



SmartPay® 2
Approving/Billing Official Guide
Purchase

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Introduction

Your GSA SmartPay® 2 Purchase Card is brought to you by U.S. Bank® Government Services. We thank you for selecting U.S. Bank to be your card provider.

This guide will help Approving/Billing Officials (A/BOs) with the administration of their purchase card program. It includes valuable information about the technologies that make the program more efficient, and the latest tools offered by U.S. Bank to help the agency/organization effectively manage their payment process.

Please keep this guide on hand and use it as a reference when you have questions about your procurement responsibilities. You are encouraged to read this information carefully and contact U.S. Bank Government Services if you have questions about any part of this program.

U.S. Bank Government Services Contacts

P.O. Box 6347, Fargo ND 58125-6347

Contact us 24 hours a day, 7 days a week

Toll Free:	888-994-6722
Outside the U.S. call collect:	701-461-2232
Fax:	866-457-7506
Outside the U.S. fax:	701-461-3466

U.S. Bank Government Services has a highly specialized service team to help A/BOs manage their purchasing card program responsibilities and to provide superior ongoing service. The team can help with the following aspects of an agency's/organization's purchasing card program.

The U.S. Bank Team

U.S. Bank Government Services Relationship Manager

The U.S. Bank Government Services Relationship Manager is responsible for the overall management of the purchase card program for an agency/organization, working primarily with the program manager. The relationship manager's main responsibilities include:

- Facilitating U.S. Bank Purchase Card program implementation with the agency/organization
- Training agencies/organizations on the U.S. Bank Purchase Card program specifics and tools
- Identifying agency/organization program needs
- Consulting on agency/organization policy development and product application
- Monitoring mutual account performance goals and objectives
- Developing new customer relationships within each agency/organization
- Assisting with marketing the purchase card program to other divisions or sites
- Coordinating with other U.S. Bank Government Services areas to provide best-in-class service
- Introducing value-added products, services and program enhancements


GOVERNMENT SERVICES

U.S. Bank Government Services
 1025 Connecticut Avenue NW, Suite 510
 Washington, DC 20036
 Phone: 202-872-0850
 Fax: 202-261-0800
 Hours: 8:00 a.m. to 5:00 p.m. ET

My U.S. Bank Government Services Relationship Manager

Name: _____

Phone: (_____) _____

E-mail: _____

U.S. Bank Government Services Customer Support

The U.S. Bank Government Services Customer Support team provides account information primarily to cardholders and A/BOs. The customer support team's primary responsibilities include:

- Activating accounts
- Answering account inquiries (balances, spending limits, transaction status, closure)
- Responding to account statement and payment inquiries (duplicate statement requests, payment status)
- Responding to lost/stolen card notifications, card inquiries, non-receipt notifications and card replacement requests
- Replying to declined authorization inquiries
- Completing account maintenance (name and address change) requests
- Responding to dispute initiation and status inquiries that cannot be completed electronically by using U.S. Banks Access[®] Online
- Managing convenience check reorders if unavailable through Access Online

Payments

The Payment Services team processes all payments received for the U.S. Bank Purchase Card program and ensures that payments are posted to the appropriate invoice.

Reconciliation

The Reconciliation team assists with questions regarding outstanding Billing Statements. When calling, ask to be connected to an Invoice Services Representative.

Collections

The Collections team offers support in collecting balances on past due accounts. The team works with the Agency/Organization Program Coordinator (A/OPC) and the A/BO to resolve past due situations, and prevent further escalation such as account suspension.

 **GOVERNMENT SERVICES****Disputes**

The Disputes team can answer questions or concerns regarding transaction dispute initiation and can also provide information regarding the progress or resolution of a disputed item. Disputes may be filed by phone, electronically or in writing.

Additional U.S. Bank Resources

U.S. Bank Electronic Access System

This web-based electronic access tool designed to be the single source for purchase card program management and related data. U.S. Bank Access Online, the U.S. Bank electronic access system, enhances program management capabilities and streamlines the billing and payment processes.

U.S. Bank Access Online link: <https://access.usbank.com>

Access Online Program Support

24 hours a day, 7 days a week

Phone :

800-254-9885

E-mail:

accessonlinesupport@usbank.com

U.S Bank Web-Based Training

Web-Based Training (WBT) is an electronic tool designed to create a unique training experience. WBT provides self-paced Access Online training any time, any day. Our WBT is very comprehensive and includes user guides, sample statements, simulations, instruction manuals, quick reference guides, recorded classes and an optional certification process that includes quizzes to ensure all of your agency/organization participants are trained. Program participants may take this training as often as they need.

WBT training link: <https://wbt.access.usbank.com>

Passwords are updated every 60 days and are sent to agencies/organizations for distribution.

