Finance Office

Wells Fargo Commercial Card Expense Reporting (CCER) Cardholder's Guide

Related Website:
https://www.wellsfargo.com/com/

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INTRODUCTION

Commercial Card Expense Reporting (CCER) is an online reporting tool that allows you to access your Roger Williams University corporate card transactions securely over the internet. It can help you expedite expense reporting by allowing you to review transactions, reallocate expenses to the appropriate general ledger account, enter business purpose descriptions, submit receipts either via fax, email or mobile app, and run reports—all online and at your convenience.

This manual will highlight some of the basic functions of the Wells Fargo Commercial Card Expense Reporting (CCER). In addition, there is an on-line help feature and access to additional documentation available within the system after you have logged into your account using the Company ID, User ID and Password.

CARDHOLDER RESPONSIBILITY

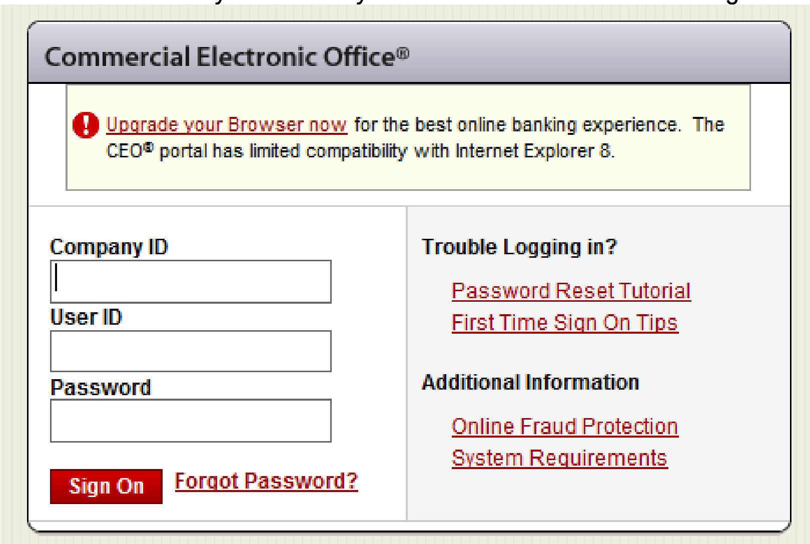
The Roger Williams University credit card represents the University's trust in you and your empowerment as a responsible employee of the university to safeguard and protect our assets. You assume responsibility for the protection and proper use of the corporate card. As a cardholder, you are responsible for collecting receipts to verify purchases for auditing. You are also responsible for submitting those receipts to the Wells Fargo CCER. You are responsible for monitoring for any unauthorized transactions on your statement and reporting and/or disputing them to Wells Fargo immediately.

GETTING STARTED

Login

To log into CCER go to: https://www.wellsfargo.com/com/ (we recommend saving this link as a favorite on your web browser.)

1. Enter the Company ID, User ID and Password. The Company ID = RWUNI809
   a. Your User ID and Temporary Password will be provided to you on the p-card information form when you receive your P-Card from the Purchasing Office.

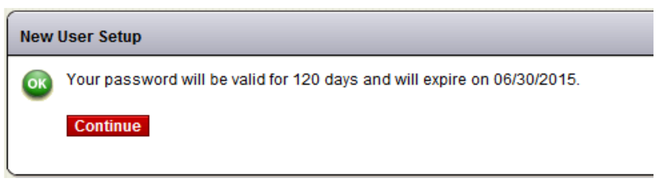


2. Click 

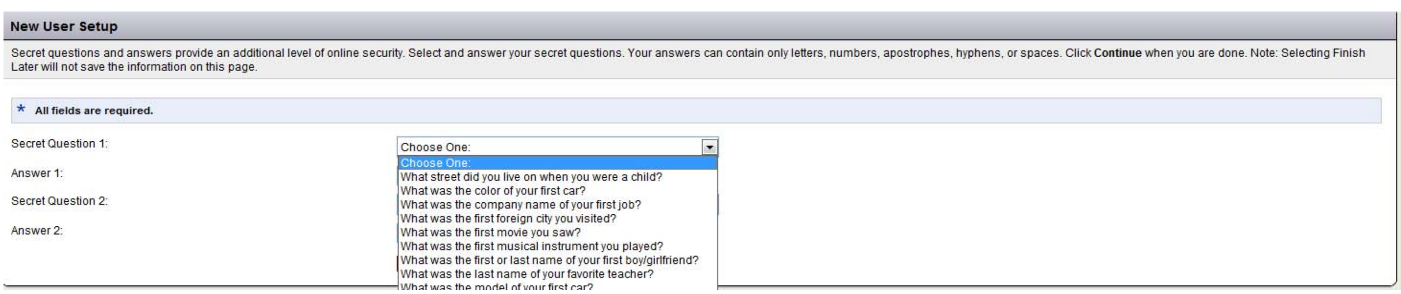
If this is your first time logging in, you will be prompted to change your temporary password, answer two secret questions, read and accept the CEO Terms of Use Agreement and create a user profile.

Creating a New Password

Your new password will expire in 120 days. After selecting a new password, you will see the below message box indicating the successful change of the password along with the date when the password will expire.



Answering Two Secret Questions



You will only be asked your secret questions in order to **reset** your password in CCER. Select a question from the drop down list, provide an answer, and repeat the process with a second question.

The next screen will let you know which secret questions you chose, click continue to move forward.

