

# U.S. Bank Welcomes You to the 11th Annual GSA SmartPay<sup>®</sup> Training Conference

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# *Army General Session*

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*Jansen Sauvageau-Army Relationship Manager*

*July 28<sup>th</sup>, 2009*



# Agenda

- Army Relationship Management Team
- “Who to Call”
- Army GPC Resources
- Fraud Assistance
- New Access Online Functionality
- Army Session Schedule

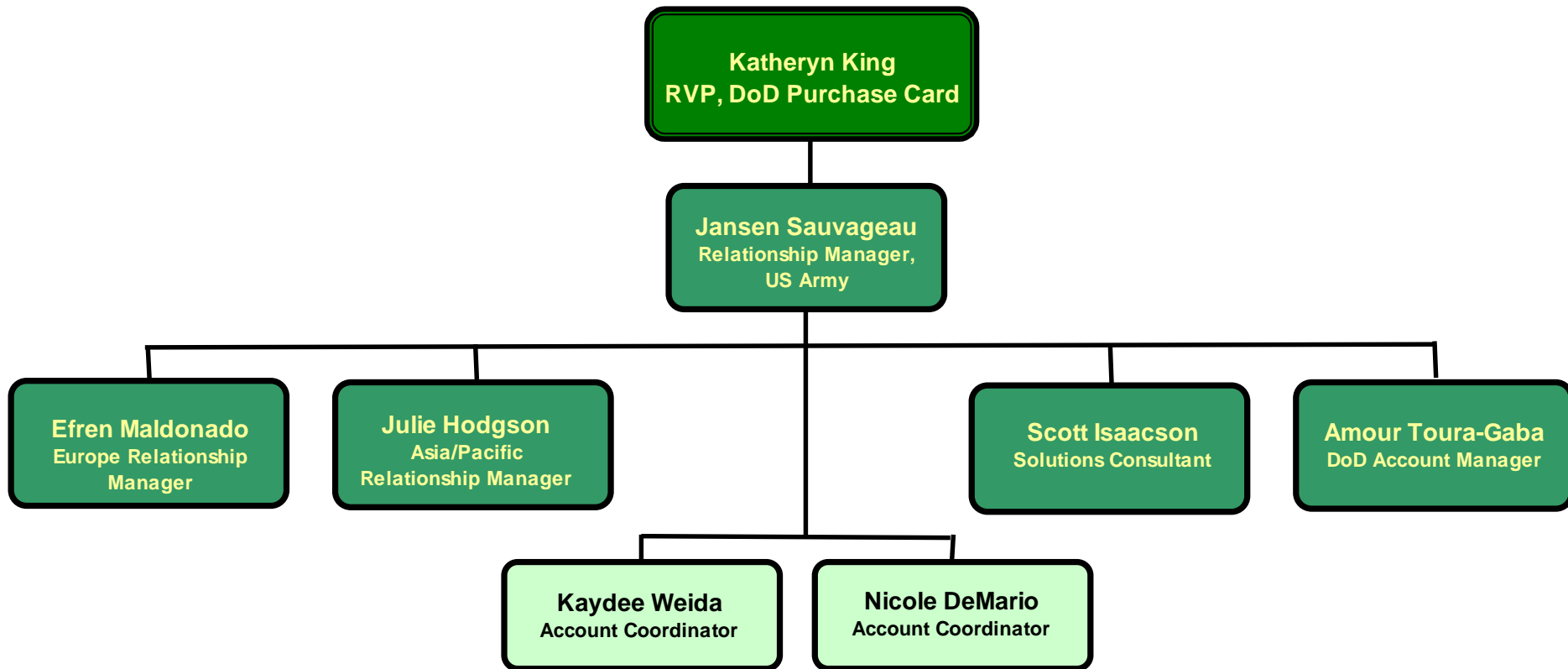


*U.S. Bank Army  
Relationship  
Management Team*

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# U.S. Bank Army Relationship Management Team



*“Who to Call” at  
U.S. Bank*

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# U.S. Bank Contacts

## CUSTOMER SERVICE

(888) 994-6722 [Press \*\* to speak directly to a Representative]

