



A
Winning
HAND:

Leverage Your U.S. Bank Resources

Presented by Seth Kaplan
U.S. Bank Relationship Manager

All of **us** serving you®



Discussion Topics

- U.S. Bank Access[®] Online
- Program Optimization
- Program Support
- Website Resources



Access Online Summary

- Organizations need financial services that streamline business processes, enabling you to save time and money
- Access Online allows you to increase the speed and efficiency with which you manage your card program
 - Eliminate paper-based processes
 - Reduce manual data entry and approval routing
 - Cut high administration costs



Access Online Benefits

1. **Simplicity** – Leverages an easy to learn and uses web-based interface to manage all aspects of the program
2. **Flexibility** – Offers a feature-rich platform that can be easily configured to meet program needs
3. **Reliability** – Maintains highest system availability up-times in the industry
4. **Availability** – Provides real-time access to card program, 24 hours a day, 7 days a week
5. **Integrity** – Ensures the integrity of data through enhanced data initiatives and data validations
6. **Security** – Stores card data in a highly secure environment



Access Online Product Features

Program administrator account setup and maintenance

Product Features	Feature Description
User Profiles	Setup and maintain system users – login information and access rights within the system
Cardholder Account Setup	Setup new cardholder accounts, either initiated by the cardholder or administrator
Cardholder Maintenance	Close, suspend, reinstate and modify cardholder accounts (immediate, future or fixed time period) – demographics, account information, default accounting codes, authorization limits, merchant authorization controls
Approval Workflow	Route cardholder setup and maintenance requests for manager approval
Hierarchy Positions	Modify processing or reporting hierarchies/business unit information



Access Online Product Features

Transaction management

Product Features	Feature Description
Transaction Review	View transactions and detailed transaction information from the current and past six cycles
Transaction Details	Add line items, edit tax data and/or enter comments for a transaction
Disputes	Initiate transaction disputes and monitor their status
Reallocation	Manually reallocate a transaction (single or multiple transactions) to one or more accounting codes by percent or amount Automatically reallocate transactions based on client-defined rules sets (merchant and/or transaction information)
Valid Value Lists	Control how cardholders can reallocate transactions by creating a valid list of accounting codes for each segment and setting other reallocation rules to enable accurate reallocation
Tax Management	Manage tax obligations with country-specific tax features
Approval Workflow	Route transactions for manager review and approval using customized workflow



Access Online Product Features

Payment Plus

Product Features	Feature Description
System Integration	Leverage existing financial systems to generate approved payments
Payment Instructions	Submit payment instructions using an automated file or simple online form
Secure Card Payment	Pay suppliers securely (dynamic credit adjustments and single-use accounts) while providing complete remittance information



