



**SmartPay<sup>®</sup> 2**  
**Fleet Program Coordinator Guide**

 GOVERNMENT SERVICES

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## GOVERNMENT SERVICES

### Introduction

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

This Fleet Program Coordinator Guide provides valuable information regarding program participation, implementation, setup and maintenance and tools to help agencies/organizations effectively streamline their procure-to-pay process.

Agency/Organization Program Coordinators (A/OPCs), Local Fleet Program Coordinators (LFPCs) and Fleet Managers (FMs) are encouraged to keep this guide on hand and use it as a reference when having questions about 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 has a highly specialized service team to help A/OPCs manage their fleet card program and to provide superior ongoing service.

### 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

### 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 fleet card program for an agency/organization, working primarily with the program manager. The relationship manager's main responsibilities include:

- Facilitating U.S. Bank Fleet Card program implementation with the agency/organization
- Training A/OPCs on the U.S. Bank Fleet 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 fleet 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 Account Manager**

The U.S. Bank Government Services Account Manager provides daily support to the Program Management Level A/OPC and at lower hierarchy levels in smaller organizations. The account manager's primary responsibilities include:

- Training A/OPCs and Financial Managers on the U.S. Bank Fleet Card program specifics and tools
- Identifying agency/organization program needs
- Coordinating with other U.S. Bank Government Services areas to provide best-in-class service
- Preparing and coordinating internal processes to support the program
- Answering daily program management questions
- Consulting with each agency/organization on their reporting needs and analysis

### **My U.S. Bank Government Services Account Manager**

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

### **U.S. Bank Government Services Account Coordinator**

The U.S. Bank Government Services Account Coordinator provides daily support to the agency/organization and works primarily with the lower level A/OPC. The account coordinator's primary responsibilities include:

- Preparing and coordinating internal processes to support the program (coordination of mass maintenance requests and updating splash page messages)
- Answering daily program management questions
- Consulting with each agency/organization on their reporting needs and analysis
- Managing ongoing daily customer relationships including fraud alerts and convenience check rejection issues
- Supporting and coordinating exception processes and procedures (statement suppression)

**GOVERNMENT SERVICES**

U.S. Bank Government Services  
U.S. Bank Plaza  
200 South 6th Street  
Minneapolis, MN 55402  
Phone: 800-254-9885  
Fax: 612-973-3704  
E-mail: gov.service@usbank.com  
Hours: 7:00 a.m. to 6:00 p.m. CT

**My U.S. Bank Government Services Account Coordinator**

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

**U.S. Bank Government Services Technical Integration Manager/Solutions Consultant**

The U.S. Bank Technical Services Team works directly with each agency's/organization's staff on issues related to electronic commerce, data exchange and other technical issues related to the implementation of the fleet card program. The Technical Integration Manager/Solutions Consultant's primary responsibilities include:

- Facilitating electronic systems implementation and integration to support the agency's/organization's fleet card program
- Working with the agency/organization to develop technical interface, processes and platforms
- Mapping interfaces between systems and formatting data files for upload
- Working with the agency's/organization's technical staff to receive and transmit data electronically

**U.S. Bank Government Services Technical Integration Manager/Solutions Consultant**

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_



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### **U.S. Bank Government Services Customer Support**

The U.S. Bank Government Services Customer Support team provides account information primarily to A/OPCs and Approving/Billing Officials (A/BOs). The customer support team's primary responsibilities include:

- Answering account inquiries (balances, spending limits, transaction status, closure)
- Responding to account statement and payment inquiries (duplication 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 changes) requests
- Responding to dispute initiation and status inquiries that cannot be completed electronically by using U.S. Bank's Access Online system

### **Payments**

The Payment Services team processes all payments received for the U.S. Bank Fleet 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 and works with the A/OPC and the A/BO to resolve past due situations and prevent escalation to account suspension.

