



A  
*Winning*  
HAND:

## Managing the Payment Cycle

Dave Williams  
U.S. Bank Relationship Manager

All of **us** serving you®

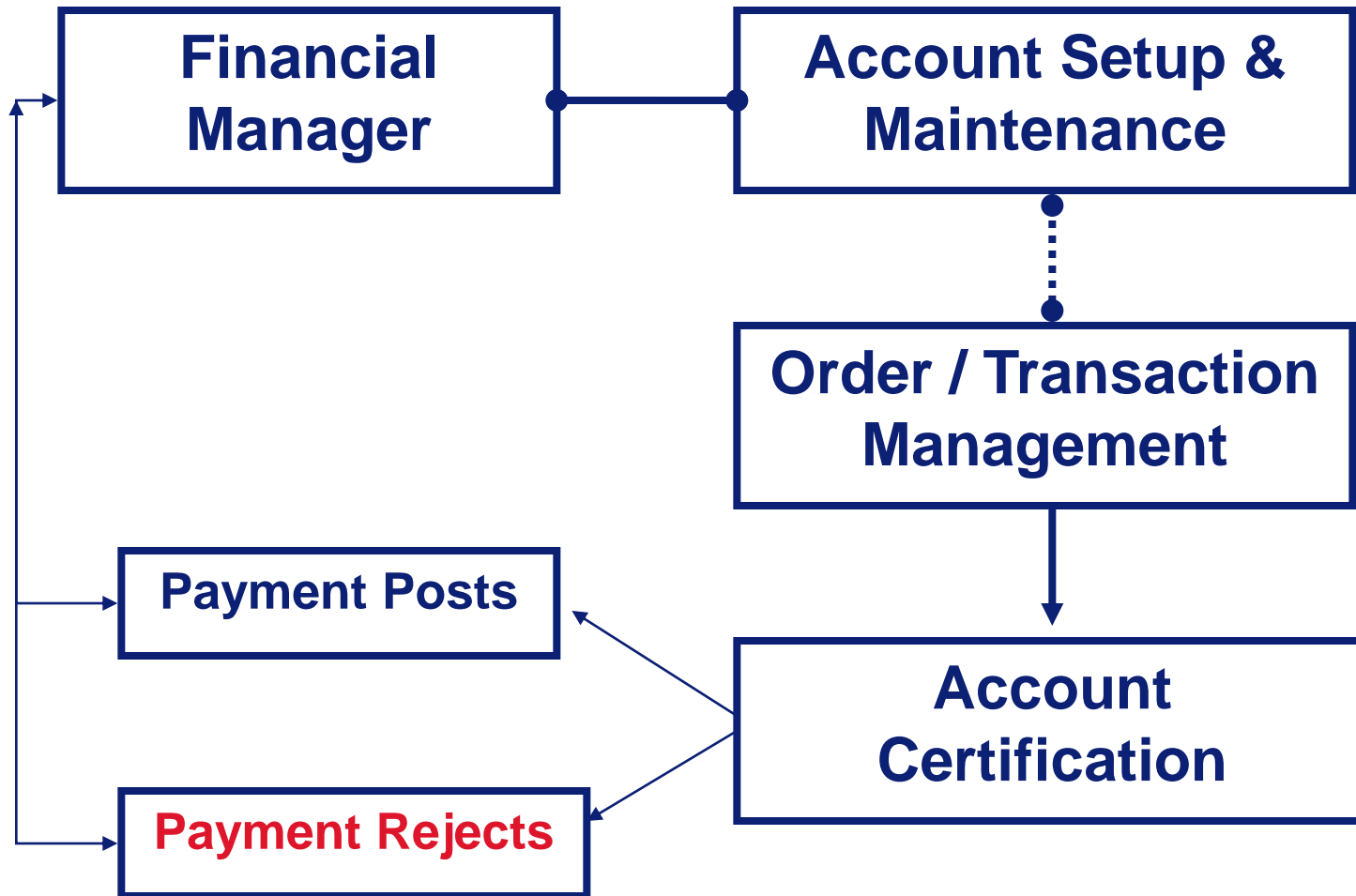


# Agenda

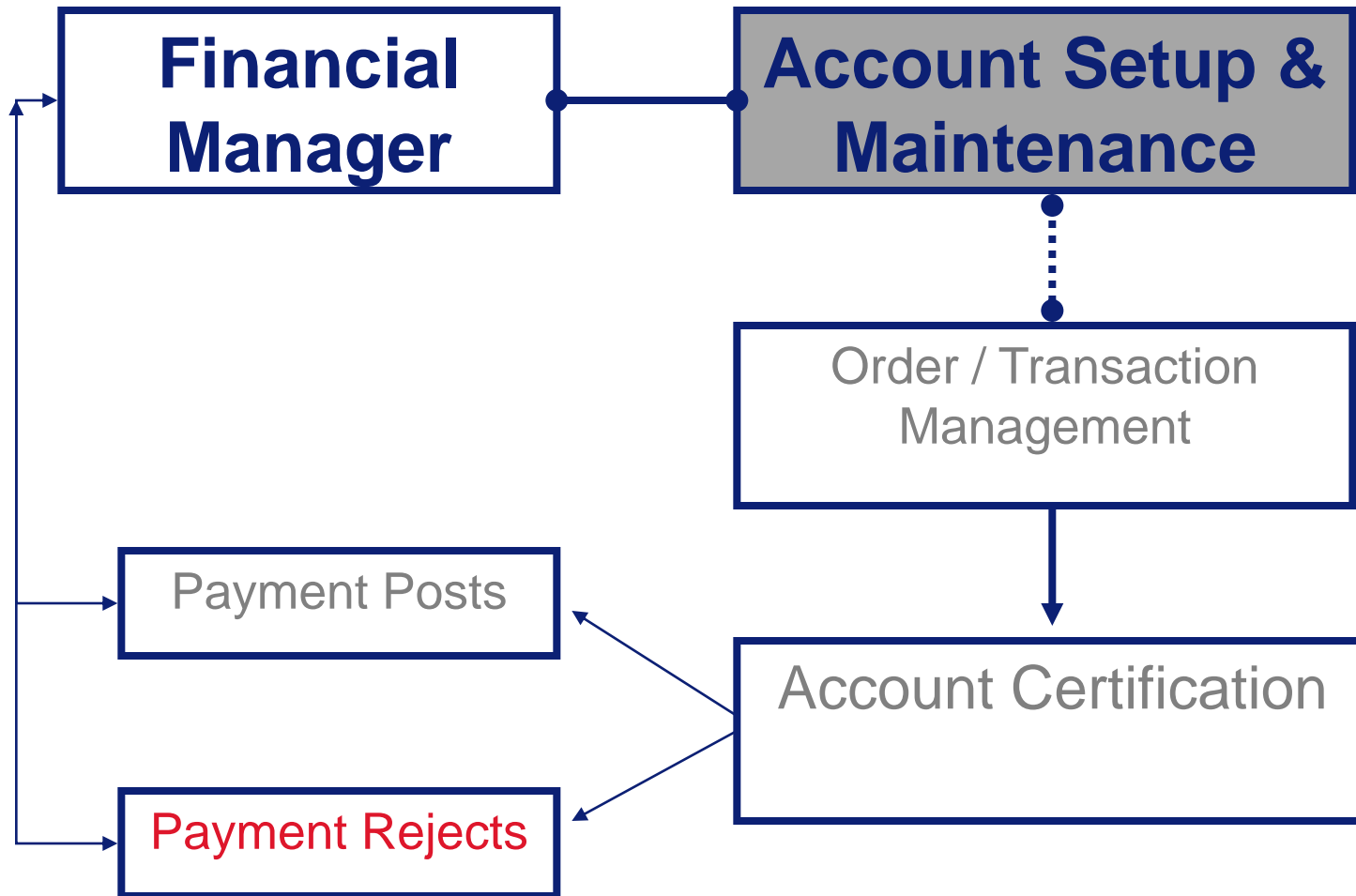
- Payment overview
- Account setup and maintenance
- Order/transaction management
- Account certification
- Payments
- Payment rejects
- Reports
- FM Web-based Training (WBT) resources
- U.S. Bank contacts



