



A
Winning
HAND:

Travel Card Program Basics

Presented by
Dale Brauer and Seth Kaplan

Corporate Travel Card Basics

- What is a travel card?
- What are the fundamentals of a travel program?
- What program controls are available to me?
- How does the authorization process work?
- How does a cardholder pay their statement?
- What support is available?
- What if I need more information?



What is a travel card?

- A payment mechanism that enables cardholders to pay for airfare, hotel, car rental, and other travel related expenses
- Centrally billed and paid by the agency/organization
- Individually billed and paid for by the cardholder
- Universal acceptance and security
- Administrative cost savings



What are the Fundamentals of a Travel Program?

- Terminology
- Cardholder compliance
- Tools for program management
- Delinquency management
- Measures of effectiveness



Terminology

- TSYS – credit card program
- U.S. Bank Access[®] Online – Access Online system
- A/OPC – Agency Organization Program Coordinator
- SPL – Single Purchase Limit
- Credit limit – total amount that can be spent
- Cash limit – total amount of cash that is available
- MCCG – Merchant Category Code Group
- MCC – Merchant Category Code (Visa[®])
- SIC – Standard Industrial Code (MasterCard[®])
- DAC – Default Accounting Code



What is TSYS?

“The action behind the transaction”

- TSYS is a single-source solution that enables issuers to support multiple products, languages and currencies on one global platform
- TSYS is the system of record that houses customer and company data
- All data used within U.S. Bank to monitor client activities comes from TSYS



Cardholder Setup Form

CH_Setup_reg.pdf - Adobe Reader
File Edit View Document Tools Window Help

GOVERNMENT SERVICES

CARDHOLDER SETUP

Travel - Individually Billed Account – 448622

To ensure timely processing of your application, please make sure to do the following:

1. Complete all fields as they are **REQUIRED** unless noted as (optional).
2. Choose the address to which you would like your card shipped.
3. Authorize U.S. Bank to obtain your credit information, sign under the Employee Understanding, and send to your Program Coordinator.

Step 1: APPLICANT INFORMATION (To be completed by applicant)

Applicant Name: _____ (max. 21 char.)

Social Security Number: _____ (9-digits – no spaces or dashes) Date of Birth: _____ (mm / dd / yyyy)

Dept./Office/Agency Name: _____ (max. 21 char.)

Step 2: CHOOSE CARD DELIVERY ADDRESS (To be completed by applicant) Home -OR- Alternate Address

<p>Home Address1: _____ (max. 35 char.)</p> <p>Home Address2: _____ (max. 35 char.)</p> <p>City: _____ (max. 25 char.)</p> <p>State: _____ Zip: _____ Country: _____ (two char. only) (5-digits) (max. 10 char.)</p>	<p><small>Complete ONLY if Alternate Address was chosen</small></p> <p>Alternate Address1: _____ (max. 35 char.)</p> <p>Alternate Address2: _____ (max. 35 char.)</p> <p>City: _____ (max. 25 char.)</p> <p>State: _____ Zip: _____ Country: _____ (two char. only) (5-digits) (max. 10 char.)</p>
--	--

Home Phone Number _____ (10-digits – no spaces or dashes) Business Phone Number _____ (10-digits – no spaces or dashes)

Business Fax Number _____ (optional) (10-digits – no spaces or dashes) Business E-mail Address: _____ (max. 60 char)

Employee Understanding/Signature:
 Creditor is U.S. Bank National Association ND. Applicant understands that this card is to be used for official travel related expenses. Applicant understands that the U.S. Bank billing statement is due and payable in full upon receipt. Applicant understands that he/she is liable to U.S. Bank for full payment of all Charges authorized by applicant, independent of any agreement or program for reimbursement that may exist between applicant and agency/organization. Information on delinquent accounts may be furnished to consumer reporting agencies or others who may properly receive that information and you consent to the foregoing. Applicant acknowledges that all information provided herein is true and correct.