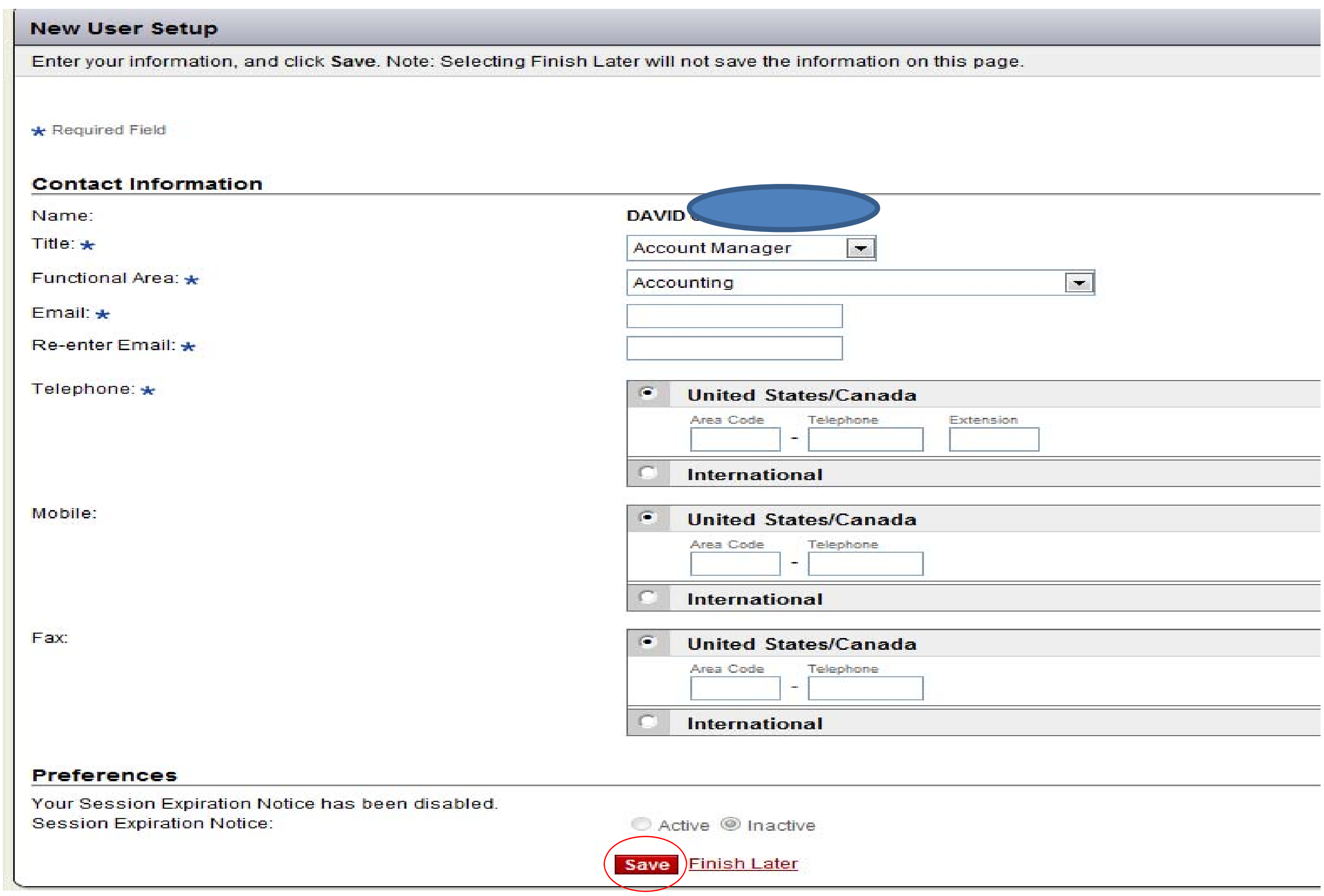
Accepting the CEO Terms of Use Agreement

Read and **Accept** the CEO Terms of Use.

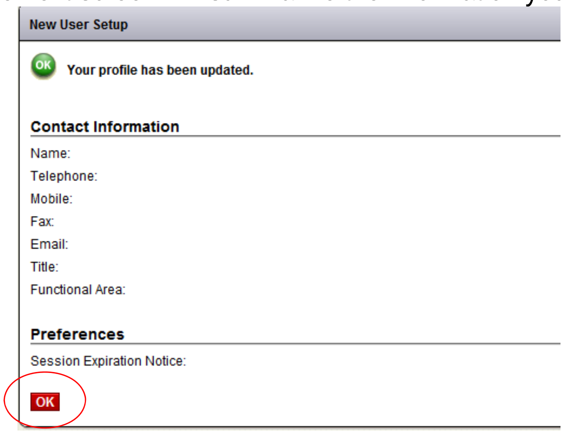
Creating a New User Profile

In order to create a new user profile, you will need to provide the following information: Note: for Title and Functional Area there is no need to change these fields as they are not used for reporting purposes

- Email Address (ie…tkane@rwu.edu)
- Telephone number
- Mobile number (optional)
- Fax number (optional)



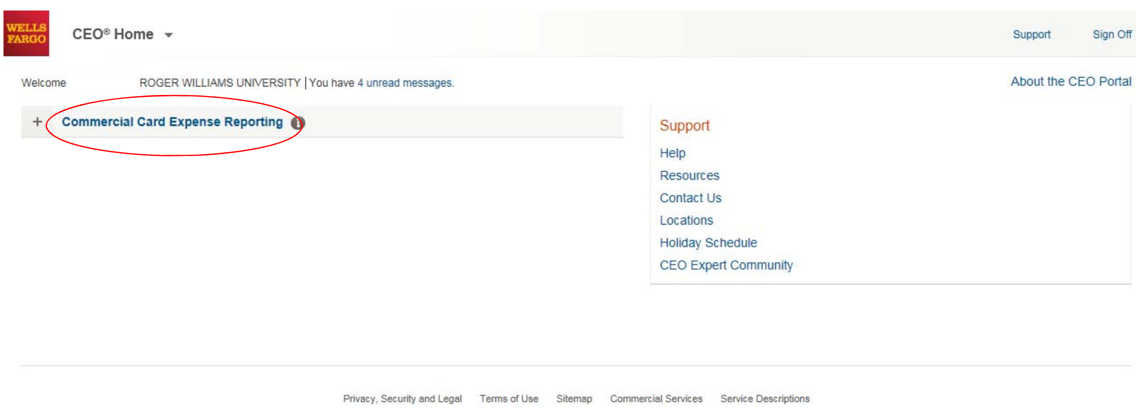
The next screen will summarize the information you entered. Click ok to move forward.