# Payment Process and Cycle Overview



# Account Setup and Maintenance



# Account Setup (Workflow Process)

- Managing Account and Cardholder

<u>Screens</u>	<u>A/OPC</u>	<u>FSO/RM</u>
Demographics	X	
Account Information	X	
Extract Information		X
Accounting Codes		X
Authorization Limits	X	X
Final Review (all screens)	X	

- View submitted request in Request Status Queue



# Managing Account Setup - Overview

U.S. Bank Access® Online ACME20 CP Organization  
Our Payment Products Logout

**usbank.** **Managing Accounts**  
Summary and Tasks

Managing Account Number: 4716304556611542, ACME CP TEST [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:** 3058  
**Name:** ACME CP TEST      **Agent:** 0066  
**Status:** ""-OPEN      **Company:** 11791

Task	Description
<a href="#">Extract Information</a>	Input financial extract information assigned to the account.
<a href="#">Default Accounting Code</a>	Input the default accounting code assigned to the account.
<a href="#">Authorization Limits</a>	Input authorization limit information such as credit limit, single purchase limit, and available credit.

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© 2011 U.S. Bancorp R035\_00b31.0 OBC Demo 1

From this screen, you can assign Extract Information, Assign MA against CAVC, Set Default Accounting Code and Authorization Limits to the Managing Account



# Extract Information Screen

## Managing Account

Enter extract information, then save and continue.

**Product:** PURCHASING  
**Name:** JOHN SMITH  
**Status:**

**Electronic Data Interchange (EDI) Routing Number**

Send	Type	Value	
<input checked="" type="checkbox"/>	Invoice	AIN001	<a href="#">Search for Value</a>
<input type="checkbox"/>	Credit Invoice		<a href="#">Search for Value</a>
<input checked="" type="checkbox"/>	Obligation	AOBL01	<a href="#">Search for Value</a>
<input type="checkbox"/>	Cost Transfer		<a href="#">Search for Value</a>

**Extract Information Comments:**

**Note:** the maximum amount of characters allowed is 254.  
Character count = 0

**Save & Continue**   **File for Later**   **Cancel Setup**

## FSO/RM Screen

Invoice = 810

Obligation = 821



# Default Accounting Code Screen

U.S. Bank Access® Online ACME20 CP Organization  
Our Payment Products Logout

**usbank** **Managing Accounts**  
Maintain Default Accounting Code

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 Account Number: 4716304656611542, ACME CP TEST [Switch Accounts](#)

Maintain default accounting code, then send the request.

**Product:** Purchasing      **Bank:** 3058  
**Name:** ACME CP TEST      **Agent:** 0066  
**Status:** ""-OPEN      **Company:** 11791

**Account Validation Control (AVC) Name:** Demo Child AVC-Demonstration [Switch AVC](#)

**Reallocation Method:**  
 No Reallocation  
 Reallocate by Accounting Validation Control  
 Reallocate by Alternate Accounting Codes

\* = required

**Default Accounting Code**

Segment Name (Length)	OAC (2)	ASN (5)	UIC (6)	PEC (12)	ORG (8)
APPROPRIATION (20)   11220000000000000000 * 🔍	33 🔍	11222 🔍	AFPC83 🔍	222222222222 *	11111

🔍 Search for Valid Value

- Assign MA to CAVC
- Add Default Accounting Code
- Type or select values as required from each segment



# Authorization Limits Screen

## Managing Account

### FSO/RM Screen

Note: Credit Limit equals three times the Cycle Limit (Cycle Limit is the Amount of Funds authorized to be spent in a billing cycle).

Credit Limit: 75000  
Single Purchase Limit: 3000

% Cash: 0

Fiscal First Month: 10

#### Standard Velocity Limits

Daily Dollar: Daily Transaction:

Cycle Dollar: 25000  
Cycle Transaction:

Monthly Dollar: Monthly Transaction:

Quarterly Dollar: Quarterly Transaction:

Yearly Dollar: \* Yearly Transaction:

#### Custom Velocity Limits

Other Dollar: Other Transaction:

Refresh to Date:

Days in Refresh Cycle:

#### Merchant Authorization Controls

Control	Authorization Action	Single Purchase Limit	Type	Action
No Merchant Authorization Controls currently exist for this account.				

Authorization Limits Comments:

