



CEO Mobile[®] Service Commercial Card Expense Reporting

User Guide

Together we'll go far



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Introduction

The *Commercial Electronic Office*® (*CEO*®) service allows you to access Commercial Card Expense Reporting (CCER) from a mobile device through the *CEO Mobile*® service. You can view account information, submit an out-of-pocket expense, and edit an out-of-pocket expense.

Note: The Commercial Card Expense Reporting options available to you depend on the options your company has selected, and the privileges assigned to you.

Follow these steps, using your *CEO* portal credentials, to access Commercial Card Expense Reporting from the *CEO Mobile* service.

Accessing Commercial Card Expense Reporting from a mobile device

1. On your handheld device, go to <https://ceomobile.wf.com>.

Note: Consult your mobile device's manual for detailed information on your device's Internet capabilities. Also see the Mobile browser FAQs section for more general information on web browsing with mobile devices. If you have an iPhone and want a better user experience, download the free *CEO Mobile* application from the iPhone App Store.

2. Once you have navigated to the sign on page, enter your *CEO* portal sign on information and tap **Sign On**.



WF CEO Mobile®	
Company ID	company
User ID	user
Password	password
Sign On	
Trouble logging in?	
Security & Privacy Policy	

3. From the *CEO Mobile* home screen, tap **Commercial Card Expense Reporting**.

Note: If Commercial Card Expense Reporting is the only *CEO Mobile* service you have access to, the Commercial Card Expense Reporting home screen displays after you sign on.



Program administrator

Program administrators can use Commercial Card Expense Reporting from the *CEO Mobile* service to search users, edit user card limits, view user card declines and edit MCC strategies.

View card declines

1. From the Commercial Card Expense Reporting – Program Administrator home page, tap **Declines**.



The Search Users – View Declines page displays.

Last Name	<i>e.g., Smith</i>
First Name	<i>e.g., John</i>
Division	All Divisions & Companies ▼

Search

2. Enter the user's Last Name.
3. Enter the user's First Name.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.

The Search Users – View Declines page displays.



5. Tap **Multiple – View Details** in the user account to view user declines.

Note: Tap **Show More Items** to look for another cardholder, or tap **Menu** on the top of the display to go back to the Commercial Card Expense Reporting home page when finished viewing the account.

6. Tap the user name to view declines.

The View Declines page displays.



7. If the user has multiple cards, tap the card to select a different card number to edit.

Note: Tap **Search User** to look for another cardholder from the Search Users – View Declines page or tap **Menu** to return to the Commercial Card Expense Reporting home page when finished viewing the account.

Edit card limits

You can edit card limits if you are an authorized program administrator with edit card limits privilege for your company.

1. From the Commercial Card Expense Reporting – Program Administrator home page, tap **Limits**.



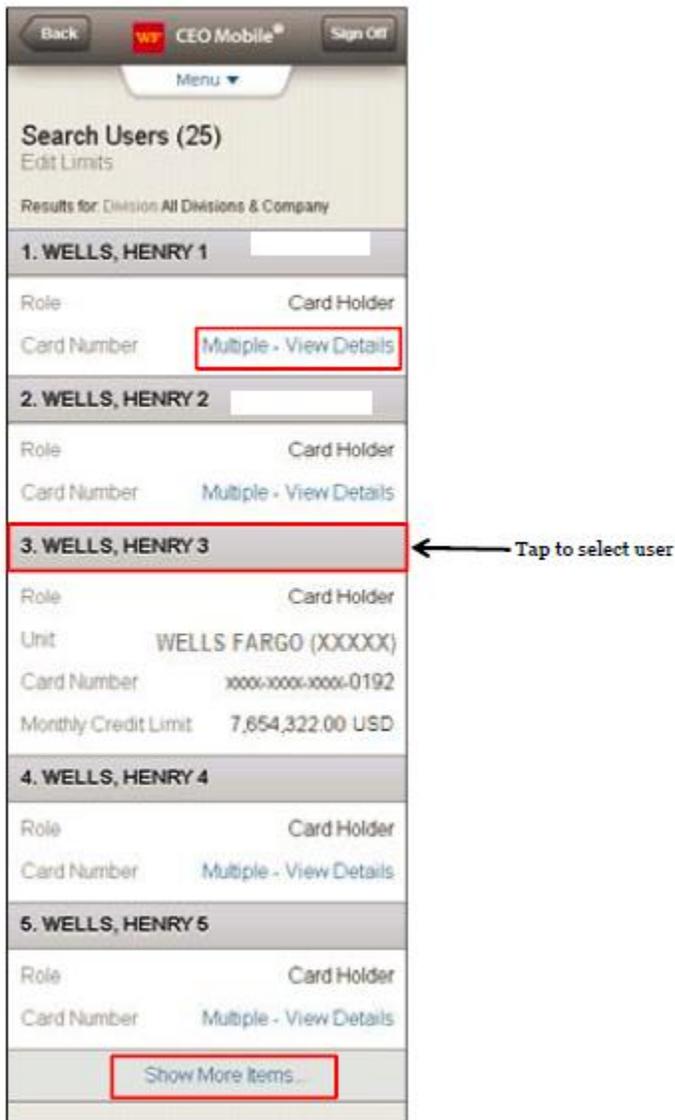
The Search Users – View Limits page displays.



2. Enter the user's Last Name.
3. Enter the user's First Name.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.

The Search Users – Edit Limits page displays.



5. Tap **Multiple – View Details** in the user account to view the limit information.

Note: Tap **Show More Items** to look for another cardholder or tap **Menu** on the top of the display to go back to the Commercial Card Expense Reporting home page when finished viewing the account.

6. Tap the user name to edit card limits.

The Manage User – Edit Limits page displays.

Back **WF** CEO Mobile® Sign Off

Menu ▾

Manage User

Edit Limits

User: HENRY WELLS

Card No:

Last Changed: 11/08/20XX 12:00 AM

Daily Number of Transactions	0
Monthly Number of Transactions	0
Daily Dollar Limit (CAD)	0.00
Monthly Credit Limit	20,000.00 USD
Requested Monthly Credit Limit (CAD)	0.00
Single Purchase Limit (CAD)	0.00
Available Credit	20,000.00 USD

7. If the user has multiple cards, tap the card to select a different card number to edit.
8. Enter the changes to the user limits.
9. Tap **Continue**.

