

# Commercial Card Expense Reporting (CCER) Imagine

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An internet solution

Accessed via Wells Fargo's secure  
Commercial Electronic Office<sup>®</sup> (CEO) portal



# Commercial Card Expense Reporting (CCER)

## What is it?

- CCER is an internet reporting solution that allows on-line access to input expenses, from any location. It is accessed via Wells Fargo's secure Commercial Electronic Office<sup>®</sup> (CEO) portal.

## Out-of-Pocket Users can:

- Add OOP (out-of-pocket expenses)

## Program Administrators:

John Nevins

Lynn Henry

Christine McCaslin

# Reconciliation cycle

- Statement review period
  - An email will be sent out when it is time to finalize the monthly statement.
  - All statements must be finalized during a **6 calendar** day period each month. If you are on vacation or do not have access to a computer, contact your program administrator.

Statement review period:

**Six calendar day window each month, generally the 1<sup>st</sup> – 6<sup>th</sup> of the month. This window will vary if the statement end date falls on a weekend.**

# E-mail notification

Dear CCER user:

It is time to complete the input of your out-of-pocket expenses for The previous cycle by accessing the Wells Fargo Commercial Card Expense Reporting system.

Please complete your input in a timely manner and forward your receipts as appropriate.

This is an automated email. Please do not reply to this message.

# Logging in



Find Locations | Customer Service | [En Español](#)

Personal

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Commercial

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## View Your Accounts

Go to:

Username:

Password:

[Username / Password Help](#)

Need to set up online access?

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### Account Services

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### Find ATMs/Locations

### Fraud Prevention & Online Security

[Report Fraud](#)

[Visit Our Fraud Information Center](#)

[Read Our Online Security Guarantee](#)

Together we'll go far



## Government refinance program

Get the facts and see if it applies to your situation

### Banking

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### Open an Account

### Check Today's Rates

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Our account was designed just for you

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#### Buying a house?

Find out how much you may be able to borrow

[Get Started](#)



#### Free account access

Manage your accounts with [Wells Fargo Online®](#)

[Sign Up Now](#)

Go to <https://www.wellsfargo.com>

Click on the "Commercial" tab

# Logging in

**WELLS FARGO**

CEO® Portal Sign On | Find Locations | Contact Us

Search

Personal | Small Business | Commercial | About Us

Make this your wells Fargo.com homepage

## Commercial Electronic Office® Portal

[Sign On](#)

Our award-winning business portal gives you all the services you need with a single sign-on.

Reset your CEO® password here.

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### Industry Expertise

Wells Fargo industry specialists can provide the right financial services for your business.

Agribusiness and Food

### Wells Fargo and Wachovia

Wachovia is now a part of Wells Fargo —get answers to FAQs

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### FX webinar

What's happening with currency markets?

[▶ Learn More](#)

### Streamline payments

Know where your cash is going next

[▶ Learn More](#)

### Bonus depreciation

Get a break when you buy new capital equipment

[▶ Learn More](#)

**Together we'll go far**

Click on "Sign On"

# Commercial Electronic Office sign on

- Simply enter your:
  - Company ID
    - **deved026**
  - User ID
    - **Unique to user**
  - Password
    - **Unique to User**

Commercial Electronic Office®

Thank you for using the CEO® portal. You're now signed off and can safely close your browser.  
CEP900

Company ID

User ID

Password

**Sign On** [Forgot Password?](#)

**Trouble Logging in?**

- [Password Reset Tutorial](#)
- [First Time Sign On Tips](#)

**Additional Information**

- [Online Security](#)
- [System Requirements](#)

- Bookmark this page for future access

## EMAILS OR FRAUDULENT CALLS



Be careful about phishing (or fake) emails or fraudulent calls. Wells Fargo will never ask you for your CEO portal Password, Token Passcodes, and PIN numbers through an unsolicited email, a web site from a link in an unsolicited email, or unsolicited telephone calls. Never click on a link or respond to these emails. A Wells Fargo representative sometimes sends emails when digital certificates are about to expire, but we always ask that you contact us. Report any phishing or fraudulent attempts to [ReportPhish@wellsfargo.com](mailto:ReportPhish@wellsfargo.com), or contact your Wells Fargo representative immediately if you have inadvertently provided information.

