Commercial Card Expense Reporting (CCER) Upgrade

The Navajo Nation

An internet solution

Accessed via Wells Fargo’s secure Commercial Electronic Office® (CEO) portal
Logging in

Go to www.wellsfargo.com
Click on the “Commercial” tab
Logging in: Click on CEO (Commercial Electronic Office Portal)

Click on "Sign On"
Commercial Electronic Office (CEO) sign on

- Simply enter your ID’s:
  - Company ID
    - **NAVAJ516**
  - User ID
    - **User ID (system setup)**
  - Password
    - **User - unique**
    - Expires every 60 days
- Bookmark this page for future access
- **NOT CASE SENSITIVE;**
- Be consistent logging in to CCER

**Forget your Password?**

**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, or contact your Wells Fargo representative immediately if you have inadvertently provided information.
The Navajo Nation

Commercial Card Expense Reporting (CCER)

An Internet Solution

Accessed via Wells Fargo’s secure Commercial Electronic Office™ (CEO) portal
Introductory Sign On: CCER access

- Change temporary password → Unique password
- Select both “Secret Questions”, not same questions
  - Case sensitive
- Accept the CEO Terms of Use Agreement
- Create a User Profile:
  - Name,
  - Title/Function (Business oriented)
  - Telephone Numbers; Wells Fargo can reach user
    • Work/Fax/Cell phone
  - Email Address (daily usage); enter twice
Change Introductory Password:

Follow Guidelines

Temporary Password

Unique Password

Change Password

Enter Current Password:* 
Please enter a new password and verify it by entering it again.
See the password guidelines below. For assistance, please call toll free 1-866-611-4236.
Enter New Password:* 
Re-enter New Password:* 

Save Cancel

* Required Field

Password Guidelines

Passwords must:
- Be six to twelve alphanumeric characters
- Contain at least one number
- Contain at least one letter
- Not be identical to your first name, last name, company name, company ID, user ID, or your previous six passwords
- Not use the names of the months (example: march123)
- Not contain special characters, spaces, or three consecutive letters or numbers (example: 2KAAA4, X2#_14)
Pick and Answer Two Secret Questions

Resetting/Changing password in CCER-WF Customer Service

- Select **first** question from the drop down list
- Provide an answer (Case Sensitive)!
- Repeat the process with a **different** question, not same
- Remember the answers (Case Sensitive)!
Next Steps:

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

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This screen lets user know what remaining step are left to accomplish: Click “Continue” move forward

Step 1:  Accept the **CEO** Terms of Use
Step 2:  Create a User Profile
Request copy of Term of Use
# 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:**

**Middle Initial:**

**Last Name:**

**Title:**

**Functional Area:**

**Email:**

### Your Phone Number:
Choose either United States OR International, and enter your phone number.

- **United States**
  
<table>
<thead>
<tr>
<th>Area Code</th>
<th>Telephone</th>
<th>Extension</th>
</tr>
</thead>
</table>

- **International**
  
<table>
<thead>
<tr>
<th>Country Code</th>
<th>City Code</th>
<th>Telephone</th>
<th>Extension</th>
</tr>
</thead>
</table>

### Your Fax Number:
Choose either United States OR International, and enter your fax number.

- **United States**

<table>
<thead>
<tr>
<th>Area Code</th>
<th>Fax Number</th>
</tr>
</thead>
</table>

- **International**

<table>
<thead>
<tr>
<th>Country Code</th>
<th>City Code</th>
<th>Fax Number</th>
</tr>
</thead>
</table>

[Save] [Cancel]
Welcome Henry Wells

Select **Commercial Card Expense Reporting** from the "my services" menu.

---

Select **Commercial Card Expense Reporting** from the "my services" menu.
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 (dial-up connections may not perform adequately)
Commercial Card Expense Reporting (CCER)

Two Division – Funding Source

- General Fund
- Contract Fund

Expenditure accounts (validation tables) will not allow cross distributions, exception sole divisions.

Funding source requirements must remain segregated.

Accessed via Wells Fargo’s secure Commercial Electronic Office™ (CEO) portal
Purchasing Card Data Flow

Data is available at all times through our CEO Website (Stored for 13 months)

Email are sent to all cardholders, notifying to sign-on and reconcile program/department statements

The cardholder(CH) recodes, adds Out-of-Pocket, prepares a receipts packet and submits the statement report to assigned approver

Data is maintained on WF web site for 13 months so that department transaction data can be searched, reports can be prepared and other purposes, and past history can be reviewed and audited.