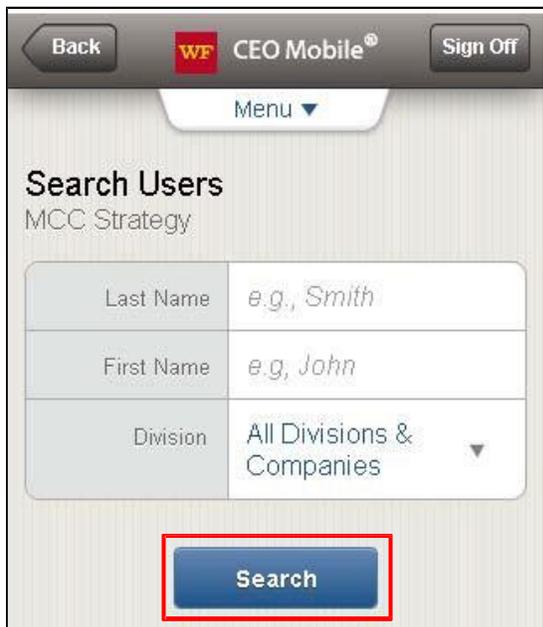
Note: Confirm the changes when the confirmation page displays. Repeat the editing of the user limits for any additional cards.

Edit MCC Strategy

1. From the Commercial Card Expense Reporting – Program Administrator home page, tap **MCC Strategy**.



The Search Users – MCC Strategy page displays.



2. Enter the user's Last Name.
3. Enter the user's First Name.
4. Tap **Search**.

Note: Steps 2-3 above are optional. To search for all users, tap **Search** with the Last Name and First Name left blank.
The Select Users – MCC Strategy page displays.



Tap to
select
user

5. Tap **Multiple – View Details** in the user account to view MCC Strategy.

Note: Tap **Show More Items** to look for another cardholder or tap **Menu** on the top of the page to go back to the Commercial Card Expense Reporting home page when finished viewing the account.

6. Tap the user name to edit the MCC Strategy.

The Manage User – MCC Strategy page displays.

The screenshot shows the 'Manage User' screen in the CEO Mobile app. At the top, there is a navigation bar with 'Back', 'CEO Mobile', and 'Sign Off' buttons. Below the navigation bar is a 'Menu' dropdown. The main content area is titled 'Manage User' and 'MCC Strategy'. The user name is 'HENRY WELLS'. The card number is 'xxxx-xxxx-xxxx-0479'. The MCC Strategy is set to 'Inclusion'. Below this, there is a section for 'Selected Groups (5)' with an 'Edit' icon. The groups listed are 0500001, 0500002, 0500003, 0500004, and 0500005. At the bottom, there are 'Cancel' and 'Continue' buttons. The 'Continue' button is highlighted with a red box.

7. Enter the changes to the MCC Strategy by tapping the **MCC Strategy** dropdown menu for a list of MCC Strategies.
8. Tap **Continue**.

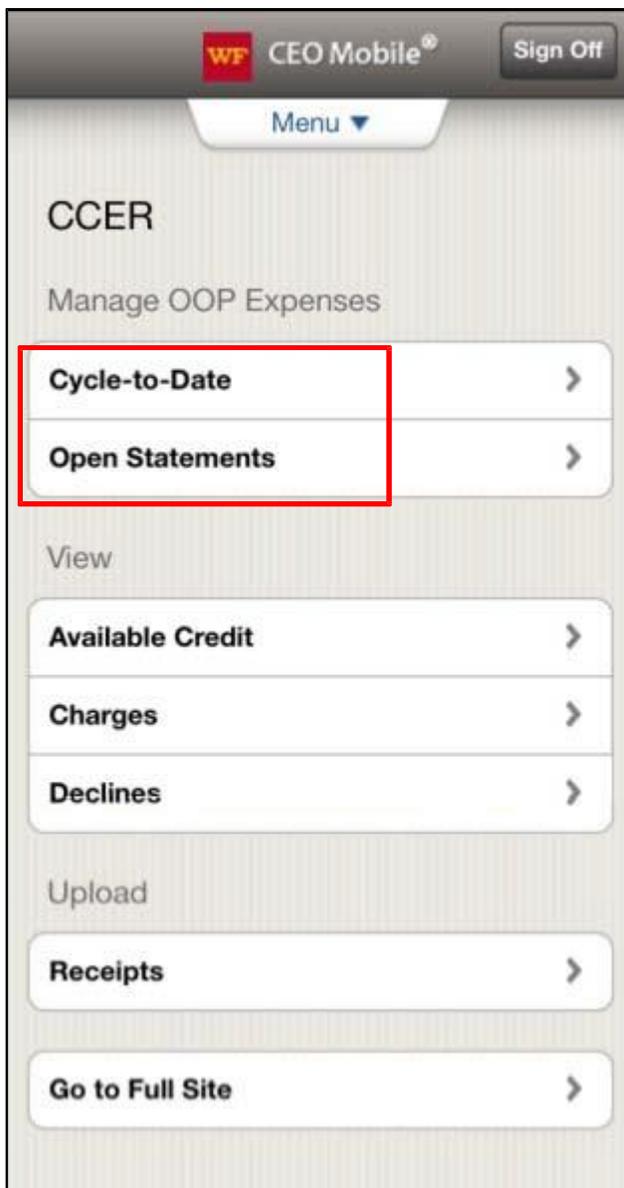
Note: Confirm the changes when the confirmation page displays. Repeat the editing of the MCC Strategy for any additional cards.

Cardholder

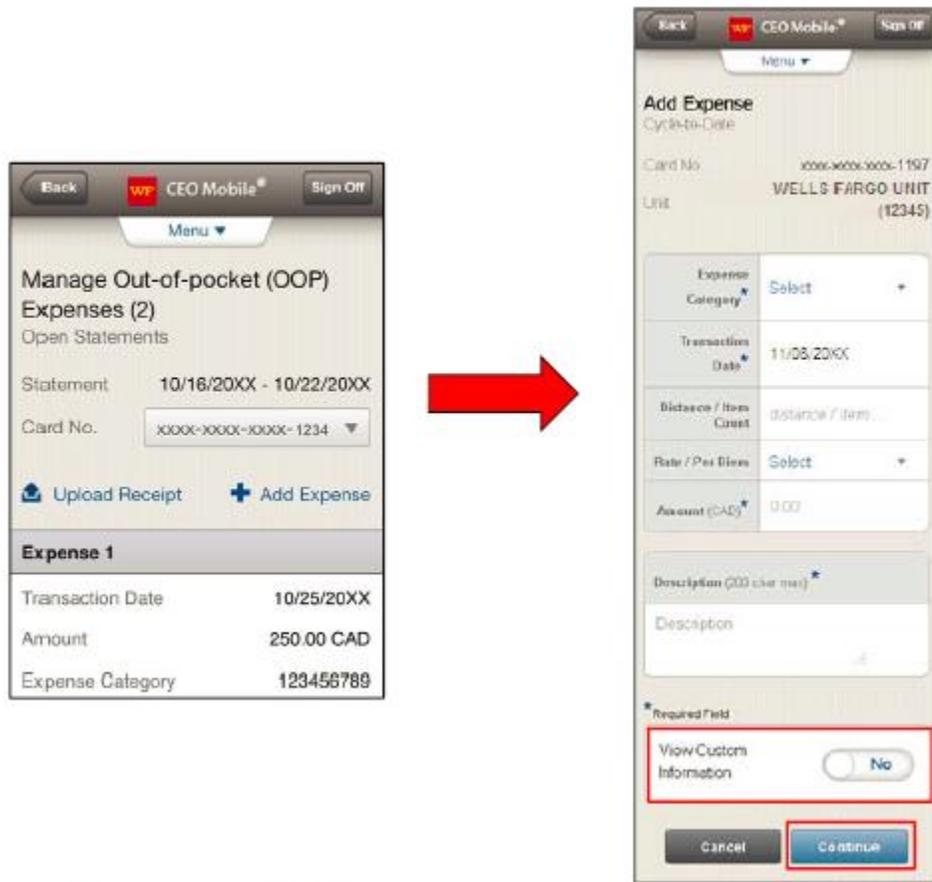
Cardholders can access Commercial Card Expense Reporting through the *CEO Mobile* service to add or edit out-of-pocket expenses, view their available credit, view their charges, and view their declines.

