THE 13TH ANNUAL | GSA SMARTPAY | TRAINING CONFERENCE

Army Train the Trainer

Presented by
Efren Maldonado
Relationship Manager

All of us serving you®

usbank®

Agenda

- Web-Based Training (WBT)
  - Login
  - Lessons
  - User guides
  - Simulations
- U.S. Bank Access® Online
  - Common screens
  - Confirm and pay process
  - Refunds

usbank

Web-based Training

All of US serving you®

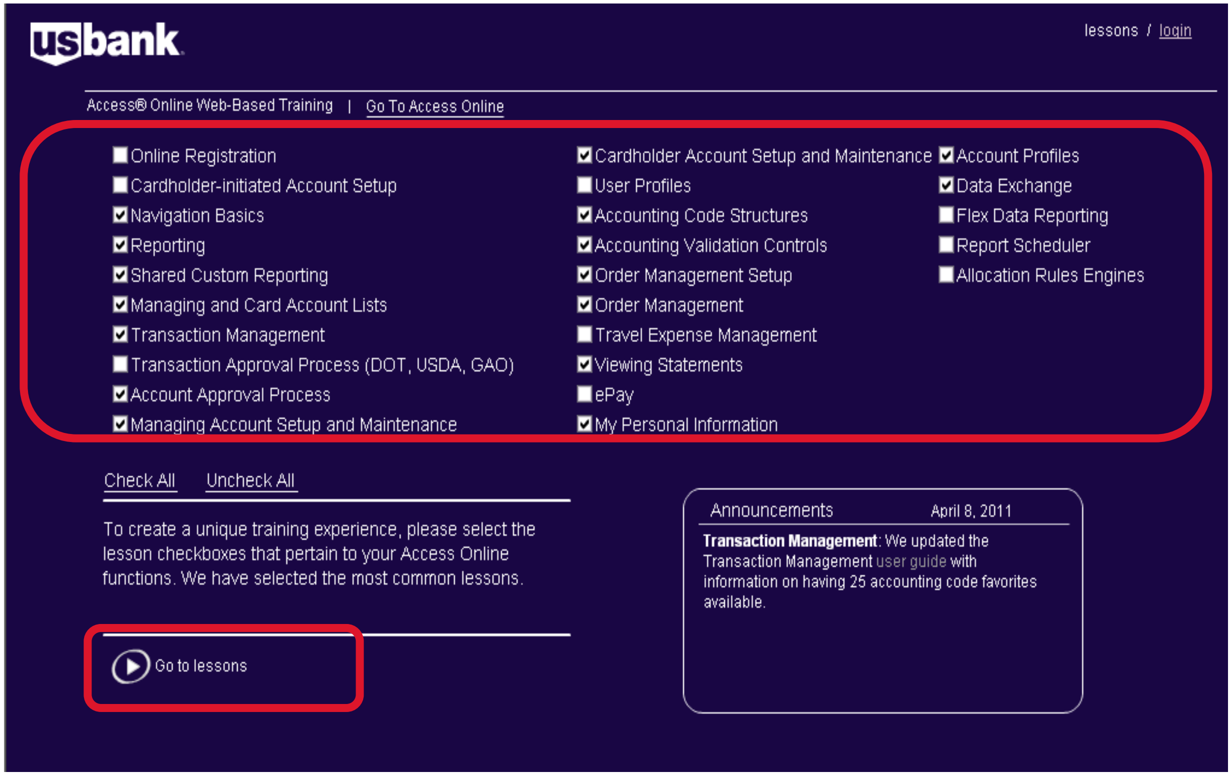
Web-based Training

- URL is **https://wbt.access.usbank.com**
- Login
- Lessons
- User guides
  - Other guides
  - Quick reference guides
  - DoD guides
    - Resources available by assigned role
- Simulations
  - Recorded classes
  - How to use WBT

Login

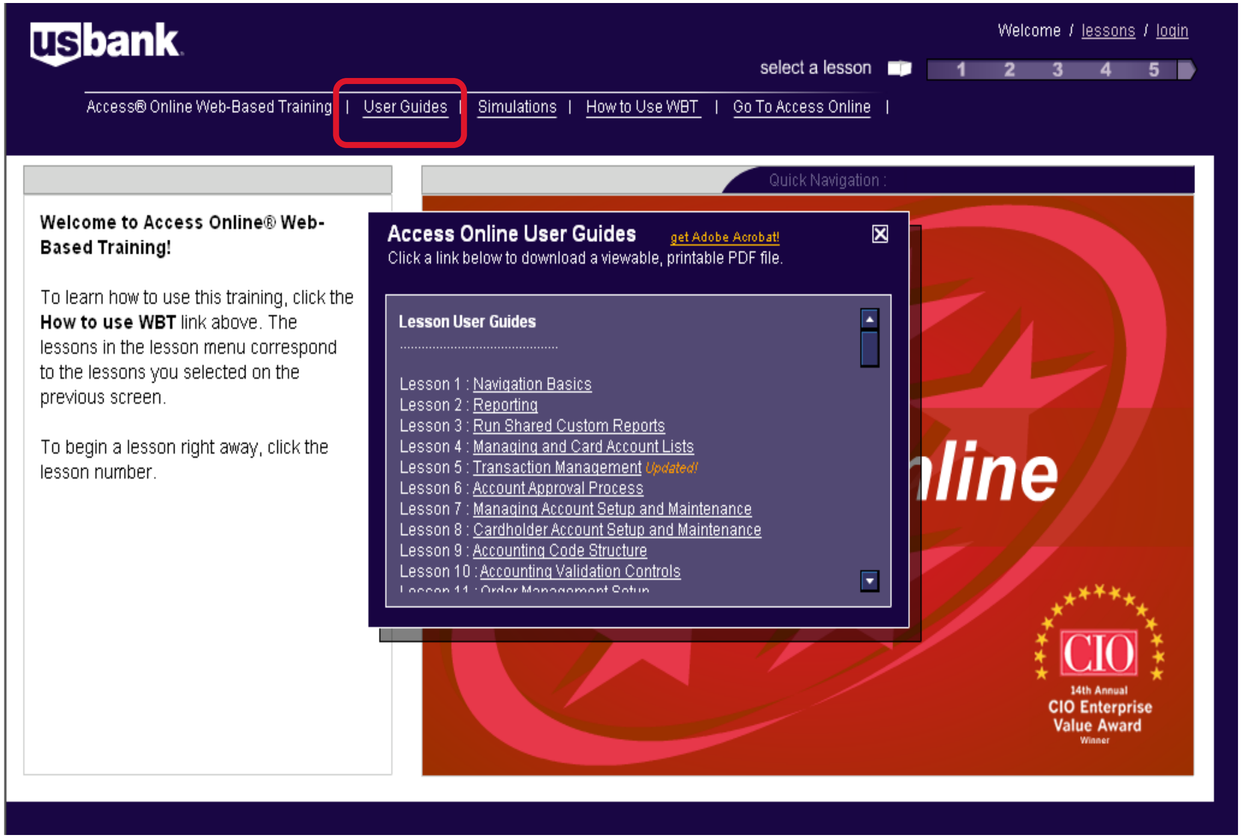

usbank
login
Access® Online Web-Based Training
Go to Accessible WBT
Lesson and Certification Login
(Why register?)
Please enter your user name (e-mail address):
Please enter your personal password:
Please enter the WBT password:
Go
Register a new account
Forget your password?
Lesson Only Login
Please enter the WBT password:
Go
Certification Login
Lessons Only

Lessons



- Lessons are pre-selected based on user role
- Registered users can take evaluation tests
- Certificate of completion available

