



A  
*Winning*  
HAND:

## Train the Trainer – Defense Agencies

Presented by Latarsha Bryan  
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



# WBT Login Page

The screenshot shows the usbank WBT Login Page. At the top left is the usbank logo with the tagline "Five Star Service Guaranteed". At the top right is a "login" link. Below the logo is the text "Access@ Online Web-Based Training" and a link "Go to Accessible WBT".

The main content area is divided into two sections:

- Lesson and Certificate Login** (Why register?): This section contains three input fields: "Please enter your user name (e-mail address):", "Please enter your personal password:", and "Please enter the WBT password:". A "Go" button is located to the right of the third field. Below the fields are links for "Register a new account" and "Forget your password?". A red callout box points to this section with the text: "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."
- Lesson Only Login**: This section contains one input field: "Please enter the WBT password:". A "Go" button is located to the right of the field. A red callout box points to this section with the text: "The **Lesson Only Login** provides the same information, but it is only for training purposes."



# Registering for WBT

**usbank** registration / [login](#)

Access@ Online Web-Based Training

### Registration

Please type your personal information in each field. Type your first and last name as you want them to display on your completion certificate. Your e-mail address will be your user name for the final exam. Select an authentication question from the drop-down list and type an answer that will be easy for you to remember. You can use the authentication question to access the final exam if you forget your password. Click Register when you are done.

First Name:

Last Name:

E-mail Address:

Password:

Re-enter Password:

Organization Short Name:

Please choose your authentication question:

Please choose your authentication question:

Please type your answer:

Please choose your user type:

Choose User Type

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



# Log-in Selection Screen

**usbank**

Access@ Online Web-Based Training

- ▶ Go to the lesson modules
- ▶ Go to the certification exam
- ▶ Update personal information

Roll your mouse over link to get more information about a task.

**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

usbank lessons / [login](#)

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

- Online Registration
- Cardholder-initiated Account 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   April 8, 2011

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

Lessons are preselected based on user type



# 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

The screenshot displays the WBT interface. At the top right, there is a breadcrumb trail: "Navigation Basics / lessons / login". Below this is a navigation bar with five numbered tabs (1-5), where tab 1 is selected. A secondary navigation bar contains links for "User Guides", "Simulations", "How to Use WBT", and "Go To Access Online". The main content area features a red background with a large white star graphic. The title "Lesson 1" is prominently displayed in white, followed by "Navigation Basics". Below the title are several interactive buttons: "Access Online Overview", "Evaluation Questions", "Logging In", "Forgot Your Password?", "Home Page Navigation", and "Performing Searches within Access Online". A "Quick Navigation" bar with five stars is visible above the main content area.



# 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

The screenshot displays the usbank Access Online Web-Based Training interface. At the top left is the usbank logo with the tagline 'Five Star Service Guaranteed'. To the right of the logo is a navigation breadcrumb: 'Navigation Basics / lessons / login'. Below this is a horizontal menu with five numbered tabs (1, 2, 3, 4, 5), where tab 1 is selected. A secondary navigation bar contains links for 'Access Online Web-Based Training', 'User Guides', 'Simulations', 'How to Use WBT', and 'Go To Access Online'. The main content area features a large red star graphic and the text 'Lesson 1 Navigation Basics'. Below this, there are several buttons: 'Access Online Overview', 'Evaluation Questions', 'Logging In', 'Forgot Your Password?', 'Home Page Navigation', and 'Performing Searches within Access Online'. A 'Quick Navigation' bar with five star icons is visible above the main content area.



# Printing Certificate

USbank  
Five Star Service Guaranteed

certification exam / [certification topics](#) / [main menu](#) / [login](#)

Access@ Online Web-Based Training | [User Guides](#) | [Simulations](#) | [How to Use WBT](#)

### Certification Exam Results

You have completed the certification exam! This is the **3rd time** you took the certification exam and you finished in **9 minute(s)**.

You answered questions in the following topics:

- Reporting

Of **3** total questions, you answered **3** correctly. You have **passed** the exam.

