



ADOA – General Accounting Office

MANUAL:

PURCHASING CARD

ADMINISTRATOR PROGRAM



Purchasing Card Administrator Program

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Purchasing Card Administrator Program

The intention of this manual is to serve as a reference guide for agency Purchasing Card Program Administrators (PAs). This manual may be updated and modified as necessary, so it is suggested that agencies refer to the Arizona Department of Administration's (ADOA) General Accounting Office (GAO) website periodically to ensure that they are using the most recent version. Agencies should refer to the following link for any updated versions: <https://gao.az.gov/publications-purchasing-cards>.

Agencies may contact the GAO for additional assistance or guidance. All GAO contact information is included in the "Contact Information" section of this manual.

Manual Objectives

- Understand the roles and responsibilities of an agency PA.
- Learn the basic functions of card processing on the US Bank website application, Access Online.

With the following information, the Agency Card Administrator will be knowledgeable in a few of the basic expected duties and responsibilities of the agency PA. Each agency's internal procedures will be somewhat different and tailored to their specific agency needs and process flow.

US Bank Card Program and Administration

US Bank is the State of Arizona's current credit card issuer. The purchasing card program consists of one card type:

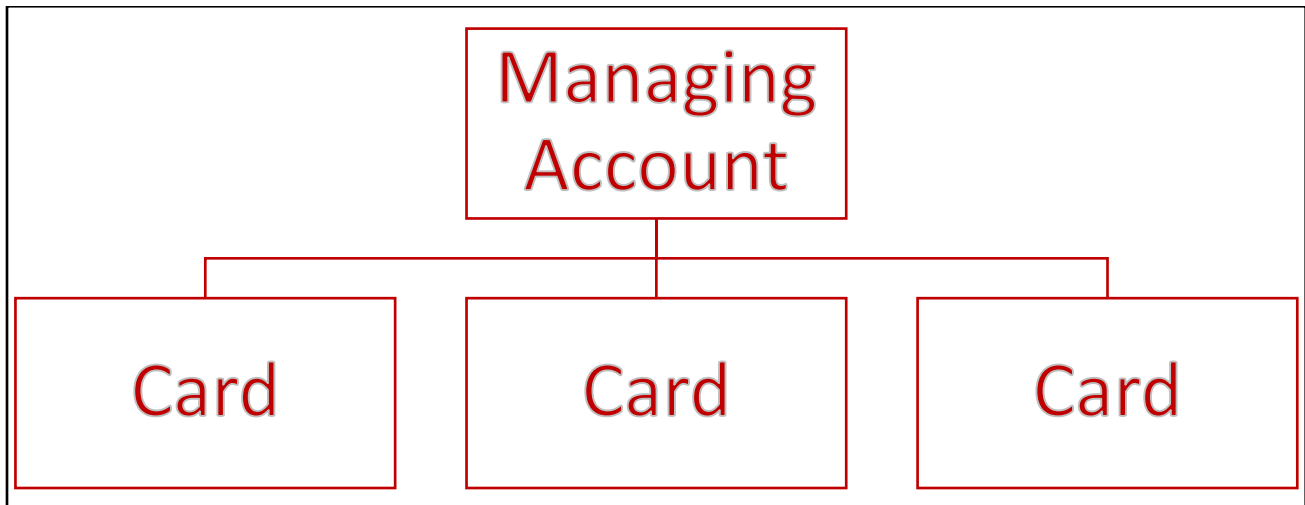
- Purchasing Card – To facilitate the purchase of goods and services and to provide an efficient method of paying for these goods and services, GAO makes a purchasing card, known as the P-Card, available to agencies.

