

# Commercial Card Expense Reporting (CCER) University of Portland

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An internet solution

Accessed via Wells Fargo's secure  
Commercial Electronic Office® (CEO) portal



# What is CCER?

## Commercial Card Expense Reporting

### 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 at [wellsfargo.com](http://wellsfargo.com)

### Cardholders can:

- Review/reclassify transactions
- Input a business description for all transactions
- Split transactions
- View available credit balances

# How do I obtain my PCard?

1. View the videos and take the quiz in this course to learn how to set up your PCard account and learn how to reconcile your monthly charges.
2. Once you have successfully completed the quiz, you will be contacted via e-mail by the PCard administrator in the Controller's Office with your Wells Fargo login information and to set up a time to pick up your new card.
3. Sign the "Cardholder User Agreement" sent to you after the completion of this course before coming to pick up your card.

# When should I use my PCard to make a purchase?

**Answer: Almost anywhere that will take a credit card payment!**

Please *ALWAYS* use your Pcard for business expenses, unless the vendor does not accept credit cards or charges an extra fee for credit card payments.

# When should I use my PCard to make a purchase?

Cardholders may have widely differing limitations depending upon the number, type and dollar amount of purchases the cardholder is authorized to make on behalf of the University. Examples of common items that can be charged to a p-card include:

- Dues for professional or academic associations
- Books, magazines and other subscriptions
- Professional and academic conferences
- Travel expenses including airlines, hotels, rental cars, taxis and restaurants
- Utility and telephone charges
- Office and laboratory supplies
- Maintenance hardware and small tools

# When to not use your PCard

The PCard ***may not*** be used for the following:

- Airline seat upgrades (first-class, in-flight Wi-Fi, etc.)
- Membership services such as Amazon Prime, Costco, Spotify, etc...
- Capital purchases including computers and other technology without prior approval from the Controller's Office
- Software purchases.
- Gift cards (neither for University nor personal use)
- Personal purchases

If you have questions about these policies, please review the information found at [\*\*up.edu/controller/policies\*\*](https://www.up.edu/controller/policies).

If you would like to request an exception, please contact Lori Watson at [\*\*duax@up.edu\*\*](mailto:duax@up.edu).

# Unintentional PCard Expenses:

## Caution:

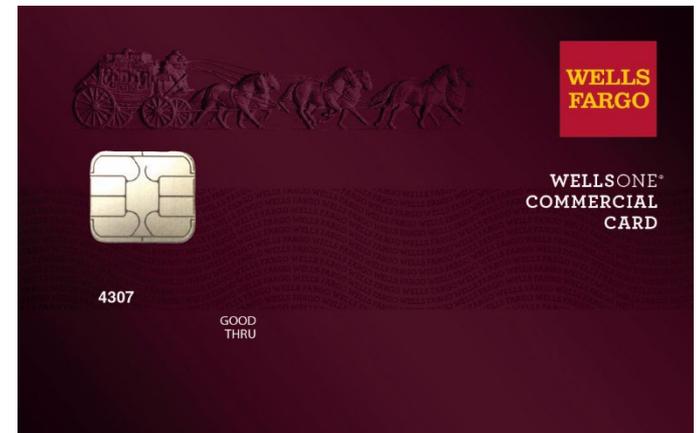
Many services will allow you to store multiple credit cards in your profile (examples: Amazon, Uber, Lyft, AirBnB). Unless you actively change your credit card selection, purchases will default to the last card used. Cardholders neglecting to change their credit card options frequently results in unintentional, accidental personal purchases on Pcards. Please consider setting up separate business and personal accounts with these services.

## What if I have an accidental personal purchase?

All reimbursements must be made with the cashier in Waldschmidt Hall **prior** to your statement submission. The cashier will provide you with a receipt and that receipt must be electronically uploaded to your transaction on your statement.

# To get started

After receiving your card...