Please see the summary of your score in each topic at right. If you have passed, click the **Print Certificate** button. If you did not pass, click an orange box to review the questions you answered incorrectly or click the **Back to Topics** button. Then, review any WBT lesson

certification exam / [certification topics](#) / [main menu](#) / [login](#)

Access@ Online Web-Based Training | [User Guides](#) | [Simulations](#) | [How to Use WBT](#)

**Congratulations! You answered 3 of 3 questions correctly, and you have passed the exam.**

Lessons	# of Total	# of Correct	# of Incorrect
Reporting	3	3	

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

**usbank**  
Five Star Service Guaranteed

certification exam / [certification topics](#) / [main menu](#) / [login](#)

[Access® Online Web-Based Training](#) | [User Guides](#) | [Simulations](#) | [How to Use WBT](#)

**Welcome to the Access® Online WBT Certification Exam!**

This certification exam will let you see if you understood the content of the WBT lessons and identify topics you might want to review. The 3 multiple choice questions you are about to answer cover only the lessons you took, including

- Reporting

Use the forward and back arrows to navigate the questions. You can return to any question at any time to review or change your answer. When you are done with all the questions, a **Submit Exam** button displays - click it only when you are satisfied with all your answers.

Your final score will display with a

## Access Online Certification Exam

- ▶ [Begin Certification Exam](#)
- ▶ [Print Certificate](#)



# 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

<b>Introduction.....</b>	<b>3</b>
Confirm and Pay .....	4
Pay and Confirm .....	6
<b>Get Started.....</b>	<b>7</b>
Login/Logoff.....	7
Basic Navigation.....	9
My Personal Information.....	11
<b>View Your Account Profile.....</b>	<b>19</b>
<b>Perform Order Management Tasks.....</b>	<b>27</b>
Create a Manual Order.....	27
Modify a Manual Order.....	34
Use the Match Multiple Function to Match Orders and Transactions.....	37
Unmatch a Transaction from an Order .....	39
<b>Review and Dispute Transactions .....</b>	<b>42</b>
Dispute a Transaction .....	42
<b>Approve Your Statement.....</b>	<b>48</b>
<b>Run a Report .....</b>	<b>51</b>
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# Defense Agency User Guide – Billing Officials

## Contents

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Pay and Confirm .....	5
Before Cycle Close.....	5
After Cycle Close.....	5
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Login/Logoff.....	8
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My Personal Information .....	12
<b>View an Account Profile .....</b>	<b>19</b>
<b>Perform Order Management Tasks for the Cardholder .....</b>	<b>28</b>
Create a Manual Order.....	28
Modify a Manual Order .....	35
Use the Match Multiple Function to Match Orders and Transactions	38
Unmatch a Transaction from an Order .....	40
<b>Dispute a Transaction for the Cardholder .....</b>	<b>43</b>
<b>Certify a Managing Account .....</b>	<b>49</b>
<b>Run a Standard Report.....</b>	<b>56</b>
<b>Additional Roles and Tasks .....</b>	<b>63</b>
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# Training Outline for Cardholder and Billing/Approving Official

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# 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	<ul style="list-style-type: none"> <li>• Simulation: <u>Cardholder Online Registration</u></li> <li>• Quick Reference: <u>Online Registration</u></li> </ul>
Create an order	<ul style="list-style-type: none"> <li>• Simulation: <u>Create a Manual Order</u></li> <li>• Quick References: <u>Create an Order</u>; <u>Create a Credit Order</u></li> <li>• Separately Prepared Slides for custom order forms</li> </ul>
Match transactions to orders	<ul style="list-style-type: none"> <li>• Simulation: <u>Match Multiple Orders and Transactions</u></li> </ul>
Reallocating from the transaction list	<ul style="list-style-type: none"> <li>• Simulation: <u>Reallocate to an AAC</u></li> <li>• Quick Reference: <u>Reallocate to an Alternate Accounting Code</u></li> </ul>
Dispute a transaction	<ul style="list-style-type: none"> <li>• Simulation: <u>Dispute a Transaction</u></li> <li>• Quick Reference: <u>Dispute a Transaction</u></li> </ul>
Approve statement	<ul style="list-style-type: none"> <li>• Recorded Class: <u>Account Approval Process – Confirm &amp; Pay</u></li> </ul>