Once you click ok, you will be redirected to the CEO Home page.

CEO HOME PAGE

The home page is your starting place once you have successfully logged into the CCER. You can read important news information or link to other resources. To access CCER and review your corporate card transactions, click on "Commercial Card Expense Reporting" on the upper left hand side of the screen.

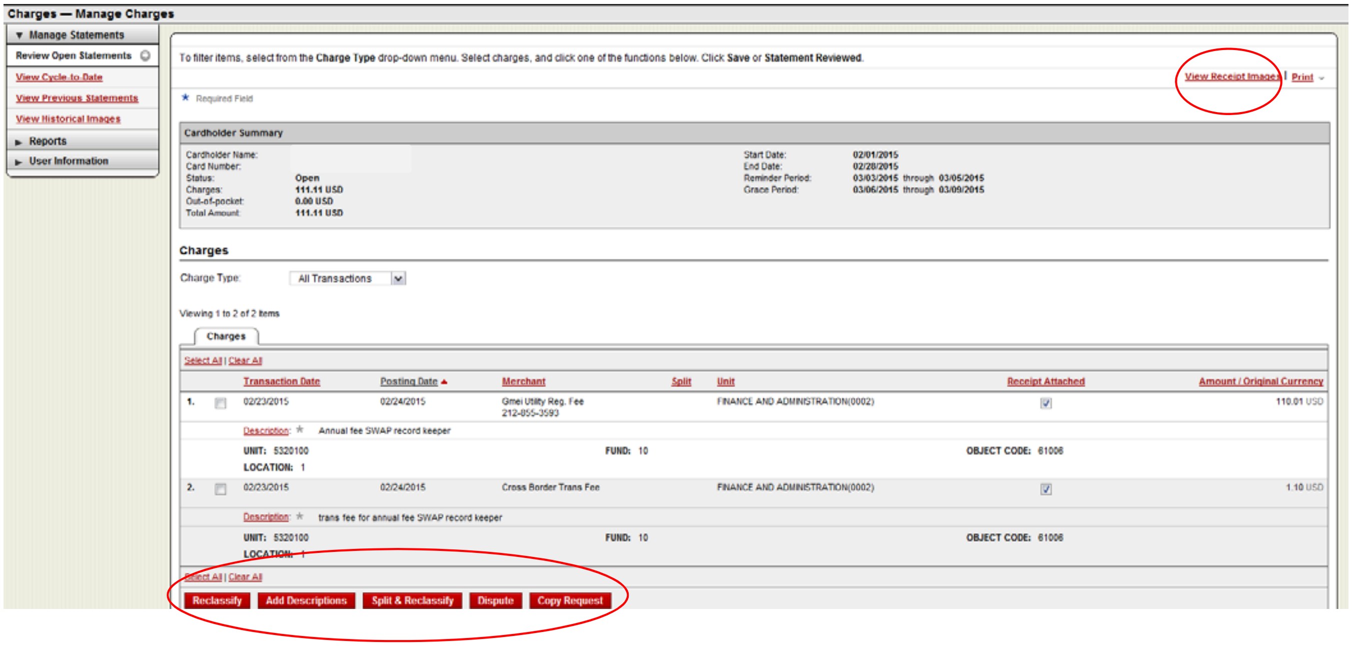


FINANCIAL

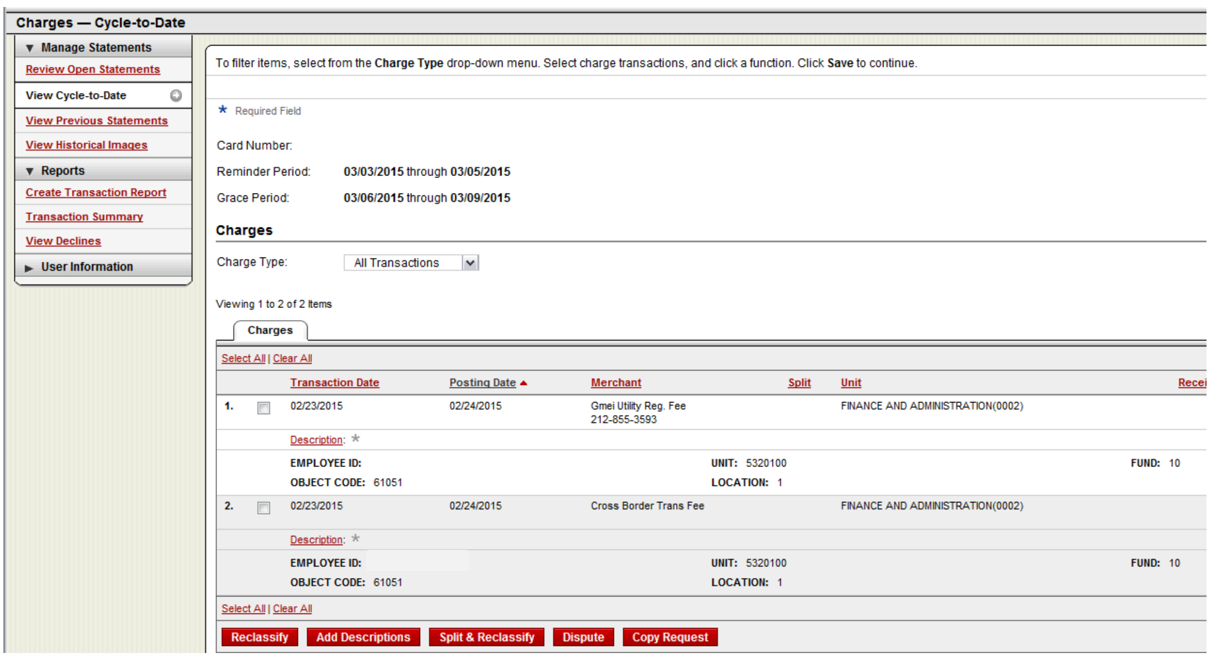
Manage Statements

The CCER home page defaults to "Review Open Statements." You will see your cardholder summary and charges for the billing cycle that just closed. You can view the transaction date, posting date, merchant name, custom fields and the amount for each charge.