### **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.

### **U.S. Bank Government Services 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 to	701-461-3466

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## Additional U.S. Bank Resources

### U.S. Bank Electronic Access System

This web-based electronic access tool is designed to be the single source for fleet card program management and related data. U.S. Bank [Access@ Online](#) 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](mailto: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 Fleet Card customers. Visit [usbank.com/gov\\_forourclients](https://usbank.com/gov_forourclients) to access communication updates, training resources, and reference materials to successfully implement and manage the fleet 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.

### U.S. Bank Government Services Technical Help Desk

U.S. Bank Government Services Technical Help Desk is available 24 hours a day, 7 days-a-week. They can assist A/OPCs and Financial Managers with questions about web-based program management tools.

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## Agency/Organization Contacts

### Program Manager

The Program Manager for an agency/organization is the senior contact person who is responsible for contract and task order negotiations and task order design related to the fleet card program.

Specific responsibilities may include:

- Specifying products and services required in the initial task order
- Issuing modifications to the task order, as required
- Sponsoring and requesting fleet card program enhancements
- Negotiating pricing for all program products and services

### Program Manager

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

### Approving/Billing Official

Depending upon an agency's/organization's structure, the Approving/Billing Official (A/BO) has responsibility for managing the billing, payment and approval processes of the fleet 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 the account purchases are for official government use only
- Ensuring that purchases are necessary for accomplishing the mission of the agency/organization
- Reviewing and reconciling account statements to ensure that receipts and documentation are in order
- Ensuring 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 account, including backup documentation for each transaction, and matching the information to the Billing Statement
- Identifying and communicating billing discrepancies to the Transaction Dispute Contact
- 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 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

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processes receive training and policy manuals

**Approving/Billing Official**

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

**Transaction Dispute Contact**

The Transaction Dispute Contact for an agency/organization may be designated to assist in tracking and resolving disputed purchases and transactions. Specific responsibilities may include:

- Ensuring A/OPC properly dispute transactions with U.S. Bank Government Services within required timeframes
- Initiating transaction disputes when the A/OPC is unavailable
- Analyzing and monitoring U.S. Bank Government Services dispute reports for the agency/organization
- Notifying their A/BO and the A/OPC of a transaction dispute contact change

**Transaction Dispute Contact**

Name: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

**Drivers**

Drivers are individuals employed by or affiliated with the agency/organization who use U.S. Bank Government Services Cards. Drivers are responsible for using their fleet card in accordance with their agency's/organization's policies and procedures and any procurement regulations that may be applicable.

Specific responsibilities may include:

- Maintaining card security to prevent unauthorized charges against the account
- Obtaining a receipt at the point of purchase and verifying it for accuracy
- Calling U.S. Bank Government Services immediately to report lost or stolen cards
- Disallowing any member of their staff, family or supervisor to use their fleet card; the account holder, alone, is authorized to use the card
- Using the card for official government use only



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### Other Contacts

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

Name: \_\_\_\_\_

Role: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

### LFPC/Fleet Managers

The fleet manager is responsible for the cards assigned to the fleet that they manage.

Specific Responsibilities may include:

- Reconciling receipts and other fleet documentation to the Statement of Account, if required by their agency/organization
- Notifying U.S. Bank Government Services of any billing discrepancies posted on the Statement of Account that cannot be resolved with the merchant
- Forwarding the reconciled statement, fleet documentation and all associated receipts/charge slips to their A/BO for review, if required by the agency/organization
- Using Access Online — if required by the agency/organization — to review and approve transactions, log transactions, reconcile transactions and/or reallocate transactions according to the agency's/organization's procedures
- Entering and updating data in the Access Online 'My Personal Information' area

### Account Setup

- Identifying the necessity and purpose for each account issued
- Determining spending controls (e.g., 30 day limit, single purchase limit) and Merchant Category Code (MCC) blocking
- Coordinating new account setups
- Verifying contact information
- Establishing processing and reporting hierarchies, billing levels and accounting codes
- Maintaining a site log of all applications and account numbers
- Creating point of contact records for their agency/organization and submitting them to U.S. Bank Government Services for processing and electronic access system setup (if applicable)

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### **Account Maintenance/Cancellation**

