

# Commercial Card Expense Reporting (CCER) Azusa Pacific University

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An internet solution

Accessed via Wells Fargo's secure  
Commercial Electronic Office® (CEO) portal



# To get started

After receiving your card...

- During activation you will need your **Unique Identification Number (ID)** -This information will be given to you when picking up your card. If you do not know your Unique ID, please contact your internal Program Administrator to obtain if needed
- **Activate your card by calling the toll free number located on the activation sticker**
- 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 Card Information

To enhance the security of your credit card purchases, your new commercial card features 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. Please review the important information below to help you get started with your new card.

### **About chip-enabled cards**

- Over the next year, U.S. merchants will begin using terminals that accept chip-enabled credit cards. Until then, you may use your card by swiping at the point of sale, just as you do today.
- As chip-enabled terminals are already being used internationally, you may use your card to complete chip-enabled transactions in Europe, Asia, South America, and Canada.

### **Getting started with your new card**

- 1.To activate your card, you will need your unique identification (ID) number. If you do not know your unique ID, please contact your program administrator.
- 2.Activate your new card immediately by calling 1-800-932-0036, 24 hours a day, 7 days a week.
  - When dialing from outside the U.S. or Canada, dial 001-800-932-0036. This is not a toll-free number when calling internationally.
  - If you need help internationally, please call customer service collect at 1-612-332-2224.
- 3.When you activate your card, you will select a personal identification number (PIN). Use this PIN for chip-enabled transactions when prompted by the terminal. This same PIN will be used for cash advances, if you are authorized to make them. Depending on the terminal set-up, you may be prompted to provide your signature instead of your PIN. Once activated, the card is ready for use at either mag stripe terminals or chip enabled terminals.
- 4.If you forget or need to change your PIN, call the Business Purchasing Service Center at 1-800-932-0036, option 1, option 8.

# 3D Secure – Verified by Visa / MasterCard SecureCode

## **What is 3-D Secure:**

- 3-D Secure is the industry name for Verified by Visa and MasterCard SecureCode.
- 3-D Secure technology secures online transactions using an additional level of cardholder authentication.
- With the introduction of Chip and PIN cards, fraud is increasingly moving online. International and now U.S. internet merchants are beginning to require 3-D Secure to complete transactions.

## **How it works:**

- Cardholders must register their cards 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/online-purchase-protection](https://www.wellsfargo.com/com/fraud/payments_fraud/online-purchase-protection). During the registration process you will be asked to provide the last 4 digits of your Unique ID, your monthly credit limit, and the zip code tied to your card to verify your identity (all information may be found in your personal profile). Once this has been provided, you will create a personal passcode to be used when making online purchases with participating merchants.

# 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*<sup>®</sup> (CEO<sup>®</sup>) portal.

## Cardholders can:

- Review/reclassify transactions
- Input a business description for all transactions
- Split transactions

## Approvers can:

- Review/Approve cardholder statements
- View statement summary reports

# Reconciliation Cycle

## Cardholder Review Period

- An email will be sent out to Cardholders (and Reconcilers) when the current statement cycle has ended, indicating that the statement can be reviewed and can be submitted for approval. 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.
- 5 Calendar day window each month, generally the 1<sup>st</sup> to 5th of the month. This window will vary if the statement end date falls on a weekend, holiday or end of fiscal year.
  - If the cardholder has not reviewed the statement after 3 **calendar** days, a reminder email will be sent out. Cardholders will have an additional 2 days to complete the review
  - All statements must be reviewed and the *statement reviewed* button must be selected during the reconciliation period each month

**Statement Reviewed**

# E-Mail notification

## Cardholder statement ready for review

Statement review for 05/31/20XX

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.

**Message sent from CCER**

# Reconciliation Cycle

## Approver review period/Deadline

- An email will be sent to the Approver once Cardholders or Reconciler have selected the Statement Reviewed button for statement approval . 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 2 calendar days after the end of the Cardholder period.
- If you are on vacation, or do not have online access, please instruct your secondary approver to review and approve the statements that are assigned to both of you..

**Approve Statement**

# Wells Fargo home page

<https://www.wellsfargo.com>



Click on Commercial then click on Sign On



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Commercial Electronic Office® Portal

Sign On



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## CEO Mobile

Monitor accounts. Approve payments. Make deposits. Anywhere.

[Learn More](#)



# CEO portal sign-on website

<https://wellsoffice.wellsfargo.com>

-Bookmark this page for future access

WELLS FARGO

Personal Small Business Commercial

Commercial Electronic Office®

Sign On

Company ID

User ID

Password

Sign On

[Forgot Password?](#)

[Password Reset Tutorial](#)

[Sign on Help](#)

[System Requirements](#)

[Fraud Prevention](#)

Protect your accounts from impostor fraud

A strong verification process can help

[Watch video](#)

Wells Fargo Bank, N.A.  
Member FDIC.

CEO Mobile®

An easy way to manage your accounts

[Learn more](#)

Wells Fargo Bank, N.A.  
Member FDIC.

Wells Fargo Commercial Services

Not yet enrolled in our commercial Internet services? Discover the power of the CEO® business portal today.

[View Our Online Solutions](#)

[Contact Us](#)

Enter your:

- Company ID
  - Azusa696
- User ID
  - Unique to user
- Password
  - Unique to User

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.