Note: the maximum amount of characters allowed is 254.  
Character count = 0

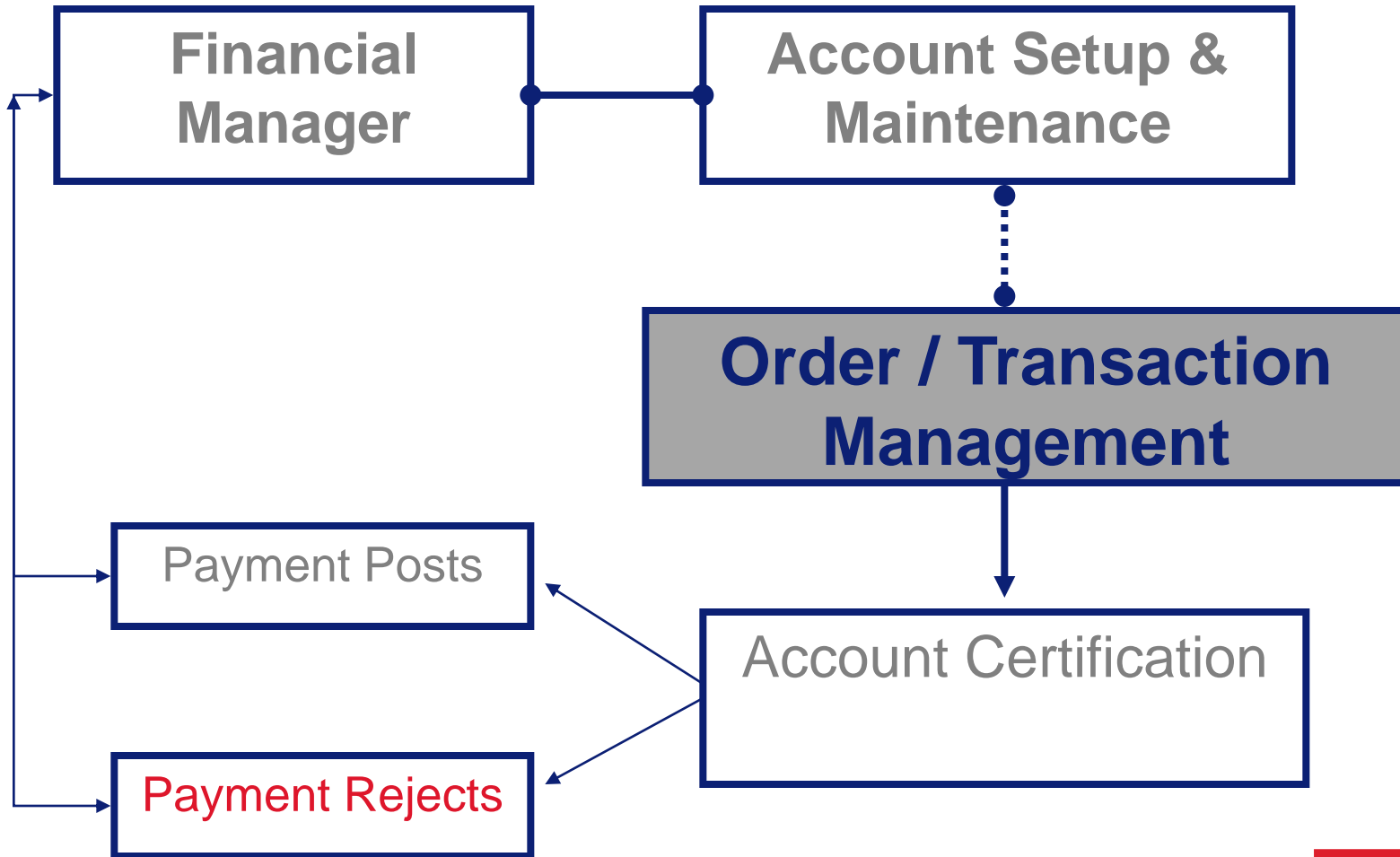
Save & Continue

File for Later

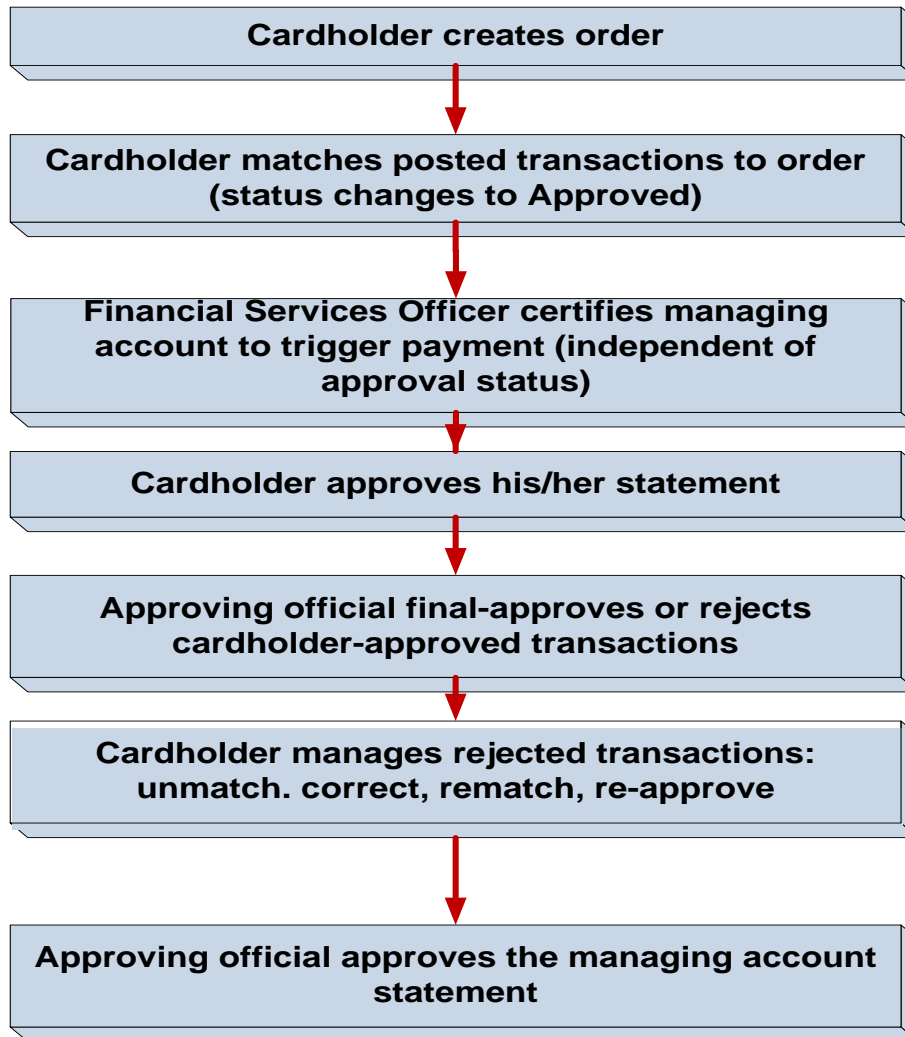
Cancel Setup



# Order/Transaction Management



# Order/Transaction Management – Pay and Confirm



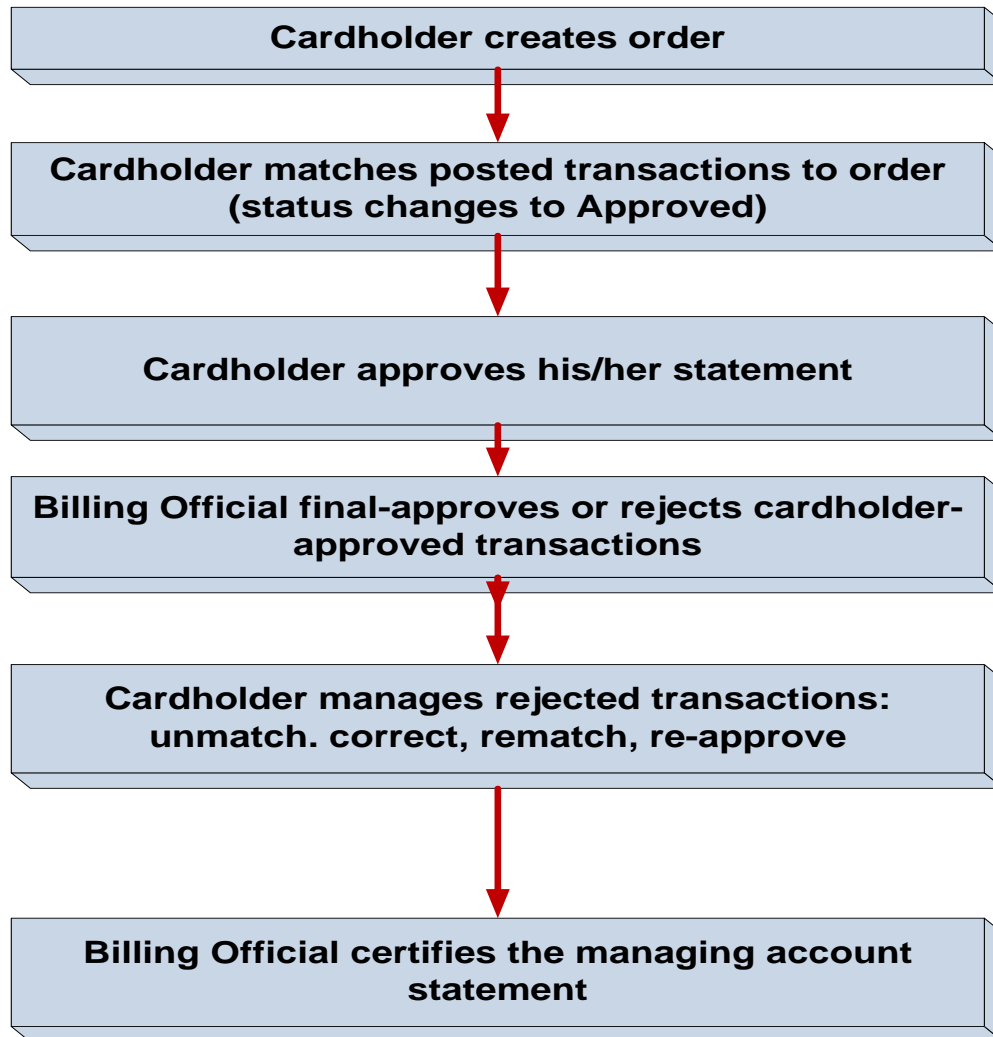
Transactions post in Access Online

Cycle Closes

All transactions for a single managing account are final-approved



# Order/Transaction Management – Confirm and Pay



Transactions post in Access Online

Cycle Closes


All transactions for a single managing account are final-approved



# Order/Transaction Management

U.S. Bank Access® Online US Bancorp

Our Payment Products [Logout](#)



## Transaction Management



### Managing Account Summary with Card Account List

Client Relationship: United States Army [Switch Relationships](#)  
 Managing Account Number: XXXXXXXXXX [Switch Accounts](#)