Add out-of-pocket (OOP) expenses

1. From the Commercial Card Expense Reporting – Cardholder home page, tap **Cycle-to-Date** or **Open Statements**.



The Add Expense – Cycle-to-Date page displays or the Manage OOP Expenses – Open Statements page displays.



2. Tap the **Expense Category** from the dropdown menu.
3. Enter the Transaction Date. This is a required field (use the MM/DD/YYYY format).
4. Enter the Distance/Item Count, if applicable.
5. Tap the **Rate/Per Diem** from the dropdown menu, if applicable. Or enter the Amount. An entry in either the Rate/Per Diem or Amount field is required.
6. Enter a Description. This required field allows a maximum of 200 characters.
7. Tap the **View custom information** check box. A new page allows you to view all custom field values before confirming the out-of-pocket submission.

Note: From the Commercial Card Expense Reporting desktop version, you can reclassify custom field information for any card or out-of-pocket transaction.

8. Tap **Continue** to add an expense or **Cancel** to return to the Cardholder – Manage OOP Expenses menu.

The Verify Add Expense – Cycle-to-Date page displays.

CEO Mobile Sign Off

Verify Add Expense

Cycle-to-Date

Card No. xxxxx-xxxxx-xxxxx-1197
Unit WELLS FARGO UNIT (12345)

Expense Category	456 - Travel
GL Code	TAXI FARES
Transaction Date	11/08/20XX
Distance / Item Count	55.0
Rate / Per Diem	0.0100
Amount	0.55 USD
Description	parking

Email confirmation No

henry.wells@wellsfargo.com

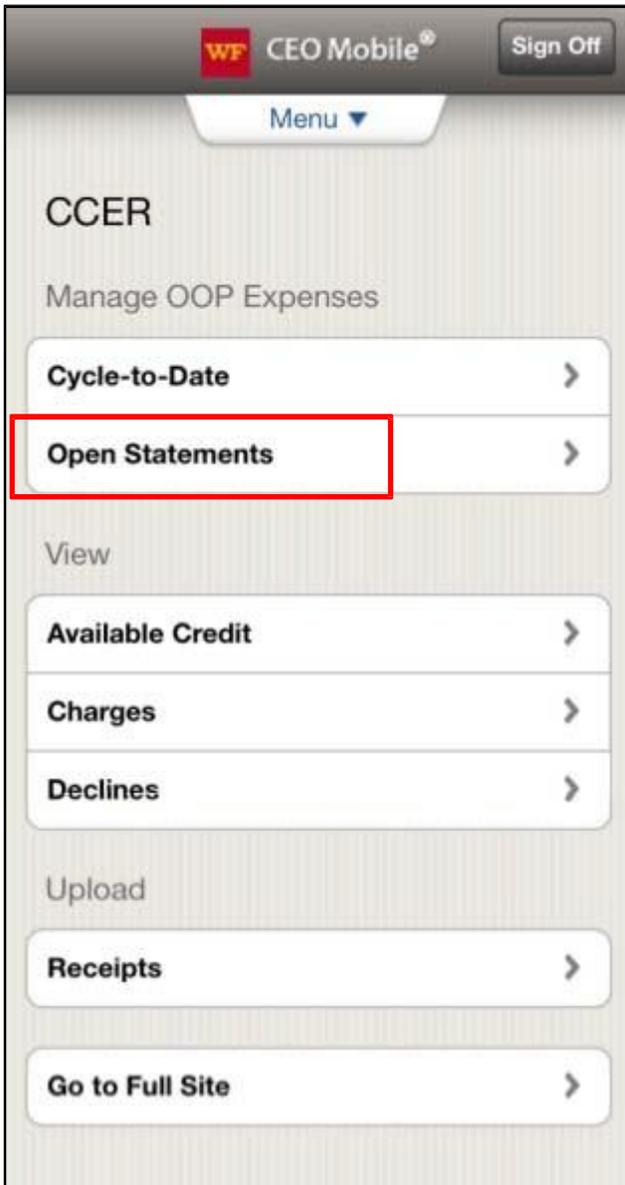
Cancel Edit Submit

9. You can select **Yes** for email confirmation to receive email confirmation of the changes you've submitted.
10. Tap **Submit** to save.