For assistance with a password reset: you may call Wells Fargo Customer Service at 1-800-932-0036. You will need your Company ID, User ID and Unique ID which is generally the last 4 digits of your SS #.

# Your first sign-on

- Change your temporary password
- Answer two “secret questions”
- Read and accept the CEO Terms of Use Agreement
- Create a user profile:
  - Name, title
  - Telephone number
  - Email address

# Change password

**My Profile**

**Change Password**

Enter your **Current Password**. Create a new password by entering then re-entering the password in the fields. For assistance, U.S. and Canada users, dial 1-800-AT-WELLS<sup>SM</sup>, (1-800-289-3557<sup>SM</sup>). Mexico users, dial 001 800 289 3557. All other countries, call collect or dial direct using your international dialing code to 704 547 0145.

★ All fields are required.

Current Password:

New Password:

Re-enter New Password:

**Save** [Cancel](#)

Passwords must contain the following:

- 6 to 12 characters
- At least one number
- At least one letter

It is also recommended that your password should have at least one special character (Examples: ! \* % \$).

Passwords cannot be the same as, or include:

- Your first name
- Your last name
- Company name
- Company ID
- User ID
- Previous 6 passwords
- Names of months (Example: march123)
- The same character repeated 3 times or more (Example: 2Kaaa5)

After selecting a new password, you will see a message box indicating the successful change of the password along with the date when the password will expire

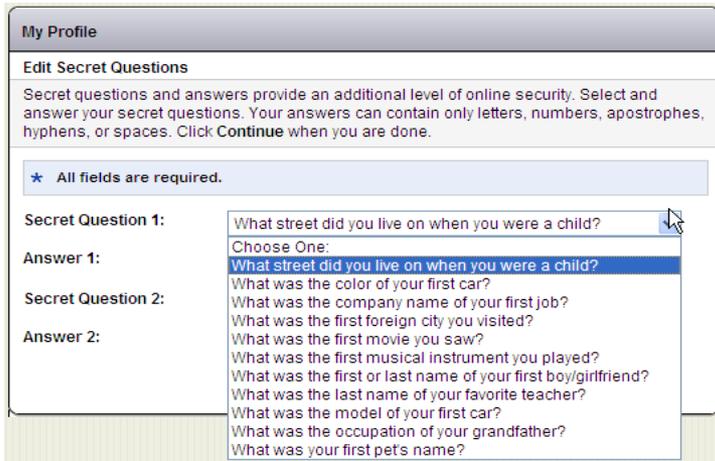


**Change Your Password**

**OK** Your password has been changed. It will be valid for 120 days and will expire on 08/16/2010. Click **Continue** to go to the CEO<sup>SM</sup> portal home page.

**Continue**

# Answer two secret questions



**My Profile**

**Edit Secret Questions**

Secret questions and answers provide an additional level of online security. Select and answer your secret questions. Your answers can contain only letters, numbers, apostrophes, hyphens, or spaces. Click **Continue** when you are done.

★ All fields are required.

Secret Question 1:

Answer 1:

Secret Question 2:

Answer 2:

Choose One:

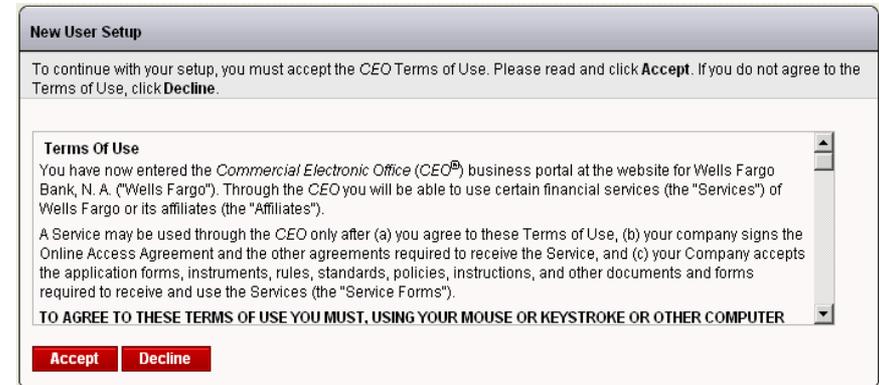
- What street did you live on when you were a child?
- What was the color of your first car?
- What was the company name of your first job?
- What was the first foreign city you visited?
- What was the first movie you saw?
- What was the first musical instrument you played?
- What was the first or last name of your first boy/girlfriend?
- What was the last name of your favorite teacher?
- What was the model of your first car?
- What was the occupation of your grandfather?
- What was your first pet's name?



## Read and accept the *CEO* Terms of Use

Reset your own password in CCER

- Select a question from the drop down list
- Provide an answer
- Repeat the process with a different question
- Remember the answers!



**New User Setup**

To continue with your setup, you must accept the *CEO* Terms of Use. Please read and click **Accept**. If you do not agree to the Terms of Use, click **Decline**.

**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* you will be able to use certain financial services (the "Services") of Wells Fargo or its affiliates (the "Affiliates").

A Service may be used through the *CEO* only after (a) you agree to these Terms of Use, (b) your company signs the Online Access Agreement and the other agreements required to receive the Service, and (c) 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").