U.S. Bank Government Services website

The U.S. Bank Government Services website is an exclusive training and communication website tailored to support U.S. Bank Government Services Purchase Card customers.

Visit usbank.com/gov_forourclients to access communication updates, training resources, and reference materials to successfully implement and manage the purchase card program. This website contains information specific to each agency/organization including presentation materials, forms, guides and links to other resources. No password is necessary to access this site.

Contacts at the Agency/Organization

Agency/Organization Program Coordinator (A/OPC)

Name: _____

Phone: (_____) _____

E-mail: _____

Transaction Dispute Contact (TDC)

Name: _____

Phone: (_____) _____

E-mail: _____

Other Contacts

Name: _____

Organization: _____

Role: _____

Phone: (_____) _____

E-mail: _____

Name: _____

Organization: _____

Role: _____

Phone: (_____) _____

E-mail: _____

Approving/Billing Official Responsibilities

Depending upon an agency's/organization's structure, the A/BO has responsibility for managing the billing, payment and approval processes of the purchase card program.

Specific responsibilities may include:

- Receiving and reconciling the official invoice (the Billing Statement) at the cycle date
- Ensuring that cards issued under their area of responsibility are properly utilized
- Verifying that cardholder purchases made are for official government use only
- Ensuring that purchases are necessary for accomplishing the mission of your agency/organization
- Reviewing and reconciling cardholder statements to ensure that receipts and documentation are in order
- Ensuring that reconciled statements, transaction logs and associated charge slips/receipts are received for each purchasing account, or certified/approved electronically via Access Online, in accordance with agency/organization procedures
- Receiving information from each cardholder, including backup documentation for each transaction, and matching the information to the Billing Statement
- Identifying and communicating billing discrepancies to the Transaction Dispute Contact (TDC) when the cardholder is unavailable
- Approving and/or certifying that the Billing or Managing Account Statement is in order to make payment to U.S. Bank Government Services in accordance with the Prompt Payment Act
- Being aware of all incentives in place under the task order to compensate for payment made earlier than mandated by the Prompt Payment Act
- Working with U.S. Bank Government Services to resolve payment issues
- Notifying the A/OPC, in a timely fashion, when there is a A/BO change or when a new A/BO is assigned
- Verifying appropriate agency/organization personnel involved in the billing and payment processes receive training and policy manuals
- Providing quarterly feedback to A/OPC on U.S. Bank Government Services performance
- Ensuring that appropriate steps are taken to mitigate suspension or cancellation
- Identifying and analyzing whether faster payment of official invoices in order to take advantage of productivity refunds are in the best interests of the Government, and if so, effectuate payment on the proper date
- Processing agency/organization refunds as designated by the agency/organization
- Ensuring that if payment exceeds Prompt Payment Act timeframes that the proper interest penalty is also provided
- Analyzing and monitoring U.S. Bank reports on invoices, invoice status, payment performance and delinquencies
- Ensuring the agency/organization task order is adequately funded, if applicable

Procedures

As an A/BO, it is important to understand how the purchase card program works in accordance with the agency/organization standard procedures.

Cardholders are sent a U.S. Bank Purchase Card after a Cardholder Set-up has been completed by the agency's/organization's A/OPC and processed by U.S. Bank Government Services. The cardholder acknowledges receipt of the card by calling U.S. Bank Government Services to activate the account.

Purchase cards may be used at the types of merchants designated by the agency/organization that accept purchase cards for payment. Cardholders are advised to retain receipts for verification against their statement and are also asked to verify that no sales tax has been included in the order. Tax cannot be reversed later by U.S. Bank Government Services.

Authorized Uses and Exclusions of the Card

The purchase card is for OFFICIAL GOVERNMENT USE ONLY and must not be used for personal purchases. Since authorized uses of a purchase card vary between agencies/organizations, cardholders are instructed to refer to the agency's/organization's policies and procedures for specific guidelines and authorized purchase information.

The purchase card program is designed to replace a variety of processes including petty cash, expensed purchases and certain purchase orders.

Examples of purchases where the card may be used include:

- Books, subscriptions
- Catering or dining services
- Cellular phones/pagers
- Computer hardware, software, maintenance expenses
- Copier leasing, maintenance and repair
- Electrical supplies
- Equipment leasing
- Film and film processing
- Fire extinguisher maintenance
- First aid/nurse supplies
- Florists
- Government commissaries
- Hardware supplies
- Industrial supplies
- Inventory items
- Laundry of uniforms, lab coats, etc.
- Miscellaneous maintenance requirements
- Office supplies and medical supplies
- Photo shoots
- Postage, express mail services
- Project cards
- Safety supplies
- Seminars/classes
- Stationary
- Temporary help
- Tool crib supplies
- Trade shows

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- Variety store items
- Video tapes
- Window washing

The following list includes some example situations where purchase card use is prohibited:

- Security brokerage services
- Betting, casino gaming chips, off-track betting
- Political organizations
- Court costs, alimony, child support
- Fines
- Bail and bond payments
- Tax payments
- Automated referral service
- Cash advances (unless permitted by agency/organization selected, value-added option)
- Long-term rental or lease of land or buildings
- Travel or travel-related expenses (excluding conference rooms, meeting spaces, and local transportation services, e.g., metro fare cards, subway tokens, etc.)