[Create](#) [Manage](#) [Managing Acct List](#) [Card Acct List](#) [Trans List](#)



**[-] Managing Account Summary**

Account Number: XXXXXXXXXX Account Name: XXXXXXXXXX

Cycle:  [Search](#) [Display All Card Accounts for All Managing/Diversion Accounts](#)

Total # Card Accounts:	4	Total Fees:	\$0.00
Open Card Accounts:	1	Total Transactions:	\$1,629.93 2
Suspended Card Accounts:	0	Cardholder Approved Transactions:	\$1,629.93 2
Previous Statement Balance:	\$864.73		
Payments Since Previous Statement:	\$715.96		

 Suspended Account  Certified - BO

[Statement Approval History](#)  
[Show all](#)





Approval Status	Approval Date	Approved by
Certified - BO	01/06/2011	<span style="background-color: black; color: black;">XXXXXXXXXX</span>



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

**[-] Card Account List** [Return to top](#)

Records 1 - 1 of 1

[Show/Hide Posted](#) | [Show/Hide Approved](#) | [Show/Hide Final Approved](#) | [Show/Hide Reallocated](#) | [Show/Hide Disputed](#)

Select	Account Number	Account Name	Posted		Approved			
			# of Trans	\$ of Trans	# of Trans by CH	%	\$ of Trans by CH	%
   	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	2	\$1,629.93	2	100.0%	\$1,629.93	100.0%

 Open Account  Approved



# Order/Transaction Management

U.S. Bank Access® Online US Bancorp  
Our Payment Products Logout

**usbank** Transaction Management  
Managing Account Summary with Card Account List

Client Relationship: United States  
Managing Account Number: [REDACTED] [Switch Relationships](#)  
[Switch Accounts](#)

Create Manage Managing Acct [REDACTED]

**[ - ] Managing Account Summary**

Account Number: [REDACTED] Account Name: [REDACTED]

Cycle: 01/19/2011  [Display All Card Accounts for All Managing/Diversion Accounts](#)

Total # Card Accounts:	4	Total Fees:	\$0.00
Open Card Accounts:	1	Total Transactions:	\$454.08 2
Suspended Card Accounts:	0	Cardholder Approved Transactions:	\$454.08 2
Previous Statement Balance:	\$1,778.70		
Payments Since Previous Statement:	\$0.00		

Suspended Account  Certified - BO

Statement Approval History  
[Show all](#)

Approval Status	Approval Date	Approved by
Certified - BO	01/31/2011	[REDACTED]

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

**[ - ] Card Account List** [Return to top](#)

Records 1 - 1 of 1  
[Show/Hide Posted](#) | [Show/Hide Approved](#) | [Show/Hide Final Approved](#) | [Show/Hide Reallocated](#) | [Show/Hide Disputed](#)

Select	Account Number	Account Name	Posted		Approved			
			# of Trans	\$ of Trans	# of Trans by CH	%	\$ of Trans by CH	%
<input checked="" type="radio"/>	[REDACTED]	[REDACTED]	2	\$454.08	2	100.0%	\$454.08	100.0%