**TO AGREE TO THESE TERMS OF USE YOU MUST, USING YOUR MOUSE OR KEYSTROKE OR OTHER COMPUTER**

**Accept Decline**

# Verify and update profile

**My Profile**

**Edit Profile**

To update your profile, edit the information, and click **Save**. To change your name, contact your customer service representative or your company administrator.

★ Required Field

**Contact Information**

First Name:  
Middle Initial:  
Last Name:  
Title: ★  
Functional Area: ★

Email: ★

Enter Email:

If you added or updated the email address above, please re-enter it below.

Re-enter Email:

Telephone: ★

**United States/Canada**

Area Code:  Telephone:  Extension:

**International**

Mobile:

**United States/Canada**

Area Code:  Telephone:

**International**

## Phishing Emails or Phone Calls



Welcome to the CEO® Portal

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](mailto:ReportPhish@wellsfargo.com).
- Contact your relationship manager or call toll free at 1-800-AT-WELLS (1-800-289-3557).

# CEO home page



Click the link for Commercial Card Expense Reporting (CCER). A separate browser window opens and displays the CCER service.

# Cardholder experience

# Cardholder home page

## Manage Statements – Review Open Statements

The screenshot shows the Wells Fargo Commercial Card Expense Reporting interface. The user is logged in as Jack Kline. The main navigation menu on the left includes 'Manage Statements', 'Reports', and 'User Information'. The 'Manage Statements' menu is expanded, showing 'Review Open Statements' as the selected option. The main content area displays the 'Review Open Statements' screen, which includes a 'Cardholder Summary' section and a 'Charges' table. The 'Cardholder Summary' section shows the following information:

Cardholder Summary			
Cardholder Name:	KLING, 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:	4,904.23 USD	Grace Period:	04/04/20xx through 04/05/20xx
Out-of-pocket:	84.70 USD		
Total Amount:	4,988.93 USD		

The 'Charges' section shows a table with the following columns: Transaction Date, Posting Date, Merchant, and Custom Fields. The table contains one row of data:

Transaction Date	Posting Date	Merchant	Custom Fields
03/02/20xx	03/03/20xx	COMPUTER STORE* Denver, CO	273007

The 'Description' for this charge is: '\* Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and'. Below the table, there are buttons for 'Reclassify', 'Add Descriptions', 'Split & Reclassify', 'Dispute', and 'Copy Request'. At the bottom of the screen, there are buttons for 'Save', 'Statement Reviewed', and 'Cancel'. A red arrow points to the 'Statement Reviewed' button, which is highlighted in a red box. A text box on the right side of the screenshot explains that the 'Statement Reviewed' button is only available during the reconciliation period.

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

- **Review open statements** (default screen for cardholders) will become available when your company has reached the statement End Date
- Month you are reviewing/reclassifying if needed and adding the required descriptions during the review/reconciliation period

# Manage Statements

View Previous Statements – 13 month history

The screenshot shows the Wells Fargo Commercial Card Expense Reporting interface. The top header includes the Wells Fargo logo, the title 'Commercial Card Expense Reporting', a 'Help' button, and a 'Close' button. Below the header, the user's role is identified as 'Cardholder'. The main content area is titled 'Closed Statements' and features a left-hand navigation menu with options: 'Manage Statements' (expanded), 'Review Open Statements', 'View Cycle-to-Date', 'View Previous Statements' (highlighted with a green box), 'Reports', and 'User Information'. The main content area contains a message 'Select a statement, and click View.' and a table of statement details. The table has columns for 'Card Number', 'Start Date', 'End Date', 'Charges', 'OOP', and 'Total'. Three statements are listed, with the first one selected. Below the table, a 'View' button and a 'Print' button are circled in blue.

Role: Cardholder

### Closed Statements

- ▼ Manage Statements
  - [Review Open Statements](#)
  - [View Cycle-to-Date](#)
  - View Previous Statements**
  - Reports
  - User Information

Select a statement, and click View.

Viewing 1 to 3 of 3 items

	<u>Card Number</u>	<u>Start Date</u> ▼	<u>End Date</u>	<u>Charges</u>	<u>OOP</u>	<u>Total</u>
1.	<input checked="" type="radio"/> xxxx-xxxx-xxxx-7478	<a href="#">08/01/2014</a>	08/31/2014	2,756.44 USD	0.00 USD	2,756.44 USD
2.	<input type="radio"/> xxxx-xxxx-xxxx-7478	<a href="#">07/01/2014</a>	07/31/2014	284.39 USD	0.00 USD	284.39 USD
3.	<input type="radio"/> xxxx-xxxx-xxxx-7478	<a href="#">05/22/2014</a>	06/30/2014	1,881.39 USD	0.00 USD	1,881.39 USD

Viewing 1 to 3 of 3 items

[View](#) [Print](#) ▼

Viewing 1 to 3 of 3 items

# Manage Statements

## View Cycle-to-Date Transactions-Current Month

Role: **Cardholder**

### Charges — Cycle-to-Date

- Manage Statements
  - Review Open Statements
  - View Cycle-to-Date**
  - View Previous Statements
- Reports
- User Information