Agencies/organizations may further restrict the type of purchases cardholders are authorized to make using their purchase card. Cardholders have been advised to check the internal policies and procedures for more information regarding authorized purchases.

Cardholder Statements

At the close of each billing cycle, cardholders may review their “Cardholder Statement of Account” through Access Online. If cardholders do not have Internet access, a paper statement will be mailed to their attention to the address on file. The cardholder statement will itemize each transaction that was posted to the purchase card during the past billing cycle. A sample statement is included in this A/BO Guide. Cardholders should review the statement for accuracy, read any statement messages and complete each of the actions listed below, unless their internal agency/organization procedures direct them to do otherwise:

Online Statements:

- Create an order form for each transaction in Access Online and match that order to the transaction for approval
- Approve the overall cardholder statement after all transactions are approved
- Maintain copies of the sales receipts

Paper Statements:

- Provide a complete description of each item purchased on the “Description” line in a purchase log, if required by the agency/organization
- Attach copies of the sales receipts to the cardholder statement
- Sign the Certification Statement located on the back of the cardholder statement and promptly forward it to their A/BO

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If a cardholder is aware that they will not be available to promptly sign and forward their “Cardholder Statement of Account” because of leave or travel, they should forward all sales receipts and credit vouchers to their A/BO before they depart. For paper statements, cardholders should also sign the original cardholder statement when they return, if required, and forward it to their A/BO.

Billing Account Statements and Invoicing

U.S. Bank Government Services offers the agency/organization both electronic and paper billing/invoicing options. All invoicing is done on a billing cycle predetermined by the agency/organization. Billing cycle dates vary between agencies/organizations and are established at program rollout.

Electronic Billing Statements

The preferred method of billing/invoicing is electronically. The agency/organization can access billing information through Access Online. Using the transaction management functionality, an A/BO can review, approve and/or certify transactions and Billing Statements. Enhanced data such as purchase identifier and quantity is available for use in approval and/or certification when provided by the merchant.

Using Access Online, the A/BO is also able to:

- Search, select and view individual cardholder transactions, including line item detail when provided by the merchant (e.g., freight/shipping, unit of measure/code, item descriptor, quantity)
- Perform cardholder functions on behalf of cardholders
- Reallocate transactions by dollar amount or percentage
- Review, modify or reject cardholder transactions while entering comments as needed
- Reallocate transactions to multiple lines of accounting
- Initiate disputes
- Approve cardholder cycle activity
- Approve and/or certify invoices and Billing Statements

Paper Billing Statements

Alternatively a paper-based Billing Statement is available for each billing account established by the agency/organization. A sample is included in this A/BO Guide. The Billing Statement is the official invoice for the agency/organization. This statement should be date stamped upon receipt and certified within the time specified by the agency/organization.

Note: If the agency/organization does not receive its paper-based statement within 10 business days of the cycle date, it is the responsibility of the A/BO to call U.S. Bank Government Services at 888-994-6722 to secure a duplicate copy.

The Billing Statement summarizes the cycle transaction activity and provides detailed transaction totals posted for each cardholder in the billing reporting structure (including posting dates, merchant name, city and state, and debit/credit amounts).

The A/BO will receive the Billing Statement and verify the transactions are valid and consistent with the internal agency/organization policy and procedures. The A/BO will also approve the Billing Statement for payment to U.S. Bank Government Services.

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Upon receipt of the statement, the A/BO should complete each of the actions listed below in accordance with the internal Approving/Billing procedures for the agency/organization:

- Verify cardholder purchases are for official government use only
- Receive information from each cardholder, including backup documentation for each transaction and match the information to the Billing Statement
- Review and reconcile cardholder statements to ensure receipts and documentation are in order
- Collect original cardholder statements and receipts/sales drafts, in accordance with the agency/organization policy and procedures
- Ensure reconciled statements, transaction logs, and associated charge slips/receipts are received for each cardholder account, in accordance with the agency/organization procedures
- Approve and/or certify the Billing Statement for payment to U.S. Bank Government Services

Payment Models

Each agency/organization may use one of two available payment models:

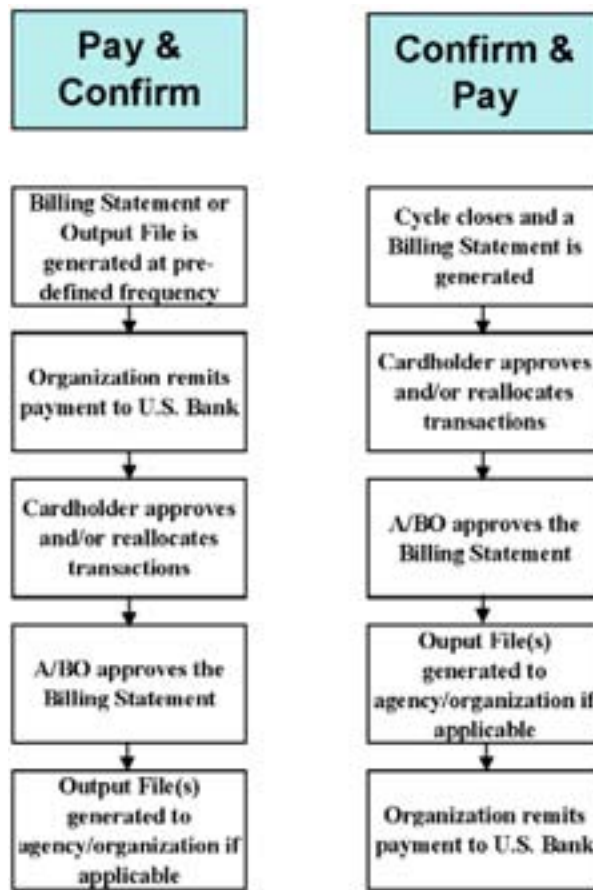
Pay and Confirm

In this model, the agency/organization first remits payment to U.S. Bank Government Services and then cardholders and A/BOs review, reconcile and approve and/or certify transactions and statements.

Confirm and Pay

In this model, the agency/organization cardholders and A/BOs manage individual transactions (e.g., approve, reallocate) before payment is remitted to U.S. Bank Government Services.

A/BOs perform different tasks at different stages, depending on which model is used. Refer to the A/BO internal payment procedures. The overall process for each payment model is illustrated in the chart below. Specific procedures for A/BOs using the Access Online are included in the [web-based training](#) site. A/BOs must contact their A/OPC to obtain an Access Online username and password. WBT provides valuable information about Access Online capabilities — including an explanation of access to screens, as well as necessary key sequences and function for reviewing purchases and disputing a transaction electronically.



Payments

U.S. Bank Government Services accepts payments via electronic funds transfer (ACH/EDI), wire transfer or by check. The payment method of choice should be communicated to the U.S. Bank Government Services team prior to the first remittance.

Automated Clearing House (ACH)

An ACH transmission is an electronic funds transfer from the agency's/organization's paying office to its billing office's 16-digit billing account number. Funds are routed from the agency's/organization's paying office to U.S. Bank Government Services, utilizing the Automated Clearing House process.

Please reference our ACH Support Manual for all required specifications and process coordination efforts for the set up and implementation of the ACH/EDI file format.

Payment through ACH is initiated for the agency/organization by completing the agency/organization portion of the government form AF-3881. Once completed, this form should be forwarded to the originating financial institution.

If the agency/organization is interested in implementing ACH payments, contact the U.S. Bank Government Services Account Manager. Prior to implementation, all new ACH agency/organization set-ups require testing with the U.S. Bank Government Services Electronic Payment Department to validate and certify the ACH file formatting and data.

Wire Transfer

Payments by wire are initiated by the government agency/organization utilizing the government disbursing office. Refer to the internal A/BO procedures and documents for initiating a wire transfer. Note: The effective date of the payment is the date on the wire transfer.

Information such as billing account number or interest penalty information should be given in the Free Form Text fields that are available. These fields are called the Originator to the Bank Information (OBI) or the Bank to Beneficiary Information (BBI) field. Both fields are approximately 30 characters in length.

Check

When remitting checks to U.S. Bank Government Services for the agency/organization, the 16-digit billing account number must be included on the check. When submitting payments for multiple Billing Statements on one check, each 16-digit billing account number and amount to be applied to each account must be on the check, an attached document or remittance advice. If the payment includes an interest penalty charge, this amount must also be clearly identified.

Remittance payments should be mailed to:

U.S. Bank Government Services
P.O. Box 6313
Fargo, ND 58125-6313

Express mail (overnight) payments should be mailed to:

U.S. Bank Government Services
4325 17th Avenue SW
Fargo, ND 58103

 **GOVERNMENT SERVICES****Late Notices**

A Late Payment Notice is intended to alert an agency/organization that a problem has arisen in the payment area of the program, and that a payment has not been received. Should the agency/organization receive a Late Payment Notice, it is important to be proactive in reviewing the Late Payment Notice in a timely manner to determine its cause and to inform U.S. Bank Government Services.