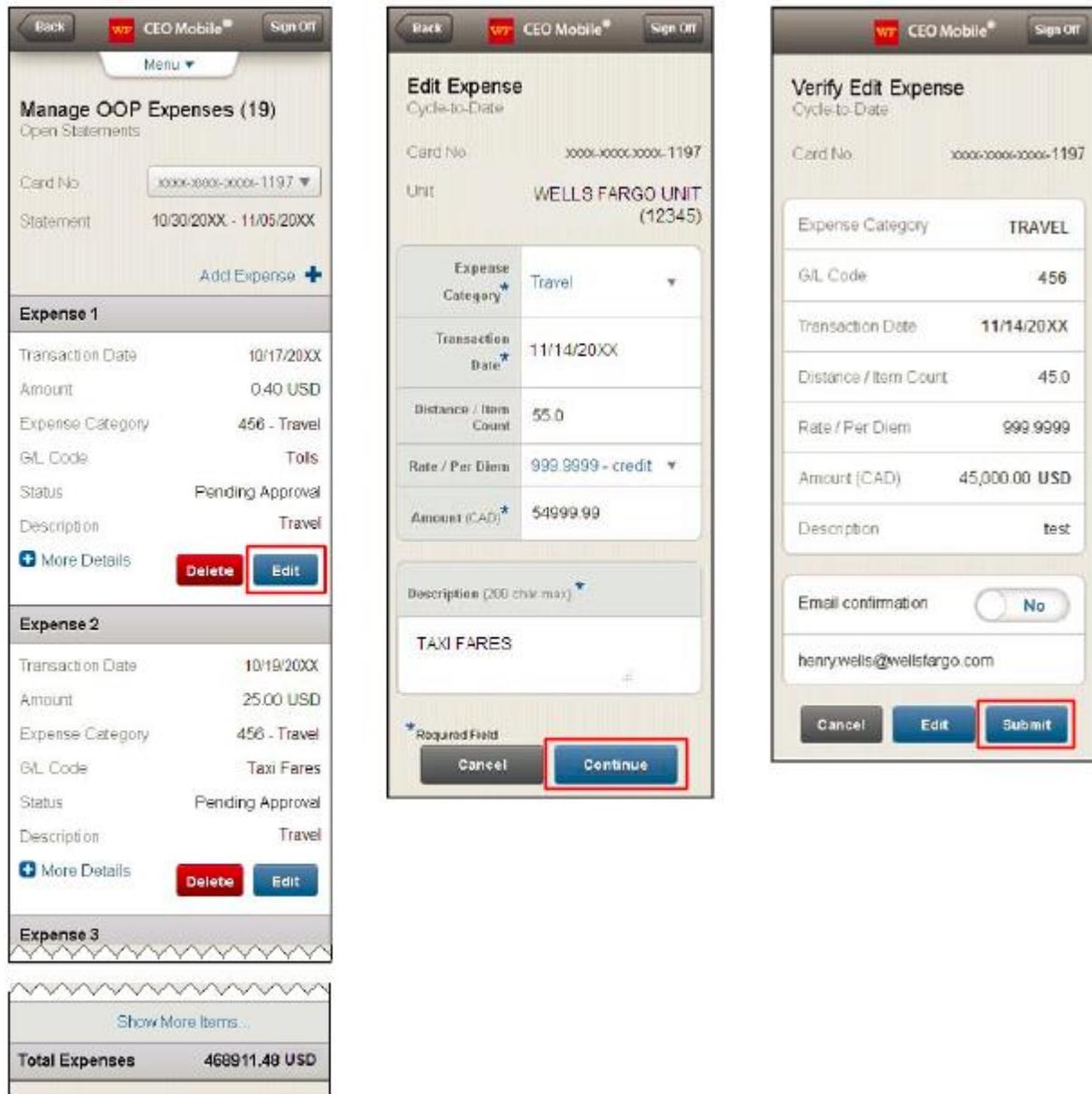
Note: You can also tap **Edit** to make changes before confirming or **Cancel** to cancel the expense entry.

Edit out-of-pocket (OOP) expenses

1. From the Commercial Card Expense Reporting – Cardholder home page, tap **Open Statements**.



The Manage OOP Expenses – Open Statements page displays.

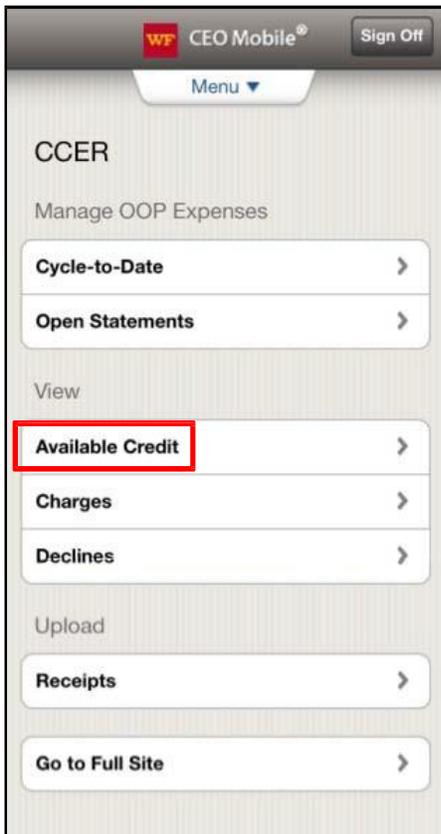


2. Tap **Edit** in the transaction to update the expense or **Delete** to delete the transaction.
3. On the Edit Expense screen, tap the category to edit, enter your updated information, and tap **Continue**.
4. Verify your changes on the Verify Edit Expense screen, and tap **Submit**.

View available credit

Use this service to view your available credit.

1. From the Commercial Card Expense Reporting – Cardholder home page, tap **Available Credit**.



The Available Credit is listed on the View Available Credit page.



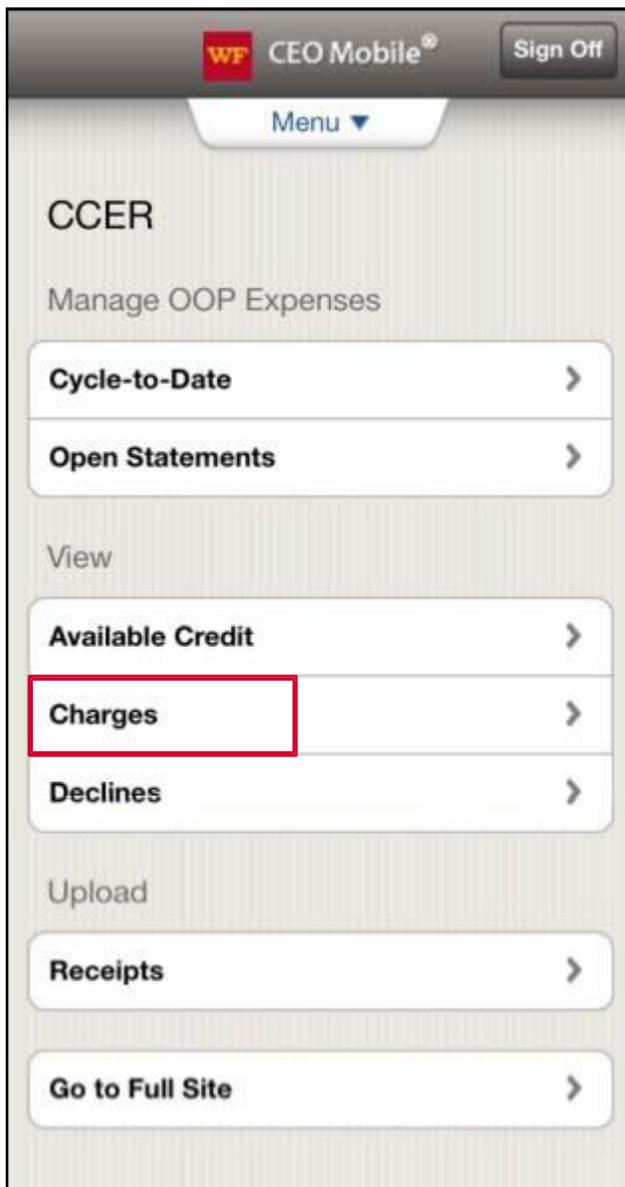
2. For multiple cards, tap the card to review from the Card No. dropdown menu.