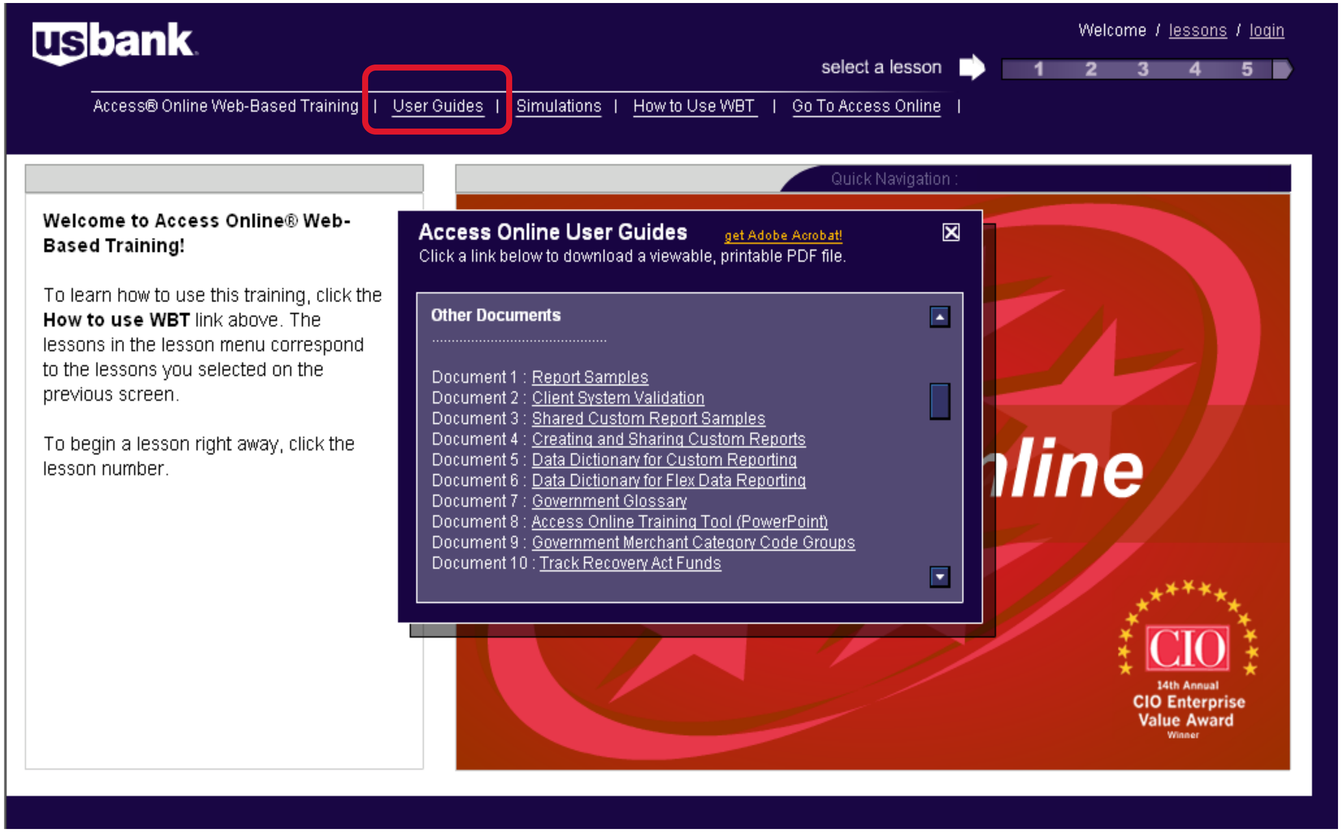
User Guides



- **Lesson User Guides** explain every task or responsibility including tips and screen shots

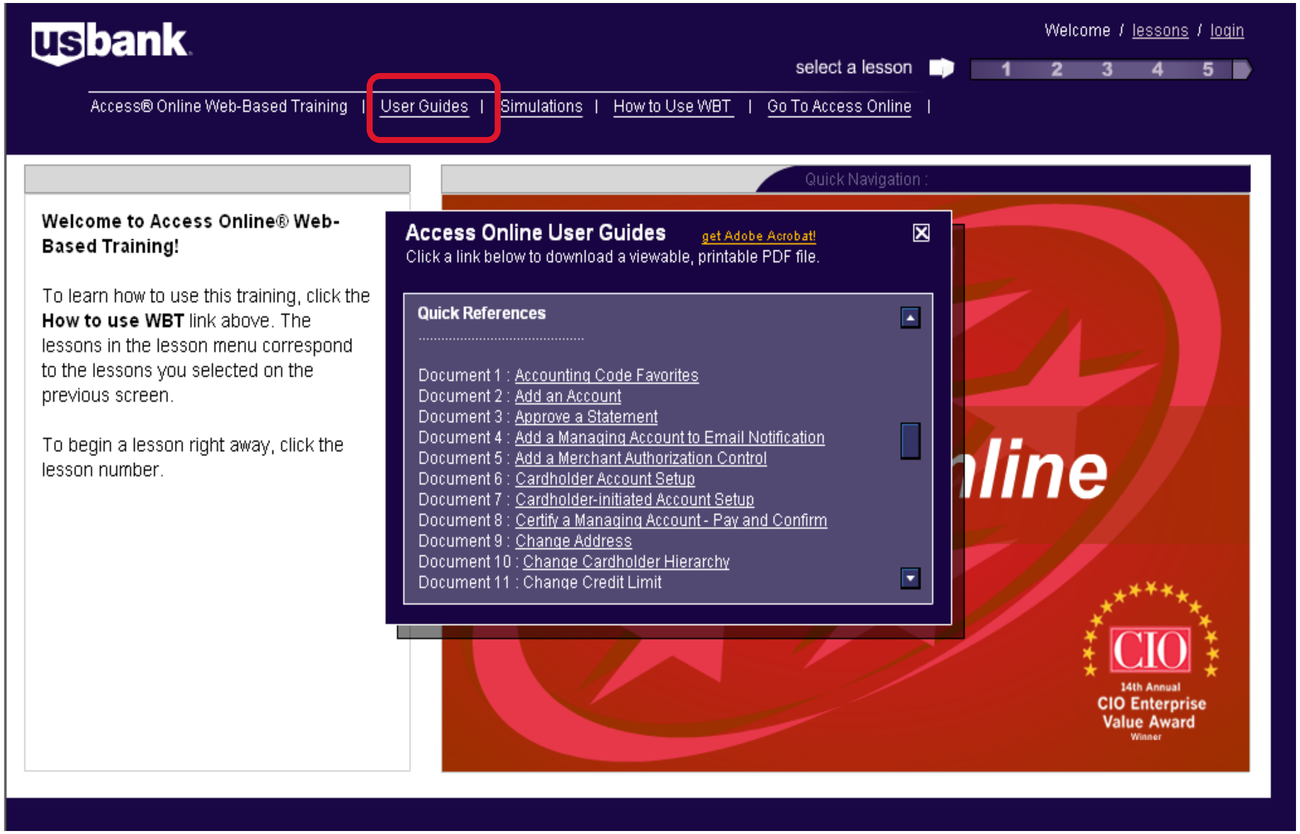
usbank

Other Guides



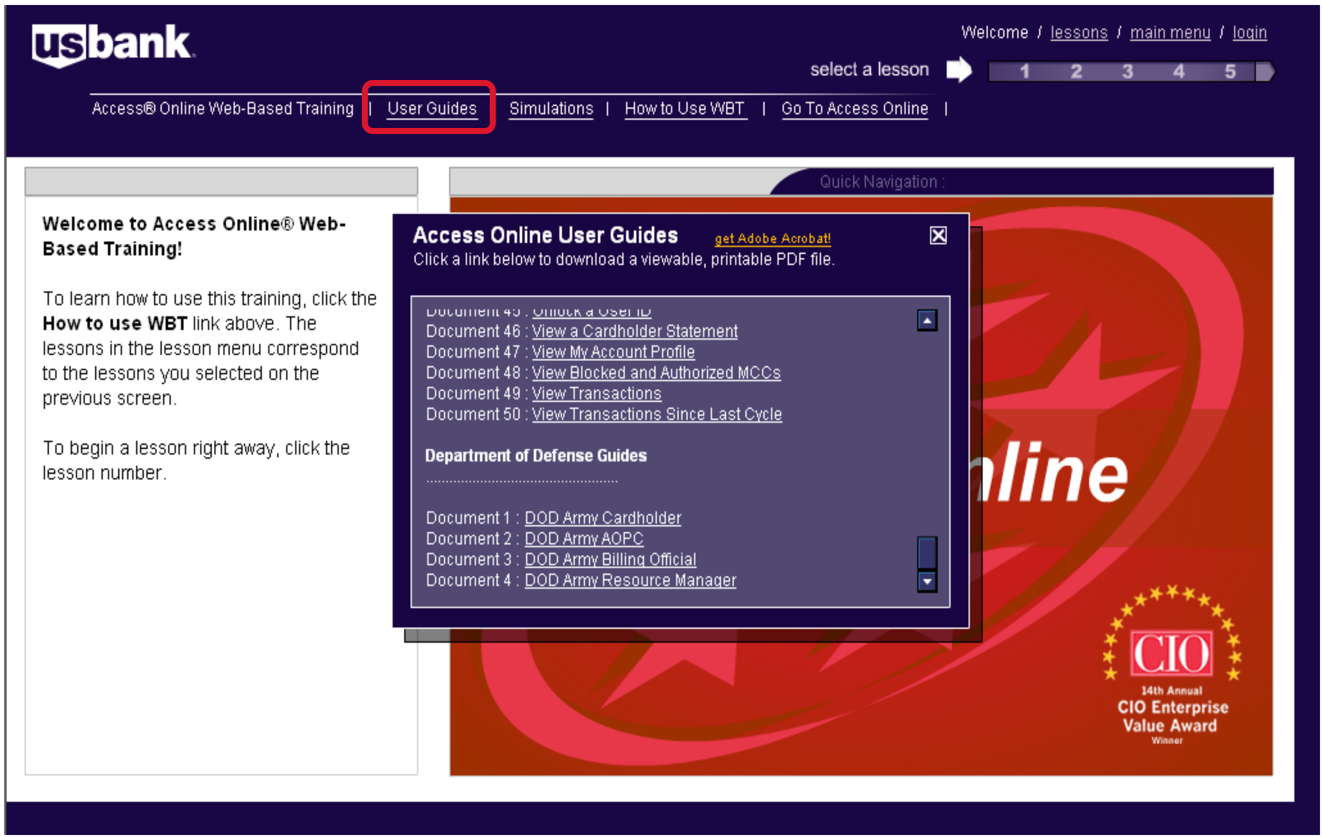
- **Other Documents** offers samples, screen shots and data reference guides