To filter items, select from the **Charge Type** drop-down menu. Select charge transactions, and click a function. Click **Save** to continue. [Print Version](#)

\* Required Field

Card Number: **xxxx-xxxx-xxxx-1999**

Reminder Period: **07/01/2015** through **07/04/2015**

Grace Period: **07/05/2015** through **07/06/2015**

### Charges

Charge Type:

Viewing 1 to 1 of 1 Items

**Charges**

[Select All](#) | [Clear All](#)

	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a>	<a href="#">Merchant</a>	<a href="#">G/L Code</a>	<a href="#">Unit</a>	<a href="#">Receipt Submitted</a>	<a href="#">Amount / Original Currency</a>	
1.	<input type="checkbox"/>	05/29/2015	06/01/2015	The Only Place In Town Sierra Madre, CA	533300 - MEALS	SR VP STUDENT LIFE (107315)	<input type="checkbox"/>	34.93 USD

[Description](#): \*

**PS DEPT NUMBER:** 15401      **FUND:** 10      **PROJECT NUMBER:**

[Select All](#) | [Clear All](#)

[Reclassify](#)   [Add Descriptions](#)   [Split & Reclassify](#)   [Dispute](#)   [Copy Request](#)

Total Charges: **34.93 USD**

**Save**

Transactions appear on your statement as they are posted through the system

Charges		Out-of-pocket Expenses					
<a href="#">Select All</a>   <a href="#">Clear All</a>							
	Transaction Date ▲	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Submitted †	Amount / Original Currency
1.	03/02/20xx	03/03/20xx	<u>COMPUTER STORE*</u> Denver, CO		273007 - Computers	<input type="checkbox"/>	2,900.00 USD
<b>Description:</b> * 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	<u>HOTEL</u> Dallas, TX		<a href="#">View Split</a>	<input type="checkbox"/>	1,000.50 USD
<b>Description:</b> * Hotel stay for 3-day conference in Dallas							
3.	03/07/20xx	03/07/20xx	<u>AIRLINE</u> Oakland, CA		<a href="#">View Split</a>	<input type="checkbox"/>	800.00 USD
<b>Description:</b> * Flight from Texas							
4.	03/05/20xx	03/05/20xx	<u>CAR RENTAL COMPANY*</u> Phoenix, AZ			<input type="checkbox"/>	100.28 USD
<b>Description:</b> * Rented a car							

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

Selected Charge			
Transaction Date:	mm/dd/20xx	Posting Date:	mm/dd/20xx
Merchant Name:	<u>Computer Store</u>	Merchant Type:	Computers
Merchant city:	DENVER	Merchant State:	CO
Merchant Zip:	80012	Debit / Credit:	Debit
Amount:	\$ 2900.00	Sales Tax Amount:	\$232.45

Selected Charge			
Transaction Date:	mm/dd/20xx	Posting Date:	mm/dd/20xx
Merchant Name:	<u>AIRLINE</u>	Merchant Type:	Airline
Merchant city:	OAKLAND	Merchant State:	CA
Merchant Zip:	94601	Debit / Credit:	Debit
Passenger Name:	JACK KLINE	Ticket Number:	CP1234GA
Amount:	\$699.55	Sales Tax Amount:	\$100.45
Travel Agency Code:	HK3452	Travel Agency Name:	AGENCY NAME
Travel Authorization Number:	PROJECT NUMBER		

### Details

Commodity Code	Description	Quantity	Unit Of Measure	Line Item Total
123-OS	Item 1	210	-	\$5.00
453-CP	Item 2	75	-	\$20.00
653-P	Item 3	50	-	\$7.00

### Details

Departure Travel Date	Stopover Code	Carrier Code	Service Class	Originating Airport Code	Destination Airport Code
mm/dd/20xx	D	CP	BU	OAK	DFW
mm/dd/20xx	D	SA	BU	DFW	OAK

Charges		Out-of-pocket Expenses					
<a href="#">Select All</a>   <a href="#">Clear All</a>							
Transaction Date ▲	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Submitted †	Amount / Original Currency	
1. <input type="checkbox"/>	03/02/20xx	03/03/20xx	<input type="checkbox"/> <a href="#">COMPUTER STORE*</a> Denver, CO		273007 - Computers	<input type="checkbox"/>	2,900.00 USD
<a href="#">Description:</a> * Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners							
2. <input type="checkbox"/>	03/04/20xx	03/04/20xx	<input type="checkbox"/> <a href="#">HOTEL</a> Dallas, TX		<a href="#">View Split</a>	<input type="checkbox"/>	1,000.50 USD
<a href="#">Description:</a> * Hotel stay for 3-day conference in Dallas							
3. <input type="checkbox"/>	03/07/20xx	03/07/20xx	<input type="checkbox"/> <a href="#">AIRLINE</a> Oakland, CA		<a href="#">View Split</a>	<input type="checkbox"/>	800.00 USD
<a href="#">Description:</a> * Flight from Texas							
4. <input type="checkbox"/>	03/05/20xx	03/05/20xx	<input type="checkbox"/> <a href="#">CAR RENTAL COMPANY*</a> Phoenix, AZ			<input type="checkbox"/>	100.28 USD
<a href="#">Description:</a> * Rented a car							
5. <input type="checkbox"/>	03/08/20xx	03/08/20xx	<input type="checkbox"/> <a href="#">COMPUTER STORE*</a> San Ramon, CA		273007 - Computers	<input type="checkbox"/>	800.00 USD
<a href="#">Description:</a> * Computer components							
6. <input type="checkbox"/>	03/10/20xx	03/10/20xx	<input type="checkbox"/> COMPUTER STORE Pittsburgh, PA		<a href="#">View Dispute</a>	<input type="checkbox"/>	199.99 USD / 150.25
<a href="#">Description:</a> * Software program							
7. <input type="checkbox"/>	03/12/20xx	03/12/20xx	<input type="checkbox"/> <a href="#">GAS STATION</a> Provo, UT		273001 - Business Travel	<input type="checkbox"/>	2.95 USD
<a href="#">Description:</a> * Gasoline							
8. <input type="checkbox"/>	03/15/20xx	03/15/20xx	<input type="checkbox"/> GENERAL STORE* Vancouver, BC		273005 - Stationary	<input type="checkbox"/>	(899.49 USD / 910.00)
<a href="#">Description:</a> * Supplies for meeting							
<a href="#">Select All</a>   <a href="#">Clear All</a>							
<a href="#">Reclassify</a>		<a href="#">Add Descriptions</a>		<a href="#">Split &amp; Reclassify</a>		<a href="#">Dispute</a>	
						Total Charges: 4,904.23 USD	