Account Suspension & Cancellation

In the event that prompt payment is not made to U.S. Bank Government Services, the agency/organization is subject to Prompt Payment Act interest penalties and is also subject to account suspension and account cancellation actions. It is important for the A/BO to work with the A/OPC on delinquencies to help prevent these actions.

It is not the desire of, nor is it advantageous for U.S. Bank Government Services to suspend accounts of any agency/organization. However, if a billing account for the agency/organization becomes delinquent in its payment obligations, and all efforts have been exhausted, U.S. Bank Government Services will use suspension procedures authorized in the GSA master contract or those agreed to with the agency/organization. Once an A/BO account has been suspended it will prevent all existing cardholder accounts from being able to charge.

The following outlines the most aggressive suspension procedure that is allowed by the GSA master contract.

Please review the following carefully:

45 Days

For suspension purposes, an account is considered past due if payment for undisputed principal amounts has not been received 45 calendar days from the billing date.

If the account has not been suspended in the last 12 months, or if it has only been suspended once, the first Late Payment Notice will be sent. This Late Payment Notice notifies the A/BO that the account is past due and requests full payment of undisputed principal amount.

If the account has been suspended twice within the last 12 months, the account will be automatically suspended again. A Late Payment Notice will be sent notifying that the A/BO that the account is past due again and that it will be canceled if no payment is received within five calendar days.

55 Days

If payment has not been received at 55 calendar days from the billing date, U.S. Bank Government Services will send a second Late Payment Notice. The second Late Payment Notice notifies the A/BO that the account will be suspended within five calendar days if no payment is received.

61 Days

If payment has not been received at 61 calendar days from the billing date, U.S. Bank Government Services will suspend the account.

120 Days

If payment has not been received at 120 calendar days from the billing date, a third Late Payment Notice is sent. This Late Payment Notice informs the A/BO that the account is now 120 days past due and the account will be canceled if payment is not received within five calendar days.

Account Suspension Prevention

It is the objective of U.S. Bank Government Services to assist the agency/organization with payment concerns when they arise and to assist in their prevention. Please review the following suggestions to avoid account suspension situations:

- Be familiar with the agency's/organization's general billing and payment procedures
- Assist with agency/organization education regarding the U.S. Bank Government Services Purchase Card Program and associated billing and payment procedures
- Clearly communicate cardholder, A/BO and A/OPC responsibilities regarding the billing and payment processes
- Engage and secure cooperation from the payment office or National Finance Center
- Promptly review, reconcile, and approve and/or certify Billing Statements for the agency/organization enabling prompt payment to U.S. Bank Government Services
- Keep track of dispute initiation and resolution; approve and/or certify payment upon dispute resolution
- Take immediate action when a Late Payment Notice is received
- Contact U.S. Bank Government Services immediately if it appears that an error has been made

Disputes

A dispute is a questionable purchase card transaction posted to the cardholder statement of account. There are several reasons why a dispute might occur. Some examples include:

- Merchandise/service not received — The Purchase Card account has been charged for a transaction(s), but the merchandise or service has not been received
- Merchandise returned — The purchase card account has been charged for a transaction(s), but the merchandise has been returned
- Unauthorized purchases — A charge on the purchase card account that the cardholder did not participate in and did not authorize
- Duplicate processing — A charge on the purchase card account that represents a multiple billing to the account. Only one charge from the merchant has been authorized
- Unrecognized — A charge on the purchase card account that is not recognized. A copy of the documentation received from the merchant to approve and/or the charge (sales draft) will be sent to the cardholder for review

Items that cannot be disputed include:

- Convenience checks
- Items not charged directly to the purchase card account

If cardholders encounter any of the above situations regarding their U.S. Bank Government Services Purchase Card account, they need to take action immediately.

Instructions For Disputing A Sales Transaction

Before disputing or questioning a charge on the cardholder statement, the cardholder should validate that they have taken the following actions:

- Reviewed receipts for the amount in question as it may have posted to their cardholder statement with a different merchant name
- Attempted to contact the merchant in an attempt to resolve the issue

If the above actions have been taken and the cardholder still desires to dispute the transaction, disputes may be filed by phone, through Access Online or in writing using the Cardholder Statement of Questioned Item form (CSQI).

For the quickest and most convenient service, cardholders should phone U.S. Bank Government Services and have the following information available:

- The date and dollar amount of the transaction in question
- An explanation of why the cardholder believes there is an error or why they need additional information, along with any documentation to support their claim
- The date the cardholder contacted the merchant to attempt to resolve the issue and the merchant's response

Many inquiries can be corrected over the phone; however, phoning alone does not preserve the cardholder's rights. There may be circumstances where written correspondence is required. In these instances, complete the CSQI form. This form is available online or from the Cardholder's A/BO or A/OPC. The cardholder should pay particular attention to:

- Describing the attempted merchant resolution
- Signing the form
- Providing the contact name and corresponding daytime telephone number including area code
- Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipt or UPS receipts, etc.