Quick Reference Guides



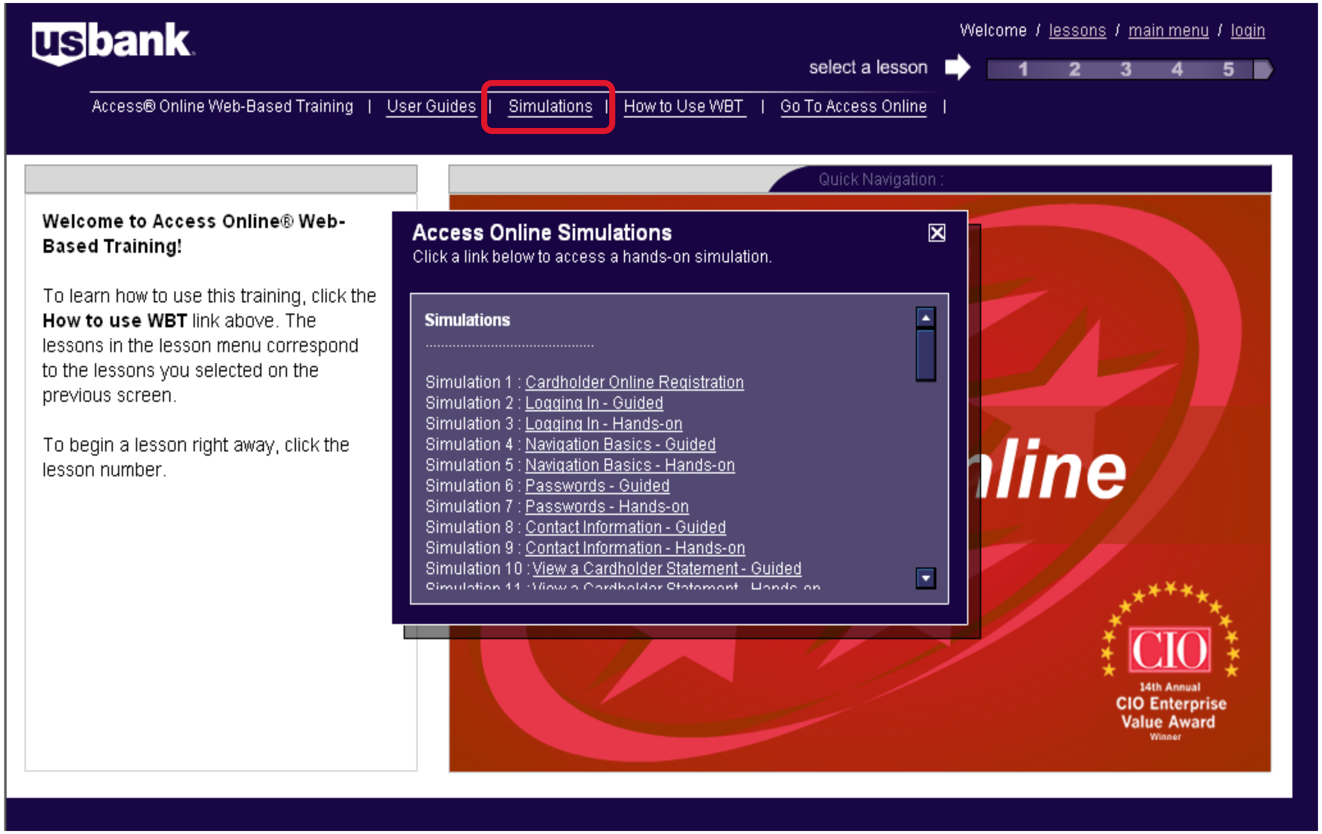
- **Quick References** offers 1-2 page documents that outline a specific task

Department of Defense Guides



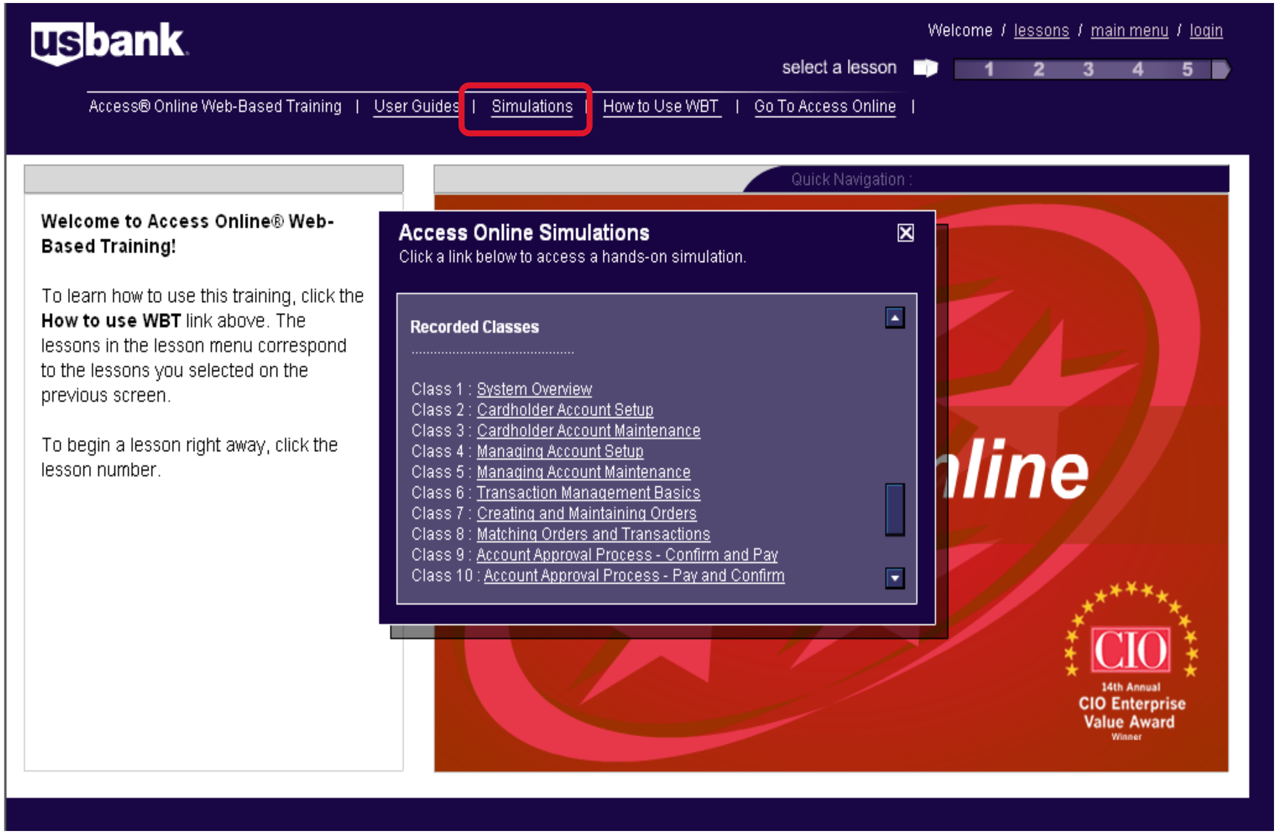
- **DoD Guides** offers specific Army functions in Access Online

Simulations



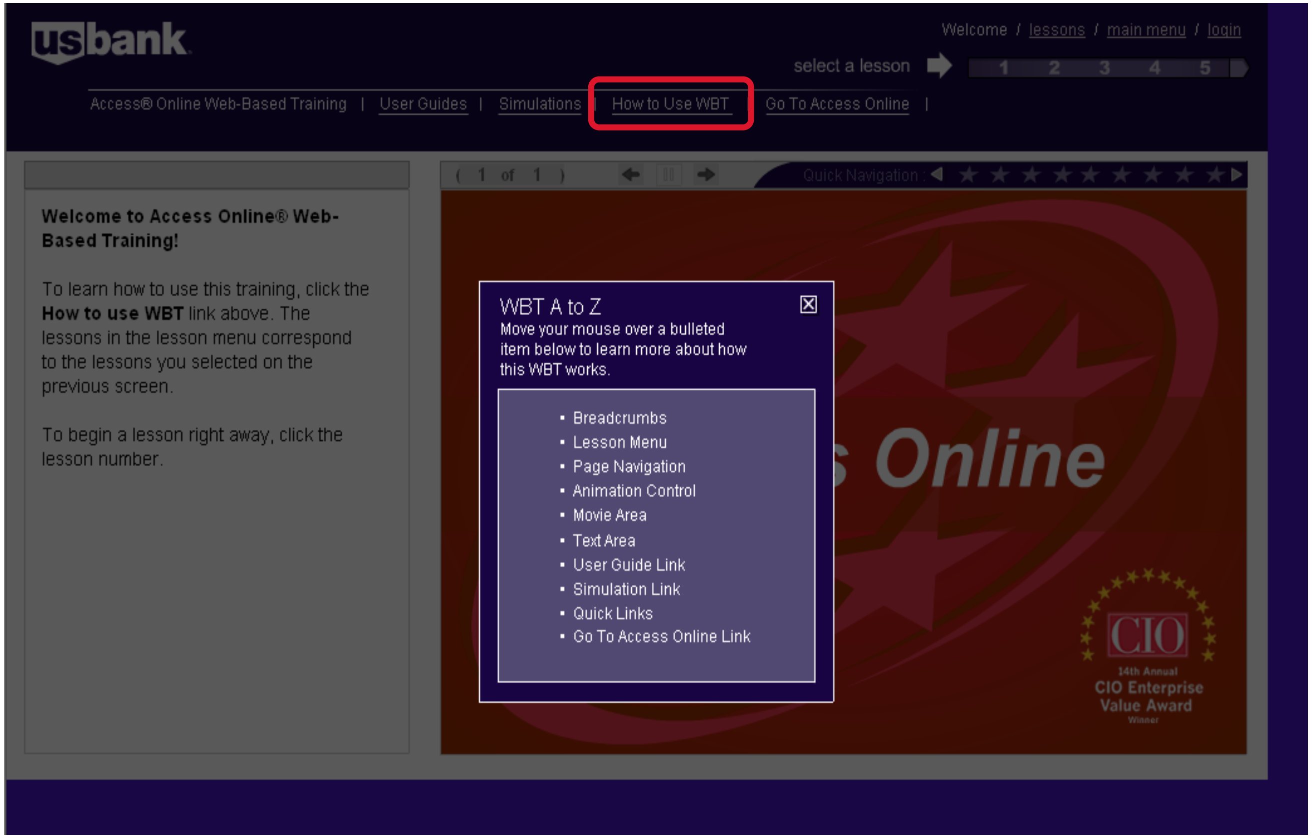
- **Simulations** are guided presentations of Access Online functions