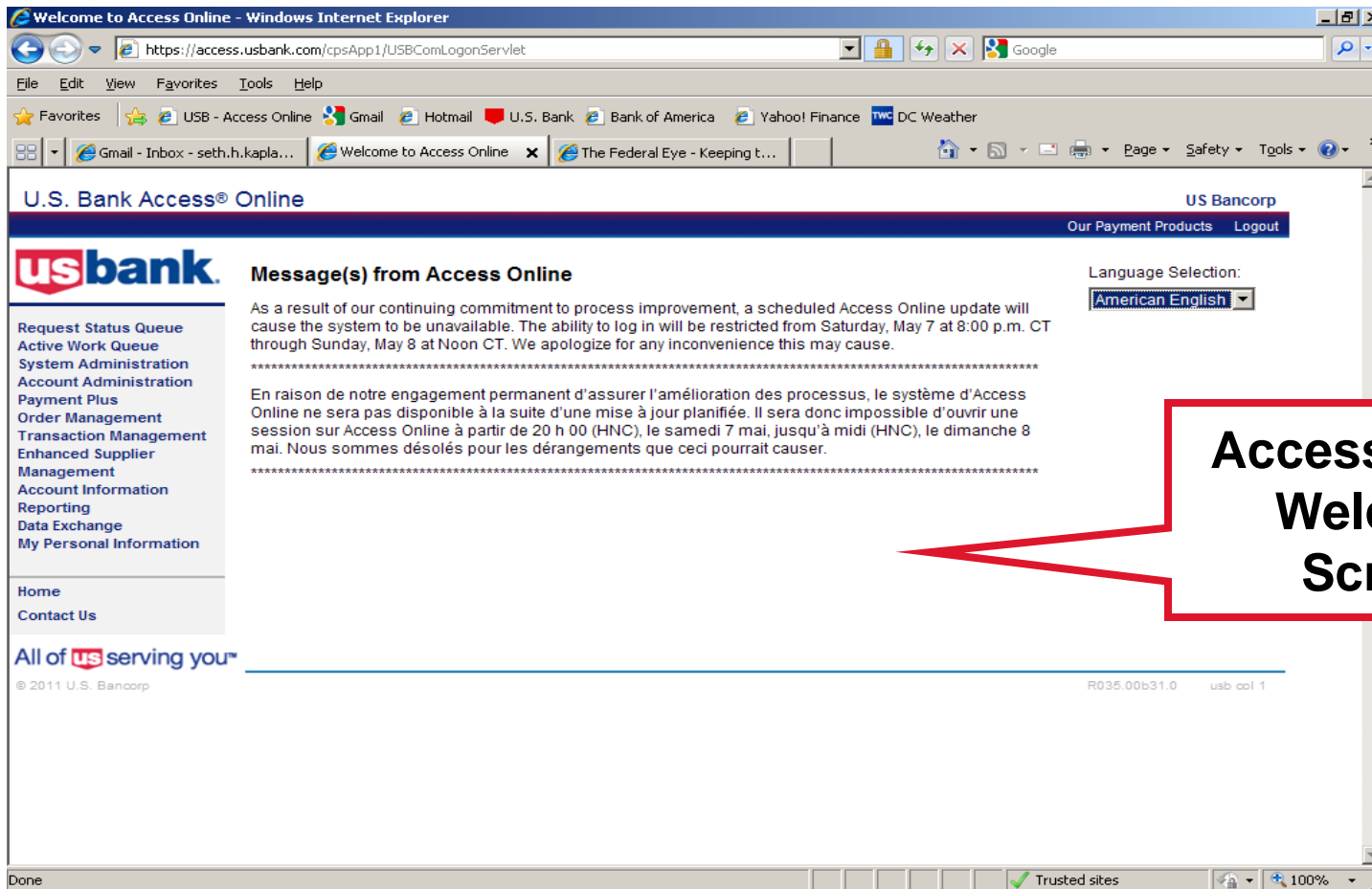
Access Online Product Features

Management reporting

Product Features	Feature Description
Standard Reporting	Choose from over 60 standard reports (24 months of data available online), including: Program, Financial, Supplier, Tax and Compliance, Administration and Global reports
Flex Data Reporting	Generate ad hoc reports based on flexible data criteria
Report Scheduler	Set up reports to run on specific dates; receive notifications as reports become available
Flexible Options	Define specific selection, sort and output options; print or save information in a variety of formats, including Excel, HTML, PDF



Welcome Screen

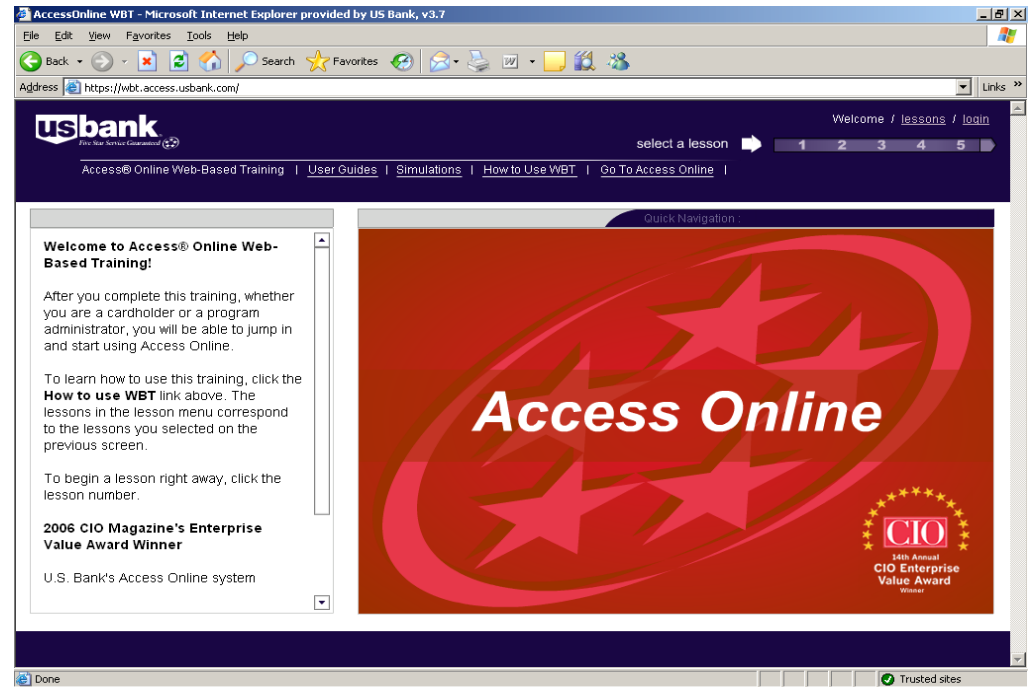


**Access Online
Welcome
Screen**



Access Online Web-Based Training (WBT)

- Self-guided tour offering 24 lesson modules
- System allows enrollment / certification options
- User guides, quick reference documents, and simulations



<https://wbt.access.usbank.com>



Lesson Modules

AccessOnline WBT - Windows Internet Explorer

https://wbt.access.usbank.com/

File Edit View Favorites Tools Help

AccessOnline WBT

usbank lessons / main.m...