The PA reviews all data, makes any changes necessary, and prepares an export file to be uploaded to account General Ledger (G/L)

Manager receives an email when the employee completes reconciliation, reviews reports and receipts, and approves statements; forward to PA
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™ (CEO) portal.

Cardholders/Reconcilers Can:

- Input a business description for all transactions posted monthly
- Review/Reclassify (allocations) transactions
  - Department accounts number/object codes(sub-accounts)
- Split transactions (multiple allocations)
- Add OOP (Out-Of-Pocket Expenses)-Reimbursements
- View Level II transactions(item descriptions & taxes)

Approvers Can:

- Review/Approve cardholder monthly statements
- Approve cardholders “OOP” reimbursements
- Generate/View statement summary reports
Reconciliation cycle: Close out Period

- Cardholder/Reconciler review period
  - An email will be sent out to cardholders/reconcilers when statements are ready for review. Emails will be sent even if the cardholder doesn’t have any transactions.
  - If the cardholder has not reviewed the statement after \# calendar(s) days, a reminder email will be sent out. Cardholders will have an additional \# calendar(s) days to complete the review.
  - All statements must be reviewed during \# calendar(s) day period each month. If you are on vacation or do not have access to a computer, contact your program administrator. Reconciler is recommended to assist during reconciliation periods.

Cardholder statement review period:
4 calendar day window each month, this window will vary if the statement end date falls on a weekend. (Saturday/Sunday) will be notified through a broadcast and will appear in Cycle-To-Date
Cardholder/Reconciler Experience
Cardholder statement ready for review

Statement review for 09/30/2010

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.)
Manage Statements

- Review open statements (default)
Manage Statements

- View previous statements; statement hard copies before submittals
- 13 months of history
Manage Statements

- View cycle-to-date transactions - In Current Cycle Period.
- Appear on your statement as they are posted through the Visa® system
### Manage Statements

- Each PCard transaction on the card will produce a G/L entry.
- Default values are assigned to custom fields, Account numbers, depart #
- Default values mapped to the general ledger (G/L) code (object/sub-account) based on merchant type.
If a vendor transmits additional details with the transaction, the merchant name is **RED** and underlined.

Not Original Receipt

Select the merchant name to access the detail screen.

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Available functionality **RED Radio button** includes:

- **Reclassify** - reallocate an entire transaction
- **Add Descriptions** - provide transaction details
- **Split and Reclassify** – divide a transaction multiple ways
- **Dispute** – dispute a transaction
Reclassify screen

- Enter a business description, review/reclassify custom fields and the GL code
- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " \\

Please note the system will timeout without notice after 15 minutes of inactivity. You will receive a 10 minute warning on all “Action” screens. Click OK to reset the timer

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Reclassify screen - drop list

G/L code

Account number
Add description – From Statement Screen

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>Custom Fields</th>
<th>G/L Code</th>
<th>Receipt Attached</th>
<th>Amount / Original Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>08/26/2010</td>
<td>08/30/2010</td>
<td></td>
<td>Chilli's Grill</td>
<td>3240 - Per Diem Meals</td>
<td>□</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>08/26/2010</td>
<td>08/30/2010</td>
<td></td>
<td>Hertz Rent-a-car</td>
<td>3220 - Vehicle Rental</td>
<td>□</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Open Description box on Statement Screen by clicking on the word “Description”/to close box click on 

[Crosshair]
### Add description screen

**Add a transaction description (Be Specific) 200 character limit**

- Provide a business purpose for travel/purchasing related expenses

- Adhere to NN Policies: Travel and Procurement

- Adhere to company policy

- Avoid special characters - < > % ; ( ) & + \ # ? { } I ^ ~ [ ] " `
Split and reclassify screen

- 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

Click the icon to reclassify General Ledger Code
Enter a business description
Click the icon to choose values to reallocate the transaction
Dispute transaction screen

- Please try to contact the vendor **FIRST** to get a refund or correction
- If unresolved after working directly with the vendor, complete the online form
- Notify program administrator of dispute
- You have **60 days** from the post date to dispute a transaction
OOP Reimbursement

- CCER has the ability to reimburse miscellaneous, out of pocket (OOP) expenses as part of the statement reconciliation process.
  - Tips (baggage), tolls, mileage, parking
  - Any small dollar expense that cannot be processed by pcard

- In addition, these OOP expenses can be sent directly to the cardholder’s designated account (checking or savings) via ACH. If not provided, a manual check process will be made, after download is completed.