Applicant Signature/Date _____



Cardholder Setup Form

CH_Setup_reg.pdf - Adobe Reader
File Edit View Document Tools Window Help

Home Phone Number _____ (10-digits – no spaces or dashes)
Business Phone Number _____ (10-digits – no spaces or dashes)

Business Fax Number _____ (optional) (10-digits – no spaces or dashes)
Business E-mail Address: _____ (max. 60 char)

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Applicant Signature/Date

Step 3: SEND FORM TO YOUR AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC) FOR COMPLETION
AGENCY/ORGANIZATION INFORMATION (To be completed by A/OPC)

Bank Agent Number Company Number Division Department

Reporting Levels (TBR)
Level 1 Level 2 Level 3
Level 4 Level 5 Level 6 Level 7

Credit Limit
 Default (\$20,000) _____
 Other _____

Cash Limit
 Default (3.0% = \$600.00) _____
 Other _____ %

MCCG
 Default _____
 Other _____

Step 4: AUTHORIZED A/OPC SIGNATURE
Signature _____
Print Name _____
Phone _____
Fax _____ Date Submitted _____

Step 5: SUBMIT COMPLETED FORM
A U.S. Bank Travel Card will be issued within 3 days following the receipt of the completed application
Fax form to: **612-973-3791** or **800-974-0777**
Or mail form to: **U.S. Bank Government Services**
200 South Sixth St. EP-MN-L28C
Minneapolis, MN 55402
Questions?
Call Customer Service at 888-994-6722

Form: CHSET- TRV (6/10) 1 of 1



Cardholder Setup Form

CH_Appl.pdf - Adobe Reader
File Edit View Document Tools Window Help

CARDHOLDER SETUP GOVERNMENT SERVICES

Travel - Individually Billed Account – 448622

To ensure timely processing of your application, please make sure to do the following:

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2. Choose the address to which you would like your card shipped.
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---	--

Home Phone Number: _____ (10-digits – no spaces or dashes) Business Phone Number: _____ (10-digits – no spaces or dashes)

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Applicant acknowledges that all information provided herein is true and correct.



Cardholder Setup Form

CH_Appl.pdf - Adobe Reader
File Edit View Document Tools Window Help

Home Phone Number _____ (10-digits – no spaces or dashes) Business Phone Number _____ (10-digits – no spaces or dashes)

Business Fax Number _____ (optional) (10-digits – no spaces or dashes) Business E-mail Address: _____ (max. 60 char)

Employee Understanding/Signature:
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Applicant acknowledges that all information provided herein is true and correct.
Additionally, (Please CHECK either A. or B. below):

A. I authorize U.S. Bank to obtain credit information in connection with this application.

B. I do not authorize U.S. Bank to obtain credit information and in accordance your Agency policy.
IBA travel card with restricted limits will be issued.

Applicant Signature/Date _____

Step3: SEND FORM TO YOUR AGENCY/ORGANIZATION PROGRAM COORDINATOR (A/OPC) FOR COMPLETION
AGENCY/ORGANIZATION INFORMATION (To be completed by A/OPC)

Bank **8 2 0 1** Agent Number Company Number

Reporting Levels (TBR)

Level 1	<input type="text"/> 2 <input type="text"/> 3 <input type="text"/> 6 <input type="text"/> 0 <input type="text"/> 0	Level 2	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Level 3	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Level 4	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Level 5	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Level 6	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Level 7	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Level 8	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Level 9	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

Credit Limit
 Default (\$5,000)
 Restricted (\$2,500)
 Other _____

Cash Limit
 Default (33% - \$410/week)
 Restricted (33% - \$205/week)

MCCG
 Default
 Other
 Other _____

Step 4: AUTHORIZED A/OPC SIGNATURE

Signature _____

Print Name _____

Phone _____

Fax _____ Date Submitted _____

Step 5: SUBMIT COMPLETED FORM
A U.S. Bank Travel Card will be issued within 3 days following the receipt of the completed application
Fax form to: **612-973-3791** or **800-974-0777**
Or mail form to: **U.S. Bank Government Services**
200 South Sixth St. EP-MN-L28C
Minneapolis, MN 55402

Questions?
Call Customer Service at 888-994-6722

Form: CHSET- TRV (06/10) 1 of 1



Role of the Agency/Organization Program Coordinator

- Train cardholders
- Create policy and procedure
 - Standard Operating Procedures (S.O.P. Guide)
- Monitor program
- Maintain points of contact



Role of a Cardholder

- Understanding purpose of card
- Reconciling statement
- Paying statement
- Disputing transactions
- Reporting fraud
- Report cards as lost or stolen
- Decline research