Recorded Classes



- **Recorded Classes** are presentations with audio

How to Use WBT



- **How to Use WBT** is a guided tour of the main areas within WBT

Access Online

All of us serving you®

Shared Access Online Screens

- URL is **https://access.usbank.com**
- Registration
  - Password resets
- Account Information
  - account profile and account statements
- My Personal Information
  - Update demographic information and change password information
- Order Management
  - Create Maintain and Match Orders to transactions
- Transaction Process
  - Posted Transactions, Reallocate, Dispute, Match Transactions to Orders
- Reporting

Basic Navigation

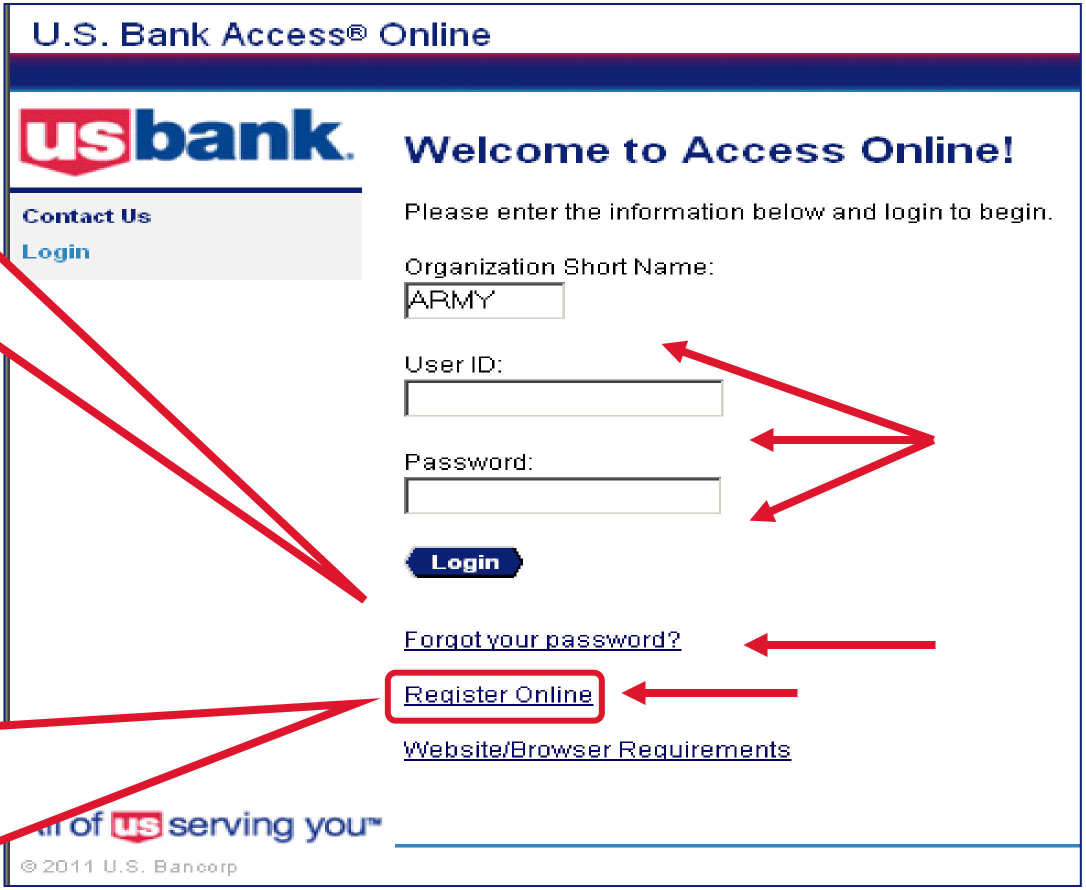
- Cardholder
  - Self Registration
  - Order Management
  - Transaction Management
  - Account Information
  - My Personal Information
- Billing Official
  - Transaction Management
  - Account Information
- Resource Manager
  - Accounting Code Management
  - Account Administration

Registration

Answer authentication question and answer to reset the password. Password resets

- Contact A/OPC
- Call Customer Support

Only cardholders self-register by clicking here and filling information. Resource Managers and Billing Official IDs are created by the A/OPC



Account Information

- Request Status Queue
- Active Work Queue
- System Administration
- Event Driven Notification
- Account Administration
- Transaction Management
- Account Information
  - Statement
  - Account Profile
- Reporting
- Data Exchange
- My Personal Information

- Home
- Contact Us

Account Information

Statement

View account statement(s).

- Cardholder Account Statement
- Managing Account Statement
- Diversion Account Statement

18 months of statements can be used for manual payments and records

Account Profile

View account demographics, limits, accounting code, and other related information.

- Cardholder Account Profile
- Managing Account Profile
- Diversion Account Profile

Limits, demographics and DAC

Reporting

- Program Management
- Financial Management
- Report Scheduler
- Data Exchange

Transaction Detail Report

Financial Management

Client Relationship: United States Army — Switch Relationships

- Request Status Queue
- Active Work Queue
- System Administration
- Account Administration
- Order Management
- Transaction Management
- Enhanced Supplier Management
- Account Information
- Reporting
  - Program Management
  - Financial Management
  - Supplier Management
  - Tax and Compliance Management
  - Administration
  - Global
  - Report Scheduler
  - Flex Data Reporting
  - Custom Reports
- Data Exchange
- My Personal Information

Home

Contact Us

Order Management

Billed Transaction Analysis with Order Detail
Detailed and summary billed transaction information, regarding the results of order and transaction matching.

Full Transaction and Order Detail
Full expenditure detail, including transaction, line item, order, account allocation, and tax estimation information.

Order Analysis
Detailed and summary order information, regarding the results of order and transaction matching.

Order Detail
Order detail information.

Order Receipt
Detailed and summary receipt information as recorded against the order or order line items.

Transaction Management

Account Allocation
Account allocation and reallocation detail by accounting code.

Extract Reconciliation
Summary of transactions by account that have been extracted versus statemented.

Managing Account Approval Status
History of Managing Account and Cardholder Account statement approvals.

Transaction Detail
Detailed transaction data including merchant detail, allocation (accounting code) information, and transaction log data.

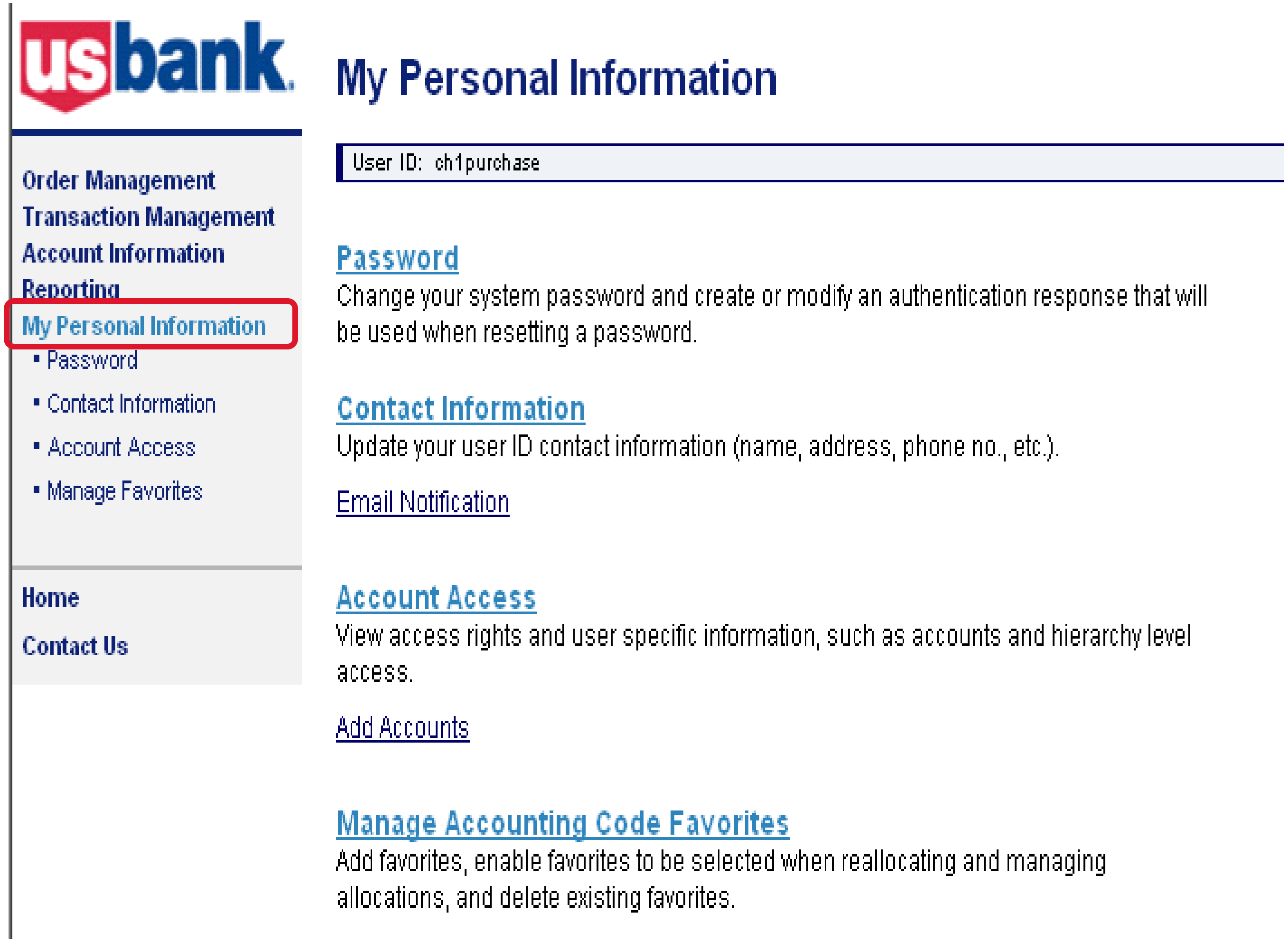
Fleet Activity Detail
Fleet product summary and fleet transaction activity data including fuel, tax and line item detail.