- Coordinating account maintenance changes (e.g., addresses, spending controls, MCC blocking)
- Canceling cards immediately upon vehicle deactivation

### **Program Coordinator**

The A/OPC is responsible for their agency's/organization's U.S. Bank Government Services Fleet Card program. The A/OPC is the focal point for program questions, contract administration, account application coordination, card issuance and cancellation, report management and review and administrative training. The A/OPC plays an important role in encouraging fleet card use and program expansion to streamline the agency's/organization's procure-to-pay process and reduce costs. The A/OPC must understand the program benefits for A/OPCs, the agency/organization and merchants accepting the cards.

Specific responsibilities may include:

- Ongoing fleet card program communication within the agency/organization and with U.S. Bank Government Services
- Developing program training approach and materials
- Delivering training and supporting materials to A/OPCs, A/BOs and other program participants
- Developing and distributing internal procedures for the agency/organization
- Establishing and maintaining the agency's/organization's internal program communications
- Serving as primary contact for A/OPCs and A/BOs and liaison between account holders, A/BOs and U.S. Bank Government Services
- Auditing receipt retention and program compliance for the agency/organization
- Notifying the A/BO of noncompliance issues and assisting with compliance enforcement
- Identifying and driving future program application and enhancements for the agency/organization
- Participating in annual training conferences and disseminating applicable information to the agency/organization
- Providing feedback to GSA on the performance of U.S. Bank Government Services

### **Exception Authorizations**

- Authorizing temporary changes for the account spending limits or Merchant Category Code (MCC) blocking

### **Card Issuance Authorizations**

- Reviewing renewal information for all accounts nearing expiration and authorizing account renewal
- Advising U.S. Bank Government Services, in writing, of those accounts not eligible for reissue

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# Fleet Card Acceptance

## Merchant Acceptance

Merchant acceptance is key to ensuring fleet card program success. U.S. Bank can assist merchants in becoming enabled. For information regarding acceptance, contact U.S. Bank Merchant Payment Services at 800-432-9413 or [merchant@usbank.com](mailto:merchant@usbank.com).

## The Fleet Card Process

Drivers may use their fleet card at any merchant (designated by their agency/organization), that accepts fleet cards for payment. The typical purchasing process follows these basic steps:

1. If the gas station has card readers located at the pump, the driver may use the fleet card at the pump. If there are no pump card readers, the driver should see the attendant inside to process the transaction.
2. The driver should swipe the card at the pump card reader. If the pump card reader will not accept the card, the driver should take the card inside to the attendant and have him/her attempt to process the transaction electronically on the inside equipment.
3. If the pump terminal requires the driver to choose either "Credit" or "Debit", the driver should press the "**Credit**" key.
4. If appropriate, the pump *may* prompt for an **ID** or **PIN** number. If applicable, the driver should enter their assigned number and press "Enter". If no ID or PIN number is assigned and the driver is prompted for an ID or PIN, the driver should enter "000000".
5. The pump may prompt the driver to enter the **ODOMETER** reading. The driver should enter the odometer as a whole number. **The driver SHOULD NOT** enter tenths or miles.
6. All terminals are different and may require the information to be entered in a different order. The driver should follow the instruction on the terminal to process the transaction.
7. The driver should retain the receipt.

## Transaction Referral or Decline

U.S. Bank has many safeguards in place to ensure the security of the agency's/organization's fleet card program. If a transaction triggers one of these safeguards, the transaction may trigger a referral inquiry or decline.

**Referral Inquiry:** If a fleet card exceeds normal transaction activity or authorization parameters, or a particular transaction is identified as high risk, the merchant may be asked to verify additional information or secure additional identification before transaction authorization can be given. This is called a referral inquiry. In referral inquiry situations, the merchant should follow the instructions provided to them by their processing bank, in accordance with Association regulations. The merchant may call U.S. Bank Government Services requesting authorization to proceed.