Open Account  Approved

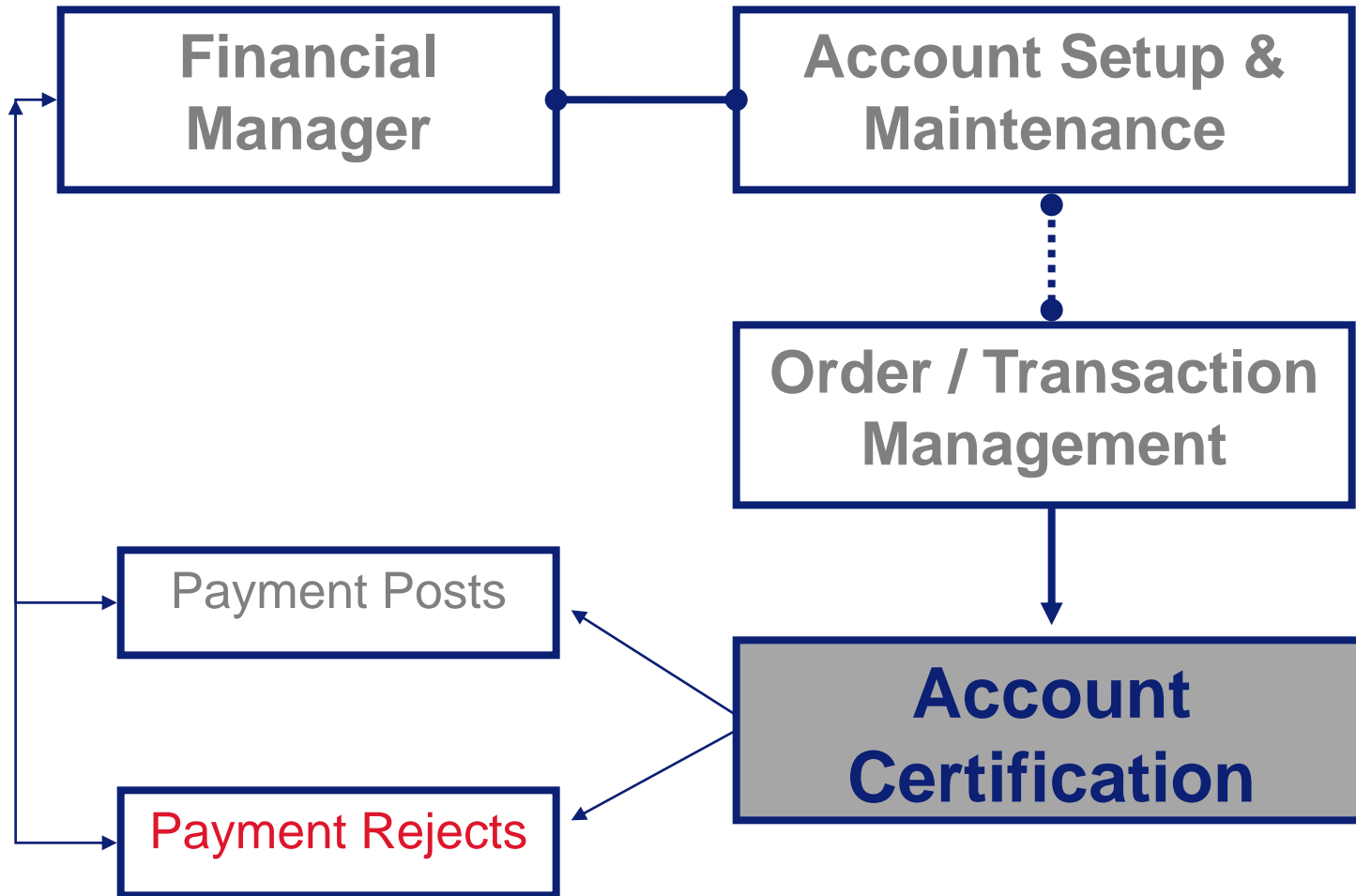


# Disputed or Fraud Transactions

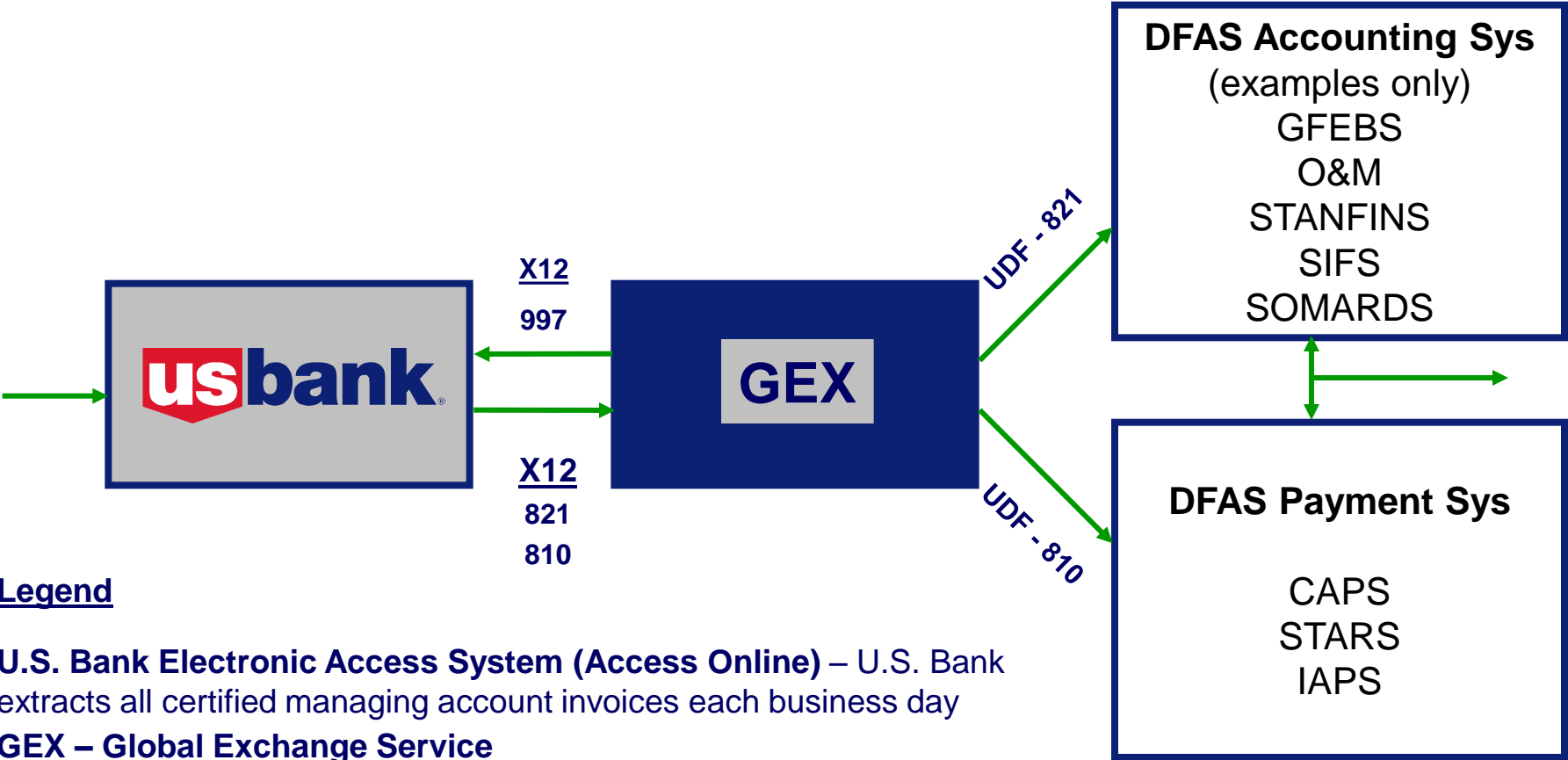
- EDI accounts – disputed/fraud transactions paid up front
- No action needed when dispute is resolved/credit posts
- Non-EDI (manual) accounts – agency policy dictates whether account is paid in full
- If disputed transactions are not paid up front, it is the agency's responsibility to track and pay once dispute is resolved
- Internal misuse – transaction must be paid
- Past time disputes/fraud – unable to assist, must be paid



# Account Certification



# EDI Data Flow – Confirm and Pay



**Legend**

**U.S. Bank Electronic Access System (Access Online)** – U.S. Bank extracts all certified managing account invoices each business day

**GEX – Global Exchange Service**

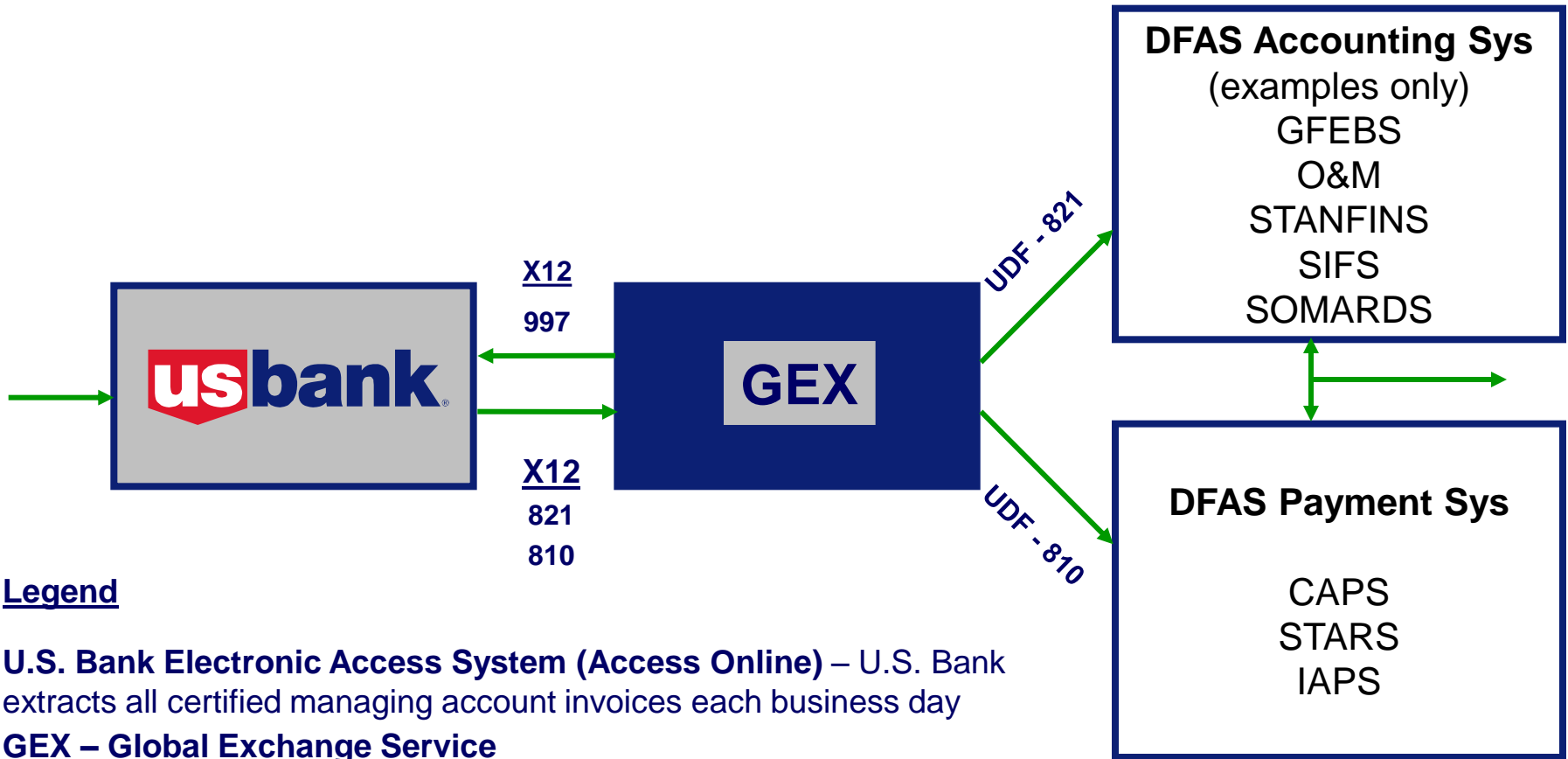
**821 – Obligation (transmitted on day BO certifies invoice)**

**810 – Invoice (transmitted two business days after obligation flows)**

**997 – Functional acknowledgement**



# EDI Data Flow – Pay and Confirm



## Legend

**U.S. Bank Electronic Access System (Access Online)** – U.S. Bank extracts all certified managing account invoices each business day

**GEX** – Global Exchange Service

**821** – Obligation (transmitted day after cycle end)

**810** – Invoice (transmitted when FSO Certifies)

**997** – Functional acknowledgement



# Reports to Monitor Payment

- Managing Account Approval Status Report
  - Are all accounts approved and certified?
- Prompt Payment Report
  - Have all expected payments posted in the last cycle?



