THE 13TH ANNUAL | GSA SMARTPAY | TRAINING CONFERENCE

A Winning HAND:

Train the Trainer – Defense Agencies

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Account Manager, Defense Agencies

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Agenda

- Web-based Training (WBT) resources
- Training outline for cardholder and Billing Official
- Questions

Wed-based Training Resources

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Web-based Training Resources

- URL is **https://wbt.access.usbank.com**
- Passwords change every 60 days
- Training tools available
  - User guides explain every task, including useful tips and screen shots. They can be downloaded and printed via PDF file for convenience.
  - Quick reference guides are one to two page documents that outline a specific task
  - Simulations provide guided presentations of U.S. Bank Access® Online functionality
  - Recorded classes are voice recorded PowerPoint presentations. They are always available, and can be viewed in full or in part.
  - Lessons are preselected based on particular role a user is assigned. Registered users can take the lessons then take a certification exam and print certificate as proof.
- Resources available by assigned role

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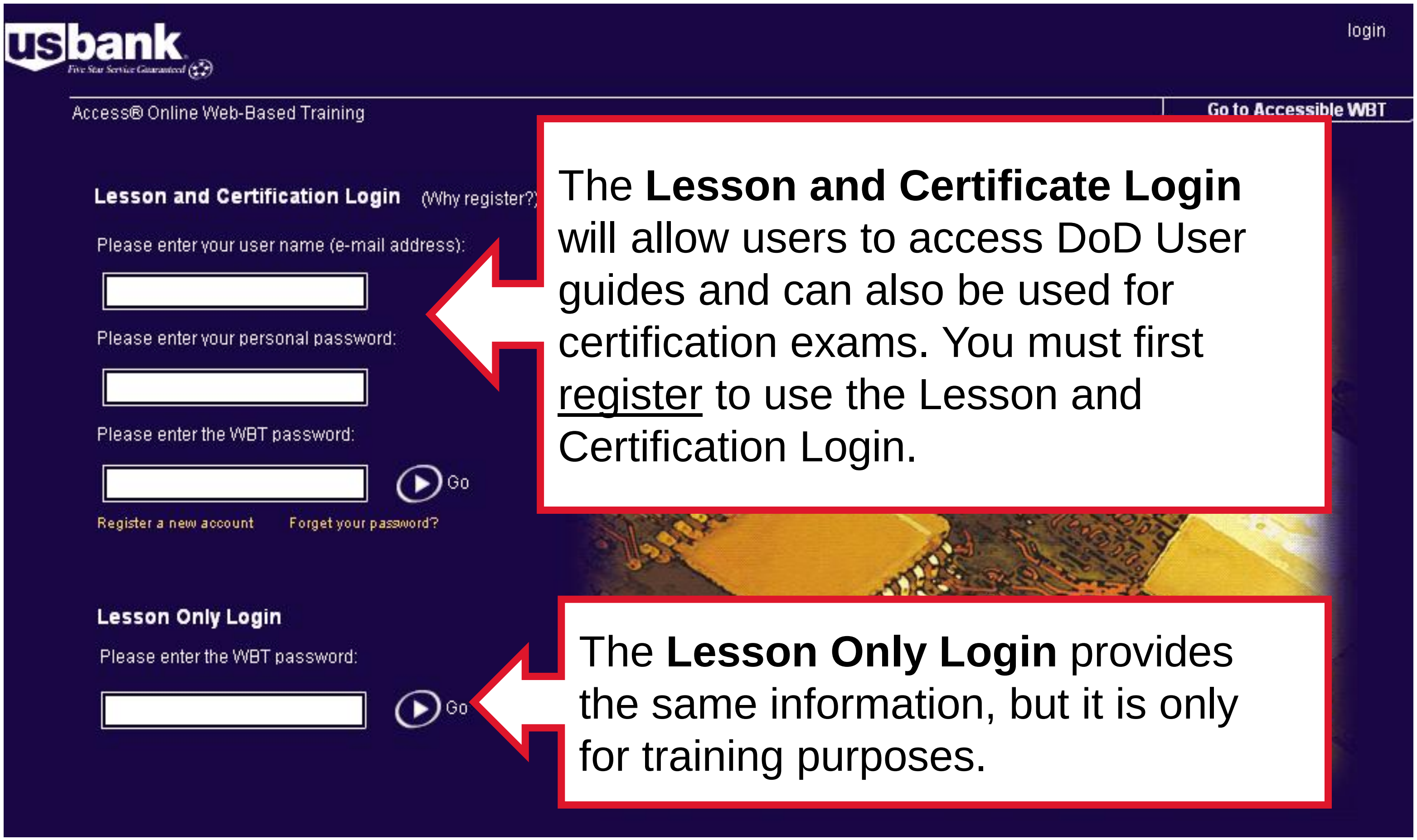
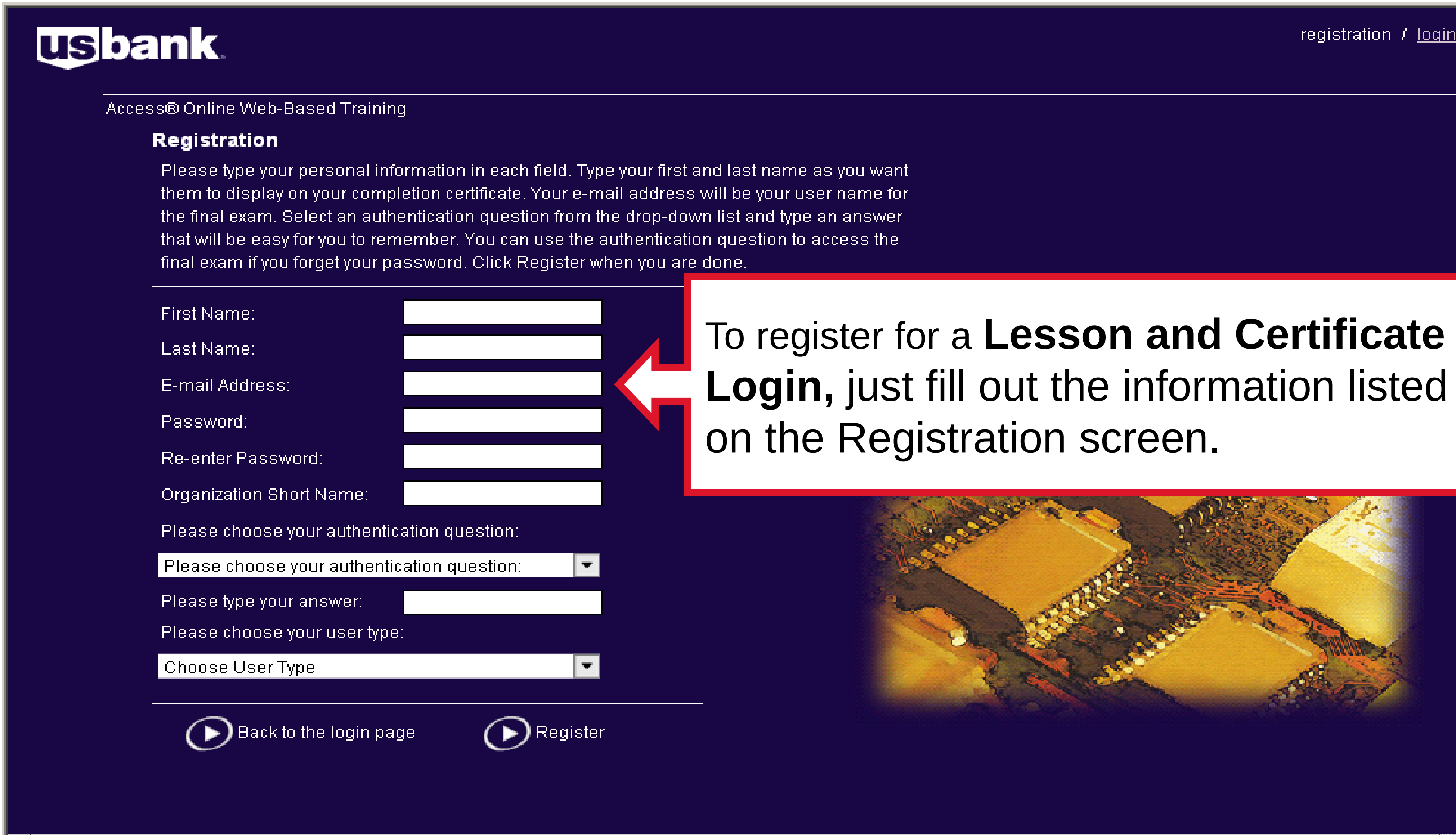
WBT Login Page