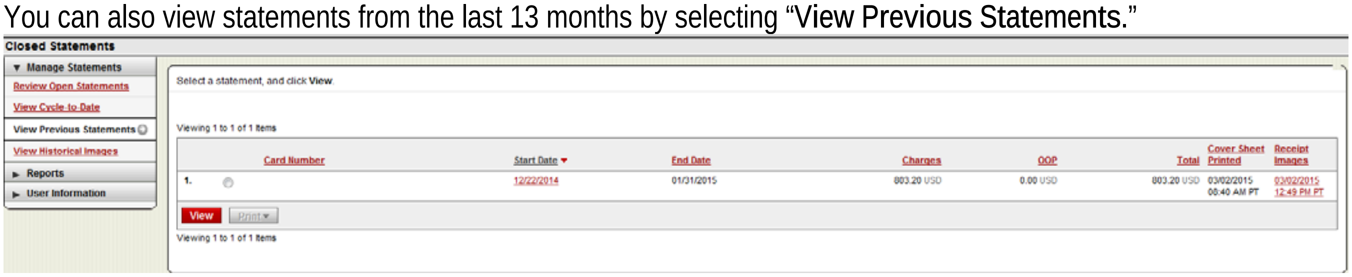
At the end of the billing cycle, you will receive an email directly from Wells Fargo as a reminder to complete your reconciliation. If you have not completed the reconciliation during the Reminder Period, a second Grace Period email will be sent. In the Cardholder Summary box, please note the start and end date of the statement. In addition, the Reminder Period and Grace Period dates are indicated. If you have not completed your reconciliation by the end date during the grace period, you will be "locked out" of your transactions. Your approver will then have to reconcile the charges on your behalf.



To view your current charges, you will click on **"View Cycle-to-Date."** This screen will show the current charges not on your statement as they post through the Visa© system.



You can also view statements from the last 13 months by selecting "**View Previous Statements.**"



Reclassify, Add Descriptions, Split & Reclassify, Dispute

Some of the available functionality within CCER includes:

- Role – Determines functionality within CCER (Cardholder, Reconciler, Approver)
- Reclassify – Reallocate a transaction to fund, unit, object code, location.
- Add Description – Provide the business purpose for this transaction.
- Split & Reclassify – Divide a transaction multiple ways.
- Dispute – Dispute a transaction.
- Copy Request – Request a copy of the merchant submission (Fee may apply).

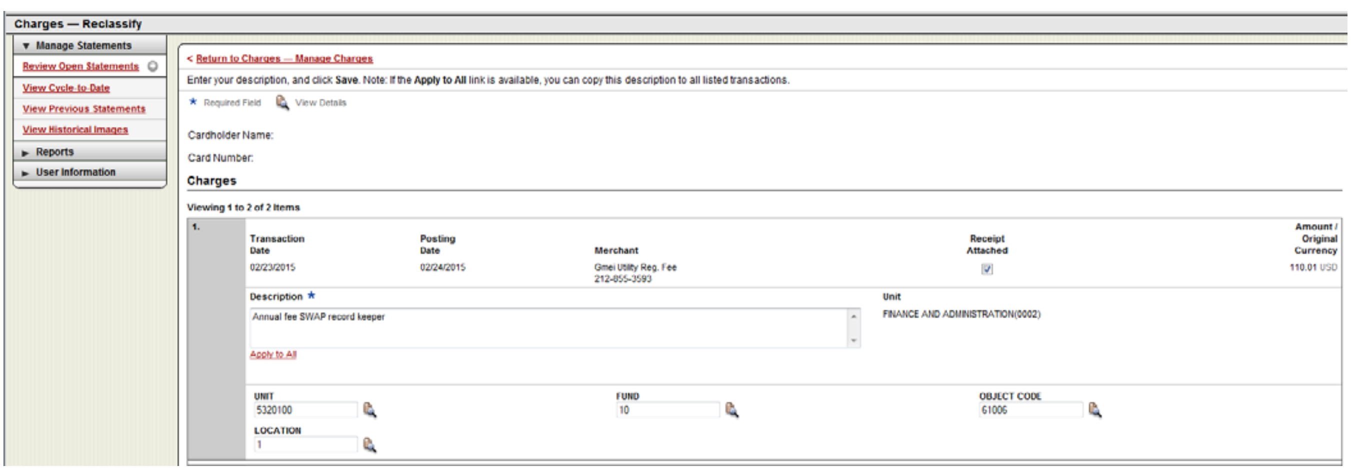
Role

There are three roles available to cardholders—Cardholder, Reconciler or Approver. It is possible to have one or multiple roles. The role you select is dependent upon the function you are performing. To select the role you want to use, click on the role – the active role will be black, bold print.

Cardholder: Reviewing your personal transactions.
Reconciler: Reconciling another cardholder's transactions.
Approver: Approving transactions of cardholders for whom you have supervisory responsibility.

Reclassify

To reclassify accounting for a transaction in either "Review Open Statement" or "View Cycle-to-Date," Select All and then click Reclassify .



Receipt Attached

Transactions $25.00 or less do not require a receipt to be uploaded/attached. For all other transactions, please click this box. (Note, retain all original receipts until you have ensured that all scanned receipts are legible and have been properly loaded into CCER and also that your monthly statement has been approved before discarding any receipts.)

Description

Please enter the business purpose for the transaction. Your initials should be entered first, followed by the business purpose. Avoid special characters, such as < > % ; ( ) & + \ # ? { } ' ^ ~ [ ] "

NOTE: Colleague will truncate this description after 35 characters.