# Training Outline (Continued)

Billing/Approving Official Tasks	Web-Based Training Tools
Rejecting transaction Final approve transactions Certify statement	<ul style="list-style-type: none"> <li>Recorded Class: <a href="#"><u>Account Approval Process – Confirm &amp; Pay</u></a></li> </ul>
Additional Information	
Helpful reports	<ul style="list-style-type: none"> <li>Quick Reference: <a href="#"><u>Run a Report</u></a></li> <li>Separately prepared slides with specific reports</li> </ul>
Printing account statements	<ul style="list-style-type: none"> <li>Quick Reference: <a href="#"><u>View a Cardholder Statement</u></a></li> </ul>
Looking up account profile	<ul style="list-style-type: none"> <li>Quick Reference: <a href="#"><u>View My Account Profile</u></a></li> </ul>
Set up statement notification	<ul style="list-style-type: none"> <li>Quick Reference: <a href="#"><u>E-mail Notification</u></a></li> </ul>
Add another account to cardholder user ID	<ul style="list-style-type: none"> <li>Quick Reference: <a href="#"><u>Add an Account</u></a></li> </ul>



# Order Management

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

The screenshot shows the usbank Order Management web application. The top navigation bar includes "Our Payment Products" and "Logout". The usbank logo is in the top left. The main heading is "Order Management". A left sidebar contains a menu with "Order Management" highlighted by a red arrow. The main content area is divided into three columns of links and descriptions:

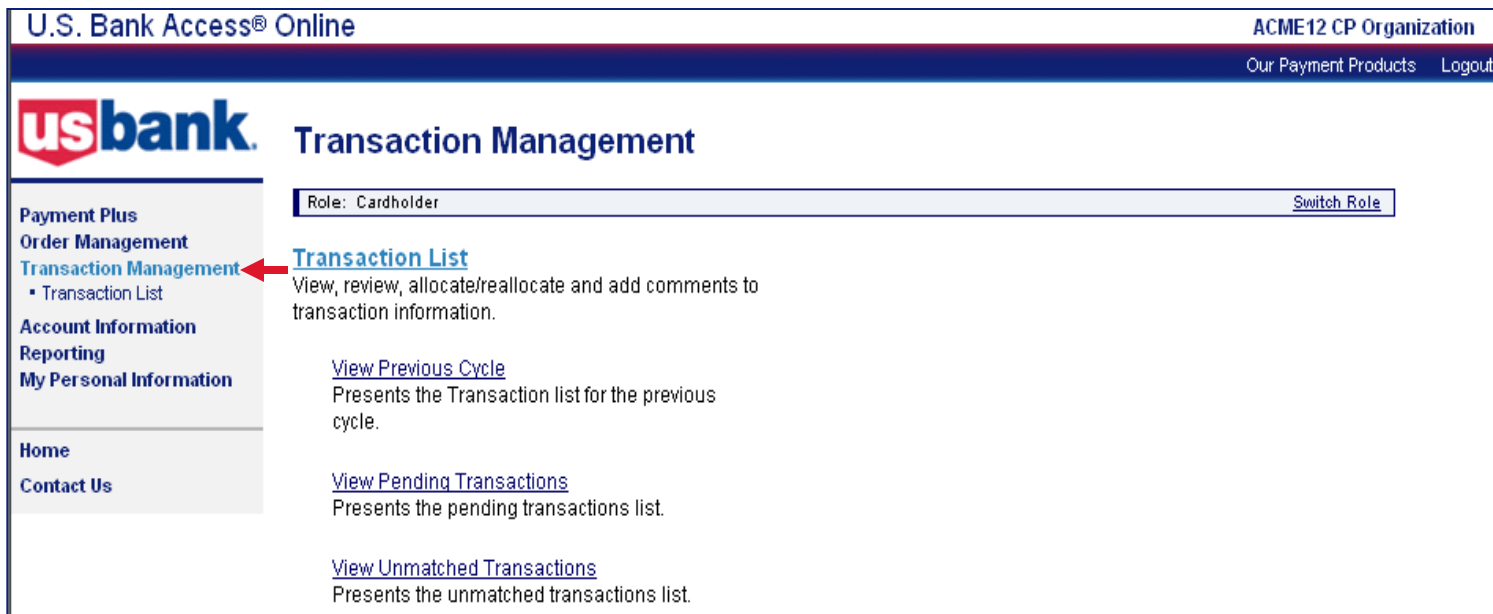
- Order Maintenance**: View, create, maintain, cancel, and/or suspend order records.
  - [Create New Order Record](#)
- Match Multiple Orders to Transactions**: Manually match an unfulfilled order to unmatched transaction(s).
- Order Receipt**: Document the receipt of goods against an order and view receipt history.
- Custom Order Fields**: Create, maintain and delete custom order and order line item fields for custom order forms.
- Custom Order Forms**: Create, maintain and delete custom order forms.
- Automatch Criteria**: Edit the criteria Access Online uses to auto match transactions to orders.

