Commercial Card
Expense Reporting (CCER)
University of Portland

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

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](http://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.*
**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** to request a password reset.
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
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 if:
- You have questions about your card
- Change jobs
- Need to order cards for other employees

Program Administrator at 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.