From the top of this page, you can tap **Menu** to return to the Commercial Card Expense Reporting home page or tap **Sign Off** to leave the *CEO Mobile* service.

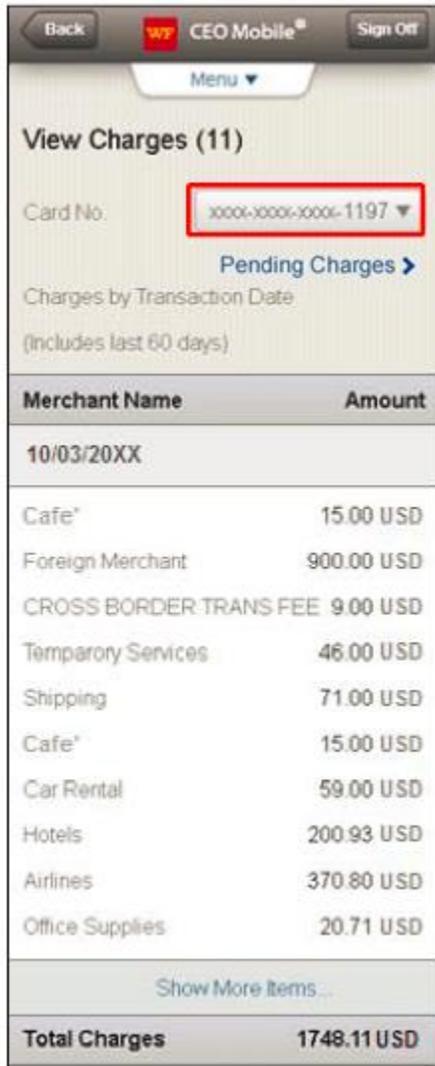
View card charges

Use this service to view all your card charges made over the past 60 days.

1. From the Commercial Card Expense Reporting – Cardholder home page, tap **Charges**.



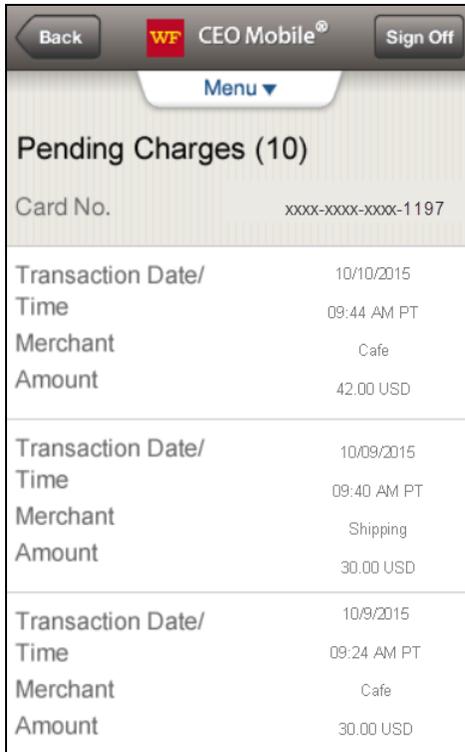
The View Charges page displays where you can review your submitted charges for the past 60 days. If the user has multiple cards, tap the card to select a different card number to edit.



Note: From the top of this page, you can tap **Menu** to return to the Commercial Card Expense Reporting home page or tap **Sign Off** to leave the *CEO Mobile* service.

View pending charges

When viewing charges, you can view temporary authorizations for charges that have not yet posted by selecting **Pending Charges** on the View Charges screen.



The screenshot shows the 'Pending Charges (10)' screen in the CEO Mobile app. At the top, there is a navigation bar with 'Back', 'WF CEO Mobile', and 'Sign Off' buttons. Below the navigation bar is a 'Menu' button with a downward arrow. The main content area displays the card number 'xxxx-xxxx-xxxx-1197' and a list of three pending transactions. Each transaction entry includes the date, time, merchant name, and amount.

Pending Charges (10)	
Card No.	xxxx-xxxx-xxxx-1197
Transaction Date/ Time	10/10/2015 09:44 AM PT
Merchant	Cafe
Amount	42.00 USD
Transaction Date/ Time	10/09/2015 09:40 AM PT
Merchant	Shipping
Amount	30.00 USD
Transaction Date/ Time	10/9/2015 09:24 AM PT
Merchant	Cafe
Amount	30.00 USD

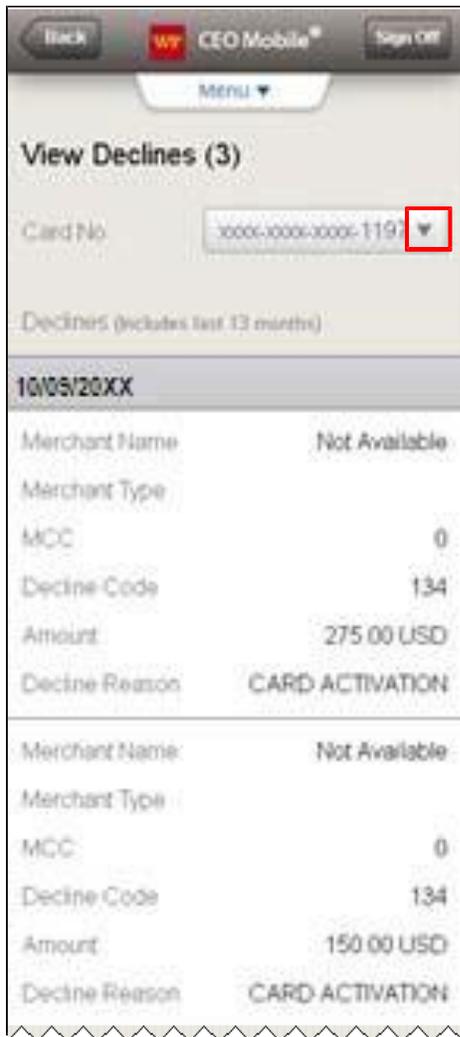
View card declines

Use this service to view all your card declines over the past 30 days.

1. From the Commercial Card Expense Reporting – Cardholder home page, tap **Declines**.



The View Declines page displays, listing the declines on your account for the past 13 months. If the user has multiple cards, tap the card to select a different card number to edit.