Tools and Resources for Program Management

- Access Online (<https://access.usbank.com>)
- W.B.T. (<https://wbt.access.usbank.com>)
- Training and Marketing
(www.usbank.com/gov_forourclients)
- Access Online Helpdesk (800-254-9885 option 2)
- Customer Service (888-994-6722)
- Account Coordinators (800-254-9885 option 3)
- Relationship Managers, located in Washington, DC
- GSA – helpful hints guide
- GSA – <https://smartpay.gsa.gov>



Access Online Welcome Page

- URL: <https://access.usbank.com>

The screenshot shows a Microsoft Internet Explorer browser window displaying the U.S. Bank Access Online welcome page. The browser title bar reads "Welcome To Access Online - Microsoft Internet Explorer provided by US Bank, v3.7". The address bar shows "https://access.usbank.com". The page header includes "U.S. Bank Access® Online" and "ACME08 Agency" with links for "Our Payment Products" and "Logout". The main content area features the "usbank" logo, a "Language Selection" dropdown menu set to "English", and a "Request Status Queue" menu with options like "Active Work Queue", "System Administration", "Event Driven Notification", "Account Administration", "Order Management", "Transaction Management", "Account Information Reporting", "Data Exchange", and "My Personal Information". A "Home" and "Contact Us" link is also present. On the right, there is a "Account Activity Select an Account" box showing "ACME Agency" and "*****1543". The footer contains the slogan "All of us serving you™", the copyright notice "© 2010 U.S. Bancorp", and the version information "R031.00b52.0 usb Demo 2".



Transaction Management

Card Account Summary with Transaction List - Microsoft Internet Explorer provided by US Bank, v3.7

U.S. Bank Access® Online ACME08 Agency
Our Payment Products Logout

usbank Transaction Management
Card Account Summary with Transaction List

Request Status Queue
Active Work Queue
System Administration
Event Driven Notification
Account Administration
Order Management
Transaction Management
 • Managing Acct List
 • Card Account List
 • Transaction List
 • Manager Approval Queue
 • Manager Approval History
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Card Account Number: *****1543, CHARLES TEDESCO [Switch Accounts](#)

Create Manage **Managing Acct List** Card Acct List Trans List Manager's Queue

[-] Card Account Summary

Account Number: ● ...1543 Outstanding Orders: \$0.00 0
 Account Name: CHARLES TEDESCO Unmatched Transactions: \$44,452.43 70
 Billing Cycle Close Date:

Total Transactions: \$15,654.12 27 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: \$0.00 0 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 0.0% 0.0%

● Open Account

[+] Search Criteria [Return to top](#)

[-] Transaction List [Return to top](#)

Records 1 - 25 of 27
Page: 1 | 2
[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Approval Status	Match	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting C
<input type="checkbox"/>	Pending			05/27	05/28	E-FILLIATE	800-892-0164, CA	\$115.42		71543	99999999917
<input type="checkbox"/>	Pending			05/23	05/26	HELLO DIRECT INC	888-2064229, NH	\$259.03		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/26	CDW GOVERNMENT	TEL8008004239, IL	\$40.00		71543	99999999917
<input type="checkbox"/>	Pending			05/22	05/23	E-FILLIATE	800-327-6703, CA	\$309.30		71543	99999999917



Account Administration

Account Administration - Microsoft Internet Explorer provided by US Bank, v3.7

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <https://demo.access.usbank.com/cpsApp1/USBComServlet>

U.S. Bank Access® Online ACME08 Agency
Our Payment Products Logout

usbank Account Administration

Request Status Queue
Active Work Queue
System Administration
Event Driven Notification
Account Administration
▪ Cardholder Accounts
▪ Managing Accounts
Order Management
Transaction Management
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Cardholder Accounts

- [Create New Cardholder Account](#)
Set up a new cardholder account by specifying the product, demographic information, account information, accounting codes and authorization limits.
- [Maintain Cardholder Account](#)
Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.
- [Unlock Cardholder Account](#)
Reset a cardholder's account if locked out during Online Registration.

Managing Accounts

- [Create New Managing Account](#)
Set up a new managing account by specifying the product, demographic information, account information, extract information, accounting codes and authorization limits.
- [Maintain Managing Account](#)
Update demographic information, account information (change account status), extract information, accounting codes and authorization limits on a managing account.