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

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

[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.

Lesson Modules available in WBT



WBT Activities

AccessOnline WBT - Windows Internet Explorer

https://wbt.access.usbank.com/

File Edit View Favorites Tools Help

AccessOnline WBT

usbank

Access@ Online Web-Based Training

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

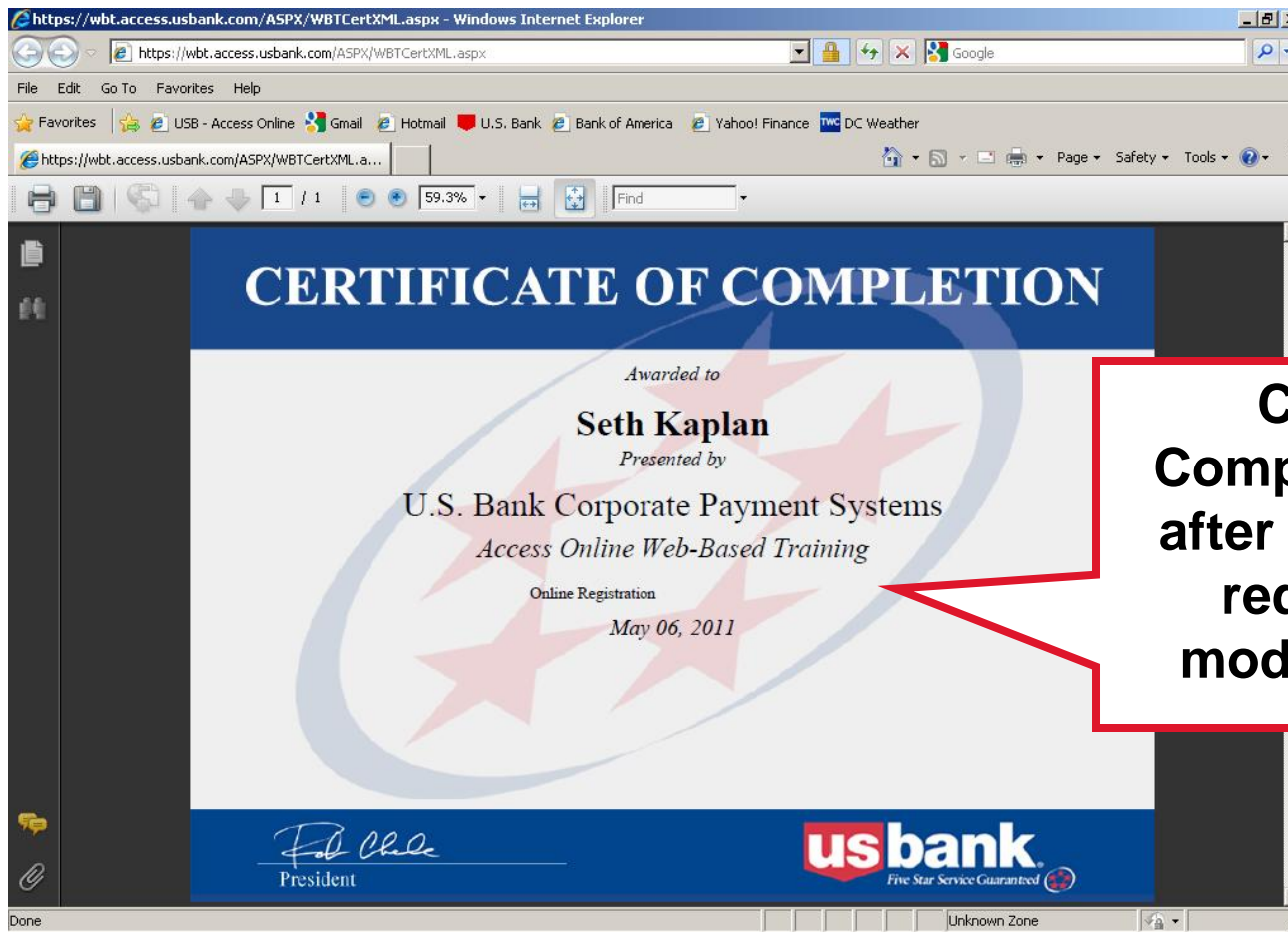
Roll your mouse over link to get more information about a task.