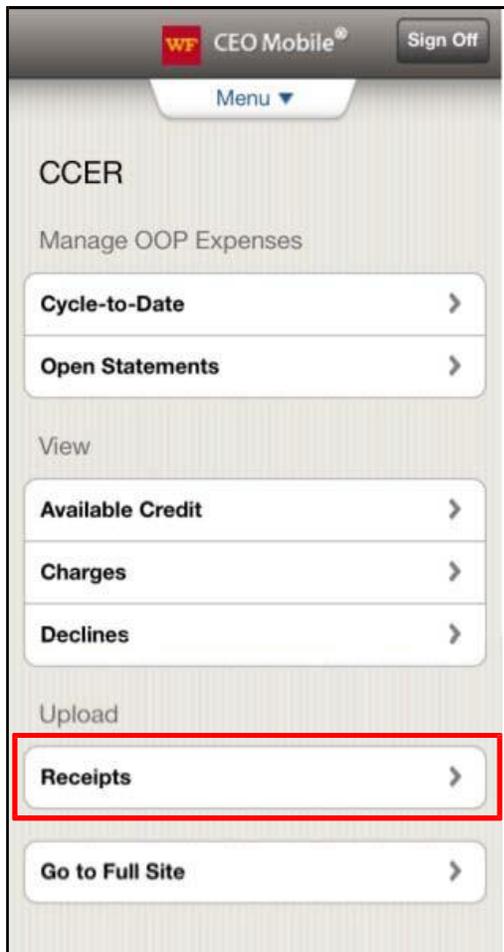
From the top of this page, you can tap **Menu** to return to the Commercial Card Expense Reporting home page or tap **Sign Off** to leave the *CEO Mobile* service.

Receipt image capture

Capture images of your paper receipts and upload them to CCER using your smartphone camera.

Note: These instructions describe the procedure for uploading receipt images using an iPhone. Android operating system users should follow the equivalent steps for their smartphone.

1. From the Mobile Commercial Card Expense Reporting home screen, in the Upload section, tap **Receipts**.



The system displays the Upload Receipt screen.

Select statement

Cycle-to-date statements include expenses and charges from the current statement period. Open statements include expenses and charges from the previous cycle still awaiting administrator review.

By default, the Statement Type section displays your cycle to-date statement. If you would like to change the statement type to Open:

1. In the Statement Type section, tap Cycle-to-Date.

The Select Statement Type panel displays.

2. Tap **Open**.

Note: The Open statement type option selects a statement currently in its review period. You cannot select previous statements whose review periods have closed.

3. Tap **Continue**.

Note: If you have multiple cards, you can select a different card in the Card No. section.



You can upload receipt images to CCER in two ways: 1) capture a receipt image using your smartphone camera and upload to CCER in one step, or 2) upload a receipt image that you captured previously from your phone's photo gallery.

Capture and upload receipt image using your camera

1. To capture a receipt image with your phone camera, verify the image clearly displays relevant transaction information including amount, items purchased, date, and merchant name.

Note: For best results, place the receipt flat on a dark background and wait a moment for your phone's camera to auto-focus on the receipt before capturing the image. Verify the receipt is well lit and keep your hands steady while taking the picture.

2. Tap the camera icon to take a picture of the receipt.

Note: When you tap the camera icon your photo is not automatically uploaded to *CEO Mobile*. To upload your receipt image, first take the picture with your phone's camera, then return to *CEO Mobile* and select that photo from your camera's gallery.



3. Tap **Use** if you are satisfied with the photo and can clearly read all of the text on the receipt. If you did not capture all of the details on the receipt, tap **Retake** to capture another image.

Note: You can take a photo of more than one receipt per image. Please refer to your company's policy.



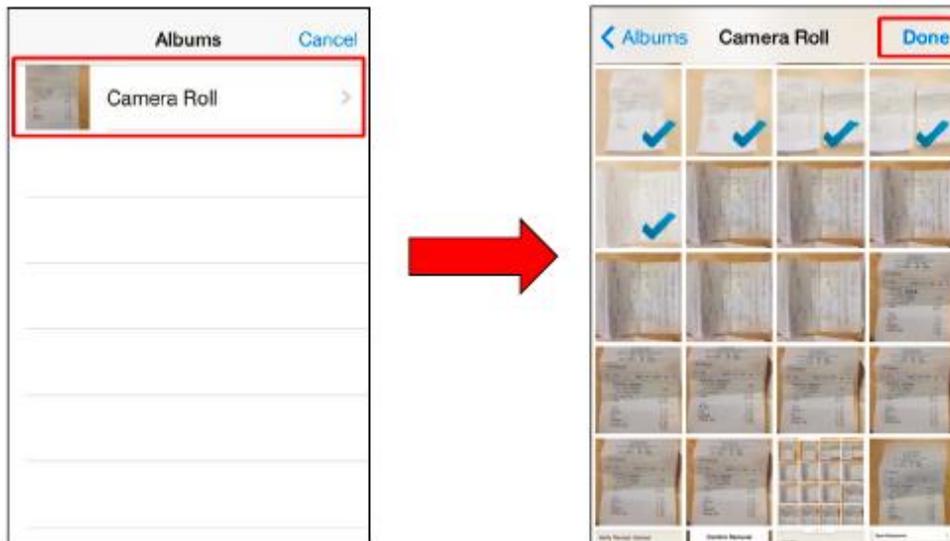
Upload receipt image from your photo gallery

1. To upload receipt images saved in your smartphone's photo gallery, tap the gallery icon.



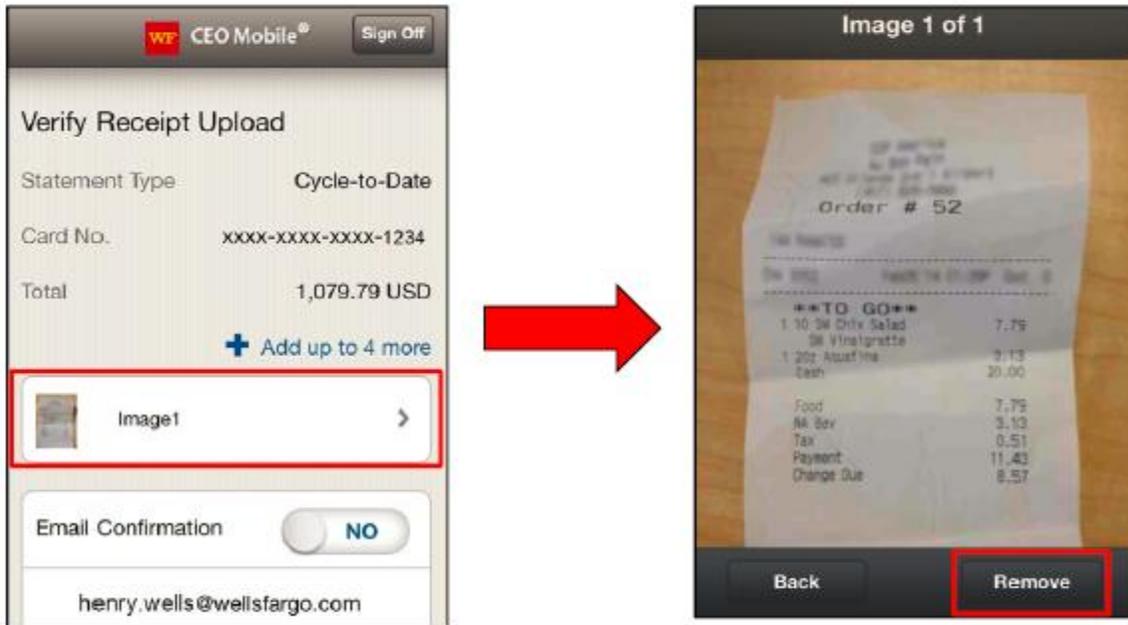
2. In your photo gallery, select the photos you would like to upload. Once you have selected your images, tap **Done**.

