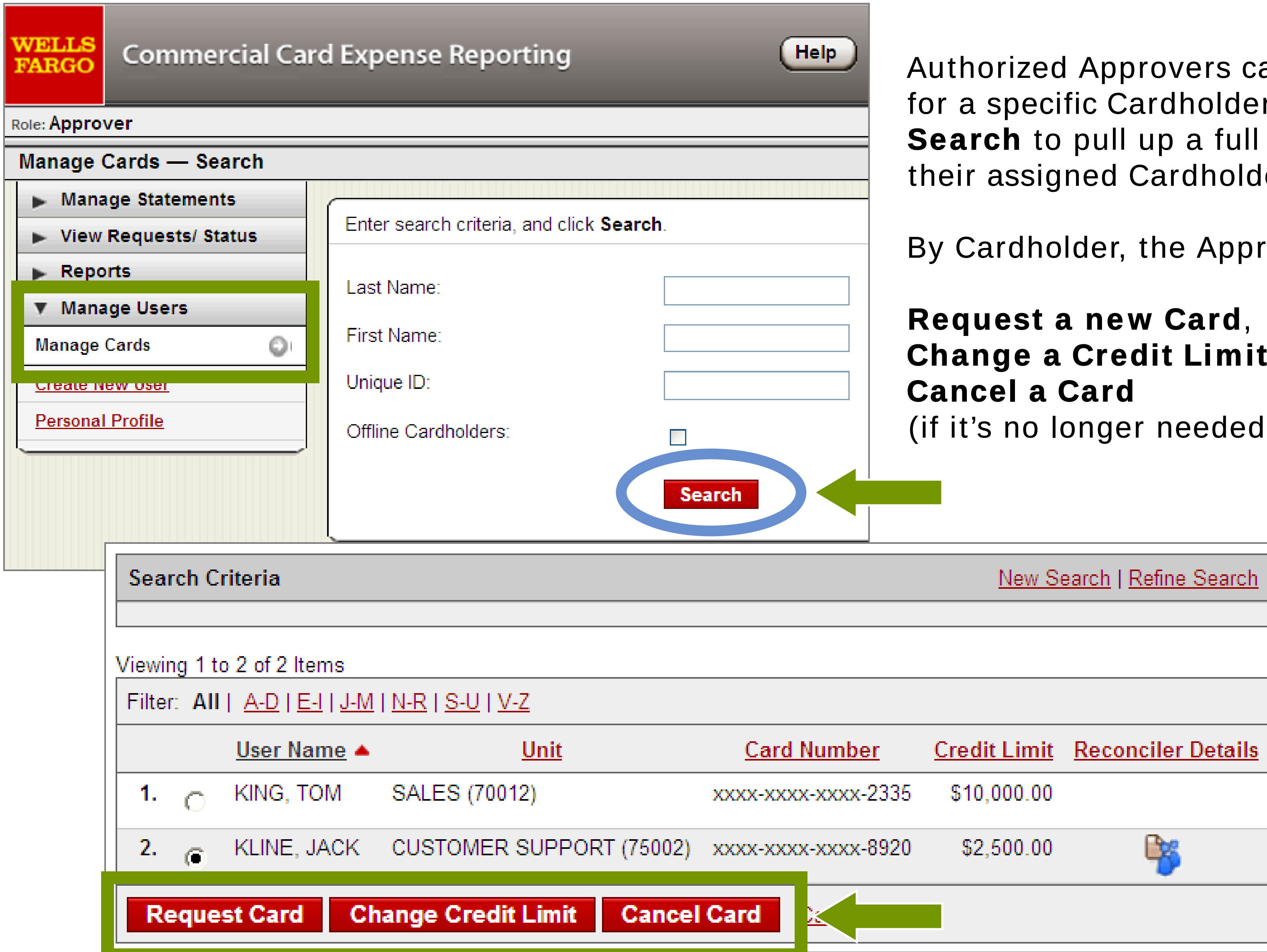
Approver option



Approvers can use the Request Status option to determine if there have been recent requests to change certain Cardholder profile information, such as addresses or credit limits