Return the original form to:

U.S. Bank Government Services
P.O. Box 6335,
Fargo, ND 58125-6335
Fax: 866-229-9625
Outside the U.S. fax: 701-461-3463

The CSQI form must be returned to U.S. Bank no later than 90 days after the transaction posting date in order to preserve the cardholder's rights to dispute the transaction. Cardholders should be sure to retain a copy for their files and forward a copy with their certified Cardholder Statement of Account to their A/BO, if indicated by your agency's/organization's procedures.

U.S. Bank Government Services either must correct the error or explain why the charge was correct. If there is a correction, it will be reflected on the cardholder's next statement.

If a cardholder has questions concerning disputing a transaction, the cardholder is encouraged to call U.S. Bank Government Services at 888-994-6722 for assistance.

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Foreign Currency

Transactions initiated in a foreign currency will post to a cardholder statement in U.S. Dollars. In addition, U.S. Bank Government Services will provide the foreign dollar amount and the exchange rate applied at the time the transaction was processed. A 1% conversion fee will be charged by Visa or MasterCard and incorporated into the exchange rate that appears.

Program Management and Reporting

Comprehensive reporting is vital to effective purchase card program management. An extensive set of reports is available to assist agencies/organizations in the areas of overall purchase card program management, financial management, supplier management and compliance management.

U.S. Banks Access Online provides A/BOs with online-access to purchase card transaction data.

The system provides reports to review and monitor purchase card activity to ensure cardholders:

- Review, reconcile and approve transactions in preparation for payment
- Reallocate transactions to appropriate lines of accounting according to agency/organization procedures
- Initiate transaction disputes when appropriate

Online reporting is also available to help monitor:

- Accounts at risk for suspension or cancellation
- Past due balances
- Potential card misuse or fraudulent activity

Reports containing billing account information and Billing Statement approval and/or certification status are also provided. These reports assist A/BOs in making payment to U.S. Bank Government Services in accordance with the Prompt Payment Act.

To learn more about reporting options and to review report samples, consult U.S. Bank Government Services Communications and Training website (usbank.com/gov_forourclients), or login to the web-based training for detailed information on reporting in Access Online.

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Statement Samples

Sample Cardholder Statement of Account Page 1

CARDHOLDER STATEMENT OF ACCOUNT

Cardholder Number
 4716-0000-0000-0000

A JOHN DOE
 DIR OF LOGISTICS
 AFZH-DLM-RP MS 18L
 BOX 339500
 FORT LEWIS WA 98433-9500

4716-0000-0000-0000

B MESSAGES:

C ACCOUNTING CODE: 21*202000007620222NRD805DELFFV120022000010

CUSTOMER SERVICE CALL TOLL FREE 888-994-6722	D CARDHOLDER NUMBER 4716-0000-0000-0000 E STATEMENT DATE XX/XX/XX	H ACCOUNT SUMMARY <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td>Purchases and</td> <td></td> </tr> <tr> <td>Other Charges</td> <td style="text-align: right;">\$,456.00</td> </tr> <tr> <td>Checks</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Check Fee</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Credits</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>I STATEMENT TOTAL</td> <td style="text-align: right;">\$,456.00</td> </tr> <tr> <td>J Total Balance in Dispute</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>K 30 Day Credit Limit</td> <td style="text-align: right;">\$,000.00</td> </tr> </table>	Purchases and		Other Charges	\$,456.00	Checks	0.00	Check Fee	0.00	Credits	0.00	I STATEMENT TOTAL	\$,456.00	J Total Balance in Dispute	0.00	K 30 Day Credit Limit	\$,000.00
Purchases and																		
Other Charges	\$,456.00																	
Checks	0.00																	
Check Fee	0.00																	
Credits	0.00																	
I STATEMENT TOTAL	\$,456.00																	
J Total Balance in Dispute	0.00																	
K 30 Day Credit Limit	\$,000.00																	
F BILLING OFFICE ACCOUNT NUMBER 4716-0000-0000-0000																		
G BILLING OFFICE CONTACT AND ADDRESS BLDG 2758 FT CARSON, CO 80913																		

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Sample Cardholder Statement of Account
Page 2

JOHN DOE
 DIR OF LOGISTICS
 AF 214 CLM-RP 345 118
 BOX 339500
 FORT LEWIS WA 98503-9500

STATEMENT DATE: XX/XX/XX

L	M	N	O	P	Q	R
TRAN DATE	MONTHLY ACTIVITY	MCC CODE	REFERENCE NUMBER	POSTING DATE	AUTH CODE	AMOUNT
03-27	CLARKFLT OF WA, AK 206 902 7487 WA	8712	627026	03-21	03K172	2,300.00
S Description						
03-26	SWIFT TOOL, INC 4287 WA	5261	927302	03-21	021962	848.50
S Description						
03-26	PUGET SOUND INSTRUMENTS TACOMA WA	5720	90801	04-01	040236	305.30
S Description						
04-17	UNIPRIET CORPORATION 528-456 8888 WA	8864	205820	04-21	040503	1,512.70
T	TOTAL					5,456.63