- Declined Transaction Research
- Verify If An Account Has Been Set Up
- Account Maintenance
- Card Activation
- Updating Approving Official Name
- Correcting Misspelling of Account Name
- Limit Changes
- Reissuing Cards
- Updating Accounting Code
- Ordering Copies of Statements and Reports
- Copies of Forms
- Access Online Password Reset
- Access Online W.B.T. Password
- Verify Account Balance
- Verify Account Status
- Verify Points of Contact
- Close or Reopen an Account
- Dispute Initiation
- Verifying Transactions
- File A Visa Complaint
- Make Changes to a MCC Code
- Assist With Understanding MCC Codes
- To Report A Card Lost or Stolen

\* Note: Not all instances have been listed

## RELATIONSHIP MANAGEMENT TEAM

(RM/AM)

- Program Enhancement Projects
- Product Applications
- Maintains Relationship with Agency
- Establishes New TBR Hierarchies w/ Army Level 2 approvals
- Agency Rebate Questions
- Access Online Implementation
- Agency Reorganizations

## ACCOUNT COORDINATORS

(800) 254-9885 Option 3

If you reach the voice mail for your Account Coordinator, you may press 0 to speak with any member of the Account Coordinator Service Team.

Office hours: 7:00 AM to 6:00 PM CT

- Mass Maintenance Requests
- Solutions to Daily Questions of A/OPCs
- Training New/Replacement A/OPCs
- Assist in Agency Reporting



# U.S. Bank Contacts, cont'd

## **INVOICE SERVICES**

(888) 994-6722 [Press \*\* to speak directly to a Representative]

- Reconciliation of Invoice
- Verify Receipt of Payment
- Collections
- Payment Research

## **Access Online HELPDESK**

(800) 254-9885

- Error Messages
- Questions on Reports
- Navigational Support
- How to Questions
- Production Tickets



# *Army GPC Resources*

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# Army GPC Resources



## DEPARTMENT OF THE ARMY GOVERNMENT PURCHASE CARD PROGRAM RESOURCES & SUPPORT



### U.S. BANK CUSTOMER SERVICE

24 hours a day, 7 days a week

888-994-6722

Outside the U.S., call collect 701-461-2232

Fax documents to 866-457-7506 or 701-461-3466

Cardholder Account Servicing  
Invoice and Payment Servicing  
Reporting Disputes  
Reporting Fraud  
Reporting Merchant Violations  
Resetting U.S. Access On-Line Passwords  
Client Contact Information Updates  
General Assistance & Guidance

### U.S. BANK TECHNICAL SUPPORT

24 hours a day, 7 days a week

Billing Officials & Cardholders, please call:  
Customer Service at 888-994-6722  
Outside the U.S., call collect 701-461-2232

A/OPCs and Finance Managers, please call:  
Technical Help Desk at 800-254-9885, Option #2  
Outside the U.S., call collect: 701-461-0186

### PAYMENT REMITTANCE ADDRESSES

Routine Delivery  
U.S. BANK  
P.O. Box 6313  
Fargo, ND 58125

Overnight Delivery  
U.S. BANK  
4325 17<sup>th</sup> Ave., SW  
Fargo, ND 58103

### DOD U.S. ARMY & GSA INTERNET RESOURCES

DoD Purchase Card PMO  
<http://dodgpc.us.army.mil/>

U.S. ARMY Purchase Card PMO  
[TBD](#)

GSA SmartPay Contracting Office  
<http://www.gsa.gov/gasmartpay>

### U.S. ARMY GPC CHAIN OF COMMAND

#### **U.S. ARMY PROGRAM MANAGEMENT OFFICE**

Mr. Dan Schwemmer  
Level-2 A/OPC

#### **MAJOR COMMAND PROGRAM COORDINATOR**

Level-3 A/OPC

#### **INSTALLATION PROGRAM COORDINATOR**

Level-4 A/OPC

**BILLING OFFICIAL  
CARDHOLDER**

### U.S. BANK INTERNET RESOURCES

GOVERNMENT CLIENTS WEBSITE  
<http://www.usbank.com/army>

ELECTRONIC ACCESS SYSTEM WEBSITE  
<https://access.usbank.com>

E-ACCESS WEB-BASED TRAINING WEBSITE  
<https://wbt.access.usbank.com>

### U.S. BANK U.S. ARMY GPC SUPPORT STRUCTURE

**U.S. ARMY RELATIONSHIP MANAGER**  
Mr. Jansen Sauvageau  
With DoD ACCOUNT MANAGER  
Shared Email: [Army@USBank.com](mailto:Army@USBank.com)  
With RELATIONSHIP MANAGER, EUROPE  
AND RELATIONSHIP MANAGER, ASIA

