Once your cardholders have completed the review of their statements, you will be notified via email that it is time to approve them.

**ACCESSING WELLS FARGO COMMERCIAL CARD EXPENSE REPORTING**

Launch your Web browser and access the Wells Fargo Commercial Electronic Office™ (CEO™) portal (https://wellsoffice.wellsfargo.com/com/ceo/signon/signon.jsp) by entering your Company ID, User ID and password. Click on the Commercial Card Expense Reporting link located in the ‘My Services’ section of the CEO homepage.

If your log-in is successful you will see the Wells Fargo Commercial Card Expense Reporting Approver Queue Web page which is the starting point for managing and approving your cardholders’ card transactions.

The Commercial Card Expense Reporting application is designed to be intuitive and easy-to-use. All actions (add description, split, reclassify, etc.) can be easily performed by selecting the transaction to modify using the checkbox in the left hand select column, followed by clicking on the corresponding action button, located at the bottom of the screen.

**Select Role**

If you are both an approver and a cardholder or OOP Only user, you will notice a role selection box in the upper right hand corner of the screen.

1. To switch Roles, click the name of the Role you wish to perform.

**Statement Approval Queue**

Allows you to select one of your cardholders’ statements for approval.

1. Select the statement you wish to review and approve by clicking on the radio button in the **Select** column. You may sort any column by clicking the white arrow in the column heading.

2. Click the **View Statement** button
Statement Approval Screen
You will be able to execute the same operations as your cardholders when approving their transactions. (e.g., split, reclassify, add description, etc.).

Approve Out-of-Pocket Expenses - optional feature, may not be available in your program
You will have the ability to approve or decline individual out-of-pocket expenses.

1. Click on the **Review OOP Expense** button
2. Select the transaction by clicking on the check box in the **Select** column.
3. Click on the **Modify** button
4. Select the appropriate status (Approved/Declined) from the list box under the **Status** column (If an approval status is not selected, the cardholder will not be reimbursed and the transaction will carry forward to the next statement cycle.)
5. Click on the **Save** button to update the status of the out-of-pocket expense

Approve Statement
You must approve both the cardholder charges and the out-of-pocket expenses.

1. Make changes to the statement as required
2. Click on the **Approval Complete** button
Queue Review

Credit Limit Change Approval
The cardholders you approve may request a change in their credit limit. This request will appear in your Credit Limit Queue.

Click on the Queue Review tab. This screen allows you to view pending or closed credit limit change requests and approve or deny credit limit changes to individual cards.

To approve or deny a credit limit change:
1. Click on the Pending Request Radio button.
2. Select the credit limit change request you would like to approve or deny by clicking on the Select check box.
3. Within the Resolution column, approve or deny the request and change the amount if desired.
4. Click the Save button and the request will take effect immediately.

User Management

Existing Users
Provides access to screens for management of your existing users and creation of new users.

Update User
To search for a specific user:
1. Enter any combination of:
   • First name
   • Last name
   • Email
   • Social security number/Unique ID
   • Status (online/offline)
2. Click the Search button
The Commercial Card Expense Reporting screen will now display your search results. You may now perform the following functions:

Request Card
1. Select the User for whom you wish to request a card
2. Enter all the details required for a new card
3. Click the Save button

Credit Limit Change Request
1. Select the card to be modified
2. Enter the new credit limit
3. Click the Submit & Back button
Your request will take effect as soon as the request is approved by the Program Administrator.
Cancel Card
1. Select the card to be cancelled by clicking on the **Select** radio button
2. Click the **Cancel Card** button
3. Click the check box in the cancel column and enter the reason for cancellation
4. Click the **Cancel & Back** button
Your request will be submitted immediately.

**New Users**
**Create User**
1. Enter the required personal profile information for the User
2. Click the **Next** button
3. Complete the required fields on the New Card Request screen
4. Click on the **Save** button
You will be forwarded to the New Card Request screen.

**Standard Reports**
Standard reports include the statement summary and offline reports such as: Transaction Detail Report; Account Spending Analysis: Cash Advance; Merchant Transaction; Top 10 Carrier; Top 25 Lodging; and Top 10 Vehicle.

**Transaction Detail Report**
The most widely used Report is the Transaction Detail Report. You can select a transaction report for a specific cardholder by selecting the name of the cardholder from the list or you may select the All option for a transaction report on all the cardholders you are responsible for.
1. Select the **Standard Reports** tab
2. Select **Offline Reports**
3. Select **New Report**
4. Select **Transaction Detail** Report from the Report Type listbox
5. Select a specific Cardholder Name or select All
6. Input the date type, date range, transaction amount, and/or status you would like to view
7. Click on the **Generate** action button. An e-mail will be sent to you when the report is available in your reports summary list

**Statement Summary Report**
This report summarizes charges and out-of-pocket expenses on each of the cards you are responsible for managing as an approver.

**HELP**
Most Commercial Card Expense Reporting procedures and functions are covered in the Online Help text included with the service. To obtain Help on any screen or for overview information:
• On the upper right-hand corner of the screen, click the Help button and follow the instructions.