Active Work Queue
View the tasks to be completed and the progress of the account setup in the Active Work Queue.

All of **us** serving you™

© 2010 U.S. Bancorp R031.00b52.0 usb Demo 2



Cardholder Accounts


Summary and Tasks - Microsoft Internet Explorer provided by US Bank, v3.7

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <https://demo.access.usbank.com/cpsApp1/USBComServlet>

U.S. Bank Access® Online ACME08 Agency
Our Payment Products Logout



Cardholder Accounts

Summary and Tasks

Request Status Queue
Active Work Queue
System Administration
Event Driven Notification
Account Administration

- Cardholder Accounts
- Managing Accounts

Order Management
Transaction Management
Account Information
Reporting
Data Exchange
My Personal Information

Home
Contact Us

Card Account Number: *****6090, ANTONIO CAMINO [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:** 3059
Name: ANTONIO CAMINO **Agent:** 0073
Status: *-OPEN **Company:** 64913

Task	Description
Demographic Information	Input account name, address, and other contact information.
Account Information	Input other account information such as account status, hierarchy position, cycle day, and open date.
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.

Effective Dating Maintenance

Task	Description
Effective Date — Demographic Information	Input account name, address, and other contact information for a specified period of time.
Effective Date — Account Information	Input other account information such as account status, hierarchy position, cycle day, and open date for a specified period of time.
Effective Date — Default Accounting Code	Input the default accounting code assigned to the account for a specified period of time.
Effective Date — Authorization Limits	Input authorization limit information such as credit limit, single purchase limit, and available credit for a specified period of time.

All of  serving you™

© 2010 U.S. Bancorp R031.00b52.0 usb Demo 2



Web-based Training

AccessOnline WBT - Microsoft Internet Explorer provided by US Bank, v3.7

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <https://wbt.access.usbank.com/> Go Links »

usbank lessons / [login](#)

Access@ Online Web-Based Training | [Go To Access Online](#)

- Online Registration and Cardholder-initiated Setup
- Navigation Basics
- Reporting
- Shared Custom Reporting
- Managing and Card Account Lists
- Transaction Management
- Transaction Approval Process (DOT, USDA, GAO)
- Account Approval Process
- Managing Account Setup and Maintenance
- Cardholder Account Setup and Maintenance
- User Profiles
- Accounting Code Structures
- Accounting Validation Controls
- Order Management Setup
- Order Management
- Travel Expense Management
- Viewing Statements
- ePay
- My Personal Information
- Account Profiles
- Data Exchange
- Flex Data Reporting
- Report Scheduler
- Allocation Rules Engines

[Check All](#) [Uncheck All](#)

To create a unique training experience, please select the lesson checkboxes that pertain to your Access Online functions. We have selected the most common lessons.

[Go to lessons](#)

Announcements June 4, 2010

No updates this period!



Minimizing Delinquencies

- Access Online reports
- Collections
- Reinstatement process
- Maximize rebate potential



Reporting

- Account List
- Charge Off
- Past Due
- Transaction Detail, Full
- Transaction Order Detail
- Merchant Spend Analysis
- Merchant List
- Declined Authorization Report



Account Status Codes

- **Z1** Past Due 45 Days
- **Z2** Past Due 60 Days (account is suspended)
- **Z3** Past Due 120 Days (pre-cancellation notice sent out)
- **Z5** Past due 126 Days (A/OPC will need to request reinstatement)
- **V9** Voluntary Close
- **F1** Reported as Lost or Stolen
- **FA** Fraud Activity Has Been Reported
- **B3** Special Code used to authorize charges



Collection Process

- At 45 days cardholder considered past due
 - Collection calls may begin
 - Day 55 cardholder receives delinquency notification
- At 65 days account suspended (Z2)
 - 110 days delinquency notification mailed to cardholder
- At 126 days account cancelled (Z5)
 - late fees assessed
- At 180 days account charged off
- Delinquency reported to Credit Bureau



Maximize Potential Rebate

- Rebate is based on average volume of spend and average speed of payment
- Delinquencies and charged off accounts affect rebate



Reinstatement Process

- Account must have a zero balance
- 12 months after status was applied
- Level of request for reinstatement is determined by agency