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**Decline:** Fleet card transactions may also be declined for various reasons including the following:

- The fleet card account has not been activated
- There are too many transactions conducted or dollars spent in one day on the fleet card account
- The credit limit has been exceeded
- Driver is attempting to make a purchase at an unauthorized type of merchant
- Situations where it is impractical for a merchant to respond to a referral inquiry, such as an unattended terminal

A/OPCs should contact U.S. Bank Government Services for assistance regarding a declined fleet card transaction. A/OPCs can also review the latest declined authorizations by viewing the cardholder Account Profile in Access Online

### **Procedures After Fleet Purchase**

The following are suggested ways of handling post fleet activities. The A/OPC should refer to their specific agency's/organization's policies to ensure compliance.

#### **Statements**

At the close of each billing cycle, A/OPCs may review the cardholder "Statement of Account" through Access Online. If A/OPCs do not have Internet access, a paper statement will be mailed to the attention to the address on file. The statement will itemize each transaction that was posted to the fleet card during the past billing cycle. A sample statement is included in this A/OPC Guide. A/OPCs 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:**

- Approve the overall statement after all transactions are approved
- Maintain copies of the sales receipts

##### **Paper Statements:**

- Attach copies of the sales receipts to the statement

## **Foreign Currency**

Transactions initiated in a foreign currency will post to a account 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 may be charged by Visa or Mastercard and incorporated into the exchange rate that appears.

## **Electronic Access**

Access to an account and transaction information can be obtained through the U.S. Bank electronic access system, Access Online. Based on the agency's/organization's policies and procedures, Access

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Online enables users to:

- Review and approve transactions
- Initiate transaction disputes
- Reallocate charges to specific accounting codes
- Enhance transaction data

For a username and password to the site, A/OPCs should complete an Access Online User ID Set up form on the Training and Materials website. The web-based training provides valuable information about the U.S. Bank electronic access system capabilities — including an explanation of access screens, as well as necessary key sequences and functions for reviewing purchases and disputing a transaction electronically.

## Disputed Items

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

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

Items that cannot be disputed include:

- Items not charged directly to the fleet card account

If an account holder encounters any of the above situations regarding their U.S. Bank Fleet Card account, they need to take action immediately.

## Instructions For Disputing A Sales Transaction

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

- Reviewed receipts for the amount in question as it may have posted to their 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 A/OPC still desires to dispute the transaction, disputes may be filed by phone, through Access Online or in writing using the Statement of Questioned Item form (CSQI).

For the quickest and most convenient service, A/OPC's should phone U.S. Bank Government Services and

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have the following information available:

- The date and dollar amount of the transaction in question
- An explanation of why the A/OPC believes there is an error or why they need additional information, along with any documentation to support their claim
- The date the A/OPC 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 dispute 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 A/BO or A/OPC. Particular attention should be paid 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 dispute rights. Account holders should be sure to retain a copy for their files and forward a copy with their certified Statement of Account to their A/OPC, if indicated by your agency's/organization's procedures.

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

If a A/OPC has questions concerning disputing a transaction, they are encouraged to call U.S. Bank Government Services at 888-994-6722 for assistance.

## Billing Account Statements and Invoices

It is essential that A/OPCs promptly review and forward their statement to enable their agency/organization to make prompt payment to U.S. Bank Government Services. In the event prompt payment is not made to U.S. Bank Government Services, an agency/organization is subject to Prompt Payment Act interest penalties and is also subject to account suspension and account cancellation actions.

U.S. Bank Government Services offers agencies/organizations both electronic and paper billing/invoicing statement 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 primary method for accessing Billing Statements is through Access Online. Using the Account Administration functionality, A/BOs and A/OPCs can view and print an image of the actual Billing Statement. Using the transaction/order management functionality, A/OPCs and A/BOs can review, approve and/or certify transactions and Billing

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Statements. Enhanced data such as fleet identifier and quantity is available for use in approval and/or certification when provided by the merchant.

- **Paper Billing Statement** —A paper-based Billing Statement is available for agencies/organizations that do not have Internet access. A sample is included in this guide. The Billing Statement is the official invoice for the agency/organization; both paper and electronic statements look identical in format.