The **Lesson and Certificate Login** will allow users to access DoD User guides and can also be used for certification exams. You must first register to use the Lesson and Certification Login.

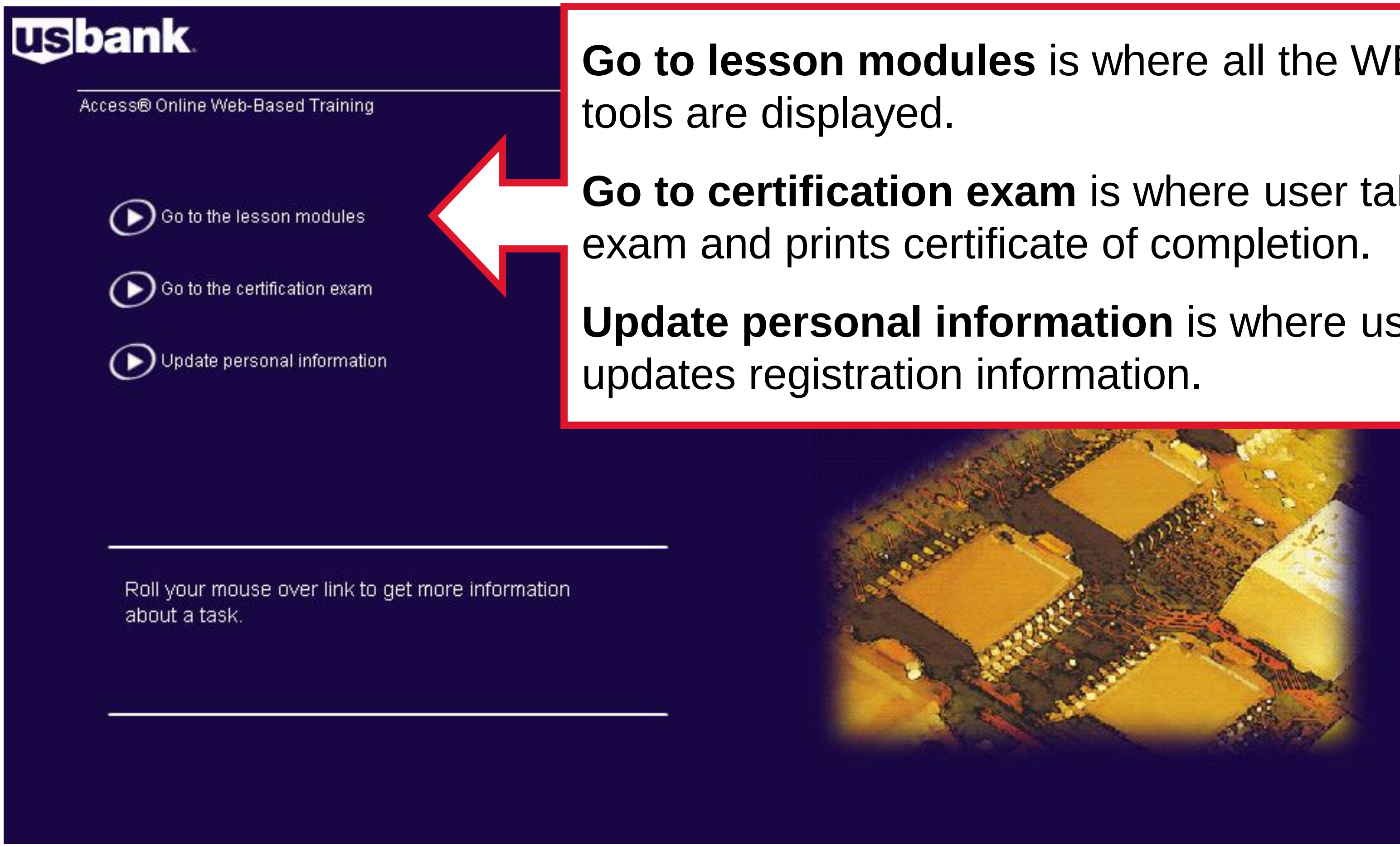
The **Lesson Only Login** provides the same information, but it is only for training purposes.