Done Trusted sites 100%

Activities available for registered users in WBT



Certificate of Completion



Certificate of Completion available after user completes required lesson modules and exam



Program Optimization Overview

- Purchase card spend trending more towards larger-dollar transactions
 - P-card oversight capabilities
 - Rebate opportunities
 - Process efficiency
- U.S. Bank able to assist with identifying new spend areas



Program Optimization Tools

- Accounts payables analysis
- Supplier matching service
- Rebate file analysis



Supplier Match File

Microsoft Excel - Sample Supplier Match File.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

C15 fx Yes

Matched	Level II	Level III Summary	Level III Line Item	Data Quality	Match Type	MCC(s)	NAME
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15	Yes	Yes	Yes	Yes	NFA		5085 A C CONTROLS CO INC
16	Yes	Yes	Yes	Yes	NFA	5044;5111	ABM FED SALES INC
17	Yes	Yes	Yes	Yes	NFA		5964 ADAMS MARKETING ASSOCS INC
18	Yes	Yes	Yes	Yes	NFA		7361 AEROTEK INC
19	Yes	Yes	Yes	Yes	NFA		5712 AHURA SCIENTIFIC INC
20	Yes	Yes	Yes	Yes	NFA		5169 AIRGAS GREAT LAKES INC
21	Yes	Yes	Yes	Yes	NFA		5169 AIRGAS SOUTH INC
22	Yes	Yes	Yes	Yes	NFA	5072;7692	AIRWELD INC
23	Yes	Yes	Yes	Yes	NFA		4900 ALL WASTE INC
24	Yes	Yes	Yes	Yes	NFA		7399 ALL WATER SYS INC
25	Yes	Yes	Yes	Yes	NFA		4812 ALLEN CORP OF AMER
26	Yes	Yes	Yes	Yes	NFA	5047;5111;8398;8999	ALPHAPOINTE ASSN FOR THE BLIND
27	Yes	Yes	Yes	Yes	NFA		7399 ALTUM INC
28	Yes	Yes	Yes	Yes	NFA		5041 AMOLIA WHOLESALE INC

Sample Supplier Match File based on Accounts Payable data



Rebate Analysis

- Client rebates paid following end of fiscal quarter
- Rebate amount differs by individual agency
- Includes sales and productivity refund
- Sales refund based on charge card spend
- Productivity refund based on formula:

$$\text{File Turn} = \frac{\text{Sum of Daily Balance}}{\text{Sum of Daily Sales}}$$



Sample File Turn Calculation

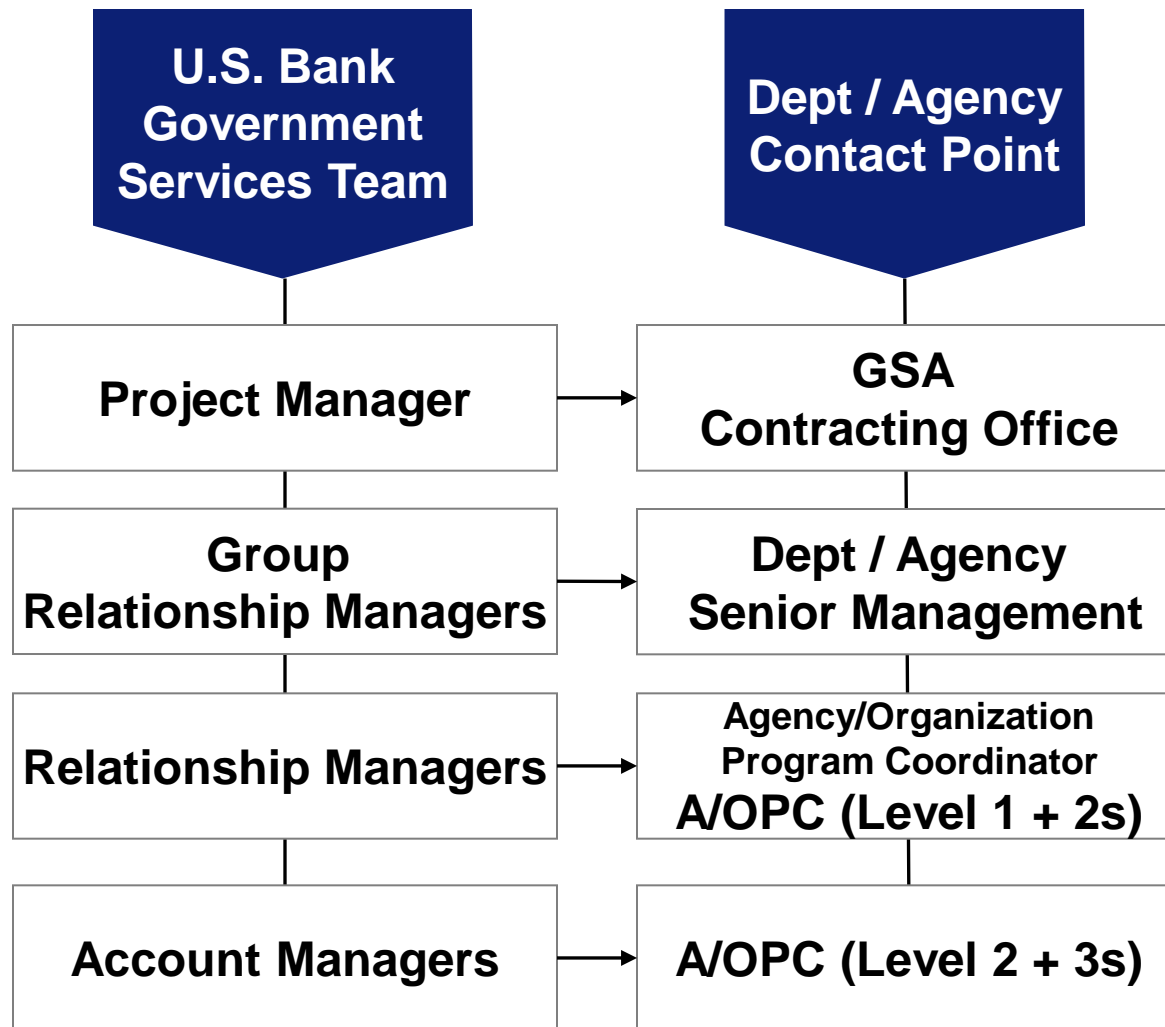
Day	1	2	3	4	5	6	7	8	9	10	Value
Charge Volume	100										100
Ending Loan Balance	100	100	100	100	100	100	100	100	100	100	100
Sum of Daily Balance	100	200	300	400	500	600	700	800	900	1000	1000