### 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. For more detailed information or payment options, refer to the A/BO Guide or contact the U.S. Bank Government Services Relationship Manager.

## Suspension Procedures

In the event 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/OPC to work with the A/BO 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 a Managing Account has been suspended it may prevent all existing accounts from being able to charge.

### Account Suspension & Cancellation

The following outlines the most aggressive suspension and cancellation procedures that are allowed by the GSA master contract.

#### 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.

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### **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.

### **Misuse of a Government Card**

If a centrally billed account has been used by a driver to make an unauthorized purchase, U.S. Bank agrees that the authorized account is liable for the charge. In addition to making a reasonable effort to promptly notify U.S. Bank when it becomes evident that there is unauthorized use of the card, the Government may be required to assist U.S. Bank in investigations regarding the misuse of a Government card.

### **Lost or Stolen Cards**

A/OPCs should immediately notify U.S. Bank Government Services if their fleet card is lost, stolen or compromised in any way. A/OPCs should provide the following information — complete name and card number and any purchase(s) made on the day the card was lost or stolen. A new replacement card will be mailed and a new account number will be assigned.

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In the case of a lost or stolen card, it is important that A/OPCs immediately notify  
U.S. Bank Government Services at 888-994-6722. Outside the U.S., call collect: 701-461-2232.

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### **Cancellation of Cards**

If a fleet card needs to be canceled because the vehicle/equipment is disposed of— or for any other reason — the A/OPC should destroy the card. The A/OPC should instruct U.S. Bank Government Services of any additional action that may need to be taken.

### **Non-receipt of Requested Cards**

A/OPCs should allow for normal U.S. Postal Service mailing time after a new account is set up for receipt of their card or account activation letter. If an A/OPC has reason to believe that their card should have been received — and they have not yet received it — they should contact U.S. Bank Government Services to verify the mailing date. They may be instructed to report their card as lost in the mail. A new account number will be assigned and a new card or confirmation will be mailed to the A/OPC within 24 hours.

### **Card Replacement**

If an A/OPC needs to replace the fleet card that was issued to them, he or she should contact U.S. Bank Government Services. A new card will be mailed.

### **Changes to Account Information**

Changes to account information — such as address, telephone number, e-mail address, organization, 30-day or Single Purchase Limit, restrictions or accounting code — must be immediately updated in Access Online by the A/OPC.

### **Card Renewal Reissue**

Renewal cards will automatically be mailed to A/OPCs on file three years from the initial card issue date and every three years thereafter for the term of the contract, unless otherwise requested by the agency/organization.

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### 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 also assist in their prevention. The following are recommendations regarding how to avoid account suspension situations:

- Be familiar with the agency's/organization's general billing and payment procedures
- Educate the agency/organization regarding the U.S. Bank Government Services Fleet Card program and associated billing and payment procedures
- Clearly communicate the LFPC/FM, 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
- 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

### Account Setup

Throughout the account Setup process, the agency's/organization's program structure will be defined. The following decisions will be made:

- Setup structure, (e.g., agency/organization groupings and Merchant Category Code (MCC) blocking)
- Cycle date and billing and payment methods
- Account code structure (including hierarchy, billing level and cost allocation requirements)
- Participant identification and spending guidelines
- Card account setup input method (e.g., paper or electronic)
- Data/information/reporting needs

### Program Structure

Program structure takes into consideration the agency's/organization's configuration and how it wants to administer its program. Consideration is given to the agency's/organization's billing and payment requirements and reporting needs.

The U.S. Bank Government Service Fleet Card program is designed to accommodate varying agency/organization requirements using a multi-level approach. Since terminology may vary by agency/organization, each program's structure is defined by level numbers and can be applied to each specific configuration.

Because the number of levels utilized by an agency/organization varies, the points of contact, billing and reporting will be set up at levels appropriate for each agency/organization. The U.S. Bank Government Services relationship team, in partnership with the agency's/organization's designated implementation team, will guide designated program managers through the implementation process.