Unit

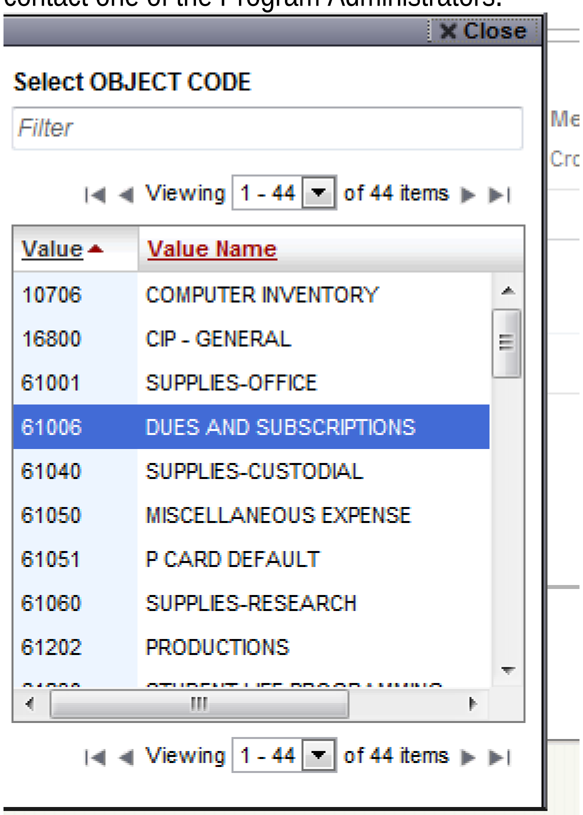
All cardholders have a default unit number and some cardholders have multiple unit numbers. You may change the unit number by clicking on the magnifying glass icon. You may filter the list if you know the unit number or the unit name, and then select the appropriate unit number. You may also scroll through the list to select the appropriate unit number.

NOTE: Unit numbers are specific to the cardholder. If there is a unit number that you require but it is not on the list, please have your supervisor send an email to one of the Program Administrators and it will be added your profile.

Object Code

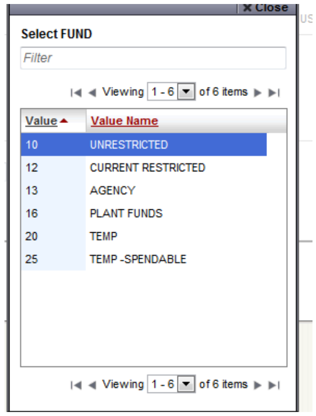
All transactions have a default object code 61051 (P-Card Default Expense). You will need to reclassify this object code based on the business purpose of the expense.

NOTE: If there is a specific object code that you require for a specific transaction and it is not on the list, please contact one of the Program Administrators.



Fund

The operational fund number, 10, will default into this field. Additional fund numbers are available by clicking on the magnifying glass. You may filter the list by fund number or fund description.



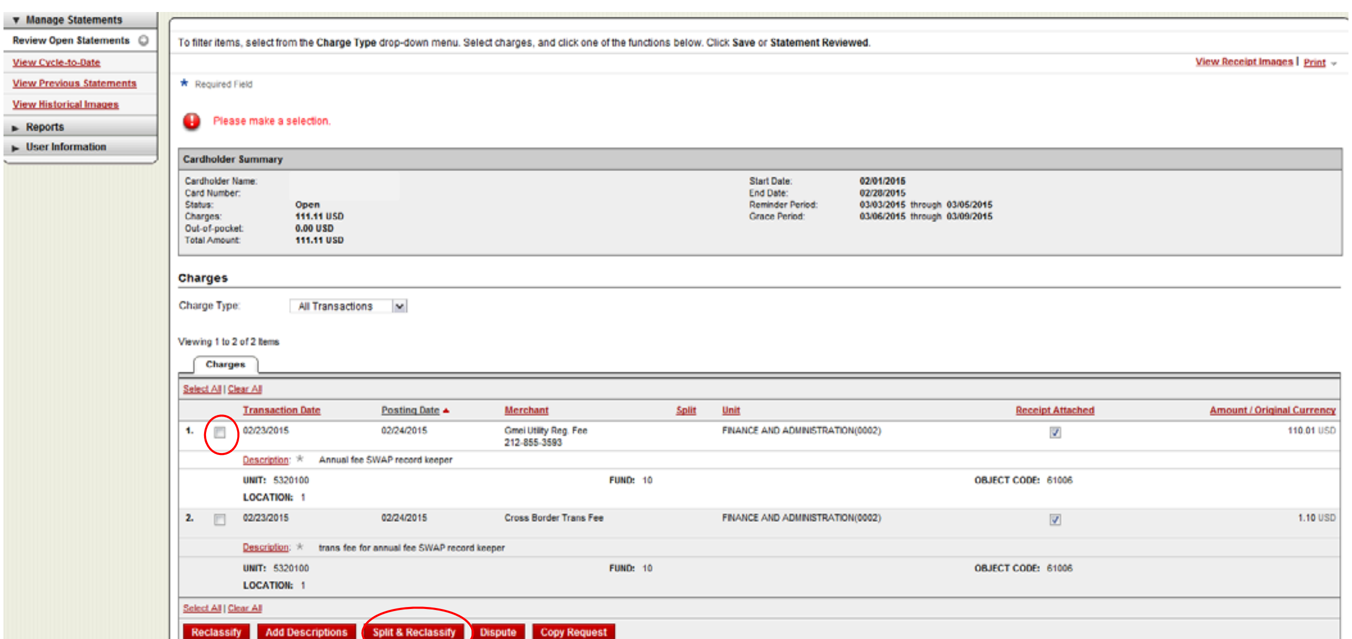
Location

Location will default to 1 (University) and may be changed to 2 (Law School), if applicable, by clicking on the magnifying glass to the right of the field.