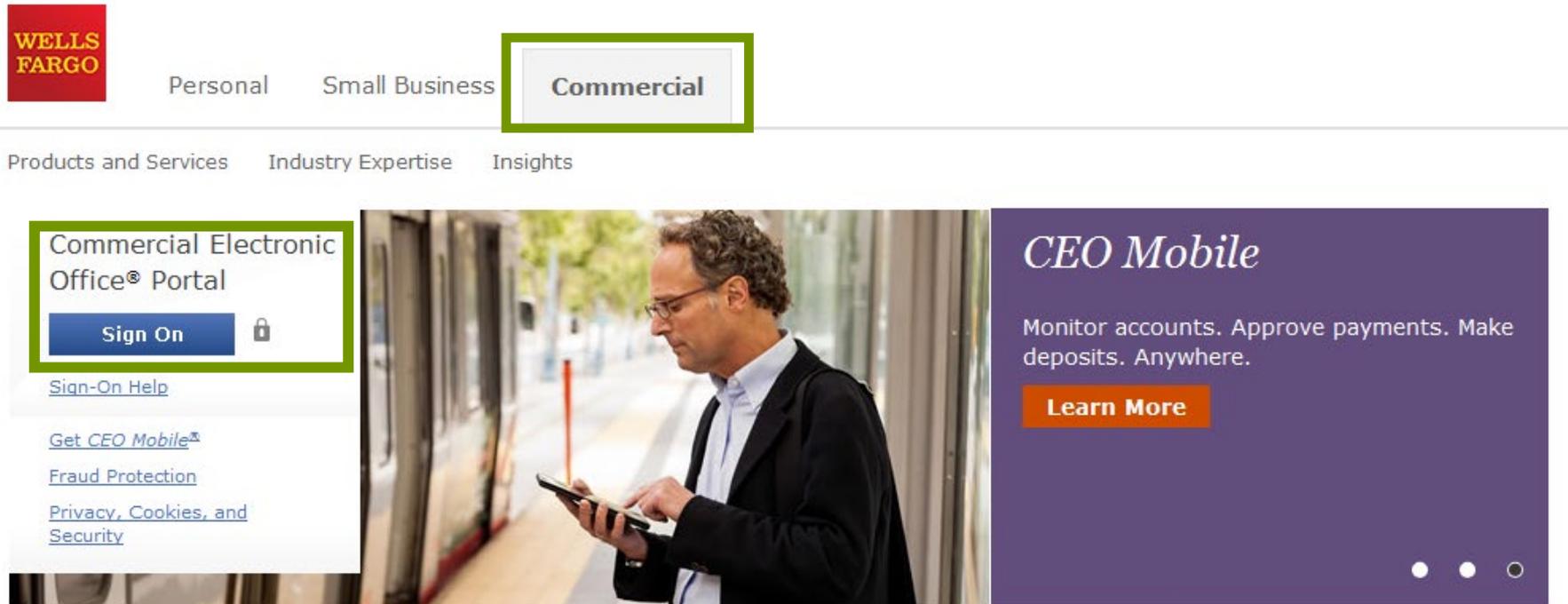
- Activate your card by calling the toll-free number located on the activation sticker
- During activation you will need your **Unique Identification Number (ID)** - **Your Unique ID # is the last four digits of your UP ID#**
- During activation you will be asked to create a customized Personal Identification Number (**PIN**)
- Sign the back of your card
- Record the Wells Fargo Customer Service number (1-800-932-0036) located on the back of your card in your mobile device, or address book

# Setting up your Wells Fargo profile

<https://www.wellsfargo.com>

Click on Commercial then click on Sign On

*If you have a Wells Fargo personal account this is the same website but your account is not linked to the UP PCard.*



The screenshot shows the Wells Fargo website's navigation menu. The 'WELLS FARGO' logo is on the left. The navigation tabs are 'Personal', 'Small Business', and 'Commercial', with 'Commercial' highlighted by a green box. Below the tabs are links for 'Products and Services', 'Industry Expertise', and 'Insights'. On the left side of the page, there is a 'Commercial Electronic Office® Portal' section with a 'Sign On' button (also highlighted by a green box) and a lock icon. Below this are links for 'Sign-On Help', 'Get CEO Mobile', 'Fraud Protection', and 'Privacy, Cookies, and Security'. The main content area features a background image of a man in a suit using a tablet. To the right of the image is a purple banner for 'CEO Mobile' with the text 'Monitor accounts. Approve payments. Make deposits. Anywhere.' and a 'Learn More' button. Three small white circles are visible at the bottom right of the banner.

# CEO portal sign-on website

<https://wellsoffice.wellsfargo.com>

Enter your:

- Company ID
  - **UNIVE572**
- User ID
  - Provided in your intro e-mail
- Password
  - Provided in your intro e-mail

*Company ID, User ID and Password are not case sensitive*

To change or reset your password, click the **Forgot Password?** link.

If you are locked out of your account, please email [pcard@up.edu](mailto:pcard@up.edu) to request a password reset.

Commercial Electronic Office®

Sign On

Company ID

User ID

Password

**Sign On**

[Forgot Password?](#)

[Password Reset Tutorial](#)

[Sign on Help](#)

[System Requirements](#)

[Fraud Prevention](#)

**Fight online and mobile fraud**  
Help keep your accounts secure  
[Learn more](#)  
Wells Fargo Bank, N.A.  
Member FDIC.