Reviewed By: _____ Date: _____

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**Sample Cardholder Statement of Account
Back**

Cardholder (as Accountable Official):

"I certify that, except as may be noted herein or on supporting documents, the purchases and amounts listed on this statement:

- (1) Are correct and fulfill requirements of my organization.
- (2) Do not exceed approved spending limits.
- (3) Are not for my personal use or the personal use of the receiving individual.
- (4) Have not been split into smaller segments to avoid dollar limitations.*

Authorized Cardholder Signature

INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

Before disputing or questioning a charge on your statement, please validate you have taken the following actions:

- Reviewed your receipts for the amount in question as it may have posted to your statement with a different merchant name.
- Attempted to contact the merchant in an attempt to resolve the issue.

If the above actions have been taken and you still desire to dispute the transaction, disputes may be filed by phone or in writing using the Cardholder Statement of Questioned Item form (CSQI). Dispute filing may also be available by electronic submission for authorized users of the U.S. Bank Government Services Electronic Access System (EAS).

For the quickest and most convenient service, please phone U.S. Bank Government Services at: 888-994-6722 and have the following information available:

- The date and dollar amount of the transaction you are questioning
- An explanation of why you believe there is an error or why you need additional information, along with any documentation to support your claim
- The date you contacted the merchant to attempt to resolve the issue and the merchant's response

Many inquiries can be corrected over the phone, but phoning alone does not preserve your rights. There may be circumstances where written correspondence is required. In these instances, complete the Cardholder Statement of Questioned Item form (CSQI). This form is available from your Approving Official or Agency/Organization Program Coordinator. Pay particular attention to:

- Describing the attempted merchant resolution
- Signing the form
- Providing the contact name and corresponding daytime telephone number including area code
- Attaching any supporting documentation such as credit vouchers and return shipping documents such as postal receipts, etc.

Return the original form to: U.S. Bank Government Services
P.O. Box 6335
Fargo, ND 58125-6335

The Cardholder Statement of Questioned Item form must be returned to U.S. Bank no later than 90 days after the transaction posts to your account, in order to preserve your rights to dispute the transaction. Be sure to retain a copy for your files and forward a copy with your certified Statement of Account to your Approving Official as indicated by your agency's/organization's procedures.

If you have questions about disputing a transaction, you are encouraged to call U.S. Bank Government Services at 888-994-6722 so we may assist you.



Back Side of Cardholder Statement of Account

SIGNATURE/DATES:

If required by your agency/organization, you must sign and date your cardholder statement. Any items not on this month's cardholder Statement of Account may appear on the next statement. The A/BO may also review, sign and date your cardholder statement.

Cardholder Statement of Account Explanation

A. CARDHOLDER:

Your name as it appears on your card, along with your agency/organization name and office address.

B. MESSAGE:

Your agency/organization, GSA or U.S. Bank Government Services may provide important program information here.

C. ACCOUNTING CODE:

The Default Accounting Code assigned to your purchasing card, if applicable. All purchases will be automatically associated with this code.

D. CARDHOLDER NUMBER:

The 16-digit account number on your card or account.

E. STATEMENT DATE:

The date your Cardholder Statement of Account is issued and sent to you.

F. BILLING OFFICE ACCOUNT NUMBER

The account number assigned to your Billing Office.

G. BILLING OFFICE CONTACT AND ADDRESS

The name and address of your Billing Office.

H. ACCOUNT SUMMARY

Summary of account activity by charge category.

I. STATEMENT TOTAL:

Total balance of purchases and other charges, check activity, fees and credits since last statement date.

J. TOTAL BALANCE IN DISPUTE:

The net total dollar amount of transactions in dispute.

K. 30-DAY CREDIT LIMIT:

This is the maximum amount available for purchases in one 30-day period.

L. TRAN DATE:

The date of your purchase. This date should match the date on the sales receipt provided by the merchant.

M. MONTHLY ACTIVITY:

The merchant's name, city and state.

N. MCC CODE:

The MCC or Merchant Category Code assigned by the merchant's processing bank and used by the third party processor's system to identify the type of merchant or product sold.

O. REFERENCE NUMBER:

A six-digit number used internally by U.S. Bank Government Services to record the transaction posted to the account.

P. POSTING DATE:

The date U.S. Bank Government Services received, processed and posted the transaction to the account.