## 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

The screenshot shows a form with the following fields and callouts:

- Transaction Date:** 05/29/2015
- General Ledger Code:** 533300 - MEALS. A red box highlights the code and description, with an arrow pointing to a magnifying glass icon. A callout box says: "6 digit PeopleSoft Account Number & Description of account being charged".
- PS DEPT NUMBER:** 15401. A red box highlights the field with a callout: "5 Digit PeopleSoft Number".
- FUND:** 10. A red box highlights the field with a callout: "2 Digit PeopleSoft Number".
- PROJECT NUMBER:** [Empty]. A red box highlights the field with a callout: "Project Number Field".
- Merchant:** The Only Place In Town, Sierra Madre, CA
- Receipt Submitted:** [Empty checkbox]
- Amount / Original Currency:** 34.93 USD
- Description:** [Empty field]
- Unit:** Business Office

Code	Description
#NA	#NA
531100	MISCELLANEOUS EXPENSE
531100	OFFICE SUPPLIES
531200	TECHNICAL SUPPLIES
532100	EQUIPMENT PURCHASE
532200	EQUIPMENT RENTAL
532300	EQUIPMENT MAINTENANCE
533100	TRAVEL
533110	AIRFARE

Enter a business description

**Save** [Cancel](#)

- Review/reclassify fund, department, account if needed, (these fields defaults) and project number
- When/if you are needing to reclassify your 6-digit PeopleSoft account number and if it not listed under General Ledger Code Option by clicking the icon, you may delete the number and description in the field and type the 6 digit PeopleSoft number and description you would like it changed to.
- If you have questions regarding what Fund, Department GL Account Number or Project number to use for your purchase or budget, please email your inquiry to [BUDGET@APU.EDU](mailto:BUDGET@APU.EDU)
- Select Receipt Attached box showing you are sending in receipt
- Enter Business Description including who, what and why
  - Avoid special characters and spaces - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " `
- Only 200 Character are allowed in the business description

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.

Your CEO portal session will expire in 30 seconds. Press any key, or click anywhere on the screen to continue.

# Add Description Screen

1.	Transaction Date	Posting Date	Merchant	Merchant Type	G/L Code	Amount / Original Currency
	05/29/2015	06/01/2015	The Only Place In Town Sierra Madre, CA	Eating Places Restaurants	533300 - MEALS	34.93 USD
	Description: <input type="text"/>					

Save

- Add a transaction description (can be up to 200 characters)
- Provide a business purpose for travel related expenses
- Itemized receipts
  - **Receipts must include description of items purchased, complete hotel folios with all charges listed, airline costs with traveler names and itinerary, meal receipt with itemized purchases and credit card receipt with list of names/**
- Provide name of guests attending or roster if 20 or more
- Adhere to company policy
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " `

# Split and Reclassify Screen

Split Type:

Amount  Percentage

 **Add a Split**

<b>1.</b>	<b>General Ledger Code *</b> 533300 - MEALS 	<b>Unit</b> Business Office 	<b>Amount *</b> <input type="text"/> USD
<b>Split Description *</b> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>			
<b>PS DEPT NUMBER</b> 54321	<b>FUND</b> 10	<b>PROJECT NUMBER</b> <input type="text"/>	
<b>2.</b>	<b>General Ledger Code *</b> 533300 - MEALS 	<b>Unit</b> Business Office 	<b>Amount *</b> <input type="text"/> USD
<b>Split Description *</b> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>			
<b>PS DEPT NUMBER</b> 15401	<b>FUND</b> 10	<b>PROJECT NUMBER</b> <input type="text"/>	
Remaining Amount: <b>34.93 USD</b>			