Registering for WBT



To register for a **Lesson and Certificate Login,** just fill out the information listed on the Registration screen.

Log-in Selection Screen



Go to lesson modules is where all the WBT tools are displayed.

Go to certification exam is where user takes exam and prints certificate of completion.

Update personal information is where user updates registration information.

Lessons

lessons / login

Access® Online Web-Based Training | Go To Access Online

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

Lessons are preselected based on user type

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 April 8, 2011

Transaction Management: We updated the Transaction Management user guide with information on having 25 accounting code favorites available.

Selection Options

Listed under **User Guides**

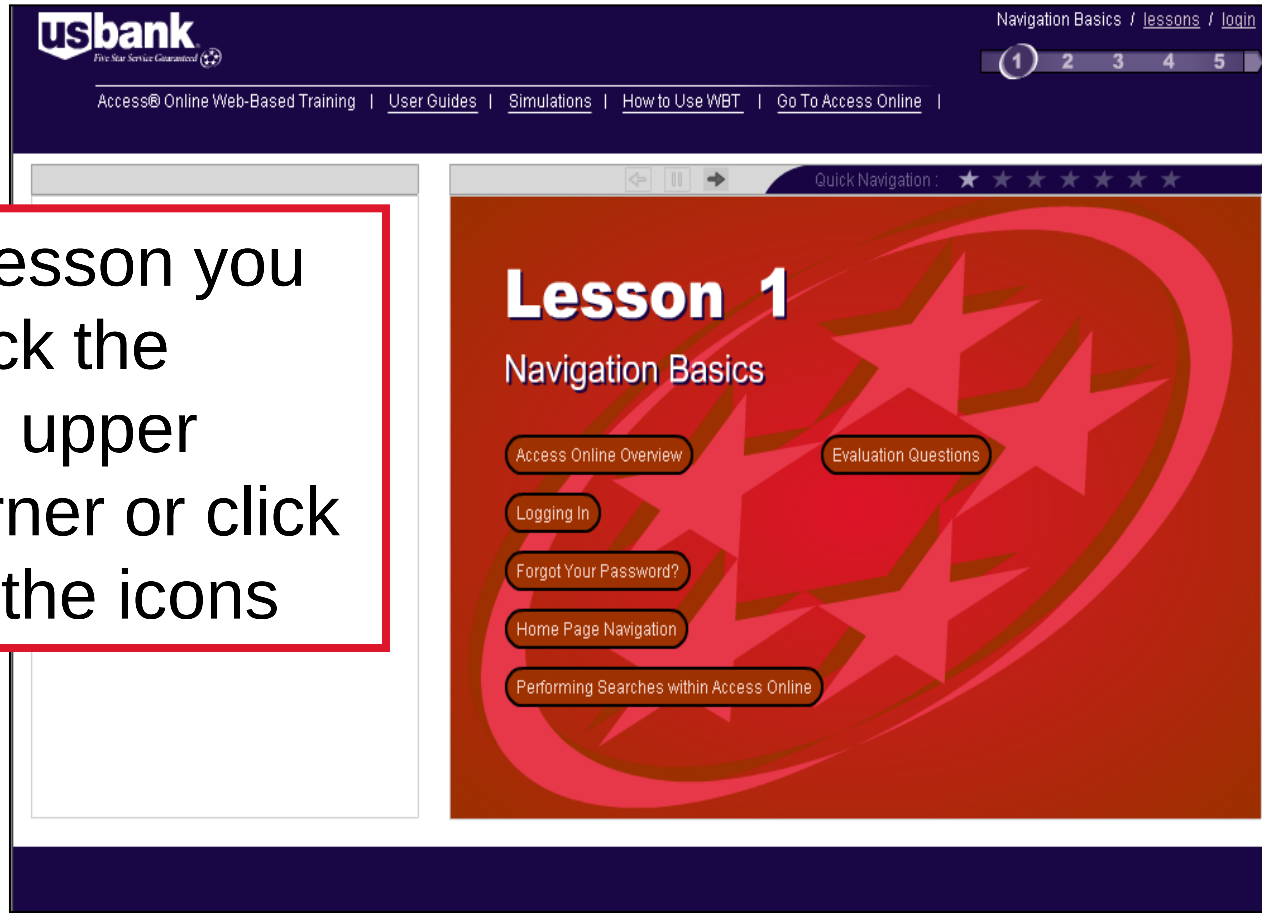
- Lesson User Guides
- Other Documents
- Quick Reference Guides
- DoD User Guides