$$\frac{\text{Sum of Daily Balance}}{\text{Sum of Daily Sales}} = \text{File Turn}$$

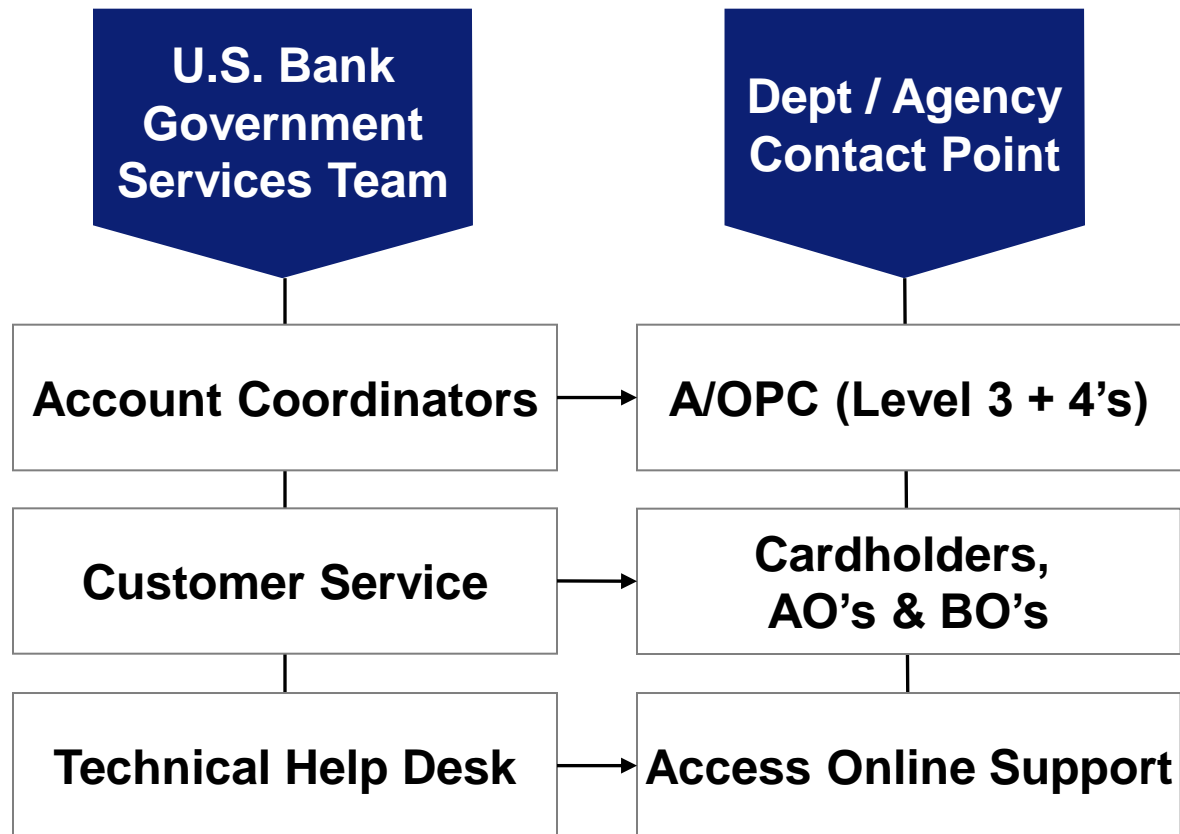
$$\frac{1000}{100} = \text{File Turn of 10}$$