- APPROVER must approve before the close out of Approver period.
  - Will cycle for another month
Out-of-Pocket Expenses (OOP)

Click “Add an Expense” to add items
Out-of-Pocket (OOP) Screen

1. Enter transaction date, description and select correct expense category (pre-map object code) and enter $ amount

2. If for mileage, Enter round trip mileage and select mileage rate; cannot exceed $500 line entry (split rate beyond $500 line entry)

3. Add description

4. Modify the custom field(s) and Business unit if necessary
Out-of-Pocket (OOP) – Example of completed screen

Viewing 1 to 5 of 5 Items

### Example of OOP detail screen
Direct Deposit of OOP Expenses

- Select Bank Information from the left navigation menu and enter your personal bank account information.
- **Only Cardholders have access to the Bank Information screen.**
How to locate Bank Account information on from your personal check

9 Digit Routing Number

Bank Account #

Do not need to void or submit check information
### Personal profile

**User Information**

| Company Name: | THE NAVAJO NATION |
| Division:     | GENERAL(10001)   |
| Unit:         | OFFICE OF THE CONTROLLER-NN |
| First Name:   | JACK             |
| Middle Name:  |                 |
| Last Name:    | KLINE            |
| Email:        | JKLIME@YAHOO.COM |

**Card Information**

<table>
<thead>
<tr>
<th>Mailing</th>
<th>USA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Type:</td>
<td>NAVAJO NATION</td>
</tr>
<tr>
<td>Address Line 1:</td>
<td>PO BOX 9000</td>
</tr>
<tr>
<td>City:</td>
<td>WINDOW ROCK</td>
</tr>
<tr>
<td>State:</td>
<td>AZ</td>
</tr>
<tr>
<td>Zip Code:</td>
<td>86515-9000</td>
</tr>
</tbody>
</table>

Billing address for online and phone orders
Card Information

<table>
<thead>
<tr>
<th>Mailing</th>
<th>Address Type: US Domestic</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Address Line 1: 155 5TH ST</td>
</tr>
<tr>
<td></td>
<td>Address Line 2:</td>
</tr>
<tr>
<td></td>
<td>City: SAN FRANCISCO</td>
</tr>
<tr>
<td></td>
<td>State: CA</td>
</tr>
<tr>
<td></td>
<td>ZIP Code: 041032919</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Embossing</th>
<th>Name Line 1: Jack Kline</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name Line 2: ABC Manufacturing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company #: 140</td>
</tr>
<tr>
<td>Dept #: 24</td>
</tr>
<tr>
<td>Location Code: 2015</td>
</tr>
<tr>
<td>Project ID: 09</td>
</tr>
</tbody>
</table>

Account Parameters

- Templates: CH Level Template

Limits
- Daily Number of Transactions: 10
- Monthly Number of Transactions: 100
- Daily Dollar Limit: $500
- Monthly Credit Limit: $5,000.00
- Single Purchase Limit: $500.00

Available Credit as of 01/31/20xx: $200.00
- Declining Balance: Yes
- Number of Months Active: 10

MCC Strategy
- Select Strategy: Inclusion
- Selected Groups: Travel, Lodging

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

Available credit field is the remaining balance of the cardholder’s existing credit limit.
Complete your review

- Select **statement reviewed/completed** and a message box appears indicating that an email will be sent to your approver.
- Print a statement copy and attach required receipts—Sign statement packet.
- Forward Statement packet signed and date/receipts to your Approver.
Cardholder Responsibility

- Collect receipts to verify purchases for auditing

- Watch for unauthorized transactions on your statement and report/dispute them immediately

- Dispute any incorrect charges with the vendor directly before filing an online or paper dispute form

- Complete your reconciliation by the due date each month

- Keep the card (and card number) confidential
Cardholder Responsibility

- Turn in monthly statement packets, include receipts and supporting expense documents, Signed

- Verify OOP stature, reminder’s to Approver's

- Update and maintain the OOP bank information, change of accounts. Approvers and PA not responsible.

- Check card parameter on line, before travel/purchase to request increases-Approvers concurrence, Specific details of duration, amount.