Listed under **Simulations**

- Simulations
- Recorded Classes

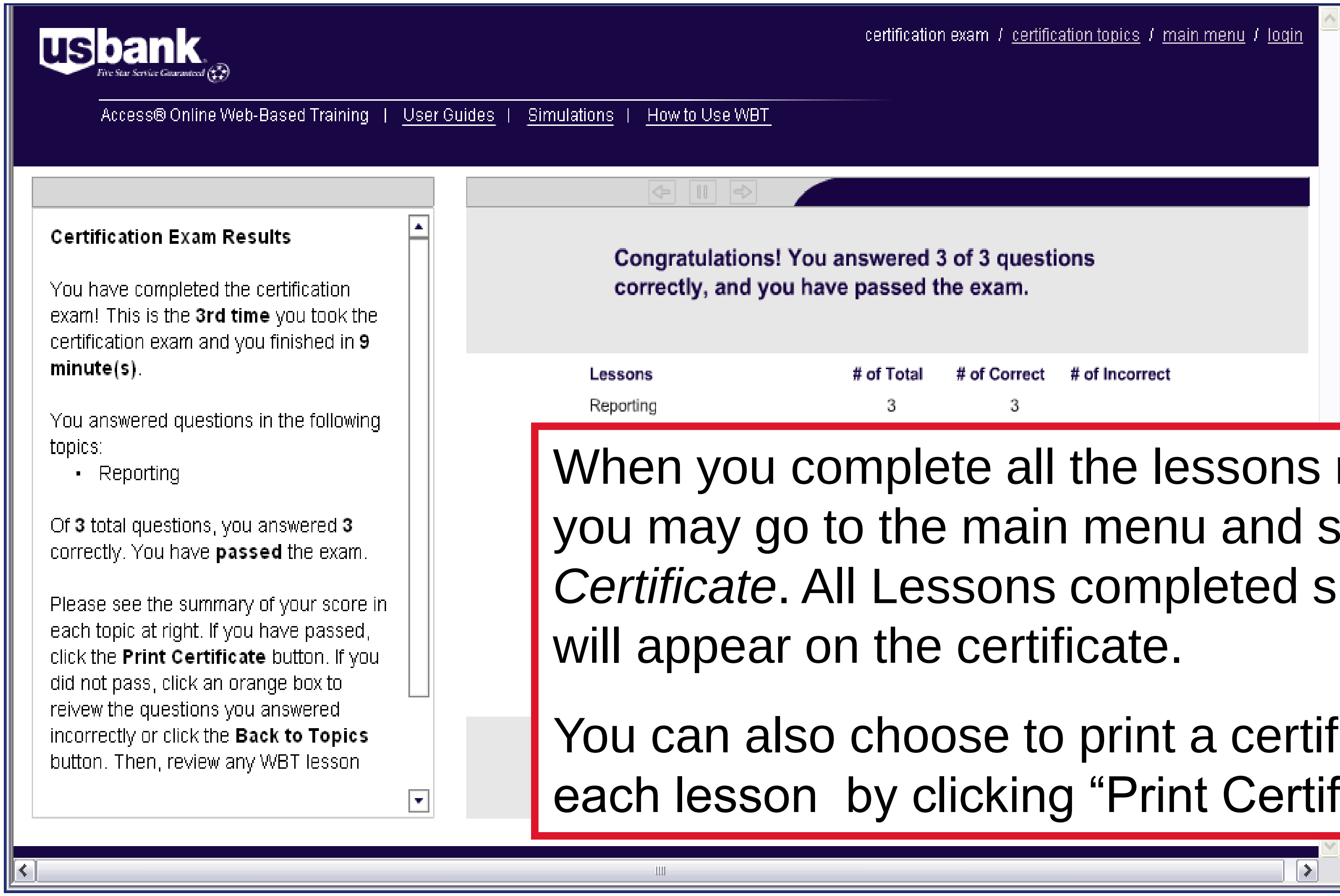
How to Use WBT explains all the functions in WBT

Getting Started



To begin the lesson you may either click the number in the upper right-hand corner or click on the one of the icons