Q. AUTH CODE:

The authorization code is a reference number that is provided to the merchant through the third party processor's authorization network at the point-of-sale to confirm that the purchase is approved. This code appears on your copy of the sales draft.

R. AMOUNT:

The amount of each purchase as shown on your copy of the sales draft.

S. DESCRIPTION:

If required by your agency/organization, complete this area by writing in the number and description of item(s) purchased. Stock or invoice numbers are not required. Example: (4) lbs. nails; (1) each screwdriver or hammer.

T. TOTAL:

The net total dollar amount of current month activity

GOVERNMENT SERVICES

Sample Statement of Questioned Item

CARDHOLDER STATEMENT OF QUESTIONED ITEM

Purchasing

CARDHOLDER NAME (please print or type) _____ ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____ DATE _____ (AREA CODE) TELEPHONE NUMBER _____

The transaction in question as shown on statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date
_____	_____	_____	_____	_____

Please read carefully each of the following situations and check the one most appropriate in your particular dispute. If you have any questions, please contact us at 888-994-6722. We will be more than happy to advise you in this matter.

1. **UNAUTHORIZED MAIL OR PHONE ORDER OR PHONE ORDER**
 I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
2. **DUPLICATE PROCESSING-THE DATE OF THE FIRST TRANSACTION WAS _____**
 The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
3. **MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____**
 My account has been charged for the above listed transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement detailing the merchant contact, and the expected date to receive merchandise.)
4. **MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____**
 My account has been charged for the above listed transaction, but the merchandise has since been returned.
enclosed is a copy of my postal or express mail receipt
5. **CREDIT NOT RECEIVED**
 I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence.)
6. **ALTERATION OF AMOUNT**
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount of which I signed. The difference of amount is \$ _____.
7. **INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE**
 I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Cardholder Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear on my account.
8. **COPY REQUEST**
 I recognize this charge, but need a copy of the sales draft for my records.
9. **SERVICES NOT RECEIVED**
 I have been billed for this transaction; however, the merchant was unable to provide the services.
 Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.)
10. **NOT AS DESCRIBED**
 (Cardholder must specify what goods, services or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint). _____

11. If none of the above reasons apply, please describe the situation: _____


(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement).

Send To:
 U.S. Bank Government Services, P.O. Box 6335, Fargo, ND 58125-6335
 Fax: 866-229-9625 or 701-461-3463

CSQICPPPUR (5-98)

GOVERNMENT SERVICES

Sample Billing Account Statement



P.O. BOX 6347
FARGO ND 58125-6347

ABC
ACCTS PAYABLE DEPT 0-000
123 ANY STREET
PO BOX 1000
ANY CITY ST 00000-0000

ACCOUNT NUMBER 4716 0000 0000 0000

STATEMENT DATE 00-00-0000

AMOUNT DUE \$99,714.97

NEW BALANCE \$99,714.97

PAYMENT DUE ON RECEIPT

AMOUNT ENCLOSED

\$

Please make check payable to "U.S. Bank"

400000000000000000 000000000 000000000

Please tear payment coupon at perforation.

BILLING ACCOUNT SUMMARY								
ABC AGENCY 4716 0000 0000 0000	Previous Balance	Purchases And Other + Charges	Self Assessed Interest + Penalty	Checks +	Check + Fee	- Credits	- Payments	New = Balance
Company Total	\$77,138.88	\$102,169.75	\$0.00	\$0.00	\$0.00	\$2,454.78	\$77,138.88	\$99,714.97

BILLING ACCOUNT ACTIVITY			
ABC AGENCY 4716 0000 0000 0000		TOTAL CORPORATE ACTIVITY \$77,138.88 CR	
Post Date	Tran Date	Reference Number	Transaction Description
00-00	00-00	74790000000000000000000000000000	PAYMENT - THANK YOU 00000 C
			77,138.88 PY

<p>CUSTOMER SERVICE CALL 888-994-6722</p>	<p>ACCOUNT NUMBER 4716-0000-0000-0000</p>	<p>ACCOUNT SUMMARY</p> <p>PREVIOUS BALANCE 77,138.88</p> <p>PURCHASES & OTHER CHARGES 102,169.75</p> <p>CASH ADVANCES .00</p> <p>CASH ADVANCE FEES .00</p> <p>LATE PAYMENT CHARGES .00</p> <p>CREDITS 2,454.78</p> <p>PAYMENTS 77,138.88</p> <p>ACCOUNT BALANCE 99,714.97</p>
	<p>STATEMENT DATE 00/00/00</p> <p>DISPUTED AMOUNT .00</p>	
<p>SEND BILLING INQUIRIES TO: U.S. Bank Government Services P.O. Box 6335 Fargo, ND 58125-6335</p>	<p>AMOUNT DUE 99,714.97</p>	

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