Lehigh University OneCard Program
Quick reference Guide — Cardholder

Accessing the Wells Fargo Commercial Card Expense Reporting (CCER) service

1. Sign on to the *Commercial Electronic Office®* (*CEO®*) portal at the following address.
   https://wellsoffice.wellsfargo.com/portal/signon/index.jsp
2. If this is your first time signing on to the *CEO* portal, follow the steps to create a new password, edit your profile, and provide answers to the secret questions.
3. Once you successfully sign on to the *CEO* portal, select **Commercial Card Expense Reporting** under **My Services**. A separate browser window opens and displays the CCER service.
4. **Enter the required bank information** for out-of-pocket and allowable personal expenses as follows:

Specifying bank information

Use this option to enter information for your personal bank account. You receive credits to this account to reimburse you for any out-of-pocket expenses, and your account is debited to pay for any personal expenses.

Note *Wells Fargo uses the bank information you enter here solely to manage reimbursements and any personal expense payments related to your commercial card use. Your bank information is not displayed or otherwise accessed by any other CCER user.*

To specify bank information

1. Select **User Information > Bank Information** in the navigation bar.
2. Complete the following fields.

Authorization	Check the box to authorize the University to use electronic transactions to reimburse you for out-of-pocket expenses and/or debit you for personal expenses. Transactions will not occur unless the box is checked.
Account Type	Indicate whether the account is a checking or savings account.
Bank Account Number	Enter your account number.
Bank Routing & Transit Number	Enter your bank's nine-digit routing/transit number (RTN). The number is usually the first field in the MICR line at the bottom of a check between two A symbols. **Note** *Do not use the RTN on a deposit slip, since it may have a different number your bank uses for internal routing.*

3. After making any changes, click **Save**.

Switching roles

If you have more than one role, your roles are listed above the navigation bar. To switch to a different role, click on the link for the role.

Managing statements

Reviewing a statement

At the end of a statement period, you will be notified by email that it is time to review your statement.

To review a statement

1. Do one of the following:
   - To view an open statement (a statement not yet closed by the Program Administrator), select **Manage Statements > Review Open Statements** in the navigation bar.
   - To view charges for the current statement period, select **Manage Statements > View Cycle-to-Date** in the navigation bar.
   - To view a closed statement, select **Manage Statements > View Previous Statements** in the navigation bar.

2. If you are reviewing an open statement or a previous statement, select the statement and click **View**.

   If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list.

3. When reviewing a statement, you can:
   - Click **View Receipt Images** (only displayed if images are available) to display images of receipts for charges in the statement.
   - Click **Print** and then select **Selected Statement** to print the statement.
   - Limit the type of charges listed by selecting an option from the **Charge Type** list.

4. When reviewing cycle-to-date charges or charges for an open statement, you can do the following:
   - Click a merchant link to view merchant details.
   - Click the icon (if shown) to display custom fields (data unique to your company, such as a project ID or department code).

   When reviewing a previous statement, you can:
   - Add or edit descriptions (available up to 60 days after the end of the statement period).
   - Mark a charge as receipt attached (available up to 60 days after the end of the statement period).
   - Click a merchant link to view merchant details.

5. For cycle-to-date charges or a previous statement, click **Save** to save any changes.

   For an open statement, do one of the following:
   - To save your changes and keep the statement open, click **Save**.
   - If you have reviewed all charges, input all information, and made all changes to the statement, you can click **Statement Reviewed** to save your changes and close the statement.

Note *Once you click* **Statement Reviewed***, you can no longer modify the statement.*

When you click **Statement Reviewed**, the system sends an email to let the Approver know that the statement is ready for approval.

Note *To save your changes, you must click* **Save** *or* **Statement Reviewed**. *Otherwise, your changes are not saved when you exit the statement.*

Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or **Split & Reclassify**.

   To modify information for a split charge, click the **View Split** link in the **G/L Code** or **Split** column.

2. On the Charges – Split and Reclassify page:
   - Use **Split Type** to indicate whether to specify the split by amount or percentage.
   - To create additional splits, click **Add a Split**.
   - If there are more than two splits and you want to delete a split, click the icon at the upper right for the split.
   - To delete a split, click **Delete**.

3. Enter information for each split.

Personal	Check the box if the split is a personal expense.
Amount / Percentage	Enter the amount or percentage for each split. Apply amounts/percentages to the splits until the amount/percentage remaining (shown at the bottom of the page) is zero.
Split data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Split Description	Enter a business purpose for the split.

4. When finished, click **Save**.

Reclassifying a charge

1. Check the box for one or more charges. Click **Reclassify**.
2. Enter information for each charge.

Personal	Check the box if the charge is a personal expense.
Receipt Attached	Check the box if you are submitting a receipt for the charge.
Data fields	Complete as needed. If displayed, you can click the icon to select an entry.
Description	Enter a business purpose for the charge. To apply the business purpose from the first charge to the other charges, click **Apply to All**.

3. If there are additional charges to reclassify, use the **Save & Previous** and **Save & Next** buttons to view all charges. When finished with all charges, click **Save**.

Marking a charge as a personal expense

Note *You must enter your bank account information before you can mark a charge as a personal expense. See* *Specifying bank information on page 1.*

You can mark a portion of a charge as a personal expense by checking the **Personal** box:

- In the list of charges.
- When splitting a charge.
- When reclassifying a charge.

Entering a Business Purpose for a charge

You can enter a business purpose for a charge the following ways:

- By clicking the **Description** link for a charge.
- By checking the box for one or more charges and clicking **Add Description**.
- When splitting a charge.

- When reclassifying a charge.

Disputing a charge

The first step in disputing a charge is to contact to the merchant directly. If you are unable to resolve the dispute with the merchant, follow the following procedure.