Bottom navigation links: Home, Contact Us.



# Transaction Management

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



The screenshot displays the U.S. Bank Access Online interface for Transaction Management. At the top, it shows "U.S. Bank Access® Online" on the left and "ACME12 CP Organization" on the right, with links for "Our Payment Products" and "Logout". The main header features the "usbank" logo and the title "Transaction Management". A navigation sidebar on the left includes "Payment Plus", "Order Management", "Transaction Management" (highlighted with a red arrow), "Account Information", "Reporting", "My Personal Information", "Home", and "Contact Us". The main content area shows the user's role as "Cardholder" with a "Switch Role" link. Below this, the "Transaction List" section is described as a tool to "View, review, allocate/reallocate and add comments to transaction information." Three sub-links are provided: "View Previous Cycle" (presents the previous cycle's list), "View Pending Transactions" (presents the pending list), and "View Unmatched Transactions" (presents the unmatched list).



# Account Information

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

U.S. Bank Access® Online ACME12 CP Organization  
Our Payment Products Logout

**usbank.** Account Information

**Active Work Queue**  
**Event Driven Notification**  
**Account Administration**  
**Payment Plus**  
**Order Management**  
**Transaction Management**  
**Account Information** ←  
▪ Statement  
▪ Account Profile

**Reporting**  
**Data Exchange**  
**My Personal Information**

**Home**  
**Contact Us**

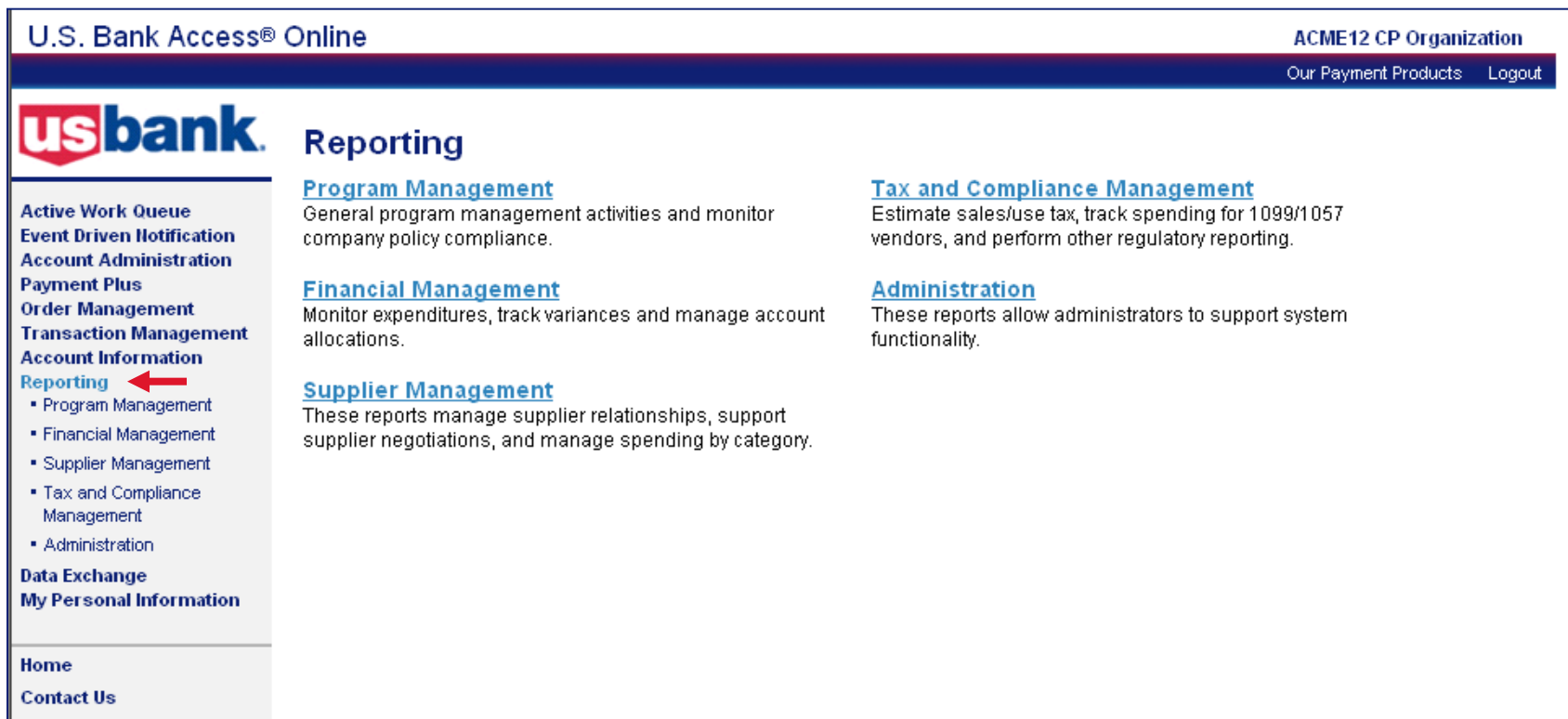
**Statement**  
View account statement(s).  
▪ [Cardholder Account Statement](#)  
▪ [Managing Account Statement](#)  
▪ [Diversion Account Statement](#)