**U.S. ARMY ACCOUNT COORDINATORS**  
800-254-9885, Option #3 or 612-973-3183

**U.S. BANK CUSTOMER SERVICE**  
888-994-6722  
Outside the U.S., call collect 701-461-2232  
Fax documents to 866-457-7506 or 701-461-3466

# *U.S. Bank Fraud Process*

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# U.S. Bank Fraud Process

- Analytics
  - Fraud claims are reviewed daily by data analysts, looking for new trends
    - **Several counterfeit cards being used in the same geographical area**
    - **Several cards with the same merchant**
  - Statistically-derived strategies are implemented to detect fraud and route to queues at the bank



# U.S. Bank Fraud Process

- Prevention and Investigations
  - Accounts are reviewed in queues for potential fraud
    - “Is the activity normal for this cardholder?”
    - “Does the activity fit the pattern of a known fraud trend?”
  - Cardholder will be contacted to verify activity
    - Accounts are reviewed 24x7
    - Cardholders will only be contacted during the day.
      - If the unusual transactions occur overnight, the account may be blocked and a reminder is set to call the CH the next morning.
        - If CH can not be reached the Level 4 A/OPC or POC in the system is contacted



*New  
Access Online  
Functionality*

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# Cardholder Maintenance Work Flow

- What is CH Maintenance WF
  - Requirement by Army Level 2 for SP2 Contract
- Cardholder Accounts will have workflow with a second level of approval for maintenance requests done by the Resource Manager.



## What are the Benefits?

- Increases control and oversight into maintenance requests with a system of “checks-and-balances”
- Creates an audit trail for the approved requests
  - Tracked for 2 years
    - ***Request Status Queue*** report in the Reporting section of Access Online

## How It Works

- Maintenance workflow will be added to the following Cardholder Account Maintenance screens in Account Administration
  - Default Accounting Codes
  - Authorization Limits (e.g., credit limits)
- Once a change is made to the portions in Acct Admin by the Resource Manager...
  - Request is sent to **A/OPC Active Work Queue**
  - A/OPC will see the current info/values next to the requested info/values in the queue for accurate comparison



## How It Works, cont...

- A/OPC has the option to ‘Approve & Submit’ or ‘Reject’ requests.
  - If a request is rejected the A/OPC would then add comments to why it was not approved and the request would be sent back to the Active Workflow Queue for the RM to fix.
  - \*\*If an approver chooses too ‘Approve & Submit’ the request the changes will be made to immediately.
- Once approved, the information for each request will remain in the Request Status Queue for two weeks
  - then will be archived for a period of two years, accessible through the **Request Status Queue** report.



# When?

- Functionality Available in Access Online
- After Further Reviews with Pilot Participants
- Looking at a 30 Day Window for Army Implementation.



# Check Imaging

- **\*NOVEMBER 2009\***
  - Convenience Checks will be shown in Access Online
    - In Transaction Management
    - Front and Back of Check
    - Printable



# Army Training Schedule

GOVERNMENT  
SERVICES

## Department of Defense (DoD) ARMY — Purchase Track

### Schedule

#### Tuesday, July 28, 2009

10:00 am – 5:00 pm Electronic Access Open Lab Room North 228 A – B

#### Wednesday, July 29, 2009

7:00 am – 5:00 pm Electronic Access Open Lab Room North 228 A – B

#### Select One of the Following:

8:00 – 9:10 am DOD Purchase Card Online System (PCOLS) Room West 301 A  
8:00 – 9:10 am Purchase Card Program Basics Room North 224 A

#### Select One of the Following:

9:30 – 10:40 am Access Online – The User Experience and Payment Plus Room West 301 A  
9:30 – 10:40 am Purchase Card Program Basics Room North 222 A – C

#### Select One of the Following:

10:50 – 11:30 am DoD Mini Session – Fiscal Year– End Processing & Access Online Room West 301 A  
10:50 – 11:30 am DoD Mini Session – Refunds Room West 301 D  
10:50 – 11:30 am DoD Mini Session – American Recovery and Reinvestment Act of 2009 Room West 301 B – C

#### Select One of the Following:

12:30 – 1:40 pm Access Online Reporting – Basic Room West 301 A  
12:30 – 1:40 pm DOD and Access Online Hands – On Training Room North 226 A – C  
12:30 – 1:40 pm Purchase Card Program Basics Room North 224 A