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### Points of Contact

During the account setup activities, various agency/organization contacts are identified for associated levels in the program structure. These are the individuals who are authorized to interact with customer service or technical support teams. Agency/organization points of contacts will need to know their level number hierarchy for authentication. The A/OPC is generally responsible for initially providing information to U.S. Bank and for ongoing maintenance. Typically, the A/OPC approves all new program structure level requests and forwards those to U.S. Bank Government Services for each new level desired. It is extremely critical that updates are communicated to U.S. Bank in a timely manner.

### Billing Statement Delivery

An invoice, called the Billing Statement, is available for each billing account established. The preferred method of delivery is through Access Online. Examples of the Billing Account statements are included in the back of this guide.

### Account Identification

In addition to primary contacts, vehicle/equipment identification may be designated during the initial account setup meeting or established following implementation, using Access Online. If an agency/organization is transitioning account information from another provider, the best method for providing this information is by utilizing the agency's/organization's current member list or account listing. The information can then be imported into a Microsoft® Excel setup worksheet provided by U.S. Bank for account setup transfer.

### Spending Guidelines

U.S. Bank Government Services offers flexible spending limits to allow agencies/organizations to control fleet card expenditures in a variety of ways. The A/OPC should work with the U.S. Bank Relationship Management Team and the agency/organization program manager to determine which spending limits should be applied.

#### Available spending control parameters:

- **Account Single Purchase Limit:** maximum dollar amount that will be authorized for any one transaction or purchase for a specific account
- **Account 30-Day Limit:** maximum dollar amount that can be spent per month or cycle for a specific account
- **Account Dollar Limit Per Quarter:** maximum dollar amount that can be spent per quarter for a specific account
- **Account Dollar Amount Per Year:** maximum dollar amount that can be spent per year for a specific account
- **Account Transactions Per Day:** maximum number of purchases that can be made per day for a specific account
- **Account Transactions Per Month/Cycle:** maximum number of purchases that can be made per month or cycle for a specific account
- **Billing Office Dollar Limit Per Month:** maximum dollar amount that can be spent by all accounts rolling up to a given A/BO for a specific month. This control can also be set to “refer” transactions for authorization after the limit is reached
- **Billing Office Dollar Limit Per Quarter:** maximum dollar amount that can be spent by all accounts rolling up to a given A/BO for a specific quarter. This control can also be set to

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“refer” transactions for authorization after the limit is reached

- **Billing Office Dollar Limit Per Year:** maximum dollar amount that can be spent by all accounts rolling up to a given A/BO for a specific year. This control can also be set to “refer” transactions for authorization after the limit is reached
- **Billing Office Transaction Limit:** maximum number of purchases that can be made by all accounts rolling up to a given A/BO for a specific period (e.g., monthly, quarterly, annually)
- **Dollar Amount Per Convenience Check:** maximum dollar amount that will be printed on the U.S. Bank Government Services Convenience Checks — indicates the maximum purchasing limit allowed per check
- **Merchant Category Code (MCC):** fleet card expenditures can be limited or block by MCC through U.S. Bank Government Services Purchase Card spending controls. Agencies/organizations can request universal MCC blocking for uniformity across all cards
- **Effective Dating:** agencies/organizations can predetermine expiration dates on cards for specific projects. Additionally, A/OPCs may cancel cards at any time by using Access Online.

### Account Setup Options

U.S. Bank offers agencies/organizations two options for account setup:

#### Traditional U.S. Bank Government Services Fleet Card Plastic

A plastic account is a 16-digit account number with the expiration date printed on a plastic fleet card. The card may only be used for the designated vehicle/equipment and must be used for official government use only. The U.S. Bank Government Services Fleet Card must not be used for personal purchases or any purchases other than those made for official government business in accordance with the agency’s/organization’s policies.