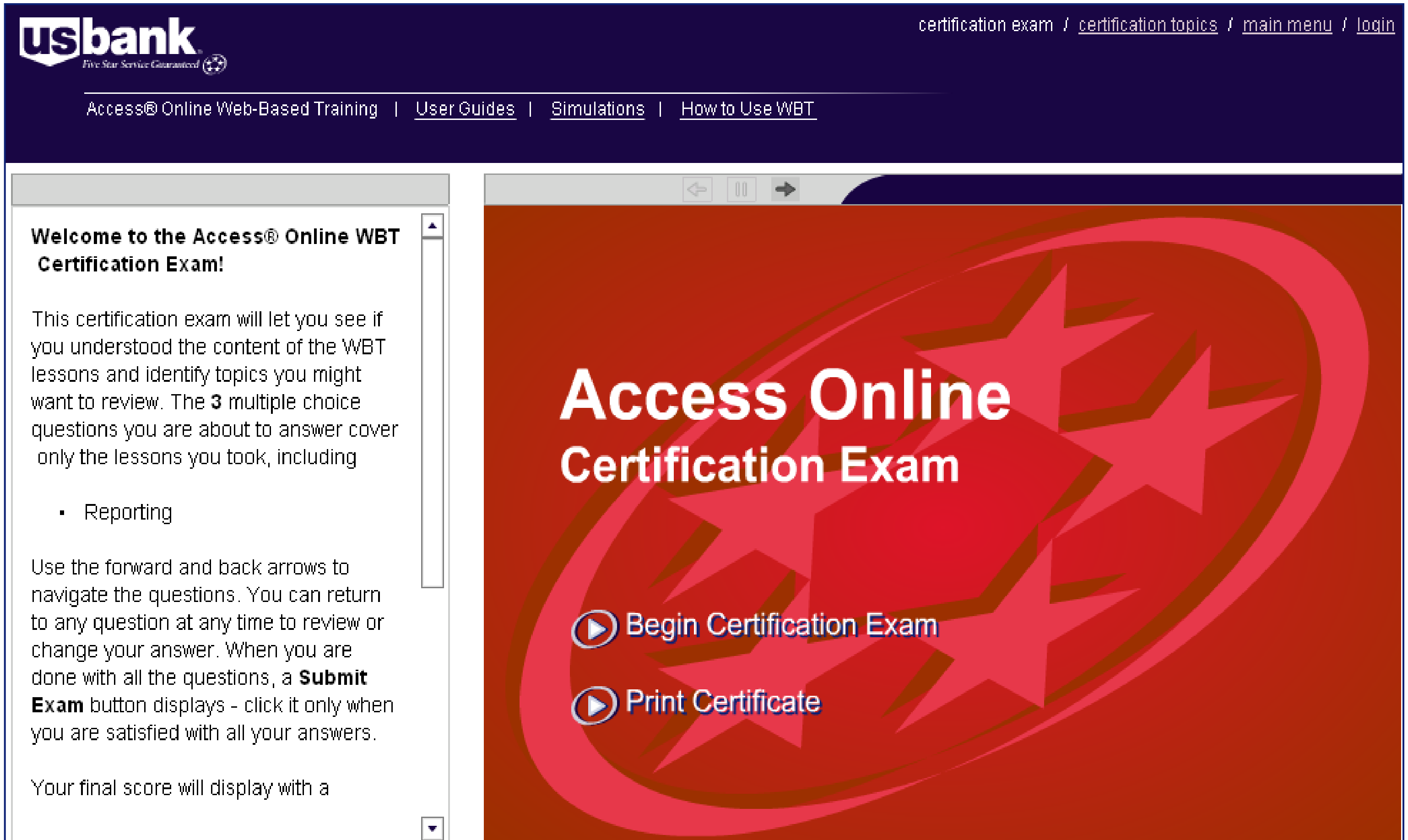
Printing Certificate



When you complete all the lessons required, you may go to the main menu and select *Print Certificate*. All Lessons completed successfully will appear on the certificate.

You can also choose to print a certificate after each lesson by clicking “Print Certificate”.

Certification Exam Screen



Defense Agency User Guides

- The Defense Agency Specific User Guides offer specific Defense Agency functions in Access Online
- There is a user guide for each user type
  - Agency/Organization Program Coordinator (A/OPC)
  - Financial Managers (FM)
  - Billing Official (BO)
  - Cardholder
- Each guide is a comprehensive manual explaining all tasks each user will use in Access Online

Defense Agency User Guide – Cardholder

Contents

Defense Agency User Guide – Billing Officials

Contents

Training Outline for Cardholder and Billing/Approving Official

Approval and Certification Process

- Cardholder creates order
- Cardholder makes purchase
- Transaction posts
- Cardholder matches order to transaction to approve transaction
- Cardholder reallocates transactions, if necessary
- Cardholder disputes transaction, if necessary
- Cardholder approves statement
- Billing/Approving Official rejects transaction back to cardholder, if necessary
- Billing/Approving Official final approves transactions for each cardholder
- Billing/Approving Official certifies statement for payment

Training Outline

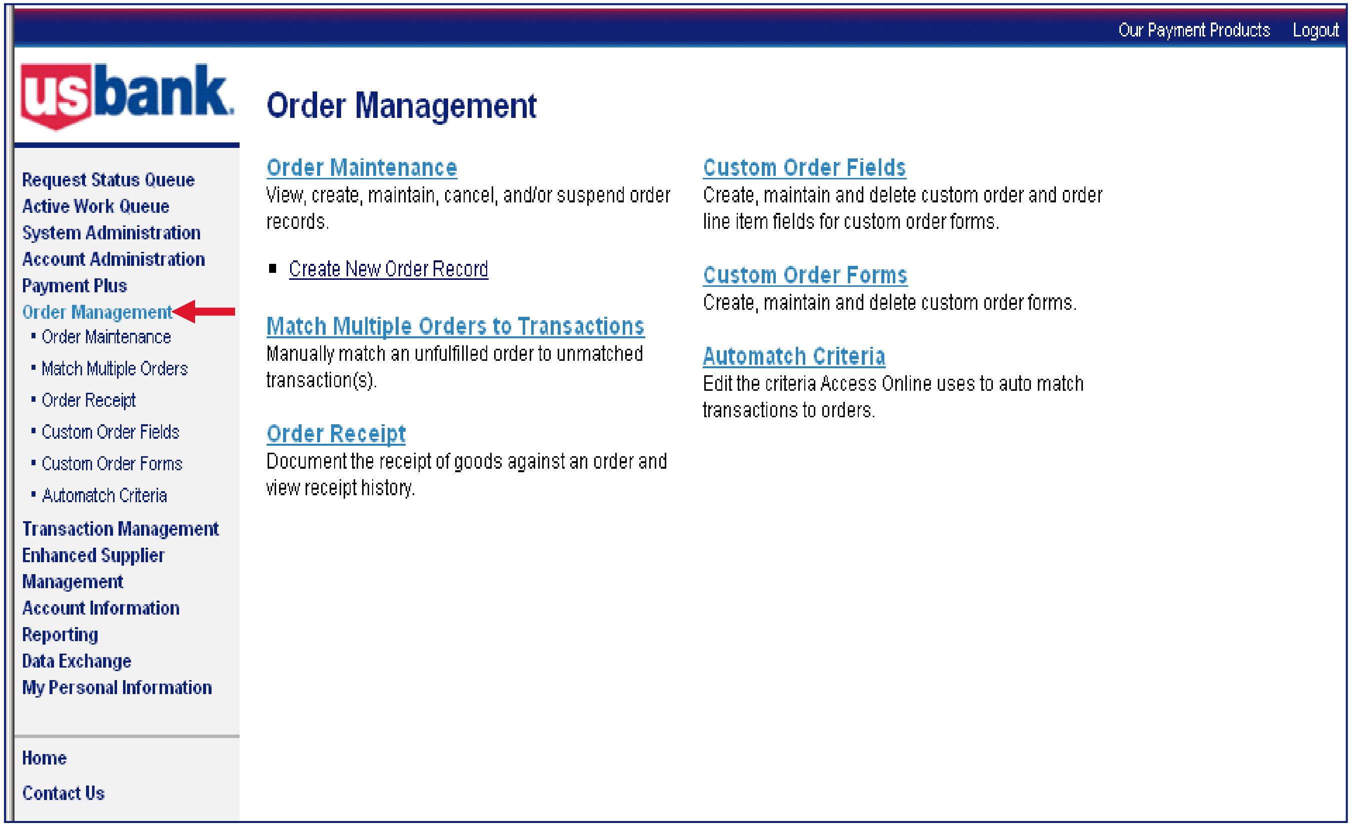
Cardholder Tasks	Web-Based Training Tools
Create user ID in Access Online	• Simulation: Cardholder Online Registration • Quick Reference: Online Registration
Create an order	• Simulation: Create a Manual Order • Quick References: Create an Order; Create a Credit Order • Separately Prepared Slides for custom order forms
Match transactions to orders	• Simulation: Match Multiple Orders and Transactions
Reallocating from the transaction list	• Simulation: Reallocate to an AAC • Quick Reference: Reallocate to an Alternate Accounting Code
Dispute a transaction	• Simulation: Dispute a Transaction • Quick Reference: Dispute a Transaction
Approve statement	• Recorded Class: Account Approval Process – Confirm & Pay