#### Select One of the Following:

2:00 – 3:10 pm Program Optimization Room West 301 A  
2:00 – 3:10 pm DOD and Access Online Hands – On Training Room North 226 A – C  
2:00 – 3:10 pm Delinquency and Dispute Management Room North 224 A  
2:00 – 3:10 pm Access Online Orientation, WBT and Other Resources Room West 301 B – C  
2:00 – 3:10 pm Access Online Overview and Account Setup and Maintenance Room West 301 D

#### Select One of the Following:

3:30 – 4:40 pm Access Online Orientation, WBT and Other Resources Room West 301 A  
3:30 – 4:40 pm DOD and Access Online Hands – On Training Room North 226 A – C  
3:30 – 4:40 pm Access Online Reporting – Advanced Room West 301 D  
3:30 – 4:40 pm Access Online Overview and Account Setup and Maintenance Room West 301 B – C



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## Department of Defense (DoD) ARMY — Purchase Track

### Schedule

#### Thursday, July 30, 2009

7:00 am – 3:00 pm Electronic Access Open Lab Room North 228 A – B

#### Select One of the Following:

8:00 – 9:10 am Access Online Reporting – Basic Room West 301 A  
8:00 – 9:10 am Access Online Reporting – Advanced Room West 301 D  
8:00 – 9:10 am Access Online Hands–On Training Room North 227 A – C  
8:00 – 9:10 am Delinquency and Dispute Management Room North 224 A

#### Select One of the Following:

9:30 – 10:40 am Access Online Accounting Code Management Room West 301 A  
9:30 – 10:40 am Access Online Orientation, WBT and Other Resources Room West 301 D  
9:30 – 10:40 am Access Online Reporting – Basic Room West 301 B – C

#### Select One of the Following:

10:50 – 11:30 am DoD Mini Session – Fiscal Year–End Processing & Access Online Room West 301 A  
10:50 – 11:30 am DoD Mini Session – Refunds Room West 301 D  
10:50 – 11:30 am DoD Mini Session – American Recovery and Reinvestment Act of 2009 Room West 301 B – C

#### Select One of the Following:

12:30 – 1:40 pm Access Online Overview and Account Setup and Maintenance Room West 301 A  
12:30 – 1:40 pm Delinquency and Dispute Management Room North 224 A  
12:30 – 1:40 pm Access Online Reporting – Advanced Room West 301 B – C

2:00 – 3:10 pm

Access Online Transaction and Order Management – Confirm & Pay (Army/Defense Agencies) Room West 301 A

3:30 – 4:40 pm

A/OPC & Financial Manager Networking Room West 301 A



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# Army Training Schedule, cont'd

## Department of Defense (DoD) ARMY – Purchase Track

### Session Descriptions

#### A/OPC & Financial Manager Networking

Identify best practices for GPC Program Management. Discuss issues, strategies and solutions with your fellow A/OPCs and Financial Managers. Session attendees will have the opportunity to network with each other and share success stories.

#### Access Online – The User Experience and Payment Plus

Learn about the continuous improvement of Access Online. Join us for a panel discussion with the creators and product managers of Access Online. Discover what enhancements are planned and have an opportunity to provide constructive feedback to our experts.

#### Access Online Accounting Code Management

Discover how to effectively manage your accounting codes structures and values while learning how Access Online helps automate and manage this process.

#### Access Online Orientation, WBT and Other Resources

Gain valuable information about Access Online. Specific topics will include Maneuvering through Access Online, Approving Official/Cardholder setup and maintenance, and how to take advantage of online resources that will improve your Access Online skills.

#### Access Online Overview and Account Setup and Maintenance

Enhance your current processes by learning how to set up new accounts, perform maintenance on existing accounts, establish default accounting lines and create a workflow. Discover how multiple users can participate in the setup process such as the A/OPC and Financial Managers and how data is sent and received between Access Online and U.S. Bank.

#### Access Online Reporting – Basic & Advanced sessions

Learn how to monitor and improve your purchase card program using Access Online Reporting functionality. Beginner topics include a review of the variety of Access Online reports and how to download and effectively utilize your agency card program data. The Advanced session discusses Report Scheduler, Flex Data Reporting and delves deeper into the intricacies and nuances of effective reporting practices.