**Save**

**Delete**

- 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 transaction screen

**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:

<input type="checkbox"/> <b>Unauthorized</b>
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.
<input type="checkbox"/> <b>Duplicate Processing</b>
I have been charged multiple times for the same transaction.
<input type="checkbox"/> <b>Paid By Other Means</b>
I already paid for the above transaction by: <input type="text" value="Select One"/>
<input type="checkbox"/> <b>Incorrect Amount</b>
My sales slip indicates an amount of <input type="text"/> but it appeared on my statement as the amount above.
<input type="checkbox"/> <b>Service Not Rendered</b>
I did not receive this service. I contacted the merchant, and they did not resolve this dispute.
<input type="checkbox"/> <b>Merchandise Not Received</b>
I did not receive the service and/or merchandise. I contacted the merchant, and they did not resolve my dispute. I expected to receive the merchandise/services on <input type="text"/>
<input type="checkbox"/> <b>Partial Amount Dispute</b>
Although I engaged in the above transaction, I am disputing the entire charge, or a portion thereof, in the amount of <input type="text"/> I contacted the merchant and requested that a credit be made to my account for the reason below.
<input type="checkbox"/> <b>Cancellation</b>
Although I engaged in the transaction above, I cancelled the reservation, service, or merchandise with the merchant on <input type="text"/>
<input type="checkbox"/> <b>Credit Not Posted</b>
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.
<input type="checkbox"/> <b>Unrecognized</b>
I do not recognize the transaction posted to my account.

**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.

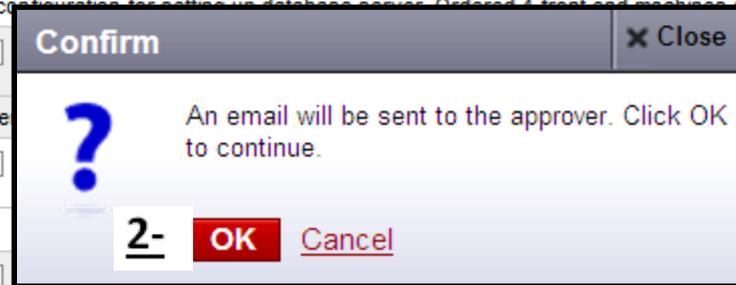
Dispute Description:

- 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

# Complete your review

3- [Print Version](#)

Charges		Out-of-pocket Expenses						
Transaction Date	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Submitted	Amount / Original Currency		
1.	<input type="checkbox"/>	03/02/20xx	03/03/20xx	<input type="checkbox"/>	COMPUTER STORE* Denver, CO	273007 - Computers	<input type="checkbox"/>	2,900.00 USD
<i>Description:</i> * Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners								
2.	<input type="checkbox"/>	03/04/20xx	03/04/20xx	<input type="checkbox"/>			<input type="checkbox"/>	1,000.50 USD
<i>Description:</i> * Hotel stay for 3-day conference								
3.	<input type="checkbox"/>	03/07/20xx	03/07/20xx	<input type="checkbox"/>			<input type="checkbox"/>	800.00 USD
<i>Description:</i> * Flight from Texas								
4.	<input type="checkbox"/>	03/05/20xx	03/05/20xx	<input type="checkbox"/>	Phoenix, AZ		<input type="checkbox"/>	100.28 USD
<i>Description:</i> * Rented a car								



Save **Statement Reviewed** -1

- 1-Select statement reviewed and 2-a message box appears indicating that an email will be sent to your approver
- 3-Print completed statement and stapled numbered receipts in order
- Forward statement and original receipts to the approver Or Business Office
- Statement with original receipts is needed in the Business Office for auditing and tax audit no later than end of day on the 10<sup>th</sup> of each month

# Personal profile

▼ Manage Statements
<a href="#">Review Open Statements</a> ↻
<a href="#">View Cycle-to-Date</a>
<a href="#">View Previous Statements</a>
▶ Reports
▼ User Information
<a href="#">Personal Profile</a>

Unique ID: xxxxx6789

## Card Information

### Mailing

Address Type: USA  
Address Line 1: 901 E ALOSTA AVENUE  
Address Line 2:  
City: AZUSA  
State: CA  
Zip Code: 91702-2701

Billing address for online and phone orders

## 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

Click to retrieve current available credit

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

Available credit field is the remaining balance of the cardholder's existing credit limit

# Cardholder/Approver Responsibility

Be sure to:

- ✓ Keep your card in a secure location and keep your card number confidential
- ✓ Every cardholder/reconciler/approver should have their own user ID number
- ✓ DO NOT give out your password
- ✓ On Campus, department charges should be done by department billing to avoid credit card fees, not by using your Wells Fargo Card
- ✓ Collect receipts to verify purchases for auditing
  - ✓ For meals; both itemized receipt and tip amount with signature needs to be turned in
- ✓ When department is out for business meal, Cardholder with highest ranking position must pay for meal
- ✓ Contact Wells Fargo before traveling out of the State/Country
- ✓ Use the Cycle-to-Date transactions statement to keep your expense report current and to watch for unauthorized transactions. Report unauthorized transactions immediately to Wells Fargo