**CEO Mobile®**  
Submitting receipts just got easier  
[Learn More](#)  
Wells Fargo Bank, N.A.  
Member FDIC.

**Wells Fargo Commercial Services**  
Discover the power of the CEO® business portal today.  
[View Our Online Solutions](#) | [Contact Us](#)

# Your first sign-on

- Change your temporary password
- Answer two “secret questions”
- Read and accept the CEO Terms of Use Agreement
- Create a user profile:
  - Name, title
  - Telephone number
  - Email address

# Verify and update profile

## My Profile

### Edit Profile

To update your profile, edit the information, and click **Save**. To change your name, contact your customer service representative or your company administrator.

★ Required Field

#### Contact Information

First Name:  
Middle Initial:  
Last Name:  
Title: ★   
Functional Area: ★   
Email: ★  
Enter Email:   
If you added or updated the email address above, please re-enter it below.  
Re-enter Email:   
Telephone: ★  
Mobile:

**United States/Canada**  
Area Code  - Telephone  Extension

**International**

**United States/Canada**  
Area Code  - Telephone

**International**

## Defend Your Company from Fraud

### Watch Out for Different Types of Fraud

#### Phishing Emails

- These are fake emails, sometimes with links to fake websites, trying to scam you into surrendering private information.
- Do NOT provide any information to fake emails or links from those emails.



#### Fraudulent Phone Calls

- Never tell anyone your CEO portal Password, Token Passcode, and PIN number.
- Only give your User ID and Company ID when you are sure the call is from a Wells Fargo representative.
- It is good practice to never offer information unless you initiate the call or are expecting a call from a Wells Fargo representative.

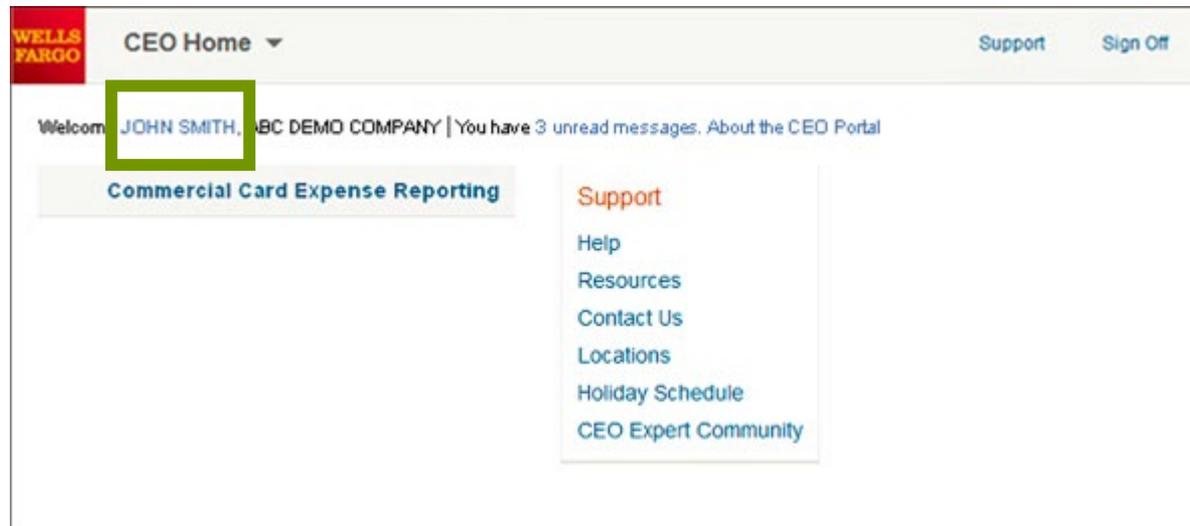
### Help! I might have received a fraudulent email or phone call!

- If you receive a fraudulent phishing email or telephone call, report the details to **ReportPhish@wellsfargo.com**.
- Contact your relationship manager or call toll free at 1-800-AT-WELLS (1-800-289-3557).

# CEO home page



- Click the link for **Commercial Card Expense Reporting**. A separate browser window opens and displays the CCER service



- **Under the cardholder name you have the ability to**
  - Change your password
  - Change your secret questions
  - Access your profile to change a phone number

# Contact information

Wells Fargo - 1-800-932-0036

- From outside of the United States call 1-612-332-2224
- **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
  - Reset PIN

Contact University of Portland's Program Administrator at [pcard@up.edu](mailto:pcard@up.edu) if:

- You have questions about your card
- Change jobs
- Need to order cards for other employees

[Program Administrator at pcard@up.edu](mailto:pcard@up.edu)

Christina Jackson

503-943-8712

Waldschmidt Hall, Floor 5

You are now able to  
successfully set up your  
Wells Fargo PCard  
profile.

Please continue to the second training  
video.