Payment Detail
Detailed payment information pertaining to transactions and payments.

Transaction Aging
Detailed client transaction information and payment aging history.

Determine spend for current cycle or previous, allocation detail, disputed items, refund information, merchant information, etc.

My Personal Information



Confirm and Pay Process

Confirm and Pay – Transaction Process

- Cardholder functions
- Billing Official functions
- Resource Manager functions

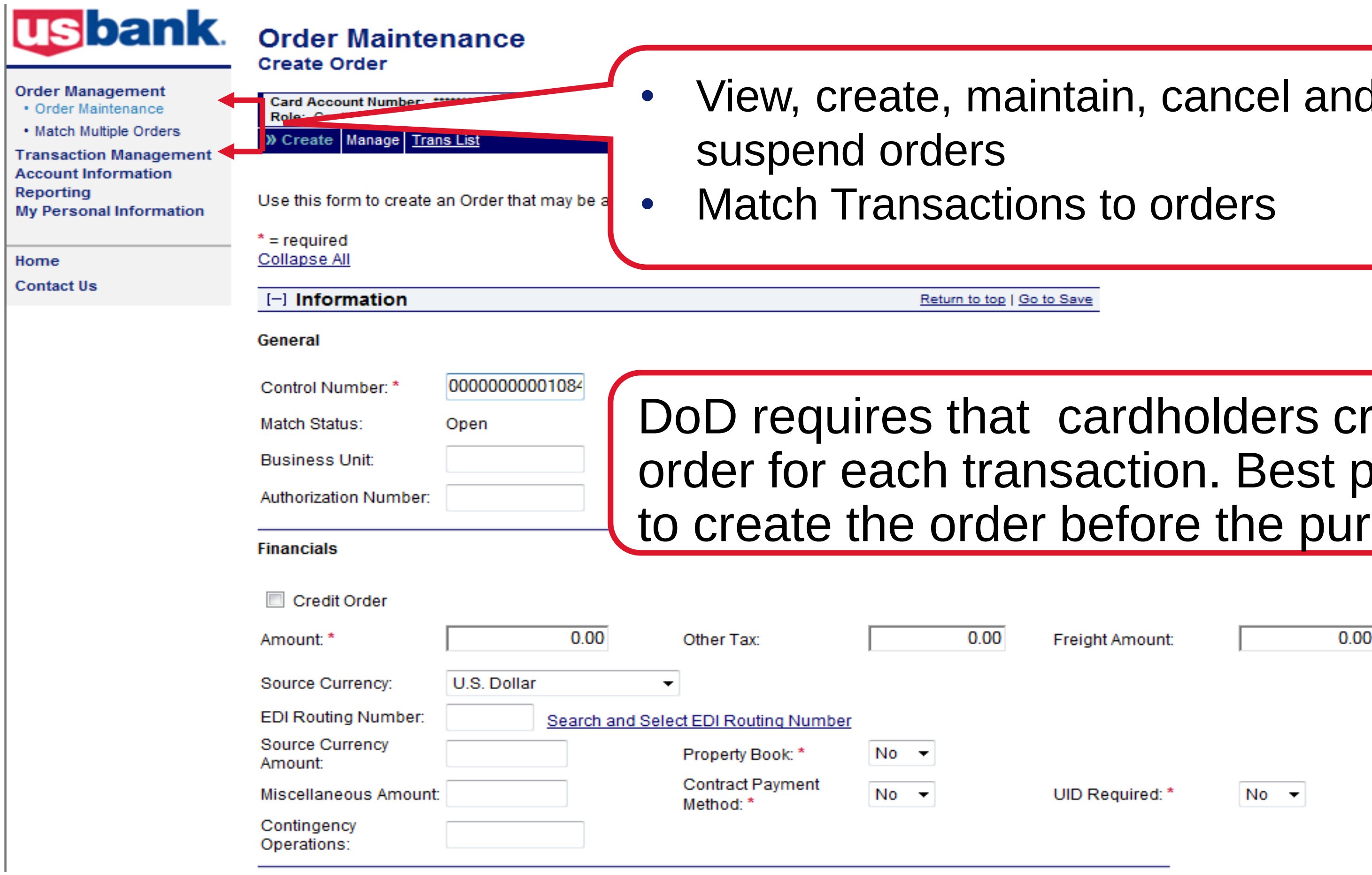
Timeframes

- Cardholders have 15 days to approve in Access Online
- Certify within 60 days or account becomes M9’d
- 181+ days of non-payment will shut down agent
- Resource Managers can not perform maintenance to Extract Information or Accounting Code Information if account is closed

Cardholder Process

- Creates Order
- Makes Purchase
- Transaction Posts
- Matches Order to Transaction to approve transaction
- Reallocates Transactions, if necessary
- Disputes Transaction, if necessary
- Approves Statement

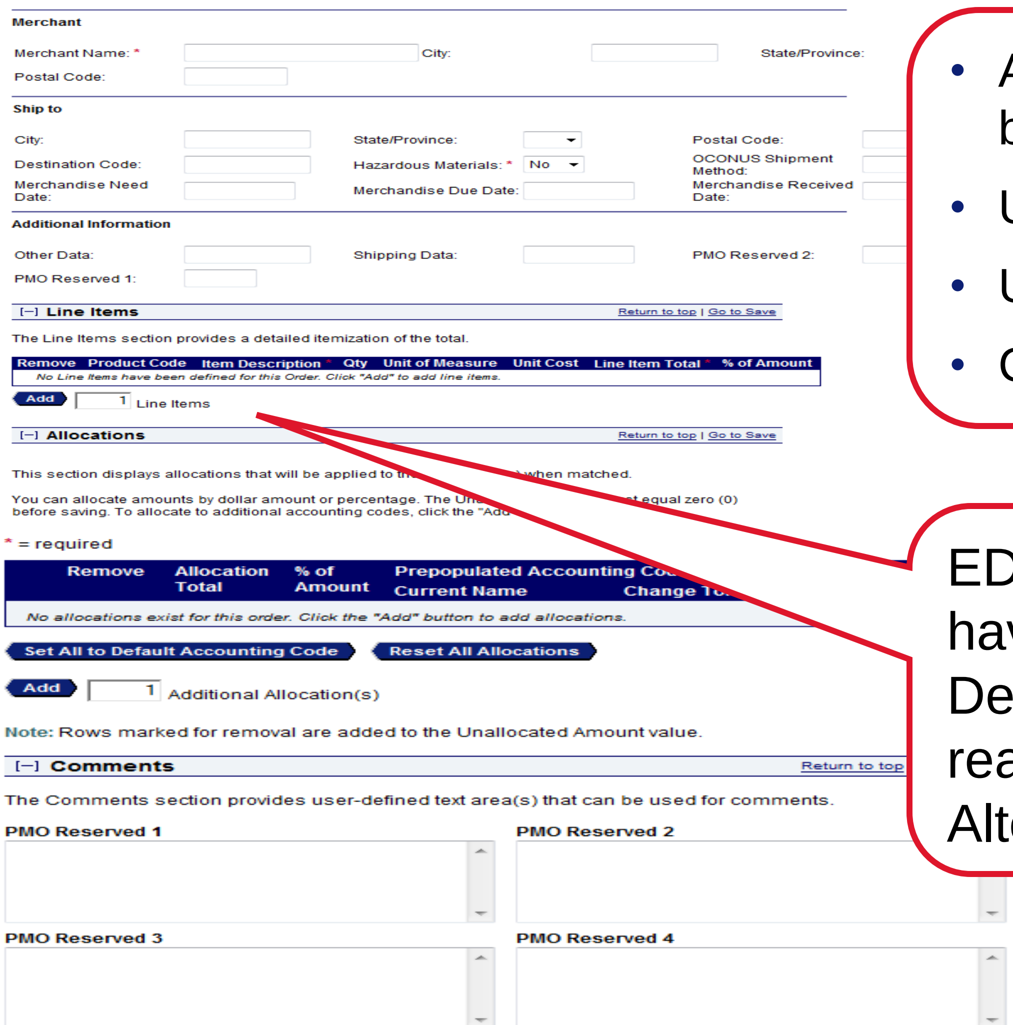
Order Management – Cardholder



- View, create, maintain, cancel and/or suspend orders
- Match Transactions to orders