# 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. If you need assistance assistance, call toll free 1-800-AT-WELLS (1-800-289-3557), option 5.

 All fields are required.

Current Password:

New Password:

Re-enter New Password:

[Cancel](#)

Passwords must contain the following:

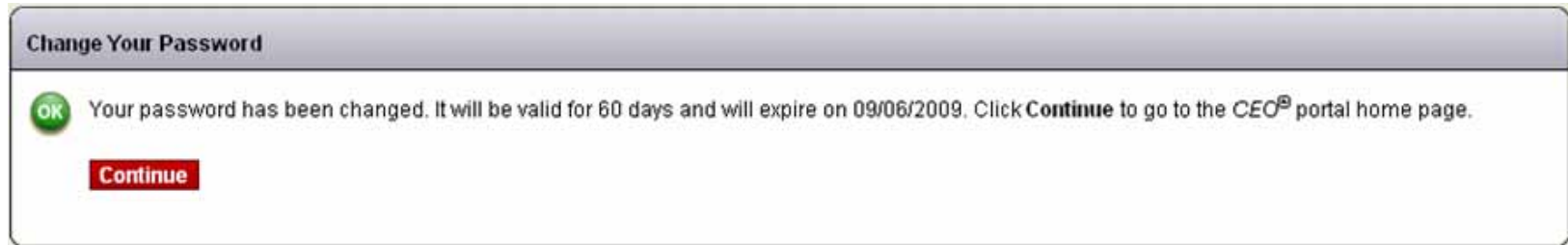
- 6 to 12 characters
- At least one number
- At least one letter

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)

# Change password



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

# Answer two secret questions

**Edit Secret Questions**

Your secret questions and answers provide an additional level of security for your online banking services. Choose questions from the drop-down menus below and answer in the fields provided. Please ensure your answers contain only letters, numbers, apostrophes, hyphens or spaces. If you choose the date question, your answer must read MM/DD/YYYY.

\* Required Field

Secret Question? \*

Answer: \*

Secret Question? \*

Answer: \*

## 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!

# Next steps



## Commercial Electronic Office®

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### Welcome to the Commercial Electronic Office Portal

As a new user, you'll need to complete the following steps before beginning work on the CEO® portal:

**Step 1:** Accept the *CEO* Terms of Use.

**Step 2:** Create a User Profile.

[Continue](#)

[Cancel](#)

This screen lets you know what you have left to accomplish:

Step 1: Accept the *CEO* Terms of Use

Step 2: Create a User Profile

# Read and accept the *CEO* Terms of Use

**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)*<sup>®</sup> 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**

### Edit Profile

Please take a few moments to update the following information. It will help us provide you with more personalized support, essential service status updates and an added level of security.

\* Required Field

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Title:	<input type="text" value="Other"/>
Functional Area:	<input type="text" value="Treasury Management"/>
Email:	<input type="text"/>

#### Your Phone Number:

Choose either United States OR International, and enter your phone number.

<input checked="" type="radio"/> United States	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Area Code	Telephone	Extension
<input type="radio"/> International	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Country Code	City Code	Telephone
			Extension

#### Your Fax Number:

Choose either United States OR International, and enter your fax number.