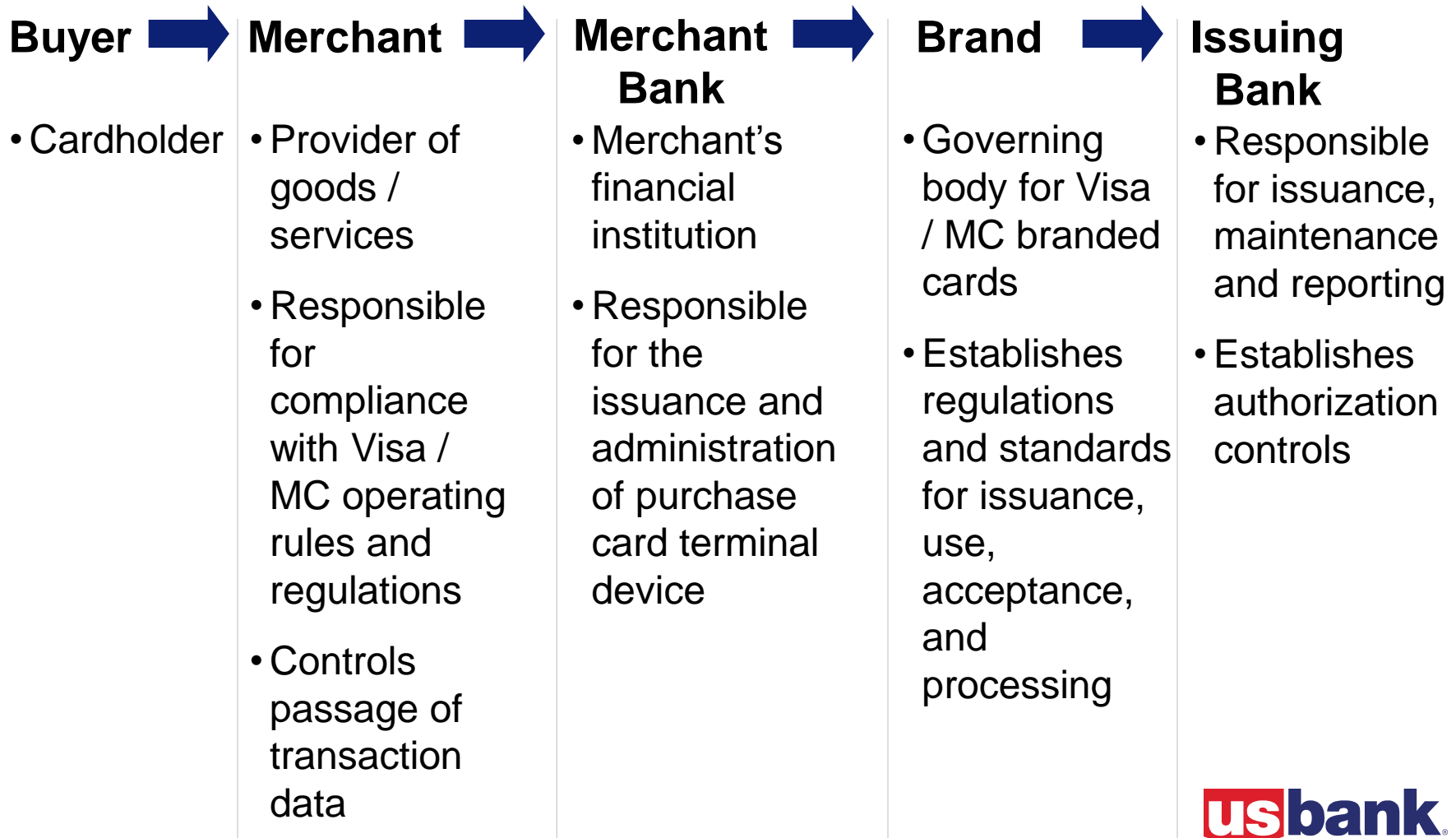


What Controls are Available to Me for the Card?

- Standard credit limit
- Cycle limit
- Standard T&E – MCC's
- Cash advance
- Retail limit
- How to maintain limits?



How Does the Transaction Flow Process Work?



Billing/Payments

- For centrally billed accounts the official bill is the managing account
- For individually billed accounts (travel) the official bill is the cardholder statement



How Do I Pay My Statement?