DoD requires that cardholders create an order for each transaction. Best practice is to create the order before the purchase

Order Management – Cardholder (Continued)

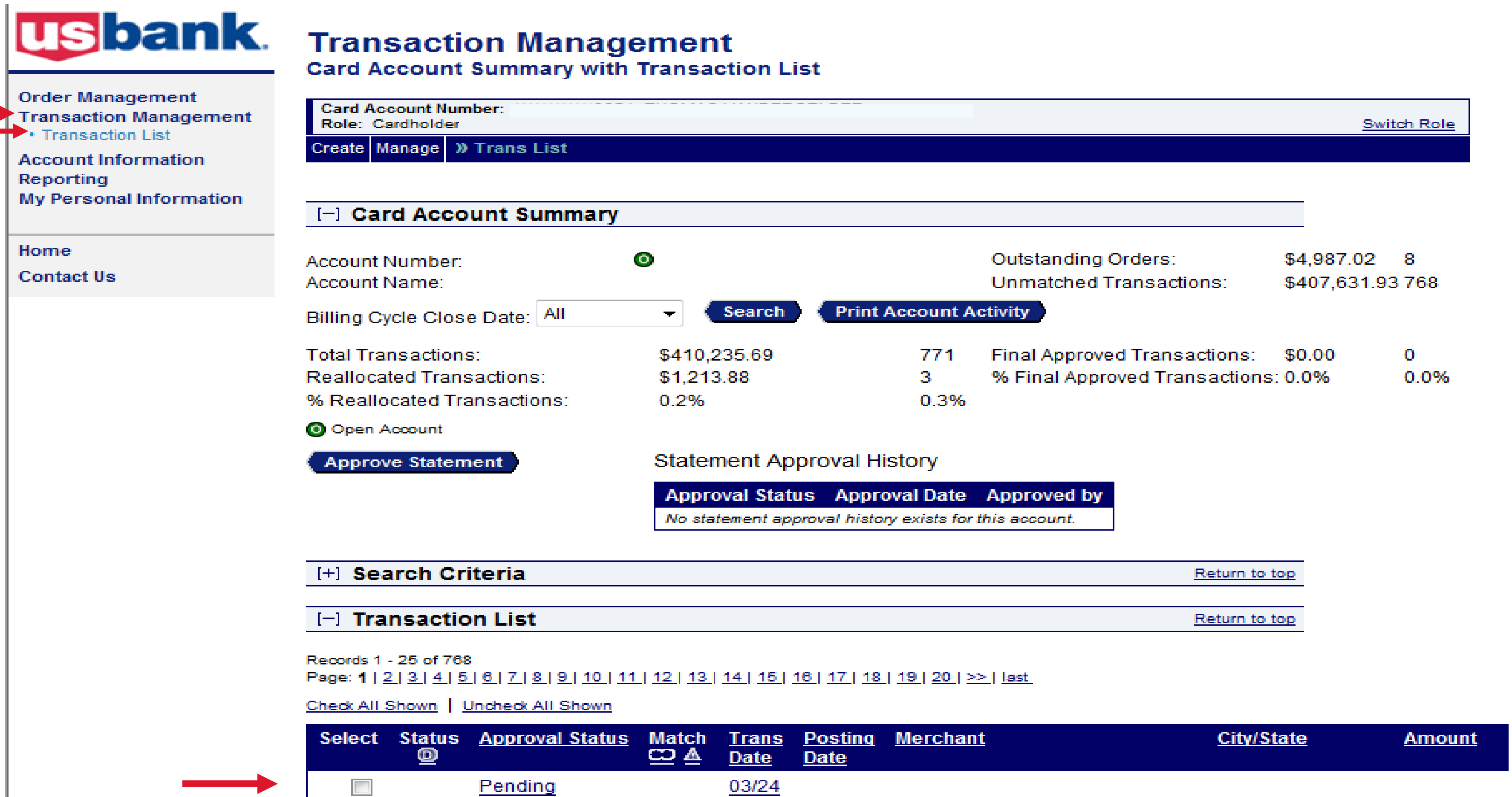


- Any field with an asterisk must be filled in
- Use the line items
- User Allocation
- Click on Add to add line items

EDI-enabled accounts can have transactions post to Default Line of Accounting or reallocate a transaction to an Alternate Line of Accounting

usbank

Transaction Management – Cardholder



Matching – Cardholder

Order Management
Transaction Management
• Transaction List
Account Information
Reporting
My Personal Information

Home
Contact Us

Transaction Management

Select Best Order to Match to Transaction

Card Account Number: Switch Accounts

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail		Purchase ID		Accounting Code
	03/20	03/24	BEST BUY 00009746	RICHFIELD, MN	$65.00			10354		54540000000000

Disputed Reallocated

Suggested Best Match

Search & Select Order to Match to Transaction
Select from All Available Orders to Match to Transaction

To match to this transaction, select an Order and click the "Match to Transaction" button.
To view the details, click the "Control Number" link.
If the desired Order to match is not in the list, click the "Search..." or "Select from All Available..." link.

Match to Transaction

Records 1 - 1 of 1

Match	Status		Control Number	Order Date	Merchant Name	Amount	Source	% Fulfilled	Last Match
◉	Open		0000102385	03/20/2011	Best Buy Bes	$65.00	ch1purchase	0.00%	03/23/2011

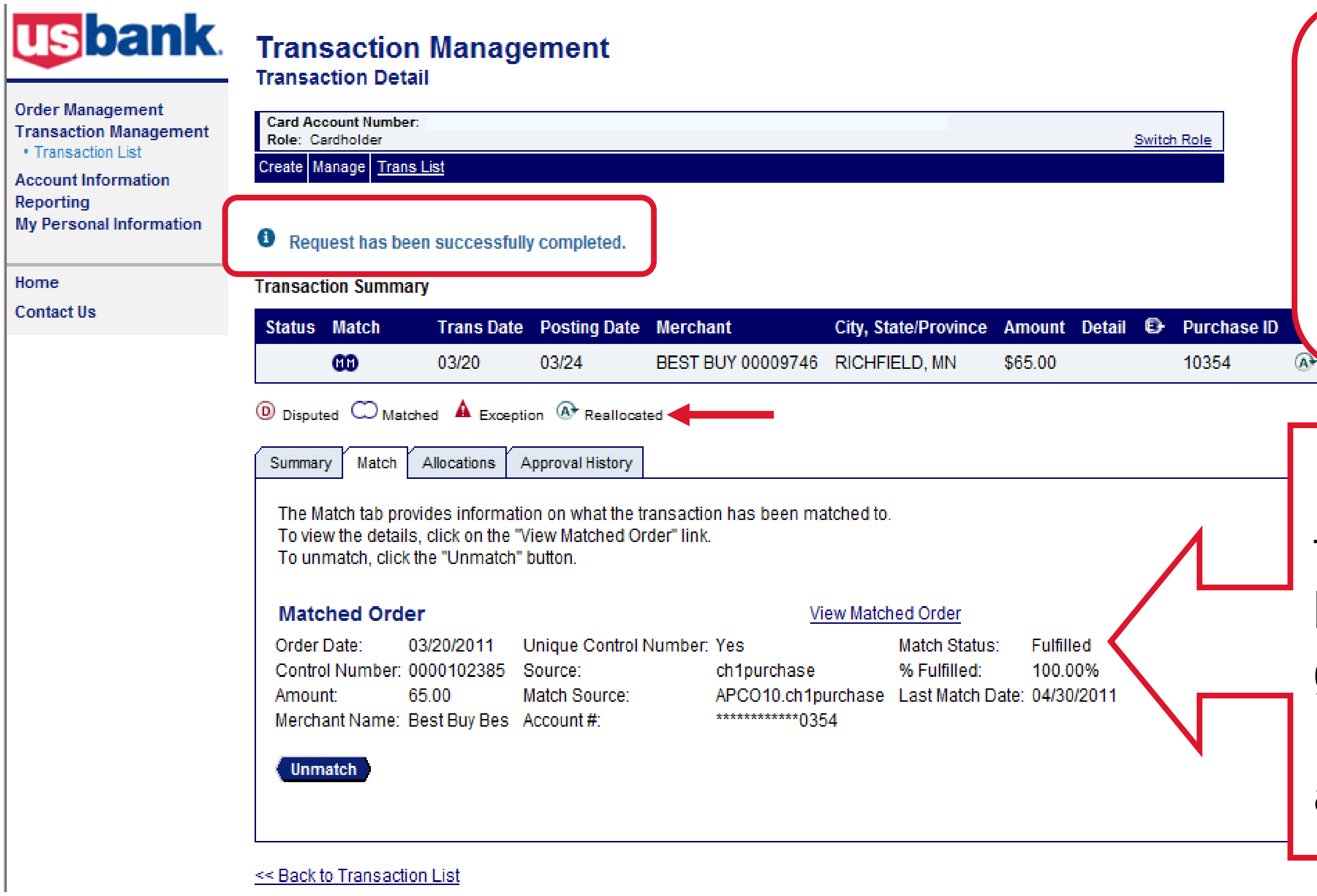
Control Number Not Unique

Records 1 - 1 of 1

Match to Transaction

<< Back to Transaction Detail

Matching – Cardholder (Continued)



Match order to transaction. This approves the transaction and is the only way to approve a transaction.

