



**A**  
*Winning*  
**HAND:**

**A/OPC – Financial Manager  
Networking Session**

Moderated by Christopher Chiappetta  
Defense Agencies Relationship Manager

# Overview

- This is YOUR session!
- Identify U.S. Bank Access<sup>®</sup> Online or other GPC-related issues and we'll discuss recommended solutions
- Identify things that you are doing or reports that you are using, or developed, to help manage a problem area
- Objective is to network with and learn from your peers in order to help make your GPC Program an outstanding one!



# Agenda

- A/OPC and FM topics
- A/OPC and FM best practices
- Access Online questions/suggestions
  - How do I..
  - I wish Access Online would...
- Questions about/suggestions for U.S. Bank
  - Who do I call/contact for...
  - I wish U.S. Bank would...
- Conference discussion



# A/OPC and FM Topics

- Questions/discussion points for fellow A/OPCs and FMs
  - Possible topics
    - Reducing/eliminating delinquency
    - Becoming EDI enabled
    - Tips for maintaining lines of accounting
    - Fiscal year end
    - Contract payments
    - Deciding on Payment Plus
    - Anything YOU really want to talk about



# A/OPC and FM Best Practices

- Suggestions for fellow A/OPCs and FMs
  - Possible topics
    - Flex Data for all users
    - Best reports to run
      - Account list, managing account approval status, system user list, past due, payment and prompt payment act interest report, transaction detail, others???
      - Favorite, least favorite
    - Managing declines
    - AIM and Access Online: bulk account setup, % of cash, etc.
    - Timeframes for approval and certification
    - Matching orders to transactions during cycle
    - Others???



# Access Online Questions/Suggestions

- How do I...
  - Create a User ID
  - Calculate the declining balance
  - Manage declines
  - Select the appropriate Merchant Category Code Group (MCCG)
  - Control limits by MCCG
  - Others
- I wish Access Online would...
  - Load images for backup documentation
  - Reallocate by MCCG
  - Warn billing officials if their routers are not set
  - Read the tea leaves, mow my lawn, do my Taxes
  - Others????!!



# Questions About/Suggestions for U.S. Bank

- Who do I call/contact for...
- I wish U.S. Bank would...
- Suggestions for specific area of U.S. Bank
  - Customer Service
  - Tech Support
  - Account Coordinators
  - Account Managers
  - Relationship Managers
  - Fraud/Misuse/Abuse
  - Disputes
  - Invoice Services
  - Others



# Conference Discussion

- Location of rooms, lab, Welcome center...
- Best classes
- New for 2011
- Suggestions for first timers
- Others





# Questions?



# Thank You

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

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