The card design is specified by the GSA Master Contract and includes these phrases printed on the card:

- For Official US Government Fleet Purchases Only
- If misuse suspected, call 866-397-5292

The information embossed on the card includes:

- Vehicle tag number
- Account number
- Expiration date
- 20-Character alpha/numeric field for an agency/organization identifier (optional)

The reverse side of the card also includes the U.S. Bank logo, the U.S. Bank Government Services 24 hour toll free phone number and the 3-digit Cardholder Verification Value (known as the CVV2 or CVC2 number).

### U.S. Bank Government Services Quasi-Generic and Generic Fleet Cards

Quasi-Generic and generic fleet cards may be used by an agency/organization for security reasons (e.g., purchasing abroad, undercover operations, etc.). A/OPCs should refer to their internal agency/organization policy and procedures regarding generic fleet cards. The U.S. Bank Relationship Manager can provide details regarding program requirements, structure and implementation.

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## Account Setup and Maintenance Process

Prior to fleet card issuance, the A/OPC must submit a setup request to U.S. Bank Government Services for each account. A setup request must also be submitted for each A/BO designated to review account statements and to receive Billing Statements for the agency/organization. The preferred method for ongoing program account maintenance is electronically through Access Online.

### U.S. Bank Electronic Access System

The account setup functions listed above can be performed electronically using Access Online and is the preferred setup method. For details and training, please refer to the U.S. Bank Government Services Communications and Training website ([usbank.com/gov\\_forourclients](http://usbank.com/gov_forourclients)) and login to access the link to the web-based training for the U.S. Bank electronic access system. User IDs and passwords for WBT are provided every 60 days to level 3 A/OPCs for distribution.

### Forms

Setup and maintenance forms should only be used if an agency/organization is unable to manage its program electronically, using Access Online. Current forms and instructions can be found in the Communications and Training website at [usbank.com/gov\\_forourclients](http://usbank.com/gov_forourclients).

### Reporting Tools

A/OPCs can login to Access Online to effectively manage their fleet card programs electronically. A collection of standard and custom reports empowers the A/OPC to administer and manage all aspects of their fleet card program. Reports can be saved and scheduled to run at regular intervals.

### Policies and Procedures

Once account setup activities are identified, the agency's/organization's fleet card policies and procedures are defined. Areas of discussion include fleet card strategies and policies, GSA SmartPay<sup>®</sup> task order review (if applicable), merchant acceptance and agency/organization internal program policies and procedures.

### Communication and Training

U.S. Bank Government Services works with the agency/organization to identify the best format and method for training fleet card program participants, including A/BOs and A/OPCs. Topics include strategies for communicating with A/BOs and A/OPCs, along with general program and electronic access system training tools.

### System and Technical Requirements

Technology discussions are an important phase of the implementation process. U.S. Bank Government Services understands that technology requirements may vary by agency/organization and even within individual units of an agency/organization. The goal of this portion of the implementation process is to provide the necessary technology and flexible reporting to meet the agency's/organization's needs. The agency's/organization's infrastructure requirements, financial system integration, technical support roles, data delivery formats, as well as access and utilization of the U.S. Bank electronic access system are all considered and discussed.

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## Program Management and Reporting

Comprehensive reporting is vital to effective fleet card program management. The U.S. Bank electronic access system provides agencies/organizations with online access to their fleet card transaction data. An extensive set of reports is also available to assist agencies/organizations in the areas of overall fleet card program management, financial management, supplier management and compliance management:

- **Program Management Reports** — Enable agencies/organizations to support general program management activities and monitor policy compliance. Using program management reports, agencies/organizations can track important card program activity trends which they can then use to evaluate their program effectiveness, to identify any suspected program misuse, and to proactively mitigate potential risk
- **Financial Management Reports** — Provide agencies/organizations access transaction management activity information. These reports can be used to determine if A/OPC's are properly managing their accounts and ensure that expenses are being allocated to the correct lines of accounting
- **Supplier Management Reports** — Help agencies/organizations manage supplier relationships, support negotiations, and manage spending by category. Supplier management reports can also be used to analyze the overall effectiveness of an agency's/organization's supplier strategies and identify performance issues and opportunities
- **Report Scheduler** — Allows users to set the format of a report and schedule it for delivery at regular intervals
- **Flex Data Reporting** — Allows users to select key fields from all available fields concerning a specific topic



To learn more about reporting options and to review report samples, consult the U.S. Bank Government Services Communications and Training website ([usbank.com/gov\\_forourclients](http://usbank.com/gov_forourclients)), or login to the web-based training for the U.S. Bank electronic access system.