If % of fulfillment is less than or greater than 100%, ▲ appear

Approved Transaction – Cardholder

Order Management
Transaction Management
• Transaction List
Account Information
Reporting
My Personal Information

Home
Contact Us

Transaction Management
Transaction Detail

Card Account Numb
Role: Cardholder
Switch Role

Create | Manage | Trans List

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail		Purchase ID		Accounting Code
	M M	03/20	03/24	BEST BUY 00009746	RICHFIELD, MN	$65.00			10354	A	23340000000000000000|23|2334

Disputed Matched Exception Reallocated

Summary | Match | Allocations | Approval History

The Approval History tab displays approval actions taken on a transaction.

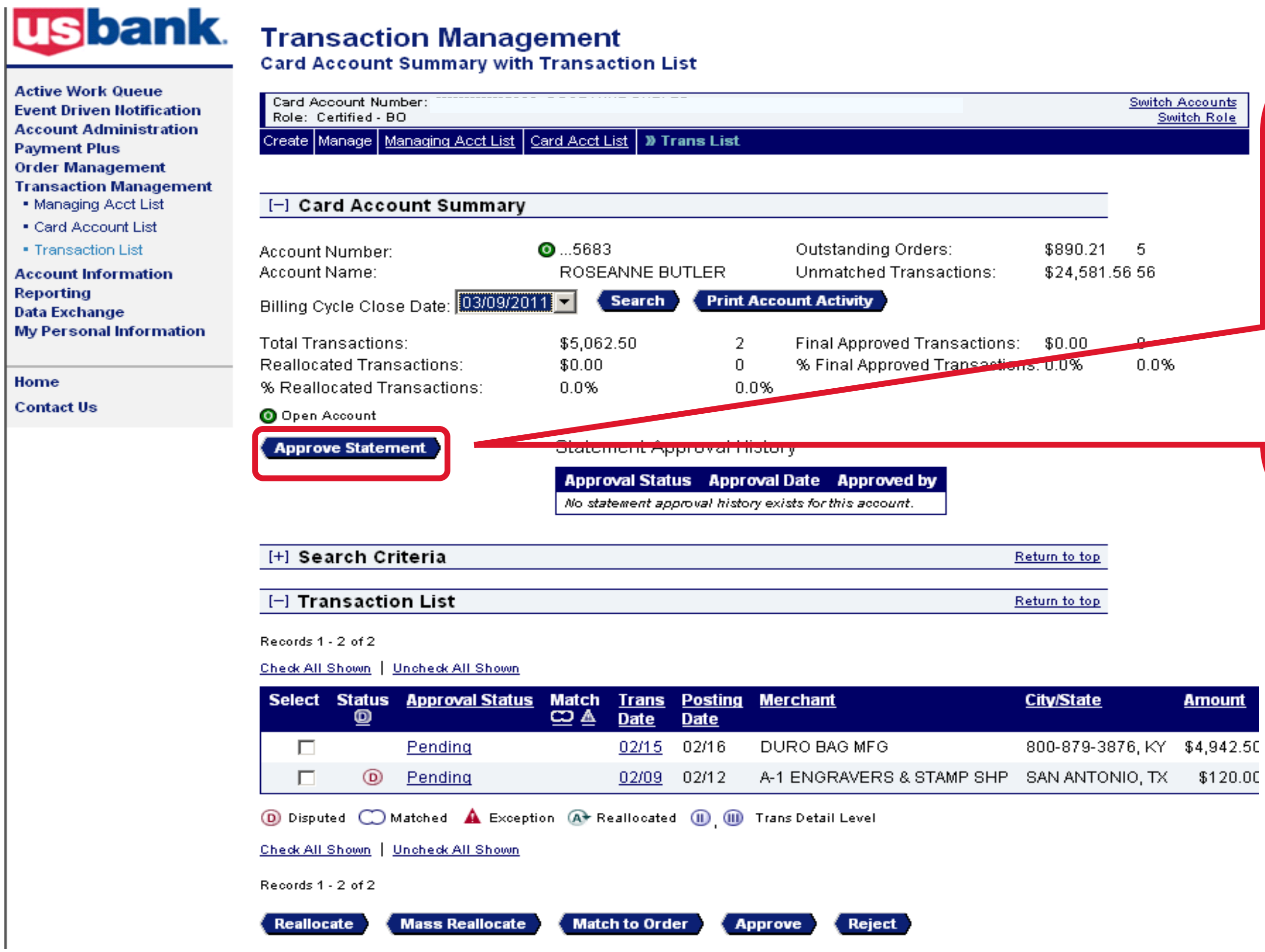
Approval Actions

Approver	Date/Time	Approval Action	Approver Modifications
[illegible]	04/30 01:59	Approved	

Key for Rejection Reasons:
1 Incorrect accounting code allocation (Request for user to change allocation)
3 Incorrect or insufficient transaction comment information
4 Incorrect or not enough user line item data
5 Unauthorized / non-preferred vendor
6 Incorrect match
7 Other

Key for Approver Modifications:
C Changed Transaction Comments
U Changed User Line Items

Approve Statements – Cardholder



Once a cardholder has approved all transactions, the overall statement must be approved.

Confirmation Statement – Cardholder

Active Work Queue
Event Driven Notification
Account Administration
Payment Plus
Order Management
Transaction Management
- Managing Acct List
- Card Account List
- Transaction List

Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Transaction Management

Card Account Statement Confirmation

I certify that, except as may be noted herein or on supporting documents, the purchases and amounts listed on this account statement: (1) Are correct and required to fulfill mission requirements of my organization. (2) Do not exceed spending limits approved by the Resource Manager. (3) Are not for my personal use or the personal use of the receiving individual. (4) Are not items that have been specifically prohibited by statute, by regulation, by contract, or by my organization. (5) Have not been split into smaller segments to avoid dollar limitations. All purchase card transactions are subject to review to identify instances of potential fraud, waste and/or abuse.

Agree Disagree

Billing Official Process

- Rejects transaction back to cardholder, if necessary
- Can perform Cardholder role, if necessary
- Final approves transactions for each cardholder
- Certifies statement for payment

Certification of Statement – Billing Official

Order Management
Transaction Management
- Managing Acct List
- Card Account List
- Transaction List

Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

[–] **Managing Account Summary**

Account Number: 4716304556606120 Account Name: ACME CP ORGANIZATION

Cycle: 03/09/2011 **Search**

Display All Card Accounts for All Managing/Diversion Accounts

Total # Card Accounts:	7	Total Fees:	$0.00
Open Card Accounts:	7	Total Transactions:	$97,061.46 175
Suspended Card Accounts:	0	Cardholder Approved Transactions:	$5,062.50 2
Previous Statement Balance:	$0.00		
Payments Since Previous Statement:	$0.00		

Open Account

Certify MA/DA Statement **Reject**

Statement Approval History

Approval Status	Approval Date	Approved by
No statement approval history exists for this account.		

] **Search Criteria** Return to top

–] **Card Account List** Return to top

ecords 1 - 7 of 7

Show/Hide Posted | Show/Hide Approved | Show/Hide Final Approved | Show/Hide Reallocated | Show/Hide Disputed

	Select			Account Number	Account Name	Posted # of Trans	Posted $ of Trans	Approved # of Trans by CH	%	Approved $ of Trans by CH	%
	○	⊙		...5667	MARTIN DANIELS	50	$44,919.79	0	0.0%	$0.00	0.0%
	○	⊙		...5675	GILBERTO RODRIGUEZ	66	$21,091.86	0	0.0%	$0.00	0.0%
▲	○	⊙	✓	...5683	ROSEANNE BUTLER	2	$5,062.50	2	100.0%	$5,062.50	100.0%
	○	⊙		...5691	DAMITA MARALDO	18	$9,430.29	0	0.0%	$0.00	0.0%
	○	⊙		...5709	DOUGLAS JOHNSON	10	$3,926.74	0	0.0%	$0.00	0.0%
	○	⊙		...5717	JOSEPH HANCOCK	7	$4,538.80	0	0.0%	$0.00	0.0%
	○	⊙		...5725	LYNETTE PRICE	22	$8,101.48	0	0.0%	$0.00	0.0%