<input checked="" type="radio"/> United States	<input type="text"/>	<input type="text"/>
	Area Code	Fax Number
<input type="radio"/> International	<input type="text"/>	<input type="text"/>
	Country Code	Fax Number

Save

Cancel

**Edit the Profile** so we can offer more personalized support

## 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

**WELLS FARGO** Commercial Electronic Office<sup>SM</sup> [My Profile](#) [Contact Us](#) [Help](#) [Sign Off](#)

[Home](#) [Help & Training](#) [Resources](#)

**My Services** [Status](#)

**Commercial Card Expense Reporting**

**Customer Support**

- Toll-free [phone numbers](#) for your services
- Find a Wells Fargo [location](#)
- View Wells Fargo [holiday schedule](#)

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[Wells Fargo Lending Base Rates](#)  
[Interest Rate Management](#)  
[Service Demos](#)  
[Fraud Information Center](#)

[View All Resources](#)

**Automatic Access**

Automatic Access opens your Wells Fargo service without you having to click a link from the My Services navigation bar when you sign on to the CEO portal. Click **Yes** to set your preferences to Automatic Access. If you want to edit your preferences later, click the My Profile button at the top of any CEO portal page.

Note: When you add another CEO portal service, Automatic Access will be disabled, and you will need to go to the My Services navigation bar to select your services.

**Yes** **No** [Ask Me Later](#)

Learn about improvements to [your services](#) that will impact your business. [Please click here](#)

**Communication Center**

You have **0** unread messages

You have no unread messages

Select [Commercial Card Expense Reporting](#) from the “my services” menu, or sign up for Automatic Access.

Click for a listing of online classes

**Attend free training calls through Wells Fargo’s Treasury Management University**

Calls will last no more than one hour and include ample time for your questions. You will learn how to:

- Sign on to the Commercial Electronic Office (CEO) portal and begin a CCER session
- Review current and previous statements and cycle-to-date transactions
- Manage your transactions (adding descriptions, reclassifying, splitting and more)
- View your personal profile, reports and other information

For the best training experience, we recommend using a high-speed connection during the call



**Out-of-Pocket Only user  
experience**

# OOP reimbursement

- CCER has the ability to reimburse miscellaneous, out of pocket (OOP) expenses as part of the statement reconciliation process
  - Tips, tolls, mileage, parking, and other small dollar expense
- In addition, these OOP expenses can be sent directly to the cardholder's designated account (checking or savings) via ACH

# Direct deposit of OOP expenses

**Edit Bank Information**

- ▶ Manage Statements
- ▶ Reports
- ▼ User Information
  - Personal Profile
  - Bank Information**

Check the **Authorization** box, enter bank account information, and click **Save**.

Note: The bank account will be used to initiate credits or debits for out-of-pocket or personal expenses. While this bank account information is optional, it may be required by your company to manage expenses online. Contact your program administrator for company requirements.

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**Bank Account Information**

Authorization:  Upon entering the following Automated Clearing House information, I hereby authorize ABC DEMO COMPANY to initiate credit and debit entries to my checking or savings account as indicated at the depository financial institution entered below to reimburse and / or collect out-of-pocket and personal expenses. This authorization is to remain in full force and effect until ABC DEMO COMPANY has received notification from me of its termination in such time and in such manner as to afford ABC DEMO COMPANY and the depository financial institution entered a reasonable opportunity to act on it.

Account Type:  Checking  Savings

Bank Account Number:

Bank Routing & Transit Number:

**Save**

- Select bank information from the left navigation menu and enter your account information
- Only OOP only users have access to the bank information screen

# Where to locate correct bank account information on your personal check



9-Digit Routing Number

Bank Account #

Account Type:

Checking  Savings

Bank Account Number:

12345678

Bank Routing & Transit Number:

000067894

Save

**WELLS FARGO** Commercial Card Expense Reporting Help Close

Role: OOP Only User

### Out-of-pocket Expenses - Manage Expenses

▼ Manage Statements

**Review Open Statements** ▼

[View Cycle-to-date](#)

[View Previous Statements](#)

---

► Reports

► User Information

Select a transaction and click a function below. Click **Save** or **Statement Reviewed**.