Training Outline (Continued)

Billing/Approving Official Tasks	Web-Based Training Tools
Rejecting transaction Final approve transactions Certify statement	• Recorded Class: Account Approval Process – Confirm & Pay
Additional Information	
Helpful reports	• Quick Reference: Run a Report • Separately prepared slides with specific reports
Printing account statements	• Quick Reference: View a Cardholder Statement
Looking up account profile	• Quick Reference: View My Account Profile
Set up statement notification	• Quick Reference: E-mail Notification
Add another account to cardholder user ID	• Quick Reference: Add an Account

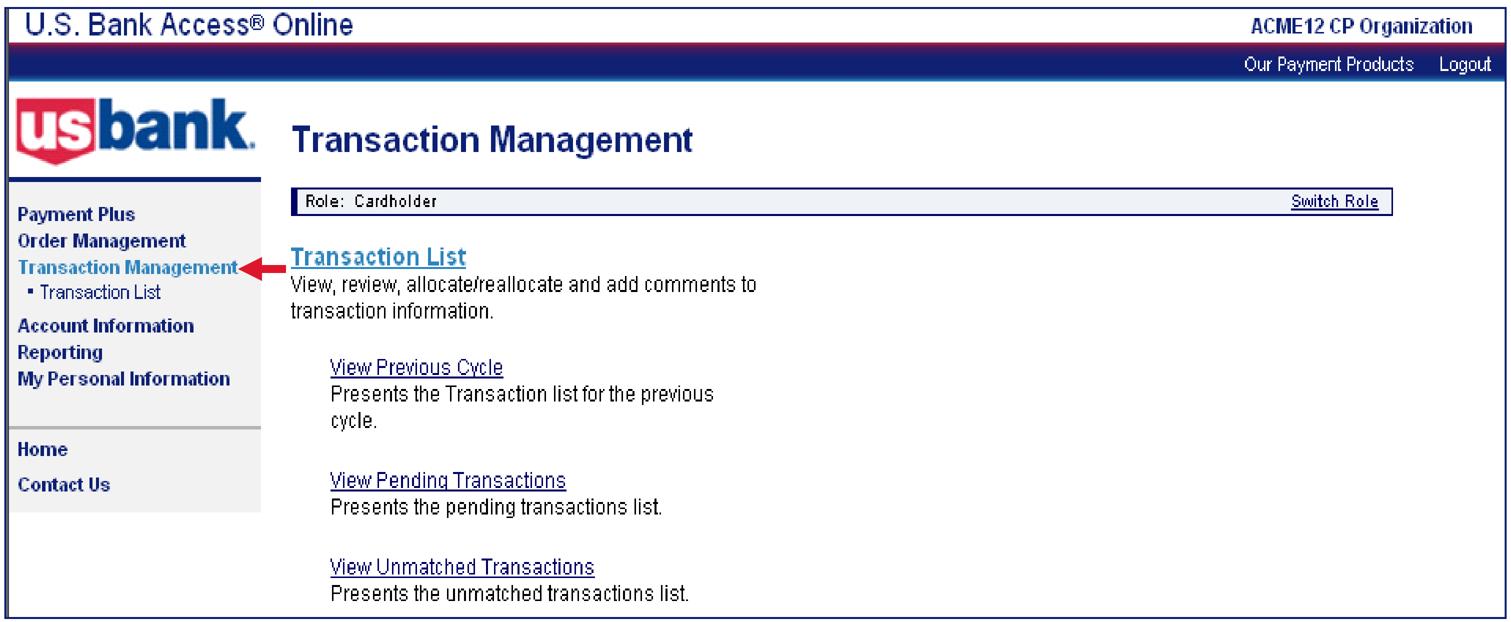
Order Management

- View, create, maintain or cancel
- Match transactions to orders



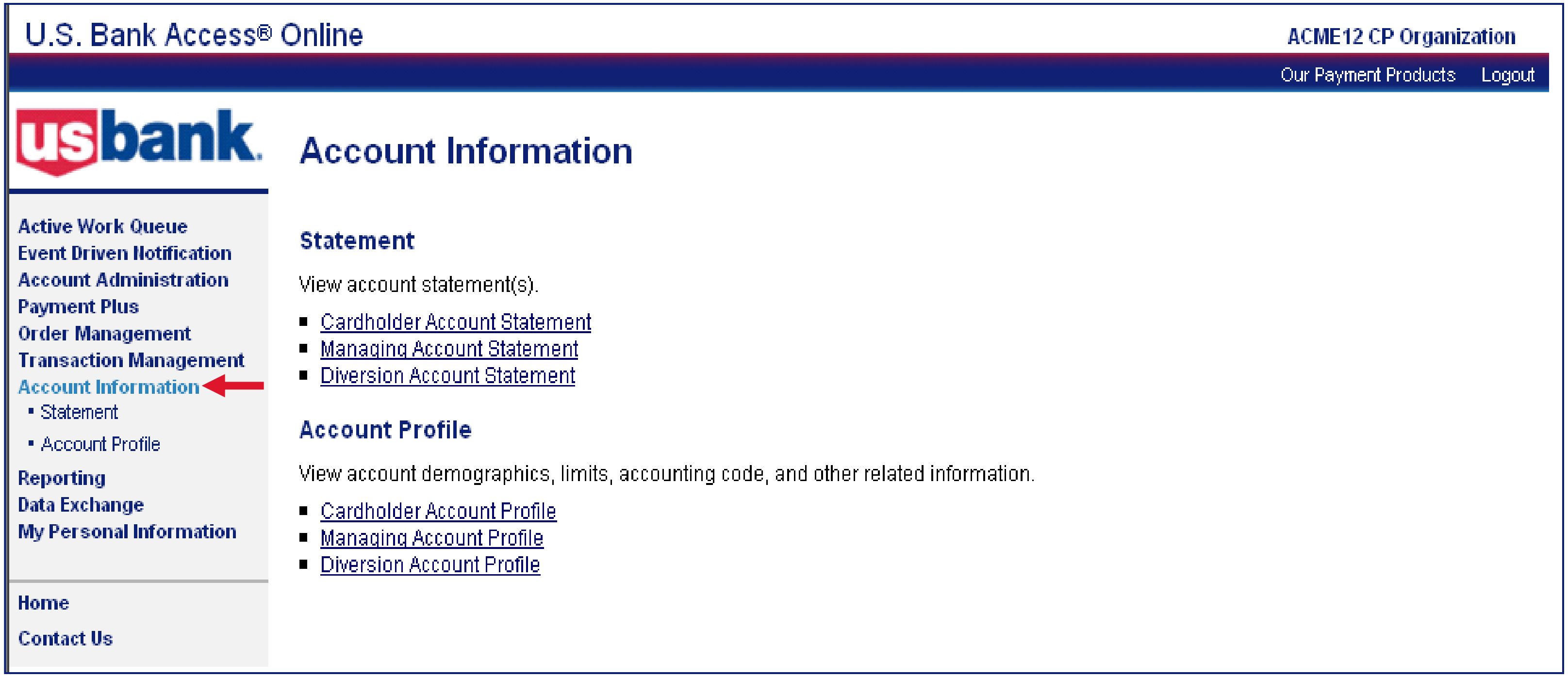
Transaction Management

- View and manage transaction information
- Cardholder approves statement
- Billing Official certifies statement