Open Account ✓ Approved

Records 1 - 7 of 7

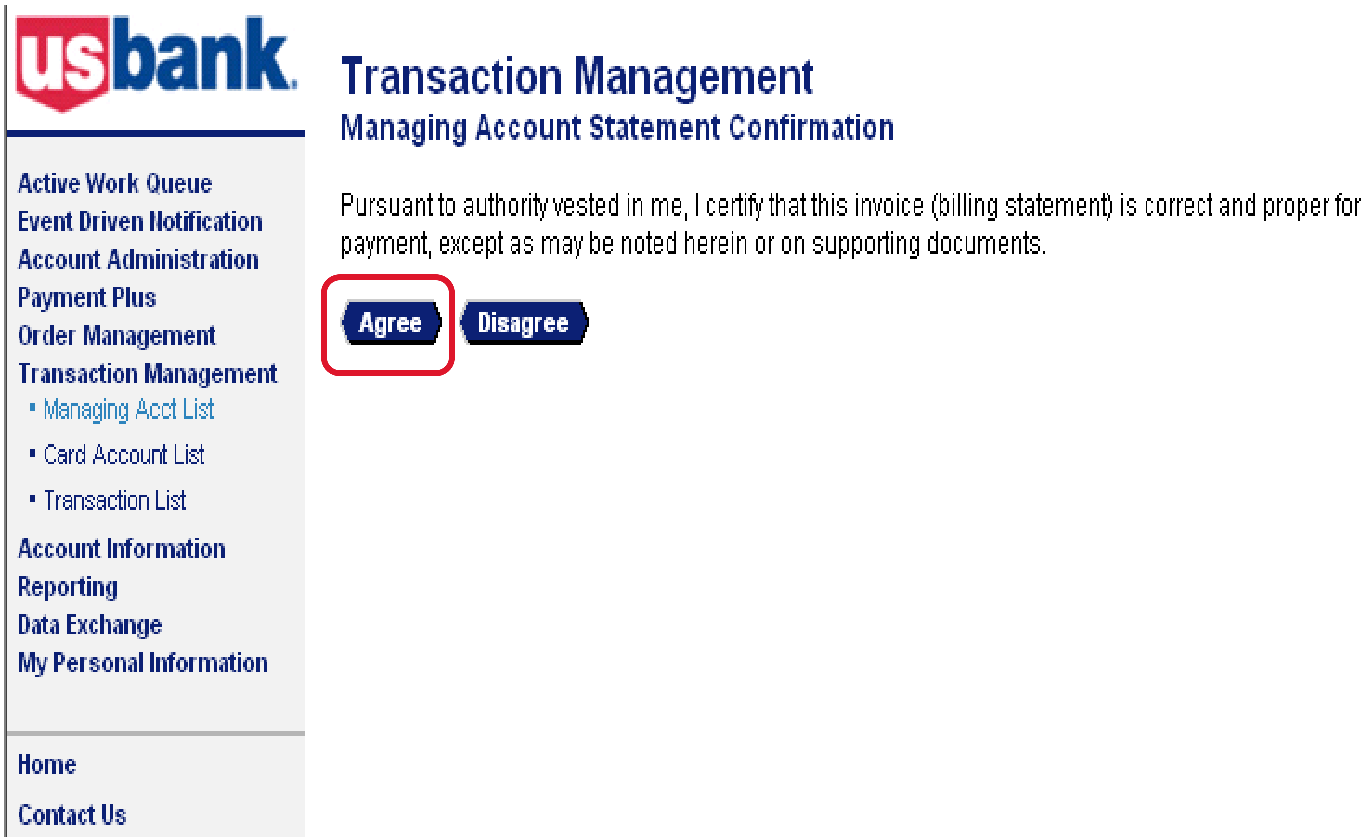
Approve Card Acct Statement

- Handle cardholder duties, if necessary
- Reject a Transaction back to the cardholder, if necessary
- Certify Statement

Rejecting a Transaction Back to a Cardholder

- Once the cardholders have completed the approval process, the Billing Official (BO) must review the transactions to make sure they were approved correctly
- If a transaction was not approved correctly, the BO can reject the transaction back to the cardholder to be fixed
- Note: The system will not notify the cardholder of a rejected transaction. It is up to the BO to contact the cardholder so that they can re-process the rejected transaction

Certification Statement



Completion of Certification

Order Management
Transaction Management
- Managing Acct List
- Card Account List
- Transaction List

Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

The action was successfully completed.

[–] Managing Account Summary

Account Number: Account Name: ACM

Cycle: 03/09/2011 Search Display All Card Accounts for All Ma

Total # Card Accounts: 7
Open Card Accounts: 7
Suspended Card Accounts: 0
Previous Statement Balance: $0.00
Payments Since Previous Statement: $0.00

Total Fees:
Total T

Open Account Certified - BO

Certify MA/DA Statement Reject

Statement Approval History
Show all

Approval Status	Approval Date	Approved by
Certified - BO	05/03/2011	ACPO23.pa1billing

[+] Search Criteria Return to top

[–] Card Account List Return to top

Records 1 - 7 of 7

Show/Hide Posted | Show/Hide Approved | Show/Hide Final Approved | Show/Hide Reallocated | Show/Hide Dispute

	Select			Account Number	Account Name	Posted # of Trans	Posted $ of Trans	Approved # of Trans by CH	Approved %	Approved $ of Trans by CH	Approved %
				...5667	MARTIN DANIELS	50	$44,919.79	0	0.0%	$0.00	0.0%
				...5675	GILBERTO RODRIGUEZ	66	$21,091.86	0	0.0%	$0.00	0.0%
				...5683	ROSEANNE BUTLER	2	$5,062.50	2	100.0%	$5,062.50	100.0%
				...5691	DAMITA MARALDO	18	$9,430.29	0	0.0%	$0.00	0.0%
				...5709	DOUGLAS JOHNSON	10	$3,926.74	0	0.0%	$0.00	0.0%
				...5717	JOSEPH HANCOCK	7	$4,538.80	0	0.0%	$0.00	0.0%
				...5725	LYNETTE PRICE	22	$8,101.48	0	0.0%	$0.00	0.0%

Open Account Approved

Records 1 - 7 of 7

Approve Card Acct Statement

The BO should look at this area to confirm previous statement was made. If it was not, the BO should notify A/OPC

usbank

Resource Manager Process

- Input appropriate limits to accounts
- Input accounting information to accounts
- Input extract information for certification process

Account Administration – Resource Manager

Request Status Queue
Active Work Queue
System Administration
Event Driven Notification
Account Administration
- Cardholder Accounts
- Managing Accounts

Transaction Management
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Managing Accounts

Summary and Tasks

Managing Account Number: [illegible] ACME PC ORG Switch Accounts

Select a task to maintain its contents. Repeat if changes are required in another task. You can also view account requests in the request status queue.

Product:	Purchasing	Bank:	[illegible]
Name:	ACME PC ORG	Agent:	
Status:	" "-OPEN	Company:	

Task	Description
Extract Information	Input financial extract information assigned to the account.
Default Accounting Code	Input the default accounting code assigned to the account.
Authorization Limits	Input authorization limit information such as credit limit, single purchase limit, and available credit.

Accounting Code Management – Resource Manager

Request Status Queue
Active Work Queue
System Administration
- Accounting Code Mgmt
- Merchant Groups
- Merchant Allocation Rules
- Allocation Rules Engine

Event Driven Notification
Account Administration
Transaction Management
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Accounting Code Management

Accounting Code Structure
Create or modify structures for viewing, entering, and changing accounting codes throughout the system.

Accounting Validation Controls

Create, view, modify and delete the rules for accounting code validation.

- Create New Accounting Validation Control
- Create / Modify / Delete Child Accounting Validation Control
- Modify / Delete Accounting Validation Control

Note: The management of custom and subset valid values lists is done through the "Create / Modify / Delete Child Accounting Validation Control" link or "Modify / Delete Accounting Validation Control" link

Valid Values Lists

Create, view and delete lists of valid accounting code values. Also add, replace or delete values within a list.

- Create New Valid Values List
- Modify / Delete Valid Values List

Alternate Accounting Codes
Create, view, modify and delete the full lines of accounting that can be used for reallocation.

Refunds

What is a GPC Refund?

- Earned quarterly based on amount of GPC spend and speed of payment
- Maximizing the utilization of the purchase card, each service and organization receives more and more…

Cardholder Refund

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail		Purchase ID		Accounting Code
		04/15	04/15	USBANK REBATE-THANK YOU	00000, D	$41.78					

Disputed Matched Exception Extracted Reallocated Reallocation Locked

Summary | Match | Allocations | Approval History | Client Data

The Summary tab shows high-level transaction information.

To initiate a dispute, click the "Dispute" button.

Transaction

Date:	04/15/2011
Purchase ID:	
Total Amount:	41.78
Memo Post:	Yes
Sales Tax:	0.00
Freight:	

Merchant

Name:	USBANK REBATE-THANK YOU
City, State/Province:	00000, D
Transaction Type:	CREDIT MILITARY FEE
MCC Code:	0
MCC Description:	

Reference Information

Billing Cycle:	04/19/2011
Posting Date:	04/15/2011
Reference Number:	74798261105000000017825
Authorization Number:	

Extract Date(s)

Most Recent Standard Financial Extract:	04/17/2011
General Ledger Extract:	04/29/2011
Payment Extract:	05/03/2011

Currency

Billing Currency:	U.S. Dollar
Source Currency:	U.S. Dollar
Source Currency Amt:	41.78

Print Transaction

Dispute

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute

Sales Draft Requests

none

[+] Dispute History

Managing Account Refund

BILLING ACCOUNT SUMMARY									
	Previous Balance	Purchases And Other Charges +	Self Assessed Interest Penalty +	Checks +	Check Fee -	Credits =	Current Activity	Payments	Account Balance
Company Total		$7,043.78	$0.00	$0.00	$0.00	$128.31	$6,915.47		$6,915.47

Things to Know

- EDI-enable accounts when possible
- Making payments as soon as possible, yields a lower file turn
- Purchase volume and speed of pay = refunds
- This all equals money back to your agency

Recap

- Web-based Training
  - Login
  - Lessons
  - User guides
  - Simulations
- Access Online
  - Common screens
  - Confirm and pay process
  - Refunds

Questions?

Thank You

Presentations will be available on

www.usbank.com/sp2presentations

after the conference