   

U.S. Bank Welcomes You

to the 11th Annual GSA SmartPay® Training Conference

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USDA Travel Card Basics

A/OPC Contacts, Credit Worthiness, Account Suspension, Collections/Salary Offset and Reporting

All of us serving you™

July 29, 2009

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Introductions

- **John McCain** – USDA Program Manager
- **Aaron Prose** – USDA Travel Program Manager
- **Scott Kelly** – Relationship Manager
- **Andrew Ryall** – Portfolio Risk Manager
- **Ernest Edwards** – Account Manager
- **Jennifer Dalhed** – Account Coordinator

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U.S. Bank Roles & Responsibilities

- Relationship Manager
  - Dedicated support to PMO
- Account Manager
  - Dedicated support to Program Leads and Level 3 A/OPC's
- Account Coordinator (800) 254 – 9885 Opt 3
  - Dedicated support to all A/OPC's
  - Assists with mass maintenance requests
  - Assists with training and support for new A/OPC's

Customer Service – A/OPC Support

- (888) 994 – 6722
- Available 24 hours a day, 7 days a week
- Immediate assistance for A/OPC requests
  - Order statement or report copies, closing or maintaining an account, verifying account balances or transactions, activating an account, names changes, and disputes
- A/OPC must be able to be identified properly before information can be released.

Customer Service – Cardholder Support

- (888) 994 – 6722
  - Available 24 hours a day, 7 days a week
  - Provide assistance on general account information requests, to activate a card, order copies of statements or disputing a transaction

- Cardholder must be able to be identified properly before information can be released

Access Online Helpdesk

- (800) 254 - 9885 Opt 2
- Access Online navigational support and questions
- Password resets
- Report error messages
- Access Online web-based training passwords

Credit – Best Practices

- Participate in Credit Worthiness
  - Assign limits and card access based on cardholder risk.
    - Credit scores predict risk.
  - Assign limits based on anticipated cardholder travel needs, not on default limits.
  - Credit Score Accounts quarterly and adjust limits and card access based on most current risk assessment.
- Monitor and Review delinquency reports
  - Route to department managers for one on one with cardholders.
  - Address accounts with first time payment default.
  - Address all accounts with a payment returned as insufficient funds
    - Accounts with 2 NSF payments w/in 12 months will be cancelled.
  - Close accounts that have been two or more times 90 days past due in the past 12 months and are currently reporting 60 days past due.
- Mandate Salary offset
- Work with your U.S. Bank Relationship Manager to improve file turn, control delinquencies and control losses.

Credit Worthiness

- Recommended for new IBA applicants (OMB Circular A-123, appendix B)
  - Applicant agrees or refuses for U.S. Bank to conduct a credit score check.
    - – Refusal = Restricted Card – lower limits and no cash access
      - – $3000 limit, no cash
    - – Acceptance = credit check and based on score cardholder issued a standard (score of 660+) or restricted account (score below 660.
      - – Standard = $5000 limit, 20% cash
- 70% of losses on individual travel charge cards are on accounts opened within the past two years.
  - Important to assign limits and card access at account initiation.

Suspension/Cancellation

- **45 days past due**: Pre-suspension code. Letter sent to cardholder.
- **55 days past due**: Second Letter sent.
- **60 days past due**: Suspended Code applied.
- **90 days past due**: Pre cancellation/salary offset letter sent
- **120 days past due**: Pre-cancel code applied. Letter sent.
- **126 days past due**: Cancel code applied. Letter sent. Late fee calculation of 2.5% of amount 120+ days past due.

Collection Calls

- Cardholders 16-59 days past due are downloaded into the Collection Management System and collected via the Autodialer. Prioritized high to low balance with broken promise accounts first.
- Cardholders 60-89 days past due are assigned to individual collectors. Collector provides variety of options to help customer pay the balance.
- Cardholders 90 - 119 days have outbound calls made with increased frequency and intensity. Cardholders informed of the negative impact to their credit.
- Cardholders 120 – 149 days past due has frequency and tone intensify as credit loss risk intensifies. Customers receive final warning prior to charge-off.
- Charged Off accounts are referred to the U.S. Bank recovery Team.

Salary Offset

- Salary Offset is the process by which Government Agencies garnish wages of employees with delinquent outstanding balances on their IBA travel cards.
- Many agencies do not begin garnishment of wages until the account is 121 days past due.
- Once a cardholder enters into Salary Offset, U.S. Bank discontinues other collection and recovery efforts and the cardholder’s wages will be garnished by the Agency until the past due balance has been paid in full.

