Lehigh University OneCard Program
Quick reference Guide — Approver

Accessing the 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. If you are also a cardholder and you are logging in for the first time, **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 awaiting approval

You will receive an email notification when a statement is awaiting your approval

To review a statement

Do one of the following:

- To approve an open statement, select **Manage Statements** > **Approve 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:

a. Select a user from the **User Name** list.
b. If the user has multiple cards, select a card from the **Card Number** list.

3. When reviewing a statement, you can:

- 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.

You can also:

- 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).

5. Click the **Out-of-pocket Expenses** tab. If there are expenses listed, check the box for one or more expenses and click one of the following buttons:

Modify	Modify information for an expense.
Approve	Approve an expense.
Decline	Decline an expense.

Note *You cannot approve a statement until you approve or decline all out-of-pocket expenses.*

6. When you have reviewed all statement charges and have approved or declined all out-of-pocket expenses, you can click **Approve Statement** to approve the statement.

Splitting a charge

1. To split a charge, check the box for the charge and click **Split** or, if you have reclassify privileges, **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 all splits, 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 description 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 *The Cardholder must enter bank account information before you can mark a charge as a personal expense.*

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.
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Entering out-of-pocket expenses

Note *The cardholder must enter bank account information before you can enter an out-of-pocket expense.*

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**.
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**.

Viewing cycle-to-date charges for a user

1. Select **Manage Statements > View Cycle-to-Date** in the navigation bar.
2. Select a user from the list. If the user has multiple cards, select a card from the list.

Viewing previous statements

1. Select **Manage Statements > View Previous Statements** in the navigation bar.
2. The system initially displays statements for active cardholders. You can select a Card Status option (**Active** or **Inactive**) to switch the statement list between active and inactive cardholders.

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

Managing receipts

1. Select **Manage Statements > Manage Receipts** in the navigation bar.
2. If needed, click the **Review Receipts** tab.
3. If applicable, select a division from the list.
4. Select a statement period. To view the receipts record, click **View**. To download the receipts record as a Microsoft Excel file, click **Download**.
5. If you click **View**, the system displays the receipts record for the selected period.

   To display receipts for only active or inactive cards, select an option from the **Card Status** list.

   For each receipt listed, you can:

   - Check the **Receipts Received** box to indicate that you have received the receipt.
   - Enter any comments regarding the receipt.
   - If a receipt image is available, click the link in the **Receipt Images** column to display the receipt.

   When finished, click **Save**.

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

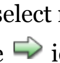
Generating reports

Reporting download

You can use this report to create a customized report.

To create a report template

1. Select **Reports > Reporting Download** in the navigation bar.
2. On the Reporting – Download Report page, click the **Report Template** tab.
3. Click the **Create New Template** link.
4. In **New Template Name**, enter a name for the template.
5. In the **Available Columns** list, select the data fields you want to include in the report.
   - To select a range of fields, click on the first field in the range, press and hold **Shift**, and click on the last field in the range.
   - To select multiple fields individually, press and hold **Ctrl** while you click on the fields.

   Click the  icon to move the selected codes to the **Selected Columns** list.
6. You can control the width of columns to minimize wasted space for the report. For example, the standard width for Cardholder Email is 60 characters, but if your email addresses don't exceed 35 characters, you can reduce the width for that column.

   To change the width for a column:

   a. Select one or more data fields in the **Selected Columns** list and click **Change Width**.
   b. In the Field Width – Modify Field window, change the field lengths for the selected fields. Click **Submit**.
   c. Click **Close** to close the Field Width – Modify Field window.
7. When finished, click **Save** to save the template.

To download a report

1. Select **Reports** > **Reporting Download** in the navigation bar.
2. On the **Download Report** tab, complete the report criteria fields.

<table>
<tr><td>User Name</td><td colspan="2">Select a user from the list or All to include all users.</td></tr>
<tr><td>Card Number</td><td colspan="2">(Only displayed if you select a name, not All, for User Name.) If the user has multiple cards, select a card number from the list or All to include all cards.</td></tr>
<tr><td>Template Name</td><td colspan="2">Select a template from the list. The report will include the data specified by the template.</td></tr>
<tr><td rowspan="4">Delimiter Option</td><td colspan="2">Select an option from the drop-down list.</td></tr>
<tr><td>Pipe</td><td>Fields are separated by the pipe (|) character.</td></tr>
<tr><td>Fixed Length</td><td>Fields are the fixed length specified in the template and space-filled as needed to be the set length.</td></tr>
<tr><td>Tab</td><td>Fields are separated by a tab character.</td></tr>
<tr><td>Date Type</td><td colspan="2">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.</td></tr>
<tr><td>Date Range</td><td colspan="2">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.</td></tr>
</table>

3. Click **Download**. Follow the instructions to save the report file.

Generating a Statement Summary

1. Select **Reports** > **Statement Summary** in the navigation bar.
2. Select a division from the list and click **Select**.
3. The statement summaries are displayed. If needed, you can use the scrollbar at the bottom of the page to display all information. You can also click **Print Version** to display the information in a format more suitable for printing.

Requesting an Offline report

1. Select **Reports** > **Offline** in the navigation bar.
2. Click the **Create New Report** link.
3. Select the report type from the list. Click **Continue**.
4. If you selected the Transaction Detail report, select a cardholder from the list (or **All**). Click **Select Cardholder**.
5. Enter report criteria.

Card Number[1]	If the user has 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.

[1]* Displayed for the Transaction Detail report only

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**).

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

Accessing Offline reports

1. Select **Reports** > **Offline** 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/editing user information

Editing your personal profile

Note *If you have multiple roles, you can edit your profile under one role only. If this function is not available for the role you are currently using, it is available for another role.*

1. Select **User Information** > **Personal Profile** in the navigation bar.
2. The system displays your personal profile.
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.