# Managing Account Approval Status

- Pay and Confirm

Account Number	Account Name	Close Date	Statement Amount	Status Type	Current Status	Status Date	Approver ID
*****4555111111	JOHN SMITH	2011/04/19	\$4,157.05	Approved - AO	Approved - AO	2011/05/06	JDOE123
*****4555111111	JOHN SMITH	2011/04/19	\$4,157.05	Certified - FSO	Certified - FSO	2011/04/26	JDOE123
*****4555222222	ANN JONES	2011/04/19	\$11,701.54	Approved - AO	Pending		
*****4555222222	ANN JONES	2011/04/19	\$11,701.54	Certified - FSO	Certified - FSO	2011/04/26	STNICK
*****4555333333	GEORGE OLSON	2011/04/19	\$26,109.20	Approved - AO	Approved - AO	2011/05/03	KKRINGLE
*****4555333333	GEORGE OLSON	2011/04/19	\$26,109.20	Certified - FSO	Certified - FSO	2011/04/26	KKRINGLE

- Confirm and Pay

Account Number	Account Name	Close Date	Statement Amount	Status Type	Current Status	Status Date	Approver ID
*****4559999999	GEORGE JETSON	2011/03/18	\$1,881.66	Approved - AO	Pending		
*****4559999999	GEORGE JETSON	2011/03/18	\$1,881.66	Certified - BO	Certified - BO	2011/03/24	JSMITH
*****4558888888	TONY TIGER	2011/03/18	\$609.27	Approved - AO	Pending		
*****4558888888	TONY TIGER	2011/03/18	\$609.27	Certified - BO	Certified - BO	2011/03/22	MHOOK1
*****4557777777	JACK SPARROW	2011/03/18	\$4,641.54	Approved - AO	Pending		
*****4557777777	JACK SPARROW	2011/03/18	\$4,641.54	Certified - BO	Certified - BO	2011/03/25	BMILLER

- Payments are received 7-10 days after certification




# Payment and Prompt Payment Interest Report

- Custom reports – ‘Payment and Prompt Payment Act Interest Penalty Transactions’ report
  - Example account (confirm and pay), BO certified for the 4/19/11 statement on 5/2/11
  - Payment received (GFEBs) on 5/9/11
  - Transaction Management screens following

Bank	Company	Level 1	Level 2	Level 3	Level 4	Level 5	Start Date	End Date	Ma Account	Name	Statement Date	Posted Date	Payment/Interest Penalty Amount	Payment/Interest Penalty
3058	1234	47163	00021	00001	00002	1234	2011/03/19	2011/05/11	4551111111	A	2011/04/19	2011/03/31	-3080.07	Payment Amount
	5378	47163	00021	00001	00002	5378	2011/03/19	2011/05/11	4552222222	B	2011/04/19	2011/03/30	-35101.43	Payment Amount
										B		2011/05/02	-54368.54	Payment Amount
	9012	47163	00021	00001	00002	9012	2011/03/19	2011/05/11	4553333333	C	2011/04/19	2011/04/05	-31929.70	Payment Amount
										C		2011/05/10	-106846.49	Payment Amount
	3456	47163	00021	00001	00002	3456	2011/03/19	2011/05/11	4554444444	D		2011/05/09	-1223.27	Payment Amount
	7890	47163	00021	00001	00002	7890	2011/03/19	2011/05/11	4555555555	E		2011/05/09	-246.10	Payment Amount



# Managing Account Summary



- System Administration
- Account Administration
- Order Management
- Transaction Management
  - Managing Acct List
  - Card Account List
  - Transaction List
- Account Information
- Reporting
- Data Exchange
- My Personal Information

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- Home
- Contact Us

## Transaction Management

### Managing Account Summary with Card Account List

Client Relationship: [Switch Relationships](#)  
 Managing Account Number: [Switch Accounts](#)

**Manage** | **Managing Acct List** | [Card Acct List](#) | [Trans List](#)

**[-] Managing Account Summary**

Account Number: +

Cycle: Open Search

[Display All Card Accounts for All Managing/Diversion Accounts](#)

Total # Card Accounts:	1	Total Fees:	\$0.00
Open Card Accounts:	1	Total Transactions:	\$1,618.16 2
Suspended Card Accounts:	0	Cardholder Approved Transactions:	\$0.00 0
Previous Statement Balance:	\$246.10		
Payments Since Previous Statement:	\$246.10		

+ Open Account

Statement Approval History

Approval Status	Approval Date	Approved by
<i>No statement approval history exists for this account.</i>		

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

**[-] Card Account List** [Return to top](#)

Records 1 - 1 of 1

[Show/Hide Posted](#) | [Show/Hide Approved](#) | [Show/Hide Final Approved](#) | [Show/Hide Reallocated](#) | [Show/Hide Disputed](#)

Select	Account Number	Account Name	Posted		Approved			
			# of Trans	\$ of Trans	# of Trans by CH	%	\$ of Trans by CH	%
▲ ● ●			2	\$1,618.16	0	0.0%	\$0.00	0.0%

+ Open Account



# Approval Status

**usbank.** Transaction Management  
Managing Account Summary with Card Account List

Client Relationship: [Switch Relationships](#)  
Managing Account Number: [Switch Accounts](#)

Manage **Managing Acct List** » Card Acct List Trans List

**[-] Managing Account Summary**

Account Number:  Account Name:

Open Account 
  Certified - BO

Cycle:   [Display All Card Accounts for All Managing/Diversion Accounts](#)

Total # Card Accounts:	1	Total Fees:	\$0.00
Open Card Accounts:	1	Total Transactions:	\$246.10 1
Suspended Card Accounts:	0	Cardholder Approved Transactions:	\$246.10 1
Previous Statement Balance:	\$0.00		
Payments Since Previous Statement:	\$0.00		

Open Account 
  Certified - BO

Statement Approval History  
[Show all](#)

Approval Status	Approval Date	Approved by
Certified - BO	05/02/20	

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

**[-] Card Account List** [Return to top](#)

Records 1 - 1 of 1  
[Show/Hide Posted](#) | [Show/Hide Approved](#) | [Show/Hide Final Approved](#) | [Show/Hide Reallocated](#) | [Show/Hide Disputed](#)

Select	Account Number	Account Name	Posted		Approved			
			# of Trans	\$ of Trans	# of Trans by CH	%	\$ of Trans by CH	%
<input type="checkbox"/>			1	\$246.10	1	100.0%	\$246.10	100.0%