# Cardholder/Approver Responsibility

- ✓ Dispute any incorrect charges with the vendor directly before filing an online or paper Dispute form
- ✓ Complete your reconciliation monthly
- ✓ Approvers-Complete your approval of each month. Cards may be placed on hold if not approved online during the approval period. Cardholder is responsible to confirm it has been approved online
- ✓ Have your statements with original receipts attached to the Business Office by the 10<sup>th</sup> of each month. Card may be placed on hold if not received by the Business Office
- ✓ Please do not make a name change or request for increase of monthly credit limit on the system. Please call the Business Office at 4696 for the Program Administrator to assist you
- ✓ Wells Fargo is NOT for personal, computer, phone or furniture purchases
- ✓ Sales and tax will be adjusted by the Business office  
(if tax was not charged for expense)

# Contact information

- Wells Fargo - 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
    - If your transaction is declined by the merchant
- 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

# Approver experience

## Email Notifications

### 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 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

WELLS FARGO Commercial Card Expense Reporting Help Close

Role: **Approver** | [Cardholder](#) Welcome Mary Smith

**Open Statements**

- Manage Statements
- Approve Statements
- [View Cycle-to-Date](#)
- [View Previous Statements](#)
- View Requests / Status
- Reports
- Manage Users

Select a statement, and click **View**.

Viewing 1 to 10 of 10 Items

	<a href="#">Cardholder Name</a> ▲	<a href="#">Card Number</a>	<a href="#">Start Date</a>	<a href="#">End Date</a>	<a href="#">Charges</a>		<a href="#">Total</a>	<a href="#">Status</a>
1.	<input type="radio"/> BROOKS, ROGER	xxxx-xxxx-xxxx-8101	<a href="#">03/01/20xx</a>	03/31/20xx	\$3000.00	\$0.00	\$3000.00	Approved
2.	<input type="radio"/> CAMPBELL, MOLLY	xxxx-xxxx-xxxx-9799	<a href="#">03/01/20xx</a>	03/31/20xx	\$2505.50	\$14.55	\$2520.05	CH Reviewed
3.	<input type="radio"/> COX, MARY	xxxx-xxxx-xxxx-2133	<a href="#">03/01/20xx</a>	03/31/20xx	\$4623.95	\$880.50	\$5504.45	Open
4.	<input type="radio"/> EVANS, JERRY	xxxx-xxxx-xxxx-2234	<a href="#">03/01/20xx</a>	03/31/20xx	\$4524.90	\$851.90	\$5376.80	Open
5.	<input type="radio"/> GORDON, ANDREW	xxxx-xxxx-xxxx-2335	<a href="#">03/01/20xx</a>	03/31/20xx	\$4425.85	\$822.13	\$5247.98	Open
6.	<input type="radio"/> HOWELL, CANDI	xxxx-xxxx-xxxx-2436	<a href="#">03/01/20xx</a>	03/31/20xx	\$4326.80	\$793.17	\$5119.97	CH Reviewed
7.	<input type="radio"/> KING, TOM	xxxx-xxxx-xxxx-2537	<a href="#">03/01/20xx</a>	03/31/20xx	\$300.00	\$764.21	\$1064.21	CH Reviewed
8.	<input checked="" type="radio"/> KLINE, JACK	xxxx-xxxx-xxxx-8920	<a href="#">03/01/20xx</a>	03/31/20xx	\$4904.23	\$84.70	\$4988.93	Open
9.	<input type="radio"/> MCGRAW, EMILY	xxxx-xxxx-xxxx-xxxx	<a href="#">03/01/20xx</a>	03/31/20xx	\$3203.73	\$14.55	\$3218.28	CH Reviewed
10.	<input type="radio"/> WAGNER, JUDY	xxxx-xxxx-xxxx-2739	<a href="#">03/01/20xx</a>	03/31/20xx	\$4500.00	\$706.29	\$5206.29	Open

**View**

Viewing 1 to 10 of 10 Items

- Statement approval queue (if the cycle is ready for review)
- If you out of the office or do not have access to a computer, please instruct the cardholders secondary approver to review and approve the on line statement assigned to both of you
- Notify program administrator if a secondary approver is needed

# Manage Statements

## View Cycle-to-Date Transactions

**Charges — Cycle-to-Date**

▼ Manage Statements  
[Approve Statements](#)  
View Cycle-to-Date  
[View Previous Statements](#)  
[Manage Receipts](#)  
► View Requests/ Status  
► Reports  
► Manage Users

To filter items, select from the **Charge Type** drop-down menu. Select charge transactions, and click a function. Click **Save** to continue. [Print Version](#)

View Details

User Name:   
Card Number:   
Grace Period: 04/04/20xx through 04/05/20xx  
Approval Period: 04/06/20xx through 04/07/20xx

**Charges for ROGER BROOKS**

Charge Type:

Viewing 1 to 8 of 8 items

[Select All](#) | [Clear All](#)

	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a>	<a href="#">Merchant</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Receipt Submitted</a>	<a href="#">Amount / Original Currency</a>
1.	<input type="checkbox"/> 03/02/20xx	03/03/20xx	<input type="checkbox"/> <a href="#">COMPUTER STORE*</a> Denver, CO		273007 - Computers	<input type="checkbox"/>	2,900.00 USD
<a href="#">Description:</a> Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners							
2.	<input type="checkbox"/> 03/04/20xx	03/04/20xx	<input type="checkbox"/> <a href="#">HOTEL</a> Dallas, TX		<a href="#">View Split</a>	<input type="checkbox"/>	1,000.50 USD
<a href="#">Description:</a> Hotel stay for 3-day conference in Dallas							
3.	<input type="checkbox"/> 03/07/20xx	03/07/20xx	<input type="checkbox"/> <a href="#">AIRLINE</a> Oakland, CA		<a href="#">View Split</a>	<input type="checkbox"/>	800.00 USD
<a href="#">Description:</a> Flight from Texas							