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# Statement Samples

## Sample Billing Account Statement

Page 1

		<b>ACCOUNT NUMBER</b> <u>5555-5555-5555-5555</u>
U.S. BANK U.S. BANK GOVERNMENT SERVICES PO BOX 6348 FARGO ND 58125-6348		<b>ACCOUNT BALANCE</b> <u>\$0.00</u>
		<b>CURRENT BILLING ACTIVITY</b> <u>\$0.00</u>
ABC INCORPORATED ATTN JANE ABC 123 ANY STREET PO BOX 1000 ANY CITY ST 00000-0000		<div style="border: 1px solid black; padding: 5px; width: fit-content;">         AMOUNT          ENCLOSED \$       </div>
5555555555555555		0173858
<b>STATEMENT MESSAGES</b>		
TIN 41-0417860, DUNS 006213482		
<b>CORPORATE ACCOUNT SUMMARY</b>		
CORPORATE ACCOUNT NUMBER <b>5555555555555555</b>		
ACCOUNTING CODE:		
AGENCY NAME: <b>JON SMITH</b>		AGENCY/ORG ID:
TAX EXEMPT #:		BILLING OFFICE ID:
CLOSING DATE	01-15-09	PURCHASES AND OTHER CHARGES 0.00
		CHECKS/CASH ADVANCES 0.00
		CHECKS/CASH ADVANCE FEE 0.00
		CREDITS 0.00
		CURRENT BILLING ACTIVITY 0.00
FOR CUSTOMER SERVICE CALL: 1-888-994-6722		PREVIOUS BALANCE 0.00
		CURRENT BILLING ACTIVITY 0.00
		SELF ASSEMENT PENALTY 0.00
		PAYMENTS 0.00
		NEW BALANCE 0.00
SEND BILLING INQUIRIES TO: U.S. BANK U.S. BANK GOVERNMENT SERVICES PO BOX 6335 FARGO ND 58125-6335		DISPUTED AMOUNT 0.00



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**Sample Billing Account Statement**

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ACCT. NUMBER: 5555 5555 5555 5555						
<b>ABC INCORPORATED</b>						
INDIVIDUAL CARDHOLDER ACTIVITY						
<hr/>						
JAMES BLANK	AGENCY/ORG ID	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY	
555-555-5555-5555		\$0.00	\$0.00	\$0.00	\$0.00	
ACCOUNTING CODE:						
Post Date	Trans Date	Reference Number	Transaction Description			Amount
01-12	01-09	24435658130207959500764	WORLD TRAVEL 555-555-5555 VA			0.00
01-12	01-09	24435658130207959500855	WORLD TRAVEL 555-555-5555 VA			0.00
<hr/>						
JANE SMITH	AGENCY/ORG ID	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY	
555-555-5555-5555		\$0.00	\$0.00	\$0.00	\$0.00	
ACCOUNTING CODE:						
Post Date	Trans Date	Reference Number	Transaction Description			Amount
01-12	01-09	24435658130207959500764	ANYTIME USA 555-555-5555 NY			0.00
01-12	01-09	24435658130207959500855	ONE REVOLUTION 555-555-5555 SC			0.00
<hr/>						
TOM WHITE	AGENCY/ORG ID	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY	
555-555-5555-5555		\$0.00	\$0.00	\$0.00	\$0.00	
ACCOUNTING CODE:						
Post Date	Trans Date	Reference Number	Transaction Description			Amount
01-12	01-09	24435658130207959500764	123 TOWN 555-555-5555 MT			0.00
01-12	01-09	24435658130207959500855	GAS STATION 555-555-5555 CA			0.00



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[usbank.com/gov](http://usbank.com/gov)

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