#### Access Online Transaction and Order Management – Confirm & Pay (Army/Defense Agencies)

Designed for Confirm and Pay users, this session focuses on effectively utilizing Access Online Transaction Management and Order Management functionality. Topics include: cardholder transaction/statement approval, Final Approval by the Approving/Billing Official and invoice certification. In addition, reallocating, disputing and rejecting a transaction back to the cardholder will be covered.

#### Delinquency and Dispute Management

A must attend session for A/OPCs and Financial Managers. Learn best practices for minimizing or eliminating delinquencies in your card program. We will outline the reconciliation process, discuss how delinquencies occur and explain how to initiate a dispute. You will leave armed with the knowledge needed to make your program more efficient.



## Department of Defense (DoD) ARMY – Purchase Track

### Session Descriptions

#### DoD Mini Sessions –

##### Fiscal Year–End Processing & Access Online

Government Fiscal Year–End is always a hectic time for everyone. In this mini session we will explain the details of year–end processing and highlight the tools available to you through Access Online. This timely class is sure to help to make the move from FY09–FY10 a smooth one!

##### Refunds

Learn the details about how refunds are calculated, major factors that affect refunds and important changes for SmartPay 2.

##### American Recovery and Reinvestment Act (ARRA) of 2009

The ARRA of 2009 requires strict tracking of any stimulus/recovery funds spent. Learn how to utilize Access Online in order to track such spend easily and efficiently.

#### DoD and Access Online Hands–On Training

If you have ever said...“In Access Online how do you \_\_\_\_\_?” this interactive hands–on training session gives you the opportunity to find out. We will walk you through the most commonly utilized functionality.

#### DoD Purchase Card Online System (PCOLS)

Experience a lively discussion regarding the capabilities that DoD will be deploying to improve card management and strengthen the internal controls supporting the purchase card. The session will be chaired by representatives from the DoD PCPMO.

#### Electronic Access Open Lab – Purchase

Open throughout the conference, the Electronic Access Open Lab is our convenient, hands–on lab where our Access Online experts are at your disposal. Stop in with your questions or come in to apply what you have learned from U.S. Bank sessions. Learn more about Access Online from your agency’s perspective by bringing your User ID and password to work with your specific data.

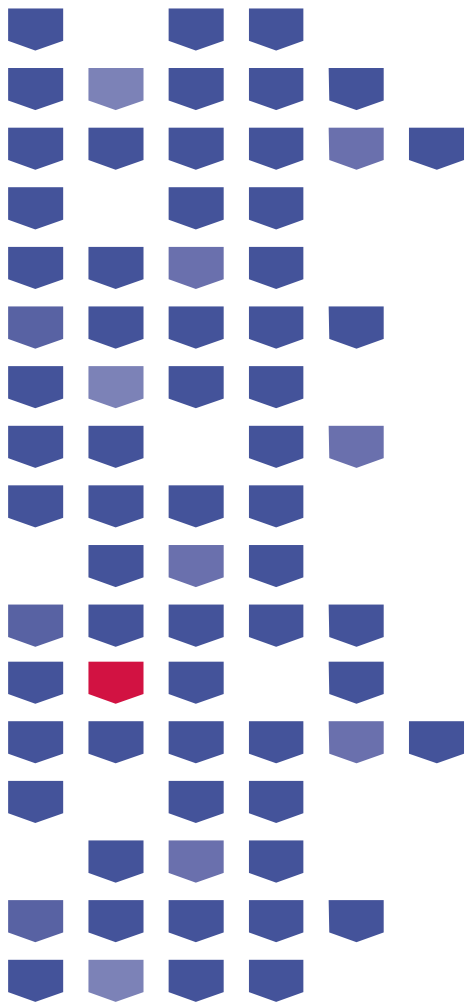
#### Purchase Card Basics

Designed for new A/OPCs, learn the fundamentals of effective purchase card program management. U.S. Bank will highlight the tools and services offered to support purchase card programs, along with ways to measure program performance. Specific topics include managing cardholder issues and strategies for promoting purchase program success.

#### Program Optimization

Discover the many advantages and monetary savings realized by using GPC as a purchase or payment tool to maximize refunds and minimize DFAS payment costs, utilizing DoD payment data.





# Thank You

Presentations will be available on  
[www.usbank.com/sp2presentations](http://www.usbank.com/sp2presentations)  
after the conference