Once you have reclassified all transactions for the Open Statement or Cycle-to-Date transactions, please click Save
.
Then, at the top of the screen click Return to Charges.

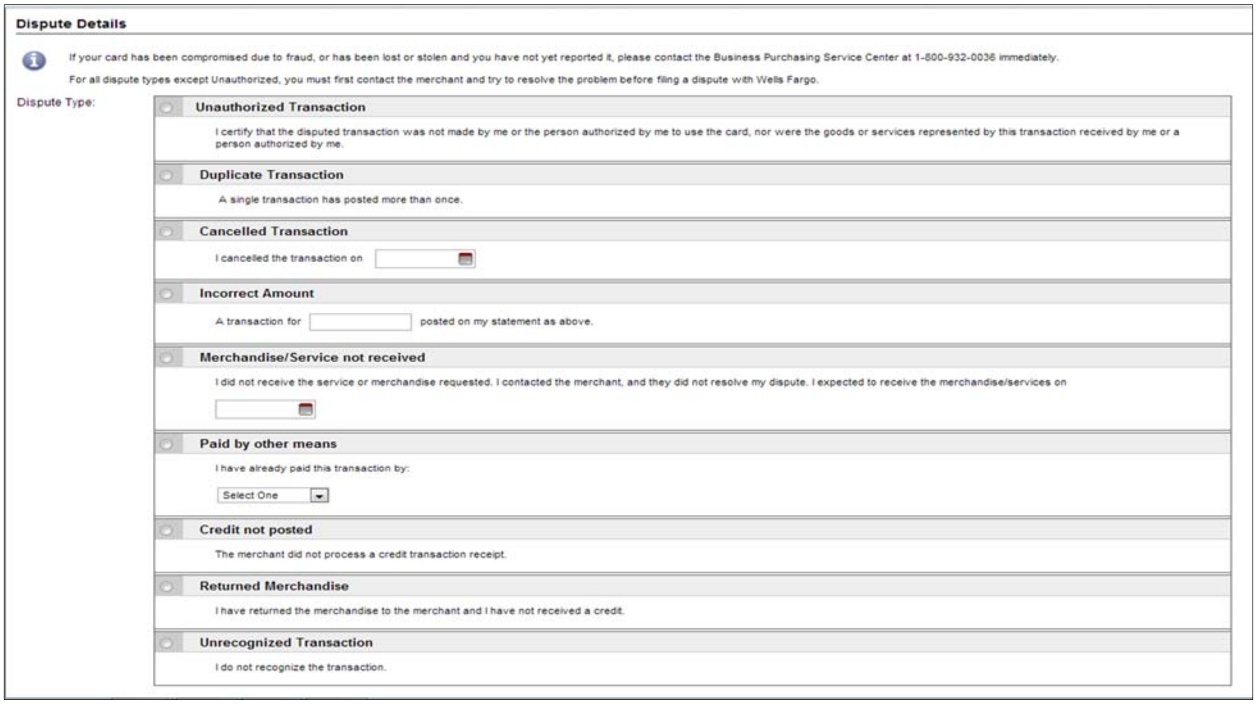
Split & Reclassify

Cardholders have the ability to split transactions between multiple general ledger accounts. On the Charges screen, you can select the transaction you would like to split, then click split & reclassify. You will then be able to split the transaction by $ amount or % between two or more different general ledger accounts.



Dispute

You have 60 days from the post date to dispute a transaction. Please try to contact the vendor first to get a refund or correction. If unresolved after working directly with the vendor, complete the online form (see below). Please notify a Program Administrator about the dispute.



Dispute Details

If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the Business Purchasing Service Center at 1-800-932-0036 immediately.

For all dispute types except Unauthorized, you must first contact the merchant and try to resolve the problem before filing a dispute with Wells Fargo.

Dispute Type:

Unauthorized Transaction

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 Transaction

A single transaction has posted more than once.

Cancelled Transaction

I cancelled the transaction on

Incorrect Amount

A transaction for posted on my statement as above.

Merchandise/Service not received

I did not receive the service or merchandise requested. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on

Paid by other means

I have already paid this transaction by:

Select One

Credit not posted

The merchant did not process a credit transaction receipt.

Returned Merchandise

I have returned the merchandise to the merchant and I have not received a credit.

Unrecognized Transaction

I do not recognize the transaction.

Reviewing Statements

When you have finished reallocating the expenses to the appropriate general ledger account and added a description for the business purpose for each transaction, please click on Statement Reviewed

NOTE: The Statement Reviewed button will not appear until the start of the reconciliation period.

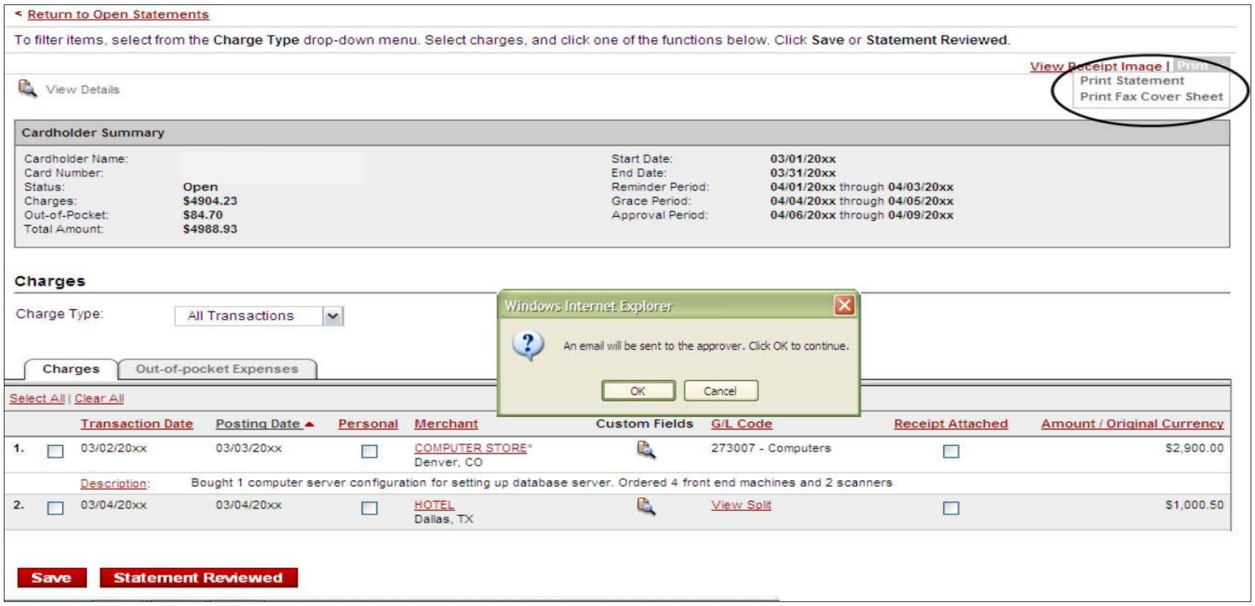
A message box appears indicating that an email will be sent to your Approver informing them that you have completed reviewing your statement.