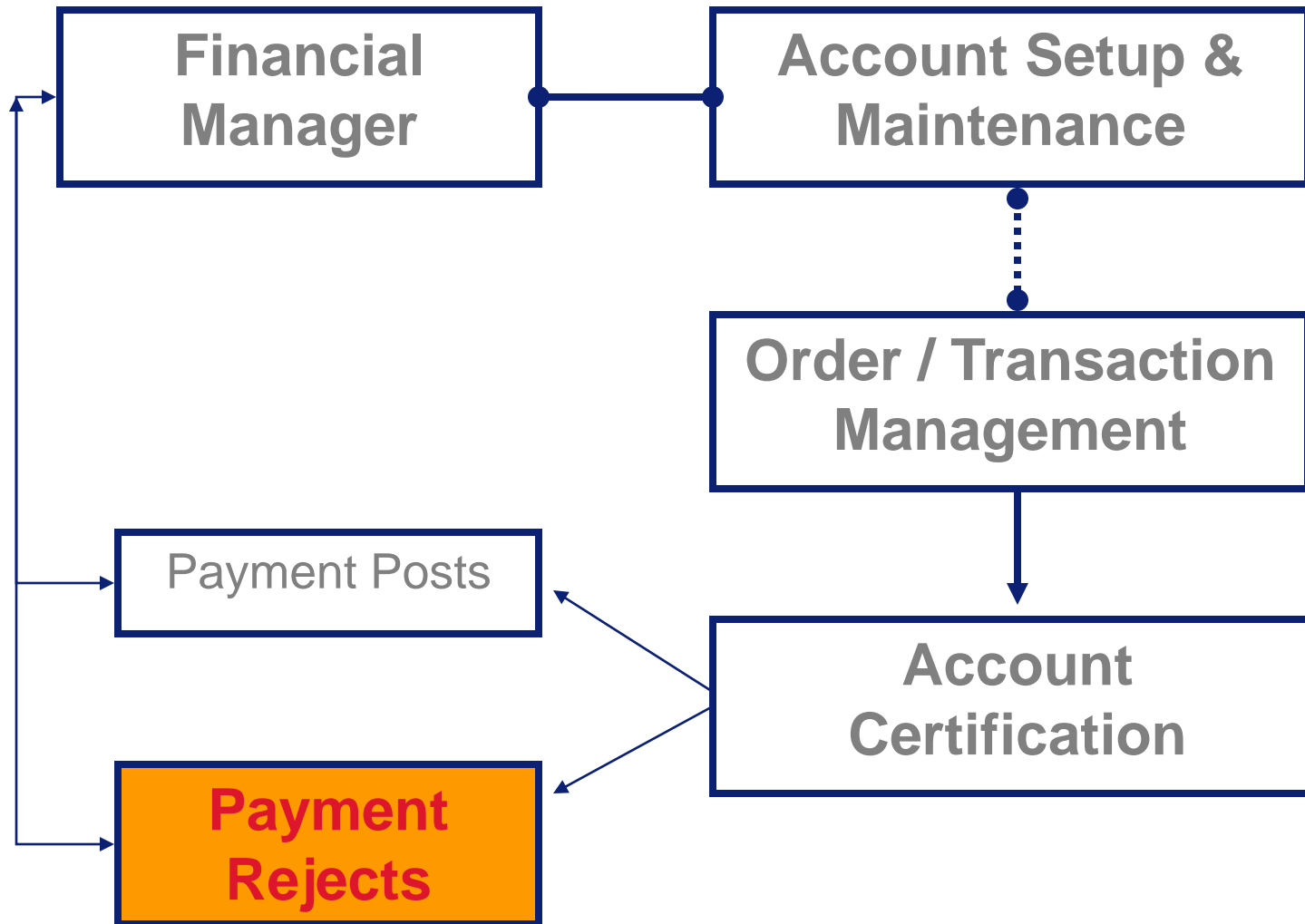


# Payment Posts or Rejects

- All is well or need to follow the reject process



# Payment Rejects



# EDI Reject Reasons

- Agency
  - Invalid DAC or AAC on transaction
  - Wrong EDI extracts set on MA
    - Note: confirm and pay model – BO receives “Warning and Halt” message
  - BO setup with AO user ID versus a BO user ID
- DFAS
  - MA not in CAPS – insure DFAS has MA information
  - Payment not sent to U.S. Bank
- GEX
  - 810 invoice/821 obligation not sent from GEX to DFAS
- U.S. Bank
  - 810 invoice/821 obligation does not flow to GEX
  - Delay in sending 810 invoice/821 obligation



# Payment Rejects

- Take action when DFAS reject notices are received
- Correct DAC or extracts to prevent future rejects
- Follow internal procedures for initiating manual payments
- Monitor the account for payment and follow up with DFAS if payment does not post as expected
- Use the Payment and Prompt Payment Act Interest Penalty Transactions report

Bank	Agent	Company	Level 1	Level 2	Level 3	Level 4	Level 5	Ma Account Number	Name	Organization	Statement Date	Posted Date	Prompt Payment/Interest Penalty Amount	Prompt Payment/Interest Penalty
3058	999	11111	47163	00021	00001	00001	11111	4555555555	JOHN SMITH	REGIONAL CONTRACTING	2011/03/18	2011/03/18	-774.28	Payment Amount
									JOHN SMITH	REGIONAL CONTRACTING	2011/03/18	2011/03/18	1.58	Interest Penalty Amount
		22222	47163	00021	00001	00001	22222	4555999999	JANE DOE	REGIONAL CONTRACTING	2011/02/18	2011/02/03	-142430.03	Payment Amount
									JANE DOE	REGIONAL CONTRACTING	2011/03/18	2011/02/25	-193670.46	Payment Amount
									JANE DOE	REGIONAL CONTRACTING	2011/04/19	2011/03/30	-167713.03	Payment Amount
									JANE DOE	REGIONAL CONTRACTING	2011/04/19	2011/04/18	-163395.03	Payment Amount
									JANE DOE	REGIONAL CONTRACTING	2011/02/18	2011/02/03	176.55	Prompt Payment
									JANE DOE	REGIONAL CONTRACTING	2011/03/18	2011/02/25	98.85	Interest Penalty Amount
									JANE DOE	REGIONAL CONTRACTING	2011/04/19	2011/03/30	110.06	Prompt Payment
									JANE DOE	REGIONAL CONTRACTING	2011/04/19	2011/03/30	110.06	Interest Penalty Amount



# Missing Payments

- Contact U.S. Bank if your records indicate payment has been made
- Payment information needed for research
  - Payment date
  - Full amount (including interest penalty)
  - Method (check, EFT)
- EDI rejects – did you receive a notification from DFAS?
- Technical Support



# Tips

## EDI

- Certify as soon as possible
- Run Managing Account Approval Status report 10 days after cycle
- Designate alternates for deployed Account Holders
- Designate Alternate FSO to certify “Installation Bill”
- Take action on DFAS reject notices

## Non EDI

- Forward required documentation to your Finance Office as soon as possible
- If disputes are not paid up front, keep track of all unpaid transactions and pay once resolved
- Monitor disputed transactions for the expected resolution

## All Accounts

- Produce Past Due reports from Access Online the day after cycle
- Take action on past due accounts, or accounts that are not paid in full



# Reports

- End of cycle
  - Managing Account Approval Status report
  - **Payment** & Prompt Payment Act Interest report
- EDI rejects
  - Transaction Detail report
  - Standard Document Number report
- At risk accounts
  - Account Suspension report
  - Past Due report
  - PMO Delinquency report
- Interest penalties paid
  - Payment and **Prompt Payment Act Interest** report



# Account Suspension Report

- Use to proactively identify accounts that may suspend at the next cycle
- Accounts past due for more than 180 days may cause the suspension of an entire level four agency

Name	Name Line 2	Account Number	Statement Date	Current Balance	Past Due Amount	Last Payment	Days Past Due	Pending Risk	Estimated Risk Date	Account Status
JOHN SMITH	AIR BASE	*****455432123	2011/04/19	\$7,752.07	\$7,752.07	\$11,669.00	112	Closure	2011/05/24	M9-SUSPENDED
JANE DOE	ARMY	*****4555543210	2011/04/19	\$671,690.02	\$385,885.02	\$123,008.75	52	Suspension	2011/05/19	-OPEN
JOE COOL	COE	*****4558888888	2011/04/19	\$446,572.45	\$295,173.24	\$670.47	52	Suspension	2011/05/19	-OPEN
ANN RULE	AIR GUARD	*****4557777777	2011/04/19	\$407,369.59	\$287,005.05	\$329,497.82	52	Suspension	2011/05/19	-OPEN