Note: You can upload up to five images at a time.

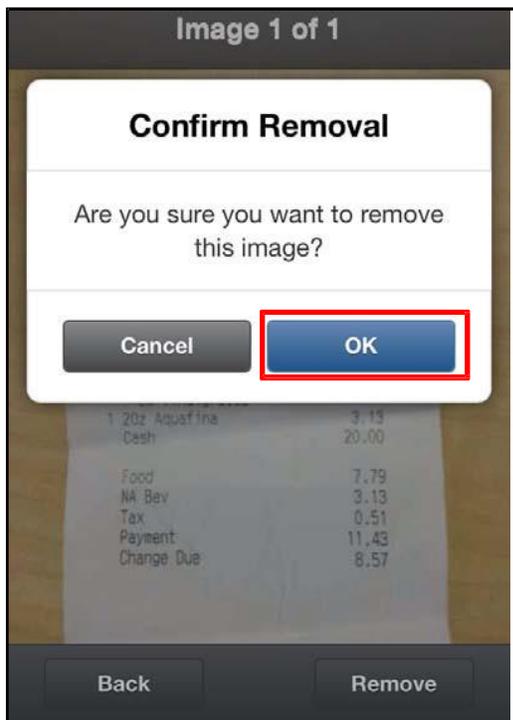


Remove an image

1. To remove an image before completing the upload, tap the thumbnail on the Verify Receipt Upload screen to display the image, then tap **Remove**.



2. To confirm image removal, tap **OK**.



Verify receipt upload

1. Review all details of your expense report statement and receipt images carefully.

Note: To display a larger picture of your receipt, tap the thumbnail image to zoom.

2. If you would like to receive a confirmation that your image uploaded successfully, select **Yes** in the Email Confirmation section.

Note: You will receive a separate email confirmation once your image is viewable in the CCER desktop application.

3. Tap **Submit**.

Note: You can upload more receipts (up to five total) by tapping the **Add up to # more** link.

WF CEO Mobile® Sign Off

Verify Receipt Upload

Statement Type Cycle-to-Date

Card No. xxxx-xxxx-xxxx-1234

Total 1,079.79 USD

[+ Add up to 4 more](#)

Image1

Email Confirmation YES ✓

henry.wells@wellsfargo.com

Cancel Submit

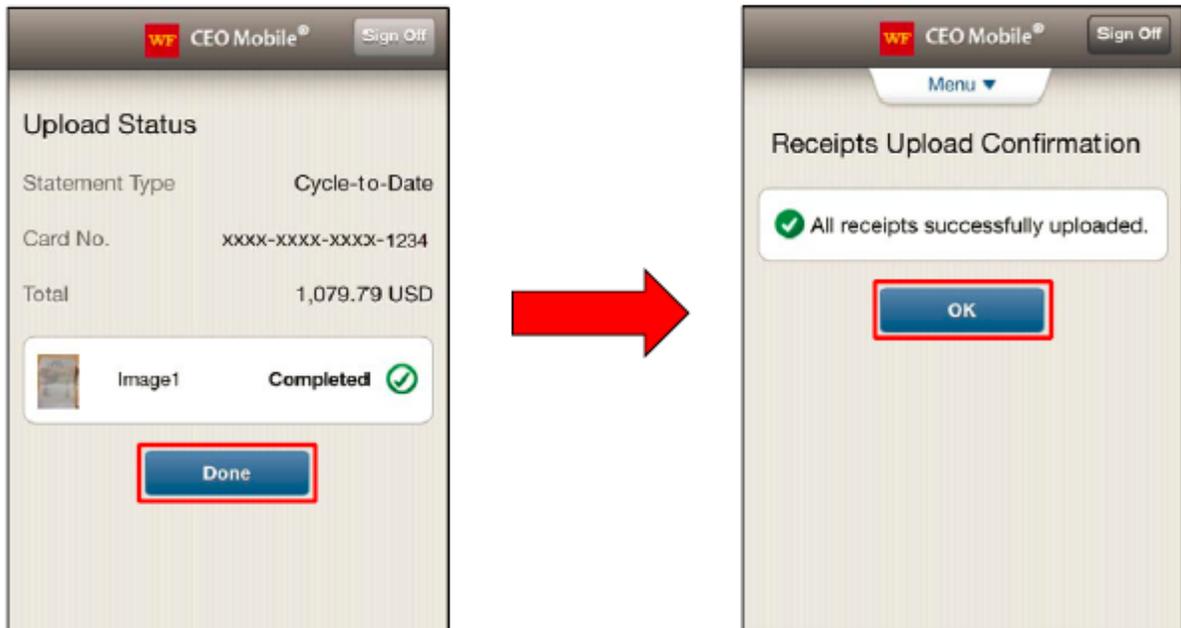
Confirm receipt upload

1. After a receipt has been uploaded successfully, the Upload Status screen will display the message "Completed" and green checkmark icon next to the image thumbnail.

Note: If your image upload is not successful, an error message will display. To try again, tap **Resend**.

2. Tap **Done**. You will be directed to the Receipts Upload Confirmation screen.
3. Tap **OK** to return to the Upload Receipt — Select Statement screen to upload additional receipts.

Note: To review images you have uploaded to CCER, log into the CEO portal application.