U.S. Bank Program Support



U.S. Bank Program Support



Account Coordinators

- Located in Minneapolis, MN at U.S. Bank Plaza
- Available 7 a.m. to 6 p.m. Central Time
- Supports the A/OPC
- Can be reached at 800-254-9885 option 3, direct at 612-973-1383, or gov.service@usbank.com
- If you reach your AC's voice mail, you may press 0 to be transferred to the next available AC for assistance.



U.S. Bank Customer Service Team

- Located in Fargo, ND
and Coeur d'Alene, ID
- 888-994-6722 – Toll Free
701-461-2232 – Direct
- Available 24 hours /
7 days per week
- Supports A/OPCs, Financial Managers, Approving
Officials, Cardholders



Reasons for Contacting Customer Service

- Payment and balance inquiries
- Statement request – also available on Access Online
- Card replacement
- Report card lost / stolen
- Disputes – also available on Access Online
- Declined transaction – also available on Access Online
- Card activation
- Check orders – also available on Access Online
- Access Online password reset and general navigation



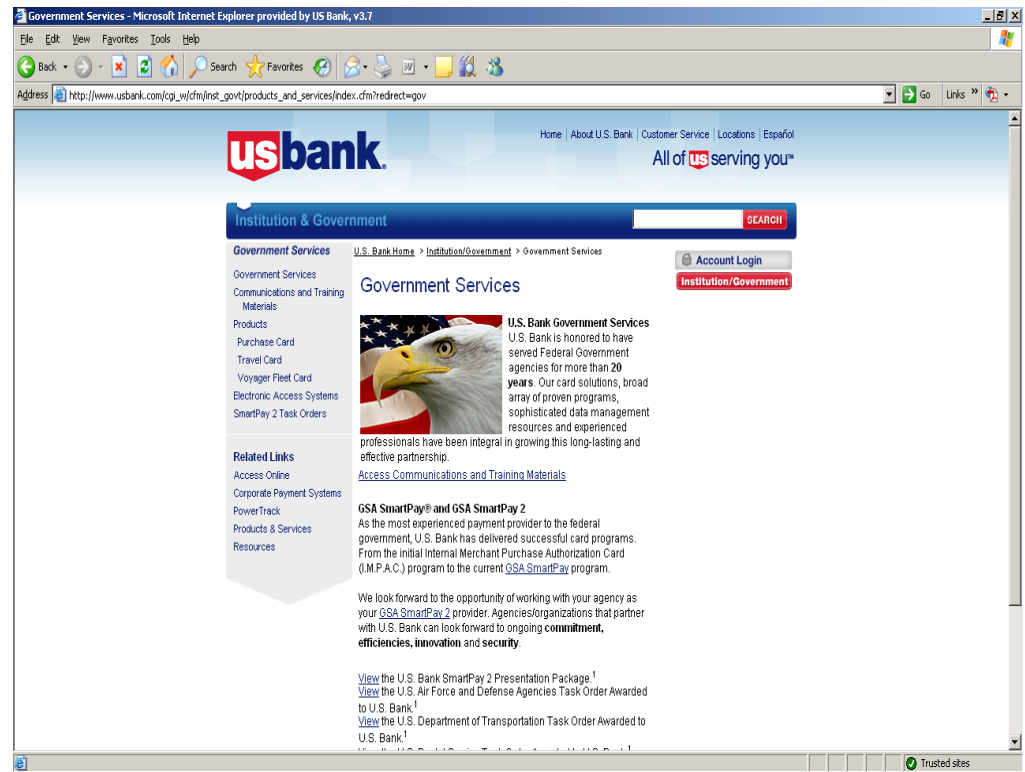
Access Online Technical Support

- Available 24 hours a day, 7 days a week
- Located in Fargo, ND
- Dedicated, trained staff handling over 12,000 calls monthly
- Required for verification: User ID and password
- Assist with error messages
- Assist with Access Online program issues
- Password reset
- Phone: 800-254-9885 option 2, direct at 701-461-0186, email accessonlinesupport@usbank.com