Receipt Images

In the upper right hand corner of the screen, select Print and then Print Cover Sheet.

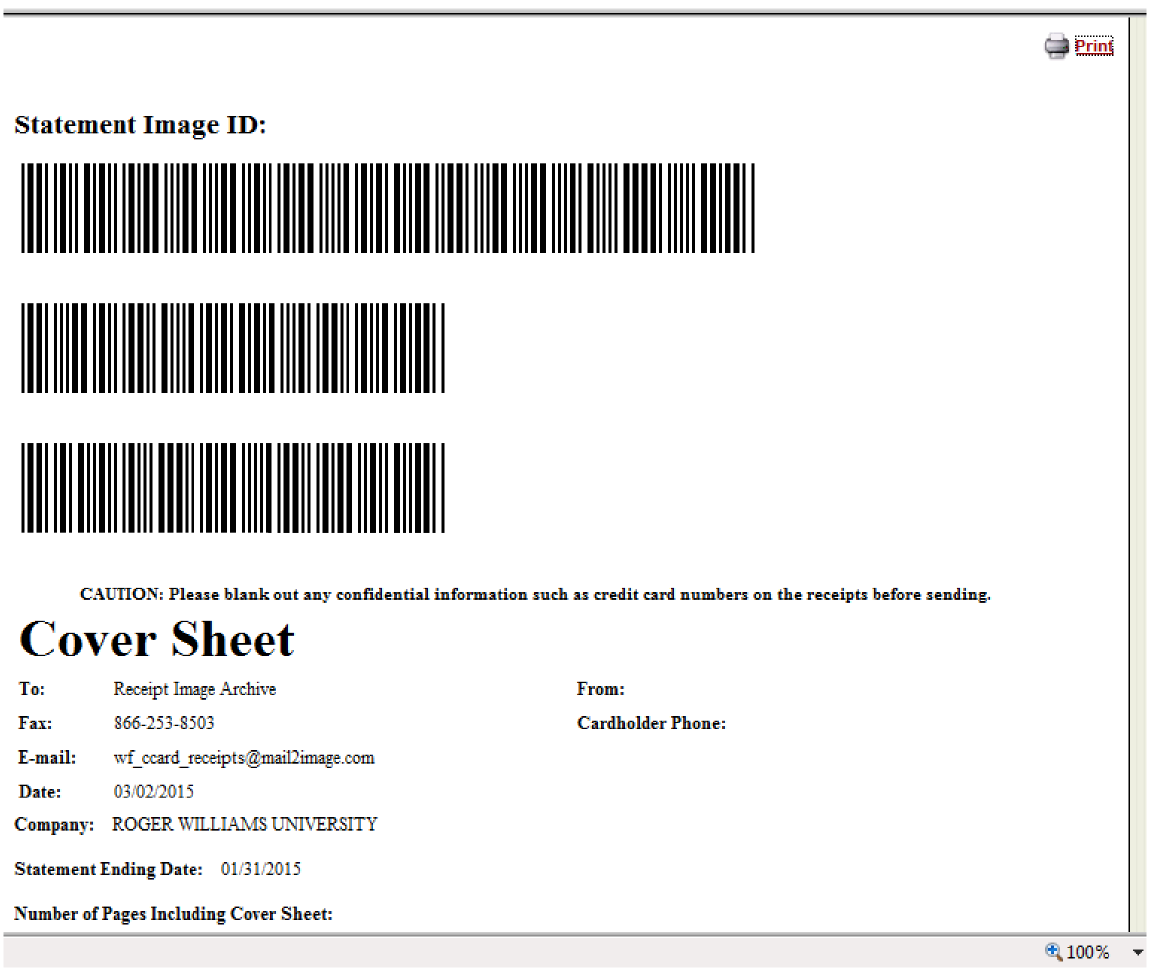
Receipts may be submitted to Wells Fargo by fax, email or mobile app. The printed cover sheet should be the first page. The cardholder will receive an email from Wells Fargo when the receipt images are available and it may take up to two hours to post to CCER during normal business hours. If you log into your account and select Review Open Statement, the View Receipt Images link will be located in the upper right hand corner of the screen. You may need to maximize your screen to view Print and View Receipt Images. Receipt image are available in the CCER system archives for a period of 7 years.

Please refer to the instructions on page 14 for submitting receipt through CEO Mobile.