Out-of-pocket (OOP) only user

Adding an expense

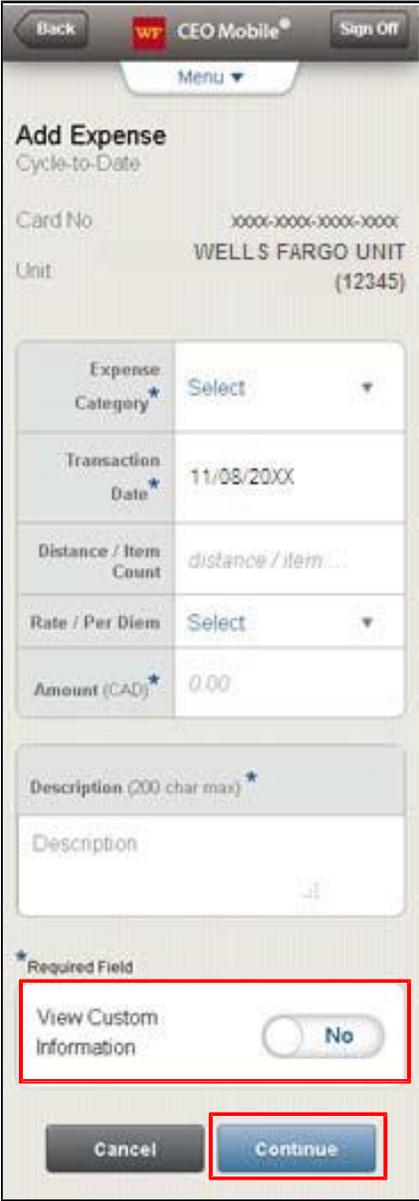
Out-of-pocket (OOP) only users (without cards) can also use the *CEO Mobile* service to view out-of-pocket expenses previously entered, and enter new out-of-pocket expenses.

1. From the Commercial Card Expense Reporting home page, tap **Cycle-to-Date** or **Open Statements**.

Note: The **Open Statements** link only displays if a statement is currently in the review period.



The Add Expense – Cycle-to-Date page displays or the Manage OOP Expenses – Open Statements page displays.



2. Tap the **Expense Category** from the dropdown menu.
3. Enter the **Transaction Date**. This is a required field (use the MM/DD/YYYY format).
4. Enter the **Distance/Item Count**, if applicable.
5. Tap the **Rate/Per Diem** from the dropdown menu, if applicable. Or enter the **Amount**. An entry in either the Rate/Per Diem or Amount field is required.
6. Enter a Description. This required field allows a maximum of 200 characters.
7. Tap the **View Custom Information** check box. A new page allows you to view all custom field values before confirming the out-of-pocket submission.

Note: From the CEO portal you can reclassify custom field information for any card or out-of-pocket transaction.

8. Tap **Continue** to add an expense or **Cancel** to return to the Cardholder – Manage OOP Expenses menu.

The Verify Add Expense – Cycle-to-Date page displays.

The screenshot shows the 'Verify Add Expense' screen in the CEO Mobile app. The header includes the WFP logo, 'CEO Mobile', and a 'Sign Off' button. The title is 'Verify Add Expense' with the subtitle 'Cycle-to-Date'. The form contains the following information:

Card No.	XXXX-XXXX-XXXX-XXXX
Unit	WELLS FARGO UNIT (12345)
Expense Category	456 - Travel
GL Code	TAXI FARES
Transaction Date	11/08/20XX
Distance / Item Count	55.0
Rate / Per Diem	0.0100
Amount	0.55 USD
Description	parking

At the bottom of the form, there is an 'Email confirmation' toggle switch set to 'No', an email address field containing 'henry.wells@wellsfargo.com', and three buttons: 'Cancel', 'Edit', and 'Submit'.

9. You can select **Yes** for email confirmation to receive email confirmation of the changes you've submitted.
10. Tap **Submit** to save.

Note: You can also tap **Edit** to make changes before confirming or **Cancel** to cancel the expense entry.

Signing Off

To sign off, tap **Sign Off** at the top of any screen.



Troubleshooting guide

Frequently asked questions: *CEO Mobile* service Commercial Card Expense Reporting

<i>If I'm an approver or reconciler, is there any functionality I can do on Commercial Card Expense Reporting from the CEO Mobile service?</i>	Not for this phase of Mobile Commercial Card Expense Reporting. Wells Fargo plans to add these roles as soon as possible.
<i>I am a program administrator and set a user limit to zero to cut the user off. However, the user can still use the card to make transactions. Why?</i>	Like the desktop version of Commercial Card Expense Reporting, the zero value means unlimited for every user limit except the Requested Monthly Credit limit.

Mobile browser FAQs

While customers are encouraged to contact their wireless carrier with general questions about mobile browsers, here are some common questions that may come up. These FAQs are intended to increase familiarity with mobile browsing and how it is likely to work with the *CEO Mobile* service.

<i>How is the browser on my mobile device different from my computer's browser?</i>	The mobile browser uses a smaller screen making the web pages and how data displays on the screen look different. You'll notice a change in how you navigate to links. Embedded applications such as Flash will usually not work. You may also find you are not able to view or use pages with complex functionality that requires plug-ins or Java.
<i>How much does it cost to use my mobile device to access the CEO Mobile service?</i>	This depends on your data plan; consult with your service provider. Most data plans charge based on the amount of data you access through your mobile browser. Often data is only transmitted when you make a web call, which happens when you tap a link or refresh a web page.
<i>Can I view a web page without loading its images (to save on data)?</i>	Individual mobile devices vary, but most don't have this capability.
<i>How do I know if my mobile device can access the Internet?</i>	Most mobile devices made today are capable of supporting mobile Internet browsing. Check your mobile device's user manual to see if it's web-enabled.
<i>Will mobile browsing usage affect the battery life of my phone?</i>	Yes, both web usage and signal strength can affect your device's battery and performance.
<i>What happens if someone calls my cellular phone while I'm using my mobile browser?</i>	The answer depends on the type of phone you have. Some phones, including BlackBerry devices, will interrupt your session to tell you that you have a call, giving you the option to either ignore the call and continue browsing, or answer the call.
<i>Can I access the Internet everywhere?</i>	To access the Internet, you must be in a service area with your mobile device receiving a signal.
<i>What happens if I forget to end my mobile browser session?</i>	After 15 minutes of inactivity, your <i>CEO Mobile</i> service session will automatically end. Most browsing is billed based on how much data is transferred, so inactivity will usually not create additional costs. When you request additional information on a web page, another web call begins.
<i>How do I connect to the Internet from my mobile device?</i>	To access the Internet you must have a data plan on your mobile device. To actually connect to the Internet, consult the user guide for your device for instructions. Different mobile devices can vary widely in operation.
<i>Can I navigate to any web site with my mobile device?</i>	Yes, though not all web sites can be viewed through every mobile browser.
<i>Can I get a computer virus on my mobile browser?</i>	We are not currently aware of any serious mobile device virus, although this could change at any time. However, as with any technology that transmits information, we recommend caution when deciding to open strange emails or download anything from a source you do not completely trust.