U.S. Bank Government Services Website

- One-stop shop for program information
- Agency-specific guides and forms
- Links to other applicable U.S. Bank products/solutions



http://www.usbank.com/gov_forourclients



Communications and Training Materials

The screenshot shows a Windows Internet Explorer browser window displaying the US Bank website. The address bar shows the URL: http://www.usbank.com/cgi_wj/cfm/inst_govt/products_and_services/commtrain.cfm. The browser's Favorites bar includes links to USB - Access Online, Gmail, Hotmail, U.S. Bank, Bank of America, Yahoo! Finance, and DC Weather. The website header features the US Bank logo and navigation links: Home, About U.S. Bank, Customer Service, and Locations. Below the header is a search bar with a 'SEARCH' button. The main content area is titled 'Institution & Government' and includes a 'Government Services' sidebar with links to Government Services, Communication And Training Materials, Products, Purchase Card, Travel Card, Voyager Fleet Card, and Electronic Access Systems. The main content area is titled 'Communication and Training Materials' and includes an 'Account Login' button and a 'SEARCH' button. A large image of a classical building is shown, followed by text: 'Please select your agency/organization below to access the comprehensive information you need to successfully implement and manage your card program.' Below this is a list of links for various agencies and organizations: Air Force, Army, Commodity Futures Trading Commission, Defense Agencies, Department of Agriculture, Department of Transportation, Department of Veterans Affairs, Federal Deposit Insurance Corporation, Government Accountability Office, and United States Postal Service.



Agency-Specific Materials

Department of Veterans Affairs - Windows Internet Explorer

http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/va.cfm

File Edit View Favorites Tools Help

Department of Veterans Affairs

Account Login
Institution/Government

Department of Veterans Affairs

Welcome to the Department of Veterans Affairs (VA) Communications and Training portal!

U.S. Bank is proud to be a proven leader, innovator and partner with the federal government. As one of the world's largest and most experienced providers of payment solutions, U.S. Bank is committed to federal government card programs worldwide.

The U.S. Bank Government Services team supports the VA with unparalleled service and products and looks forward to partnering with VA during the GSA SmartPay® 2 program.

Select the links below to access valuable tools and information to help you effectively manage your U.S. Bank Purchase, Travel and Fleet Card programs.

Government Services
Communication And Training Materials
Access Online
Fleet Commander
Guides
Civilian Guides
Defense Guides
Forms
Civilian Forms
Defense Forms
GSA Conference Presentations
Contact Us

Related Links
Corporate Payment Systems

Communications and Training Materials
[Guides](#)
[Forms](#)
[U.S. Bank Access@ Online](#)
[GSA SmartPay@ Conference Presentations](#)

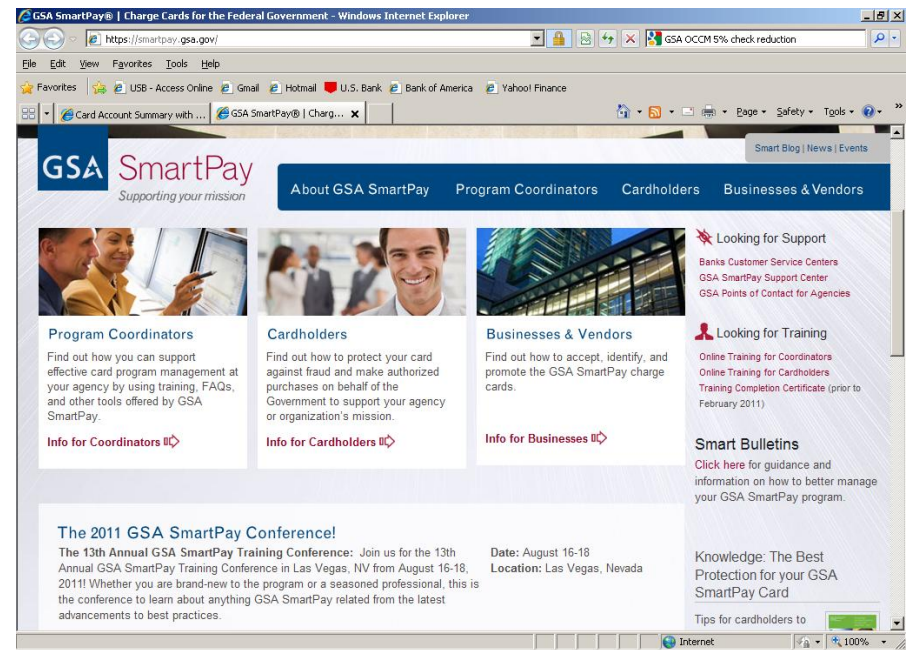
VA Reference Materials
[VA - Travel Application IBA - Cardholder Set Up Form](#)
[VA - Travel CBA - Cardholder Set Up Form](#)
[VA - Approving Official Set Up Form](#)
[Visa Fleet - A/OPC Guide](#)
[Visa Fleet - Card User Guide](#)
[Visa Fleet - Card Maintenance](#)
[Visa Fleet - Card Setup](#)
[Visa Fleet - Point of Contact Maintenance](#)
[Visa Fleet - Point of Contact Setup](#)
[Visa Fleet Merchant Locations Report - November 2008](#)