\* Required Field [View Details](#)

**OOP User Summary**

OOP User Name: <b>KLINE, JACK</b>	Start Date: <b>03/01/20xx</b>	End Date: <b>04/07/20xx</b>
Status: <b>Open</b>	Reminder Period: <b>04/07/20xx through 04/10/20xx</b>	Grace Period: <b>04/10/20xx through 04/13/20xx</b>
Out-of-Pocket: <b>84.70 USD</b>		
Total Amount: <b>84.70 USD</b>		

**Out-of-pocket Expenses**

Viewing 1 to 3 of 3 items  [Add an Expense](#)

Out-of-pocket Expenses

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

	Transaction Date ▲	Expense Category	Custom Fields	G/L Code	Distance / Item Count	Rate / Per Diem	Status	Amount
1.	<input type="checkbox"/> 03/25/20xx	Tips		274210 - Tips			Pending Approval	2.00 USD
	<i>Description:</i> * Bellboy tip							
2.	<input type="checkbox"/> 03/25/20xx	Mileage		273004 - Mileage	14	.55 - IRS rate	Pending Approval	7.70 USD
	<i>Description:</i> * Mileage							
3.	<input type="checkbox"/> 03/25/20xx	Taxi		273002 - Taxi			Pending Approval	75.00 USD
	<i>Description:</i> * Taxi fare							

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

Modify Delete

Total Out-of-pocket: 84.70 USD

Viewing 1 to 3 of 3 items  [Add an Expense](#)

Save Statement Reviewed

## Manage Statements

- Review open statements (default) – enter expenses and finalize the statement

**WELLS FARGO** Commercial Card Expense Reporting Help Close

Role: OOP Only User

**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 2 of 2 items

	<u>Card Number</u>	<u>Start Date</u> ▼	<u>End Date</u>	<u>Charges</u>	<u>OOP</u>	<u>Total</u>
1.	xxxx-xxxx-xxxx-xxxx	<u>01/01/20xx</u>	01/31/20xx	0.00 USD	14.55 USD	14.55 USD
2.	xxxx-xxxx-xxxx-xxxx	<u>02/01/20xx</u>	02/28/20xx	0.00 USD	55.00 USD	55.00 USD

**View** **Print** ▼

Viewing 1 to 2 of 2 items

## Manage Statements

- View previous statements
- 13 months of history

**Out-of-pocket Expenses - Cycle-to-Date**

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

► Reports  
 ► User Information

Select **Add an Expense**, or if available, select expenses, and click **Modify**.

[Print Version](#)

★ Required Field [View Details](#)

Reminder Period: 05/10/20xx - 05/13/20xx  
 Grace Period: 05/14/20xx - 05/16/20xx

**Out-of-pocket Expenses**

Viewing 1 to 3 of 3 items  [Add an Expense](#)

<a href="#">Select All</a>   <a href="#">Clear All</a>							
<a href="#">Transaction Date</a> ▲	<a href="#">Expense Category</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Distance / Item Count</a>	<a href="#">Rate / Per Diem</a>	<a href="#">Status</a>	<a href="#">Amount</a>
1. <input type="checkbox"/> 03/25/20xx	Tips		274210 - Tips			Pending Approval	2.00 USD
<a href="#">Description</a> : * Bellboy tip							
2. <input type="checkbox"/> 03/25/20xx	Mileage		273004 - Mileage	14	.55 - IRS rate	Pending Approval	7.70 USD
<a href="#">Description</a> : * Mileage							
3. <input type="checkbox"/> 03/25/20xx	Taxi		273002 - Taxi			Pending Approval	75.00 USD
<a href="#">Description</a> : * Taxi fare							
<a href="#">Select All</a>   <a href="#">Clear All</a>							
<a href="#">Modify</a> <a href="#">Delete</a>							
Total Out-of-pocket: <b>84.70 USD</b>							

Viewing 1 to 3 of 3 items  [Add an Expense](#)

## Manage Statements

- View cycle-to-date – enter expenses throughout the month

# Out-of-pocket expenses (OOP)

**Out-of-pocket Expenses**

Viewing 1 to 3 of 3 Items

Out-of-pocket Expenses [+ Add an Expense](#)