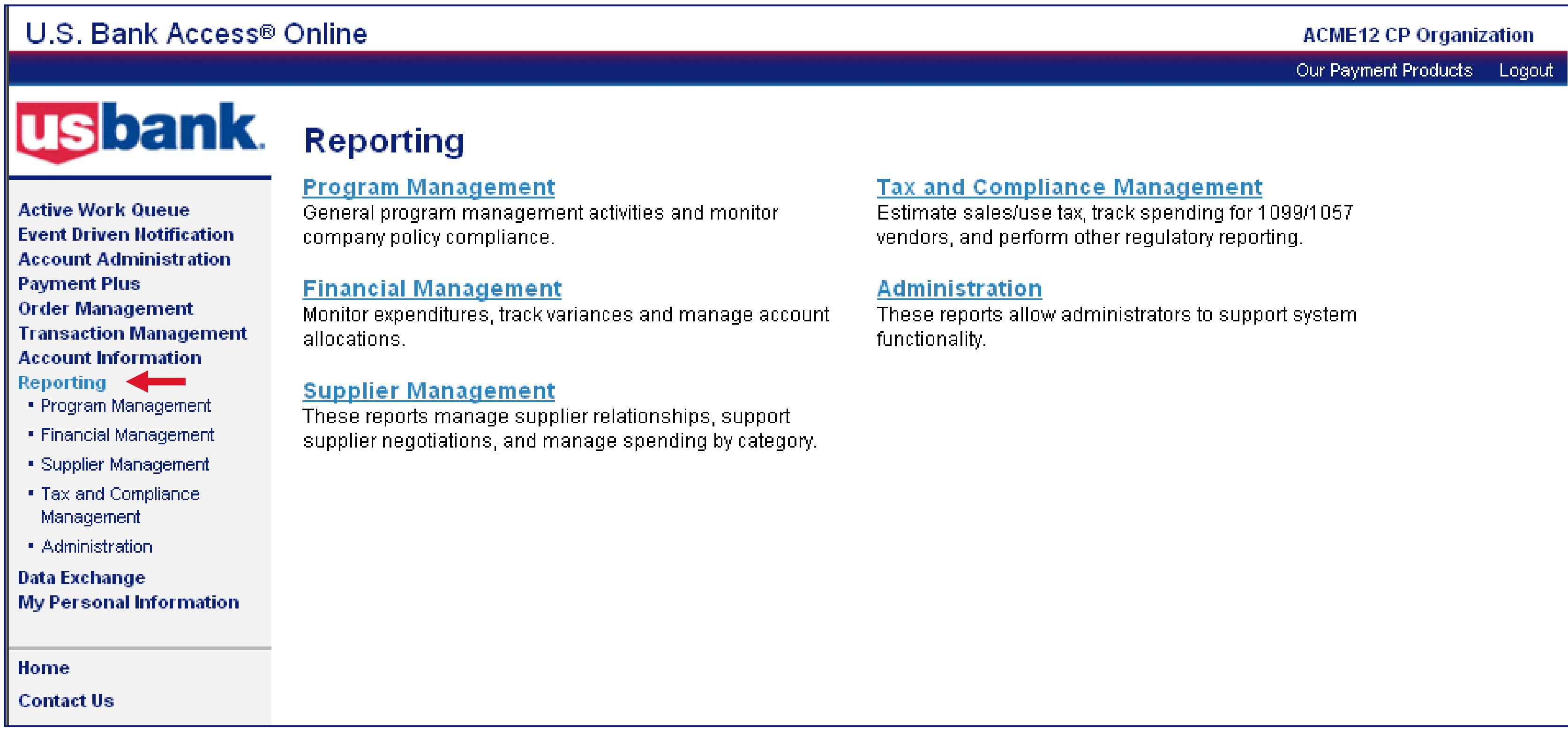
Account Information

- View account statements
- Access demographics, limits and accounting codes



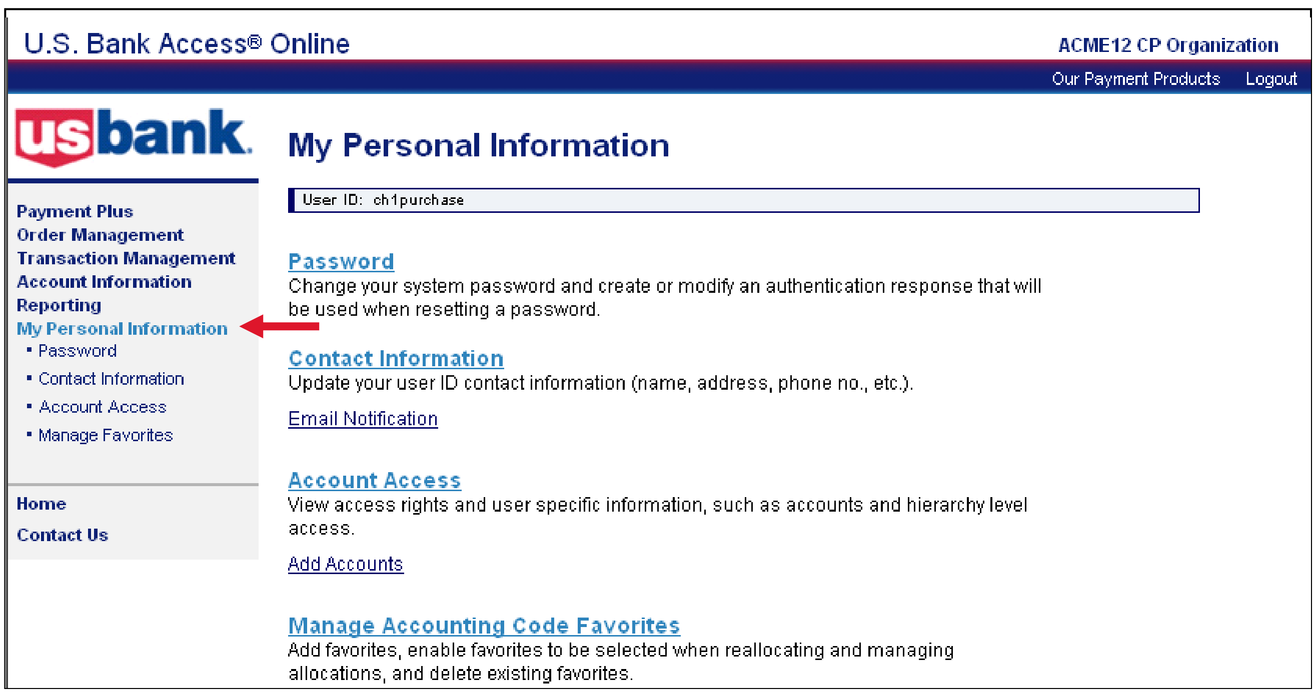
Reporting

- Create and run reports



My Personal Information

- Change passwords and contact information
- Set up statement notification
- Add accounts to user ID



Cardholder Process

- Cardholder creates order
- Cardholder makes purchase
- Transaction posts
- Cardholder matches order to transaction to approve transaction
- Cardholder reallocates transactions, if necessary
- Cardholder disputes transaction, if necessary
- Cardholder approves statement

Cardholder Creates Order

- Cardholders must fill out an order form for each transaction in Access Online. The best practice is to create the order before the purchase is made.
- Simulation: Create a Manual Order
- Quick Reference: Create an Order; Create a Credit Order

Match Transactions to an Order

- After the purchase is made and the transaction posts to the account, the cardholder will match the order to the transaction. The action of matching the order and the transaction automatically approves the transaction. This is the only way for a cardholder to approve a transaction in Access Online.
- Simulation: Match Multiple Orders and Transaction
- Quick Reference: Match Multiple Orders and Transaction

Reallocate From the Transaction List

- For EDI enabled accounts, transactions post to the Default Line of Accounting on the cardholder account. If the cardholder chose an Alternate Line of Accounting when creating the order, they would not need to reallocate in Transaction Management.
- Simulation: Reallocate to an AAC
- Quick Reference: Reallocate to an Alternate Accounting Code

Dispute a Transaction

- Cardholders can dispute a transaction up to 90 days from the transaction posting date.
- A disputed transaction MUST be matched to an order before the overall statement can be approved by the cardholder.