- Call Wells Fargo Business Process Customer Service Center 1-800-932-0036 24/7 after Navajo Nation Business Hours. Navigation/access not internal NN policy and procedures related questions.
Contact Information

- Wells Fargo - 1-800-932-0036
  - 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

- Contact a Program Administrator if:
  - You have questions about your card
  - Need to increase your credit limit, memorandum with Concurrence- Department Approval Authority
    - Dollar amount of increase, Business Unit, Duration: (temporary or permanent) and Last 4 digits of your card
    - External funds require approval from your program accountant at Contract Accounting prior to increase.
  - Change Employment status-require PAF
  - Order new cards for employees, approved application submittal
Approver experience
Approver Reporting Options

- Standard Reports include:
  - Account Spending Analysis
  - Merchant Transaction Summary
  - Statement Summary
  - Top 10 Carrier Summary
  - Top 10 Vehicle Chain Summary
  - Top 25 Lodging Chain Summary
  - Transaction Detail Report

- Customized Reports
  - Create custom templates
  - Print, view or download transaction detail for unit
  - CCER has 70+ standard fields and up to 5 custom fields
Reconciliation cycle

- Approval Period/deadline
  - An email will be sent to the approver once the cardholder has finished reviewing the statement indicating to the approver that the statement is now ready to be reviewed/approved.
  - Approvers must have all statements approved by # calendar(s) days after the end of the cardholder period.
  - If an approver fails to approve out-of-pocket expenses before the approver deadline, the expenses will not be paid out and will re-appear on the cardholder statements next month.
  - If Approver is on vacation or do not have access to a computer, contact your Program Administrator, designate a secondary approver can be assigned to your cardholders profiles.

Approver deadline:

Approvers have designated # calendar day window after the cardholder review period is over. The deadline will be displayed on summary bar during close out for Department/Program final approval period.
E-Mail notification

Approver mail (after grace period end date)

Cardholder statement review overdue for 09/30/2010

Dear Approver:

The following cardholder(s) have not reviewed their most recent statement:

Lastname, Firstname xxxx-xxxx-xxxx-1234

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.
Dear Approver:

The most recent statement has been reviewed for the following cardholder:

Lastname, Firstname

xxxx-xxxx-xxxx-xxxx-1234

The statement(s) are ready for your review by accessing the Wells Fargo Commercial Card Expense Reporting system.

Please complete your review in a timely manner. This is an automated email. Please do not reply to this message.
Manage Statements

- Statement approval queue (when the cycle is ready for review)

- Notify Program Administrator if a secondary approver is needed with memorandum; needs to be familiar with close out process.
### Manage Statements

- **Cycle-to-date transactions**
- **Approvers can view activity for any cardholder that rolls up to them for approval**
View Reclassifications

- View transaction details by cardholder
- Make changes if necessary; dept expenditures to FMIS system budgets
## Approve OOP Expenses

### Out-of-pocket Expenses

Viewing 1 to 3 of 3 Items

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Expense Category</th>
<th>Custom Fields</th>
<th>G/L Code</th>
<th>Distance / Item Count</th>
<th>Rate / Per Diem</th>
<th>Status</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/25/20xx</td>
<td>Tips</td>
<td></td>
<td>274210</td>
<td></td>
<td></td>
<td>Pending Approval</td>
<td>$2.00</td>
</tr>
<tr>
<td></td>
<td>Description: Bellboy tip</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03/25/20xx</td>
<td>Mileage</td>
<td></td>
<td>273004</td>
<td>14</td>
<td>.55 - IRS rate</td>
<td>Pending Approval</td>
<td>$7.70</td>
</tr>
<tr>
<td></td>
<td>Description: Mileage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03/25/20xx</td>
<td>Taxi</td>
<td></td>
<td>273001</td>
<td></td>
<td></td>
<td>Pending Approval</td>
<td>$75.00</td>
</tr>
<tr>
<td></td>
<td>Description: Taxi fare</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Total Out-of-pocket: $84.70

Viewing 1 to 3 of 3 Items

Modify | Approve | Pending | Decline

Click to view and approve OOP Expenses
Approve the OOP expenses separately from the transactions to ensure cardholders get reimbursed.

If an approver fails to approve out-of-pocket expenses before the approver deadline, the expenses will not be paid out and will re-appear on the cardholder statement next month.
Statement approval

- Review transaction detail, descriptions, receipts, and make sure all are in compliance with company policy for card charges and OOP reimbursements

- Approve the card expenses by clicking “approve statement”
Contact

Program Administrators

Purchase Card Section
Frasier Begay, AMS
Rhiannon Francis, AMS
Marcie Allison-Destea, AA
Lorenda Sam, Accountant
Elsie Julian, Sr. Accountant

Office of the Controller
PO Box 3150
Window Rock, AZ 86515
928-871-6042 phone
928-871-6026 fax

Purchasing
Janice Haskie, Buyer  928-871-6316
Lorita Etsitty, Accounting Manager

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Thank you!