- Travel
- Pay electronically via Access Online - Epay
- Telepayments via IVR / Customer Service
- Check / money order
- ACH
- Wire

Regular Payment Address

PO Box 790428
St. Louis, MO 63179-0428

Overnight Payment Address

U.S. Bank Internal Payments
Attn: Dept. 790428
830 N 11th Street
St. Louis, MO 63101



What Support is Available to Me?

- Relationship Manager, located in Washington, DC
- Account Manager, located in Washington, DC, Minneapolis, MN and Fargo, ND
- Account Coordinator, located in Minneapolis
- Customer Service, 888-994-6722
 - Dispute department
 - Payment Research department
- Access Online Technical Helpdesk, 800-254-9885
press option 2
- Collections 800-837-6708 (Travel)



Customer Service

- Available 24 hours a day, 7 days a week
- Supports APC, Approving Officials and Cardholders
- Dedicated, trained staff handling over 45,000 calls monthly
- Located in Fargo, ND and Coeur D'Alene, ID
- Required for verification
 - AOPC – level numbers
 - Approving Officials – credit limit
 - Purchase Cardholder – SPL
 - Travel Cardholder – SSN
- **888-994-6722**

***Helpful Tip:**
Have all information
ready before calling*



Access Online Technical Support

- Available 24 hours a day, 7 days a week
- Located in Fargo, ND and Coeur D'Alene, ID
- Dedicated, trained staff handling over 12000 calls monthly
- Required for verification: User ID and Password
- Assist with error messages
- Assist with Access Online program issues
- How to?
- Password reset
- Can be reached at 800-254-9885 option 2, at 701-461-0186, or email accessonlinesupport@usbank.com.



Account Coordinators

- Located in Minneapolis, MN
- Available 7 a.m. to 6 p.m. Central Time, Monday – Friday
- Supports the agency/organization Program Coordinator
- Can be reached at 800-254-9885 or gov.service@usbank.com
- If you reach your Account Coordinator's voice mail, you may press 0 to be transferred to the next available Account Coordinator for assistance



Relationship Management

- Relationship Managers are located in Washington, DC
- Account Managers are located in Washington, DC, Minneapolis, MN and Fargo, ND



Measures of Effectiveness

- Knowledge of program
- Takes action
- Sharing of information
- Updates point of contact information
- Internal goals



Best Practices

- Credit worthiness
- Salary offset
- Split disbursements
- Access Online transaction management and reporting



GSA SmartPay Site

GSA SmartPay® | Charge Cards for the Federal Government - Windows Internet Explorer

https://smartpay.gsa.gov/

File Edit View Favorites Tools Help

Smart Blog | News | Events

GSA SmartPay
Supporting your mission

About GSA SmartPay Program Coordinators Cardholders Businesses & Vendors

Program Coordinators
Find out how you can support effective card program management at your agency by using training, FAQs, and other tools offered by GSA SmartPay.
[Info for Coordinators](#)

Cardholders
Find out how to protect your card against fraud and make authorized purchases on behalf of the Government to support your agency or organization's mission.
[Info for Cardholders](#)

Businesses & Vendors
Find out how to accept, identify, and promote the GSA SmartPay charge cards.
[Info for Businesses](#)

Looking for Support
[Banks Customer Service Centers](#)
[GSA SmartPay Support Center](#)
[GSA Points of Contact for Agencies](#)

Looking for Training
[Online Training for Coordinators](#)
[Online Training for Cardholders](#)
[Training Completion Certificate \(prior to February 2011\)](#)

Smart Bulletins
[Click here](#) for guidance and information on how to better manage your GSA SmartPay program.

Knowledge: The Best Protection for your GSA SmartPay Card
[Tips for cardholders to](#)

The 2011 GSA SmartPay Conference!
The 13th Annual GSA SmartPay Training Conference: Join us for the 13th Annual GSA SmartPay Training Conference in Las Vegas, NV from August 16-18, 2011! Whether you are brand-new to the program or a seasoned professional, this is the conference to learn about anything GSA SmartPay related from the latest advancements to best practices.
Date: August 16-18
Location: Las Vegas, Nevada

Done Internet 100%





Questions?



Thank You

Presentations will be available on
www.usbank.com/sp2presentations
after the conference

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