Cover Sheet

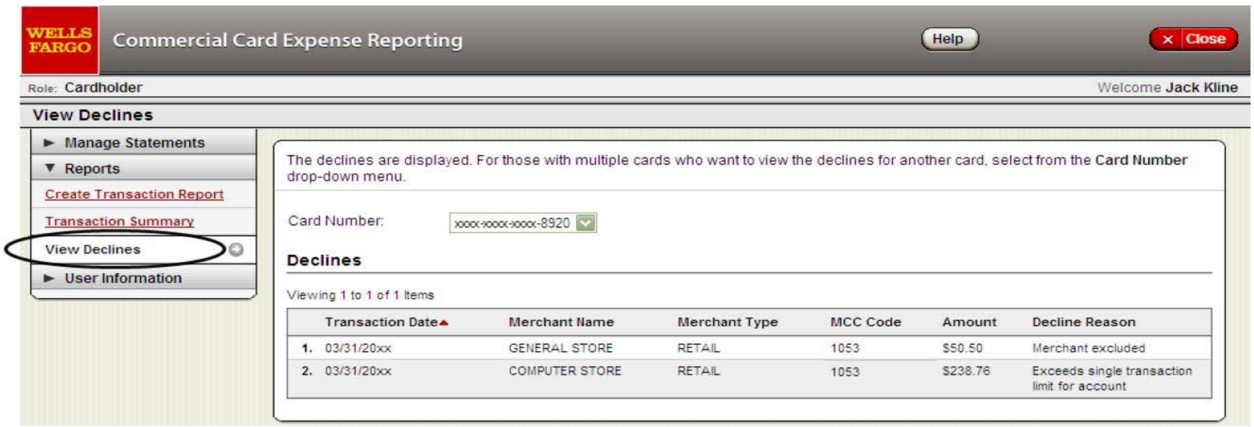
An example of the cover sheet is noted below. The email address and fax number are noted on the cover sheet.



An email will be sent to the cardholder once the receipt is available on the CCER system to be viewed. If you do not receive an email verification within 24 hours of fax, email, or mobile upload please contact an administrator.

View Declines

In CCER, you can view declined transactions to determine the reason for the decline. All declines usually appear within 48 hours. Under the "Reports" tab, click View Declines. Please contact a Program Administrator if you are unable to resolve the issue.



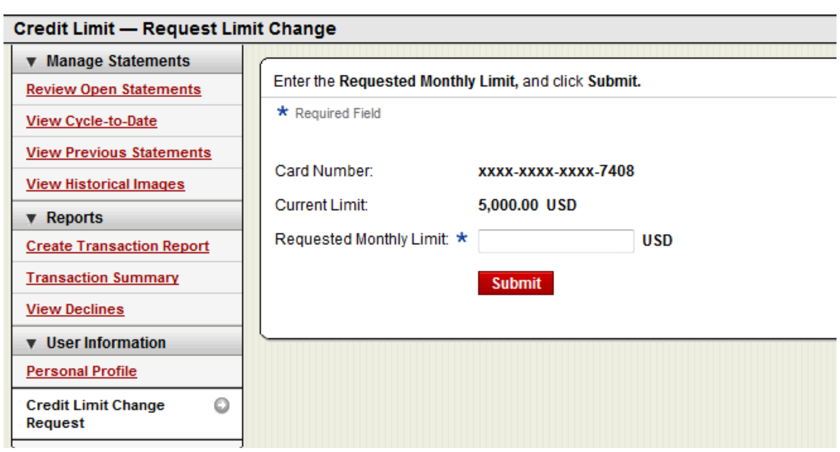
Personal Profile

You can view your personal profile under the "User Information" tab on the left side menu. Your personal profile includes:

- User Information
- Roles, Privileges & Assignments
- Card Information (billing address)
- Default Custom Fields
- Account Parameters (spending limits, available credit)

Credit Limit Change Request

Credit limits were set based on past usage and supervisor approvals. If a cardholder needs additional credit, the cardholder will request the limit increase on this screen by entering the new amount and clicking submit. The request will be sent directly to their supervisor. Once approved by the supervisor the request is forwarded to the program administrators for update.



CCER ACCESS VIA CEO MOBILE

The CEO Mobile Service includes:

- Access via the browser on your mobile device using your Company ID, User ID and Password at: https://ceomobile.wf.com
- iPhone and iPad users can go to the App Store and download the *CEO Mobile©* app https://itunes.apple.com/us/app/wells-fargo-ceo-mobile/id335685323?mt=8.
- Android users can go to the Google Play Store to download the *CEO Mobile©* app https://play.google.com/store/search?q=Wells%20Fargo. *NOTE: This link only works when viewed on an Android device.*

Via the CEO Mobile, cardholders can:

- View available credit
- View posted transactions
- View declines
- Upload receipt images

<u>Upload Receipt Images via CEO Mobile</u>

With the new mobile Commercial Card Expense Reporting (CCER) receipt image capture feature, cardholders no longer have to return to their desks to email or fax expense receipts. You can simply take photos of receipts and upload them with your smartphones.

- Take photos of receipts in advance or later when logged into CEO Mobile using their camera feature.
- Sign on to the CEO Mobile App using your CEO portal credentials.

- Click the Commercial Card Expense Reporting link on the CEO Mobile home screen to access the CCER service.
- Select "Upload - Receipts"

- Select Statement Type:
  - Cycle-to-Date: current billing cycle-1st day of the month through last day of the month
  - Open: receipts are uploaded during the reconciliation period
- Select "Continue."
- Select images from device gallery. You may upload 4 images in a single upload. (The camera icon may be used to take receipt image at the time of transaction. You must be logged into CEO Mobile to use the camera icon.)
- Select "Done."
- Email Confirmation Option: Yes or No to confirm upload of receipts.
- Select "Submit."
- Select "Done."
- If you select "Yes" for email confirmation, you will receive an email confirming successful upload of the receipts. This usually takes about 15-30 minutes.
- You will receive a second email from CCER stating that receipt images are available. The length of time will vary.

CONTACT INFORMATION

Wells Fargo Team Service Center: 1-800-932-0036

Call the above number immediately if your card is lost, stolen or suspected missing, for immediate decline information, or to access the automated voice response system for information regarding the card's current balance and available credit.