**Account Profile**  
View account demographics, limits, accounting code, and other related information.  
▪ [Cardholder Account Profile](#)  
▪ [Managing Account Profile](#)  
▪ [Diversion Account Profile](#)



# Reporting

- Create and run reports



The screenshot shows the U.S. Bank Access Online interface. At the top left, it says "U.S. Bank Access® Online" and at the top right, "ACME12 CP Organization" with links for "Our Payment Products" and "Logout". The main header features the "usbank" logo and the word "Reporting". A left-hand navigation menu lists various services, with "Reporting" highlighted by a red arrow. The main content area is divided into four sections: "Program Management", "Financial Management", "Supplier Management", "Tax and Compliance Management", and "Administration", each with a brief description of its functions.

U.S. Bank Access® Online ACME12 CP Organization  
Our Payment Products Logout

**usbank** Reporting

**Active Work Queue**  
**Event Driven Notification**  
**Account Administration**  
**Payment Plus**  
**Order Management**  
**Transaction Management**  
**Account Information**  
**Reporting** ←  
▪ Program Management  
▪ Financial Management  
▪ Supplier Management  
▪ Tax and Compliance Management  
▪ Administration  
**Data Exchange**  
**My Personal Information**

**Home**  
**Contact Us**

**Program Management**  
General program management activities and monitor company policy compliance.

**Financial Management**  
Monitor expenditures, track variances and manage account allocations.

**Supplier Management**  
These reports manage supplier relationships, support supplier negotiations, and manage spending by category.

**Tax and Compliance Management**  
Estimate sales/use tax, track spending for 1099/1057 vendors, and perform other regulatory reporting.

**Administration**  
These reports allow administrators to support system functionality.



# My Personal Information

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

U.S. Bank Access® Online ACME12 CP Organization  
Our Payment Products Logout

**usbank** **My Personal Information**

User ID: ch1purchase

**Payment Plus**  
**Order Management**  
**Transaction Management**  
**Account Information**  
**Reporting**  
**My Personal Information** ←  
▪ Password  
▪ Contact Information  
▪ Account Access  
▪ Manage Favorites

**Home**  
**Contact Us**

[Password](#)  
Change your system password and create or modify an authentication response that will be used when resetting a password.

[Contact Information](#)  
Update your user ID contact information (name, address, phone no., etc.).

[Email Notification](#)

[Account Access](#)  
View access rights and user specific information, such as accounts and hierarchy level access.

[Add Accounts](#)

[Manage Accounting Code Favorites](#)  
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.



# 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: Account Approval Process – Confirm and Pay



# Final Approve Transactions

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



# 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](http://www.usbank.com/sp2presentations)**  
**after the conference**

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