1. Check the box for the transaction and click **Dispute**.

   If a charge is already disputed, you can click **View Dispute** in the **G/L Code** or **Split** column to display information for the dispute.
2. Enter information for the dispute.

Dispute Type	Specify the type of dispute and complete any fields required for the dispute type.
Contact Information	Enter your phone number (ten digits max). Include digits only — no hyphens, spaces or other characters. For example, for (800) 5551212, you would enter **8005551212**.
Reason for Dispute	Enter the reason for the dispute and any steps you've taken to resolve the dispute with the merchant. If available, enter a merchant cancellation number.

   When finished, click **Submit**.

Requesting a copy of a transaction receipt

Always contact the merchant for a copy of any missing receipts – this option in CCER does not provide complete receipt information and will result in bank charges for your department.

Marking transactions as receipt attached

You can indicate that you are submitting a receipt for a charge the following ways:

- Checking the **Receipt Attached** box in the list of charges.
- When reclassifying a charge.

Printing a cover sheet for receipts

Receipts can be submitted during the cycle period

1. Select **Manage Statements > Review Open Statements, View Cycle-to-Date,** or **View Previous Statements** in the navigation bar.
2. If you are reviewing an open statement or a previous statement, select a statement.

   If you are reviewing cycle-to-date charges and have multiple cards, select a card from the list
3. Click **Print**, then select **Cover Sheet**.
4. After printing the cover sheet, do one of the following to submit copies of receipts:

   To submit copies of receipts by fax, fax the cover sheet and receipts to the fax number on the cover sheet

   To submit copies of receipts by email, send a PDF with the cover sheet and receipt images to the address on the cover sheet. Use the following guidelines when preparing the PDF:
   - Include the cover sheet as the first page in the PDF, then include all the receipts for that statement in the same PDF
   - Attaching receipt images in separate files or in other formats, such as JPG, XLS and DOC, will cause a submission reject
   - Bar codes on the cover sheet must be clear and easy to read
   - For the best quality, scan receipts in black and white. Scanning receipts in color or grayscale may adversely affect the quality of the images.

- Do not include email signature lines or logos in the PDF. They are attached as invalid file types and can cause a submission to reject
- Submit PDFs as attachments to a new email. Attachments embedded in the forwarded email cannot be processed
- Emails configured in non-rich text format have a better success rate
- We recommend total attachment size under 5 megabytes

Viewing historical receipt images

You can view or download receipt images from statements up to seven years in the past.

To view or download historical receipt images

1. Select **Manage Statements > View Historical Images**.
2. If applicable, select a division from the list.
3. Select a statement period and click **View**.
4. The system displays receipt information for the selected period. Click **View Receipts** to view the available images.

Entering out-of-pocket expenses

Note *You must enter your bank account information before you can enter an out-of-pocket expense. See Specifying bank information on page 1.*

1. When viewing charges for an open statement or the cycle-to-date period, click the **Out-of-Pocket Expenses** tab.
2. To enter a new expense, click **Add an Expense**.
   To edit an existing expense, check the box for one or more expenses and click **Modify**.
   To delete an existing expense, check the box for one or more expenses and click **Delete**.
3. When entering or editing an expense, complete the following fields for the expense.

Transaction Date	Click the icon to select the date, or enter the date as MM/DD/YYYY.
Amount	When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, if you enter **100**, the amount applied is $100.00.
Description	Enter a business purpose for the expense.
Other data fields	Complete as needed. If displayed, you can click the icon to select an entry.

4. When adding expenses, you can click **Add Another** to enter information for another expense.
5. When finished, click **Save**.

Generating reports

Requesting a Transaction report

1. Select **Reports > Create Transaction Report** in the navigation bar.
2. Enter report criteria.

Card Number	If you have multiple cards, select a card from the list (or **All**).

Date Type	Select **Transaction Date** to include transactions based on the date they occurred. Select **Posting Date** to include transactions based on the date they post to the card account.
Date Range	To list a single date, enter the date in the left field. To enter a range of dates, use both fields. Click the icon to select a date, or enter a date as MM/DD/YYYY.
Amount Range	To limit transactions by amount, specify a start amount, end amount, or both. Use the operator lists to specify how to apply an amount. For example, select **>=** as the start amount operator to include transactions with an amount greater than or equal to the amount you enter. To include only transactions with a specific amount: • Select **=** as the start amount operator. • Enter a start amount. • Leave the end amount field blank. When entering an amount: • Do not include a dollar sign. • If you do not include a decimal point, the amount is assumed to be whole dollars. For example, **100** is assumed to be $100.00.
G/L Status	Specify whether to include open transactions, closed transactions, or both (**All**).

3. Click **Submit**. The system sends you an email when the report is ready.

Accessing Transaction reports

1. Select **Reports** > **Transaction Summary** in the navigation bar.
2. The system lists reports you have requested within the last six weeks. For each report, you can do one of the following:

View & Print	Click to display the report in a separate window. Click **Print** to print the report.
Download Excel	Click to download the report in Microsoft Excel format.

Viewing declined charges

1. Select **Reports** > **View Declines** in the navigation bar.
2. Declined charges are displayed.

   If you have multiple cards, you can list declines for another card by selecting a different card from the list and clicking **Select Card**.

Editing Your Personal Profile

1. Select **User Information** > **Personal Profile** in the navigation bar.
2. Most of the information in your profile is for display only. You can use the following fields.

Card Number	If you have multiple cards, select a card from the list.

User Information	You can make changes to the name and email fields.
Available Credit	Click to redisplay the page with the current available credit amount.

3. After making any changes, click **Save**.

Exiting the CCER service

To exit the CCER service, click **Close** at the upper right corner of the window.