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

	Transaction Date	Expense Category	Custom Fields	G/L Code	Distance/Item Count	Rate/Per Diem	Status	Amount
1. <input checked="" type="checkbox"/>	04/15/20xx	Tips		274210	0	0.00	Pending Approval	\$2.00
<a href="#">Description:</a> Bellboy tip								
2. <input type="checkbox"/>	04/15/20xx	Mileage		273004	14	.3624 - IRS rate	Pending Approval	\$5.00
<a href="#">Description:</a> Mileage								
3. <input type="checkbox"/>	04/15/20xx	Taxi		273002	0	0.00	Pending Approval	\$75.00
<a href="#">Description:</a> Taxi fare								
								<b>Total: \$82.00</b>

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

[Modify](#) [Delete](#)

Viewing 1 to 3 of 3 Items

[Save](#) [Cancel](#) [+ Add an Expense](#)

Click "add an expense" to add items



# Out-of-pocket (OOP) screen

[Return to Out-of-pocket Expenses — Cycle-to-Date](#)

Enter information and description for the new expense. Click **Save** or **Add Another**.

Required Field View Details

Cardholder Name: **KLINE, JACK**  
Card Number: **xxxx-xxxx-xxxx-8920**

### Out-of-pocket Transactions - New

1.	Transaction Date	Expense Category	Distance/Item Count	Rate/Per Diem	Amount
	<input type="text" value="mm/dd/20xx"/>	<input type="text" value="Select One"/>	<input type="text" value="0.0"/>	<input type="text" value="Select One"/>	\$ <input type="text" value="0.00"/>
	General Ledger Code	Description	Unit		
	<input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text" value="Sales (70012)"/>		
	DEPARTMENT CODE				
	<input type="text" value="120 ADMINISTF"/>				

Click the icon to choose values to reallocate the transaction

- Expense Category
- Copier Charges
- Food For Staff
- Gas For Imagine Cars
- Janitorial Supplies
- Meals
- Office Supplies
- Oil For Imagine Cars
- Plane Tickets
- Postage
- Printing Charges
- Reimburse Mileage
- Supplies Not Listed
- Taxis


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

# Complete your review

[Print Version](#)

## Out-of-pocket Expenses

Viewing 1 to 3 of 3 items

 [Add an Expense](#)

Out-of-pocket Expenses								
<a href="#">Select All</a>   <a href="#">Clear All</a>								
	<a href="#">Transaction Date</a>	<a href="#">Expense Category</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Distance / Item Count</a>	<a href="#">Rate / Per Diem</a>	<a href="#">Status</a>	<a href="#">Amount</a>
1.	<input type="checkbox"/>	03/25/20xx	Tips	274210 - Tips			Pending Approval	2.00 USD
		<a href="#">Description:</a> * Bellboy tip						
2.	<input type="checkbox"/>	03/25/20xx	Mileage			.55 - IRS rate	Pending Approval	7.70 USD
		<a href="#">Description:</a> * Mileage						
3.	<input type="checkbox"/>	03/25/20xx	Taxi				Pending Approval	75.00 USD
		<a href="#">Description:</a> * Taxi fare						
<a href="#">Select All</a>   <a href="#">Clear All</a>								
<a href="#">Modify</a> <a href="#">Delete</a>								
Total Out-of-pocket: 84.70 USD								

[Save](#)

[Statement Reviewed](#)



- Select statement reviewed and a message box appears indicating that an email will be sent to your approver
- If you are requesting reimbursement for non-mileage items, please print a copy of the statement and attached the receipts
- Submit a copy of the statement and your receipts to the Business Office by the 10<sup>th</sup> of the month

# CCER access via CEO Mobile

- CEO Mobile Service
  - 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
  - An online tutorial can be viewed at: [https://wellsoffice.wellsfargo.com/ceo\\_public/tutorial/ccer\\_mobile/index.html](https://wellsoffice.wellsfargo.com/ceo_public/tutorial/ccer_mobile/index.html)
- OOP Only Users can:
  - Add/edit out-of-pocket expenses



**Thank you!**