[Select All](#) | [Clear All](#)

Total Charges: 4,904.23 USD

Viewing 1 to 8 of 8 items

Current month of cardholder transactions

Approvers can view activity for any cardholder that rolls up to them for approval in CCER

# View reclassifications

1.	<b>Transaction Date</b>	<b>Posting Date</b>	<b>Merchant</b>	<b>Receipt Submitted</b>	<b>Amount / Original Currency</b>
	05/29/2015	06/01/2015	The Only Place In Town Sierra Madre, CA	<input type="checkbox"/>	34.93 USD
	<b>General Ledger Code *</b>	<b>Description</b>		<b>Unit</b>	
	533300 - MEALS			Business Office	
	<b>PS DEPT NUMBER</b>	<b>FUND</b>	<b>Receipt Submitted</b>	<b>PROJECT NUMBER</b>	
	15401	10			

Save

- View transaction details
- Make changes if necessary

# Statement approval

Charges		Out-of-pocket Expenses					
Transaction Date	Posting Date ▲	Merchant	Custom Fields	G/L Code	Receipt Submitted †	Amount / Original Currency	
1. <input type="checkbox"/>	03/02/20xx	03/03/20xx	<input type="checkbox"/> <a href="#">COMPUTER STORE*</a> Denver, CO		273007 - Computers	<input type="checkbox"/>	2,900.00 USD
<b>Description:</b> Bought 1 computer server configuration for setting up database server. Ordered 4 front end machines and 2 scanners							
2. <input type="checkbox"/>	03/04/20xx	03/04/20xx	<input type="checkbox"/> <a href="#">HOTEL</a> Dallas, TX		<a href="#">View Split</a>	<input type="checkbox"/>	1,000.50 USD
<b>Description:</b> Hotel stay for 3-day conference in Dallas							
3. <input type="checkbox"/>	03/07/20xx	03/07/20xx	<input type="checkbox"/> <a href="#">AIRLINE</a> Oakland, CA		<a href="#">View Split</a>	<input type="checkbox"/>	800.00 USD
<b>Description:</b> Flight from Texas							
4. <input type="checkbox"/>	03/05/20xx	03/05/20xx	<input type="checkbox"/> <a href="#">CAR RENTAL COMPANY*</a> Phoenix, AZ			<input type="checkbox"/>	100.28 USD
<b>Description:</b> Rented a car							
5. <input type="checkbox"/>	03/08/20xx	03/08/20xx	<input type="checkbox"/> <a href="#">COMPUTER STORE*</a> San Ramon, CA		273007 - Computers	<input type="checkbox"/>	800.00 USD
<b>Description:</b> Computer components							
6. <input type="checkbox"/>	03/10/20xx	03/10/20xx	<input type="checkbox"/> COMPUTER STORE Pittsburgh, PA		<a href="#">View Dispute</a>	<input type="checkbox"/>	199.99 USD / 150.25
<b>Description:</b> Software program							
7. <input type="checkbox"/>	03/12/20xx	03/12/20xx	<input type="checkbox"/> <a href="#">GAS STATION</a> Provo, UT		273001 - Business Travel	<input type="checkbox"/>	2.95 USD
<b>Description:</b> Gasoline							
8. <input type="checkbox"/>	03/15/20xx	03/15/20xx	<input type="checkbox"/> GENERAL STORE* Vancouver, BC		273005 - Stationary	<input type="checkbox"/>	(899.49 USD / 910.00)
<b>Description:</b> Supplies for meeting							
<a href="#">Select All</a>   <a href="#">Clear All</a>							
<input type="button" value="Reclassify"/> <input type="button" value="Add Descriptions"/> <input type="button" value="Split &amp; Reclassify"/> <input type="button" value="Dispute"/> <input type="button" value="Copy Request"/>							
Total Charges: 4,904.23 USD							



- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy
- Approve the card expenses by clicking “approve statement”
- Approve statement button only available on line during monthly approval period

# Reports – statement summary

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

**Statement Summary Report**

- ▶ Manage Statements
- ▶ View Requests/ Status
- ▼ Reports
  - [Reporting Download](#)
  - [Statement Summary](#)
  - [Offline](#)
- ▶ 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	11/01 20xx	10/01 20xx	09/01 20xx	08/01 20xx	07/01 20xx
				to 12/31 20xx	to 11/30 20xx	to 10/31 20xx	to 09/30 20xx	to 08/31 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
5.	GORDON, ANDREW	xxxx-xxxx-xxxx-2335	MARKETING (70008)	\$263.60	\$709.75	\$1,006.40	\$2,298.90	\$698.55	\$876.25
6.	HOWELL, CANDI	xxxx-xxxx-xxxx-2436	DEVELOPMENT (70010)	\$512.00	\$775.55	\$300.25	\$3,456.89	\$445.95	\$330.00
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

Statement summary report showing cardholder statements over period of time