# Past Due Report

Name	Account Number	Current Balan	Total Past	D30 Days	60 Days	90 Days	Bank Number	TBR Level 1	TBR Level 2
JOHN SMITH	*****4555555551	\$3,657.09	\$2,703.51	\$2,703.51	\$0.00	\$0.00	3058	47163	00021
JOE COOL	*****4555555552	\$1,134.33	\$1,134.33	\$1,134.33	\$0.00	\$0.00	3058	47163	00021
JANE DOE	*****4555555553	\$23,772.24	\$8,323.03	\$8,323.03	\$0.00	\$0.00	3058	47163	00021
BOB JOHNSON	*****4555555554	\$2,887.91	\$486.38	\$486.38	\$0.00	\$0.00	3058	47163	00021
ANN OLSEN	*****4555555555	\$4,857.15	\$3,235.80	\$3,235.80	\$0.00	\$0.00	3058	47163	00021



# PMO Delinquency Report



Government Services

CPP Delinquency Report (Combined Totals Items)

As of: Wednesday, May 19, 2010

Cycle Balance	Current	1-30 DPD	31-60 DPD	61-90 DPD	91-120 DPD	121-150 DPD	151-180 DPD	181+ DPD
\$358,665,697.36	\$335,487,426.50	\$21,113,008.05	\$1,746,539.98	\$302,958.68	\$10,062.40	\$4,704.45	\$997.30	\$0.00
<b>Number of Accounts</b>		<b>900</b>	<b>152</b>	<b>36</b>	<b>5</b>	<b>4</b>	<b>1</b>	
<b>Delinquency Percentage</b>		<b>1+ DPD %</b>	<b>31+ DPD %</b>	<b>61+ DPD %</b>	<b>91+ DPD %</b>	<b>121+ DPD %</b>	<b>151+DPD %</b>	<b>181+DPD %</b>
		6.4624%	0.5758%	0.0889%	0.0044%	0.0016%	0.0003%	0.0000%
<b>Total for Suspensions: Report as of 5/19/2010</b>		<b>\$0.00</b>	<b>\$1,017.00</b>	<b>\$1,142.00</b>	<b>\$2,234.55</b>	<b>\$1,109.03</b>	<b>\$1,129.02</b>	<b>\$618.33</b>



Government Services

CPP Delinquency Report (00021 Items)

As of: Wednesday, May 19, 2010

LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	Billing Official #	Billing Official Name	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	121-150 DAYS	151-180 DAYS	181+ DAYS	Account Status	90+ Balance
21	11	1111	12345	xxxx-xxxx-x123-4567	BOB SMITH	\$7,510.82	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	T9	\$0.00
21	11	1111	12346	xxxx-xxxx-x123-4568	JOE COOL	\$62.61	\$407.45	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
<b>Subtotal for Level 3: 00011</b>						<b>\$7,573.43</b>	<b>\$407.45</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>
21	22	2222	87654	xxxx-xxxx-x987-6543	JANE DOE	\$124.47	\$32.46	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00
<b>Subtotal for Level 3: 00022</b>						<b>\$124.47</b>	<b>\$32.46</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>		<b>\$0.00</b>



# Key Concepts

- Delinquency Timelines
- Payments to Managing Accounts
- Account Credit Rating Codes
- Prompt Payment Interest



# Delinquency Timelines

- 61 days past due (91 days from billing) – account suspended (M9 Status)
- 181+ days past due – may result in suspension of the entire level four agency
- 210 days past due – charge off



# Payments to a Managing Account

- Acts like a personal credit card
  - Unpaid balances carry forward and are included in the new Balance Due
- Payments and merchant credits are applied to the oldest, open balance
- Delinquency buckets reflect total past due, but may not indicate which statement was unpaid or short paid
- Check the Past Due report the day after cycle to identify potential payment problems



# Account Credit Rating Codes

CODE	DEFINITION	NOTES
Open	Account Open/Active	“Open” or Blank
V9	Voluntary Close	Temporary Closure
T9	Termination	Permanent Closure
R9	Closed SP1 Account	Account Closed due to Expiration of SP1 Contract
<b>M9</b>	<b>Suspension (System)</b>	<b>Delinquency Status - Amount 61+ DPD</b>
<b>B3</b>	<b>Suspension Override</b>	<b>Overrides M9 Status</b>
S1	Suspension (Manual)	No Approvals within 60 Days (Pay & Confirm only)
FR	Potential Fraud	Account Blocked, Cardholder Contacted
F1	Lost/Stolen	Account Closed
FA	Fraud	Account Closed, Fraud Case Started



# Prompt Payment Interest

The Prompt Payment Act states that interest penalty must be paid if payment is not made within 30 days of receiving a proper invoice

- EDI Accounts
  - Clock starts at cycle date
  - DFAS automatically calculates interest and adds to payment
- Non-EDI accounts
  - Paperless accounts start the day after cycle when the statement is available in Access Online
  - Interest penalty should be calculated and paid on all undisputed balances more than 30 days old



# Credits

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# Credit Balances

- Quarterly refunds
  - Include rebates and merchant credits on a net credit line of accounting for EDI enabled accounts
- Six Month refunds
  - Credits on accounts for 180 days with no other activity
- Duplicate EFT Payments
  - Duplicate payments may be rejected to the originator as 'company refuses payment'
- Miscellaneous credits
  - Require request in writing
  - Overpayments
  - Duplicate payments



# Uncashed Checks

- A list of uncashed checks is provided quarterly
- Check backup may be available by contacting U.S. Bank to aid in processing
- Options
  - If the check can be located, it may still be negotiable. Contact U.S. Bank for details.
    - DFAS or other financial institutions may refuse to cash a check if they consider it to be stale dated
  - If unable to locate, checks can be stopped and reissued
  - Multiple checks for an installation may be stopped and reissued as one, combined check
  - Checks may be stopped and reapplied to the account
- By law, checks may be escheated to the state if they are still outstanding after a predefined period of time. Time frames vary by state.



# Financial Manager Web-based Training (WBT) Resources

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# WBT Classes

- Simulations > recorded classes
  - Accounting code management
  - Cardholder account setup
  - Managing account setup
- Lessons
  - Cardholder account setup and maintenance
  - Managing account setup and maintenance
  - Accounting code structures
  - Accounting validation controls



# WBT Guides

- Quick references
  - Change default accounting code
  - Managing account setup
  - Run a Transaction Detail report
- Department of Defense guides
  - DoD Army Resource Manager
  - DoD Air Force Financial Manager
  - DoD Defense Agency Financial Manager



# U.S. Bank Payment Services Points of Contact

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# Collections and Reconciliations Contacts

- Government Services Research
  - Collections
  - Reconciliation
  - Payment Research
  - Credit Balance Refunds
  - Manage Suspension Processes
    - Air Force S1's for non-approval
    - 181+ agency suspensions
    - Suspension overrides



# Government Services Research Contacts

## Greg Wixo

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### Level 2

21 - Army	30 thru 54, except 37
21 - Army	56 and 57
21 - Army	59 and 60
21 - Army	66, 67, 68, 71, 73, 75, 76 & 78
21 - Army	82 & 89

### Level 3

## Darby Amundson

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### Level 2

21 - Army	12 thru 21
21 - Army	55
21 - Army	94
22 - Army CP	ALL

### Level 3



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## Level 2

## Level 3

21 - Army	3 thru 11, 37
21 - Army	58
21 - Army	65
21 - Army	72, 74 and 77
21 - Army	84 thru 86
21 - Army	90
21 - Army	99
57 – Air Force	ALL
97 - Defense Agencies	ALL



# Questions?



# Thank You

**Presentations will be available on**  
**[www.usbank.com/sp2presentations](http://www.usbank.com/sp2presentations)**  
**after the conference**

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