- Simulation: Dispute a Transaction
- Quick Reference: Dispute a Transaction

Approve Statement – Cardholder

- Once a Cardholder has approved all transactions, the overall statement must be approved.
- Recorded Class: Account Approval Process – Confirm and Pay

Billing/Approving Official Duties

- Handle cardholder duties, if necessary
- Reject a transaction back to the cardholder, if necessary
- Final approve transactions
- Certify statement

Rejecting a Transaction Back to a Cardholder

- Once the cardholders have completed their duties, the Billing Official must review the transactions to make sure they were approved correctly.
- If a transaction was not approved correctly, the Billing Official can reject the transaction back to the cardholder to be fixed.
- The system will not notify the cardholder of a rejected transaction, so it is up to the Billing Official to contact the cardholder.
- Recorded Class: <u>Account Approval Process – Confirm and Pay</u>

Final Approve Transactions

- The Billing Officials must final approve all transactions before certifying the Managing Account Statement for payment.
- Recorded Class: <u>Account Approval Process – Confirm and Pay</u>

Certify Statement

- Certifying the Managing Account approves the statement for payment.
- Recorded Class: Account Approval Process – Confirm and Pay

Helpful Reports

- Order Detail Report – Provides detailed order information that the cardholder created in order management, including any merchant information, line item detail, matched information, and cardholder comments.
- Transaction Detail Summary Report – Provides detailed transaction data, including merchant detail and line of accounting information.
- Flex Data Reporting functionality can be used to create ad hoc reports set up the way you want.

Questions?

Thank You

Presentations will be available on

www.usbank.com/sp2presentations

after the conference