Salary Offset Process

- U.S. Bank sends cardholder a Salary Offset Letter when the account balance is 90 days past due. This letter notifies the cardholder that their wages may be garnished if payment in full is not made.
  - U.S. Bank sends a report of all 90 Day Past Due cardholders that are eligible for Salary Offset to the Agency. Based on the information in the report, the agency will notify all 90 day Past Due cardholders of their rights to an appeal to the Salary Offset process.
  - Agency will review appeal requests, validate that a client is eligible for offset.
- A report showing all cardholders that are 120 days past due is sent to the secure mailbox in Access Online. Agency reviews the report and removes any cardholders that have successfully appealed their late balances or those others that should not be included in the Salary Offset process.
- Day 125, the Agency submits finalized Salary Offset report to U.S. Bank
  - Within 5-7 business days of receipt, if applicable, U.S. Bank assesses the Agency Salary Offset fee
  - Agency works with their payment/payroll processor to begin garnishment

Access Online Reporting

- USDA Recommended Reports
- Program Management
  - Account List
  - Account Suspension
  - Charge-Off
  - Past Due

USDA Cycle - 7

Access Online Reporting

- Account List – frequently used account level information such as open date, last transaction date, credit limits, etc.
- Account Suspension – provides information on open accounts that are past due and suspended or pending suspension
- Charge-Off – provides information on accounts that have been charged-off, and recovery amount
- Past-Due – lists accounts with past due balances and the number of times past due situations have occurred.

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US Bancorp

U.S. Bank Access® Online

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Reporting

Program Management
General program management activities and monitor company policy compliance.

Tax and Compliance Management
Estimate sales/use tax, track spending for 1099/1057 vendors, and perform other regulatory reporting.

Financial Management
Monitor expenditures, track variances and manage account allocations.

Administration
These reports allow administrators to support system functionality.

Supplier Management
These reports manage supplier relationships, support supplier negotiations, and manage spending by category.

Global
Analyze spending for global reports.

Report Scheduler
View and maintain current scheduled reports.

Flex Data Reporting
Create and maintain adhoc reports.

Custom Reports
Create and configure custom reports.

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Program Management

Spend

Account Spend Analysis
Summary of account spending (excluding merchant detail).

Cash Advance
Detail of account cash advances including transaction amount, date, and reference number.

Declining Balance/Managed Spend
Summary and detail information on declining balance accounts by name and account number.

Administration

Account List
Frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.

Account Status Change
An exception report that lists accounts with a change status of lost/stolen, closed, or re-opened.

Order File History
History of order file loading and matching.

Transaction Approval Status
Transaction Approval Status for Cardholder Accounts

Delinquency Management

Account Suspension
Provides information on open accounts that are past due and suspended or pending suspension.

Charge-Off
Information on accounts that have been charged off, including charge-off date, balance charged-off, and recovery amount.

Past Due
Accounts with past due balances and the number of times past due situations have occurred.

Allocation Rules Management

Merchant Allocation Rule Sets
Summary of merchant allocation rules sets and detail of associated allocation rules.

Automated Allocation Rules
Summary of allocation rules engines and detail of their respective allocation rules.

Program Management
Financial Management
Supplier Management
Tax and Compliance
Management
Administration
Global
Report Scheduler
Flex Data Reporting
Custom Reports
My Personal Information

Home
Contact Us

Date

Last Maintained Date Range: Account Open Date Range: Pending Renewal Date Range:

Start Date: to End Date:

Account Information

Account Status:
Hold down the Ctrl key to make multiple selections.

All
Open
Closed
Blank

Account Type:
Cardholder Account

Method:
Hold down the Ctrl key to make multiple selections.

Data Feed
File
Manual

Additional Detail

Selected options allow a drill-down to additional detail if available.

- Demographics
- Default Accounting Code
- Merchant Authorization Control Details
- Fleet Information
- Account Information
- Authorization Limits
- Merchant Authorization Control Limits

Account Comments

Select "Yes" to include available Account Comments in the Report Output.

Yes No

Sort Report By

Account Name	Account Status	No Sort	No Sort
Ascending Order	Ascending Order	Ascending Order	Ascending Order
Descending Order	Descending Order	Descending Order	Descending Order

Report Output

PDF

Output Parameter Page Placement:

Selection defines the location of the Parameter Page details on the report output.

End

Group Report By

To limit the results from the default of "all" enter a value or search.

Processing Hierarchy Position:

Bank: Agent: Company: Division: Department:

Search for Position or Add Multiple

Reporting Hierarchy Position:

Bank: Level 1: Level 2: Level 3: Level 4: Level 5: Level 6: Level 7:

Search for Position or Add Multiple

Account Number(s):*

If selected, at least one account is required. Separate multiple accounts by a comma and no spaces.

Search for Accounts

Run Report | Reset | Create Scheduled Report

<< Back to Program Management

Questions?

Thank You

Presentations will be available on

www.usbank.com/sp2presentations

after the conference

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