Trusted sites 100%

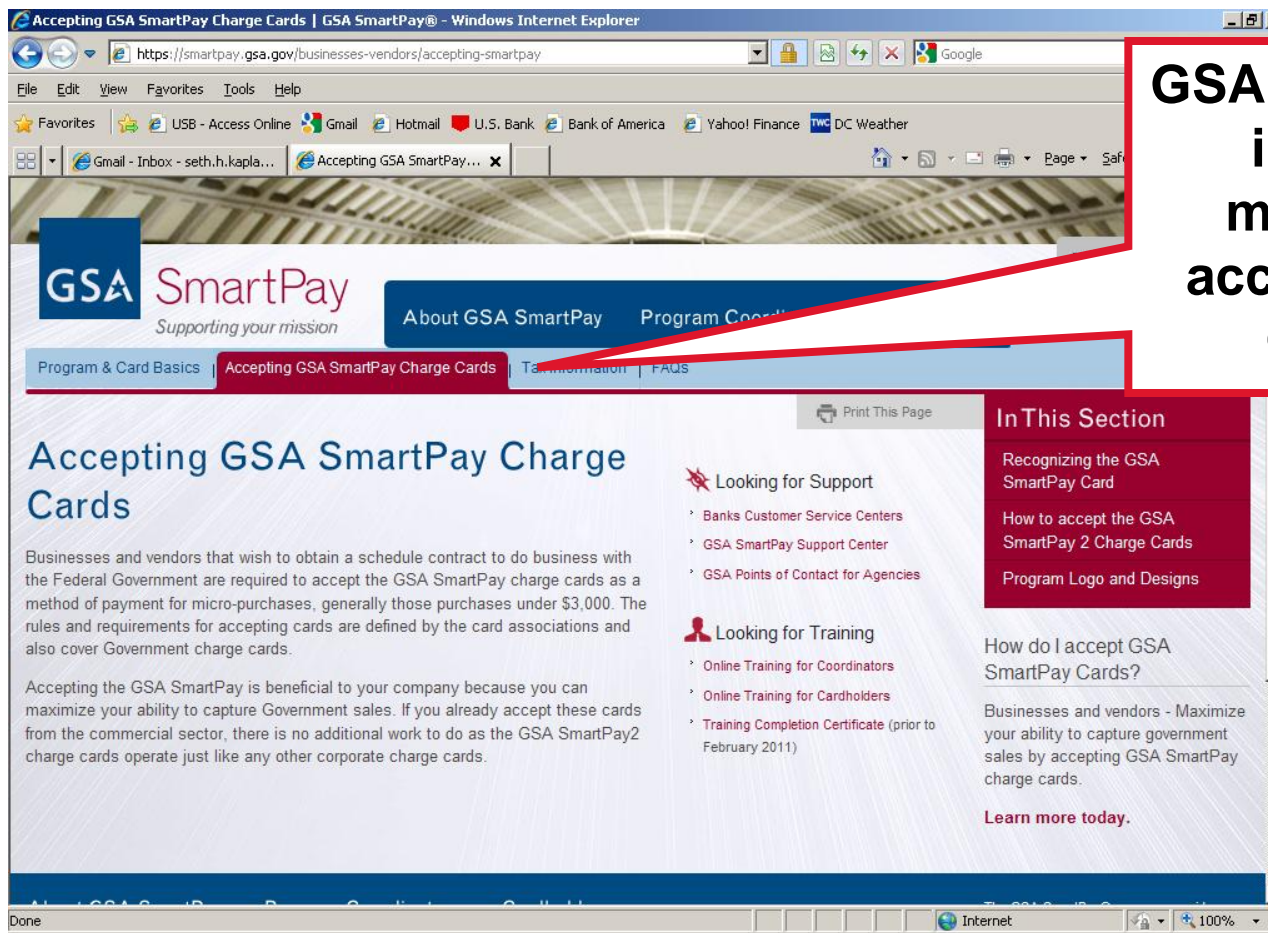


GSA SmartPay Website

- General information regarding purchase card program
- <https://smartpay.gsa.gov>
- Cardholder training
- Tax exempt information
- Presentations, publications, Office of Management and Budget (OMB) circulars



GSA Website Information



GSA website providing information for merchants about accepting SmartPay Charge Cards



Questions?



Thank You

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

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