Manage Users – Manage Cards

Approver option



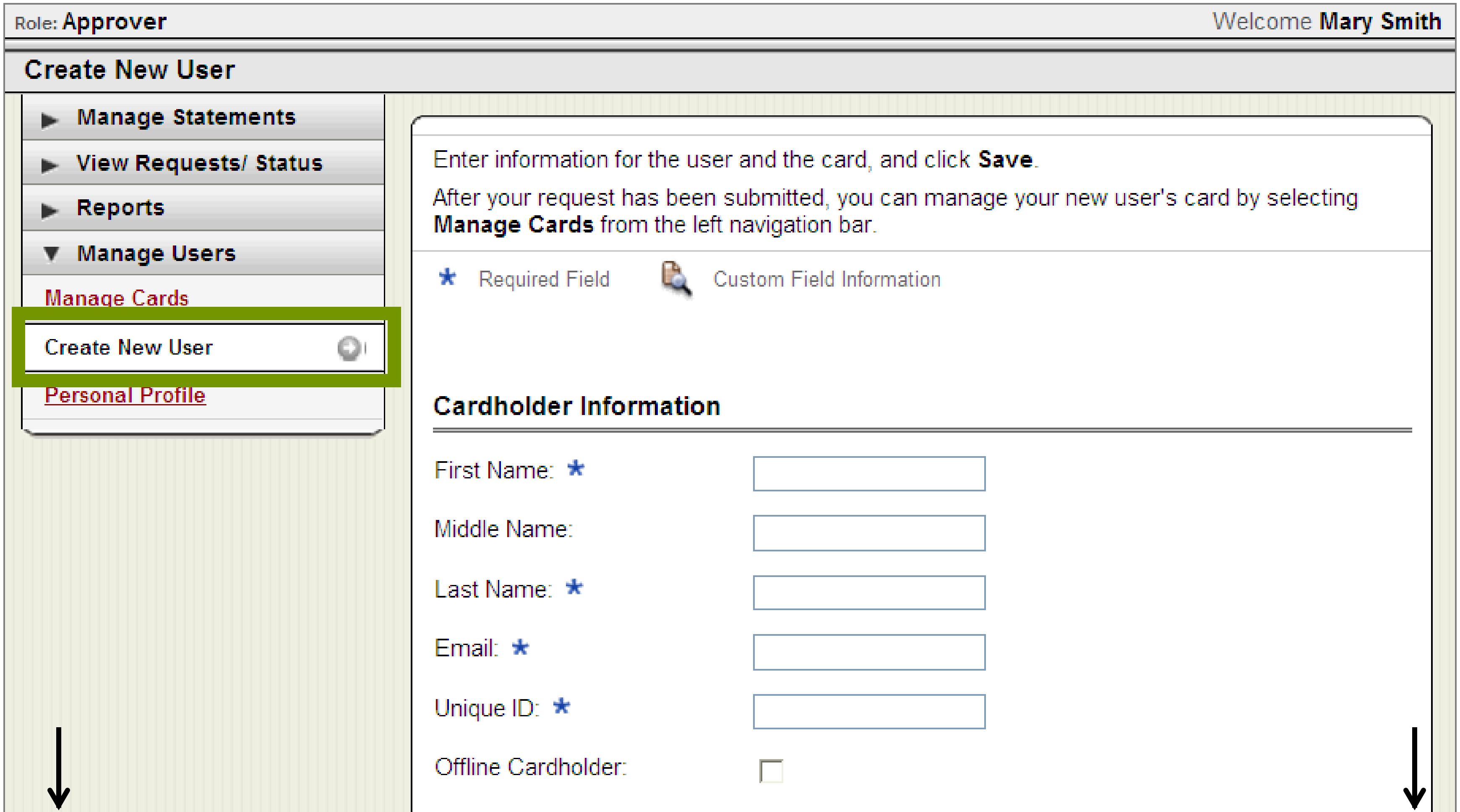
Authorized Approvers can search for a specific Cardholder, or select **Search** to pull up a full list of their assigned Cardholders

By Cardholder, the Approver can:

Request a new Card, **Change a Credit Limit**, or **Cancel a Card** (if it's no longer needed)

Manage Users – Create New User

Approver option – **also places a card order**



The Create New User process *continues* on this page prompting the card shipping address, embossing instructions, and card limits/parameters…

Manage Users – Personal Profile

Provides the Approvers *own* CCER profile information