There are two distinct forms of activity for which the P-Card may be employed: purchase activities and payment activities:

- Purchase Transaction – Involves the acquisition of goods and, as part of the purchase transaction, also incurs an obligation. A purchase transaction is similar to an individual using a credit card to acquire merchandise in a store. It is envisioned that many, if not most, of the state employees to whom a P-Card is issued will be authorized to use it in this way. Suitable candidates to receive a P-Card to conduct purchase transactions would be employees who spend a good deal of time out of the office and may be required to make purchases in the field. Relatively low spending limits are appropriate for these types of transactions.
- Payment Transaction – Involves making payment on a vendor's account for previously acquired goods or services. A payment transaction discharges an obligation to the seller of the underlying goods or services and incurs a corresponding obligation to the financial institution issuing the card. Those who receive the P-Card to conduct payment transactions are likely to be those processing an agency's accounts payable transactions. Relatively high spending limits are suitable for these types of transactions.

Definition of a Managing Account

A Managing Account is a master account at the agency level. All card accounts flow up to the Managing Account to obtain their account structure. The Managing Account provides an overall credit limit for the product at the agency. Each card assigned to that Managing Account is assigned a portion of the total Managing Account limit. The Managing Accounts are assigned a Bank, Agent and Company number combination, which is unique for each agency and card type. Most agency credit card products only have one Managing Account for each product. Managing Accounts can take up to two weeks to establish and need to be established before card accounts can be set up underneath.



Purchasing Card Agency Program Administrator Authorization

The Agency Head should appoint one or more employees as a P-Card AP, at which point, a Form GAO-3C (Purchasing Card and Travel Card Agency Program Administrator Authorization) is completed by the agency and sent to the GAO at finoperations@azdoa.gov. The new agency PA(s) will be directed to the TraCorp Learning Platform to take the appropriate Computer Based Training(s) (CBTs) as required. Upon verification of completion of the CBT training, GAO will send the User ID and password for US Bank's Access Online website to the new agency PA(s).

Note: Administrators listed on the GAO-3C are NOT allowed to be a P-Card cardholder.

US Bank Access Online

Agency PAs can utilize the US Bank Access Online website to:

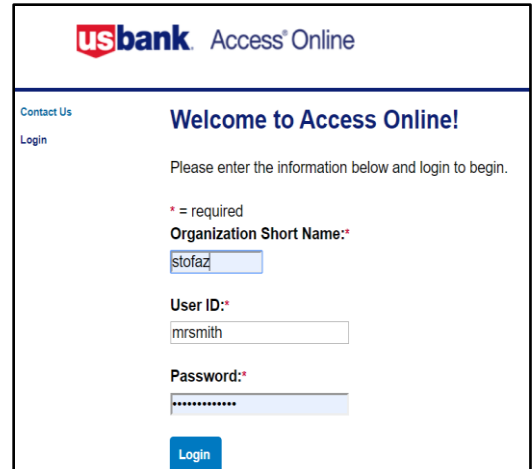
- View account information (demographics, account limits, etc.)
- Issue new cards
- Cancel or inactivate existing cards
- Change card spending limits
- View reports
- View monthly statements
- View and manage cardholder account profiles
- Dispute transactions

Agency PAs will use an Organization Short Name of **stofaz** (for the State of Arizona) and must have a User ID and password to access US Bank's Access Online website.

US Bank Access Online website: <https://access.usbank.com/>.

There is web-based training available for Access Online. The training can be found at the following link:
<https://wbt.access.usbank.com/>.

For training materials related to agency PAs, log in under Commercial (PA) using the username and password provided on the screen. The training site also contains user manuals, Quick Reference Guides (QRGs), interactive tutorials, and recorded classes to assist with using Access Online. Not all training topics shown on the US Bank site are used in the State of Arizona card program.



Agency Administration and Responsibilities

Agency PAs are responsible for the successful implementation of the card program at the agency level. Some of the primary responsibilities are:

- Purchasing Card account set ups and closures
- Retention of application and agreement forms (in the event of an agency audit)
- Monitor active purchasing cards against active employees within agency
- Set Purchasing Card account limits
- Past Due Account Monitoring
- Monthly monitoring of Purchasing Card transaction activity for inappropriate and unusual charges
- Knowledge of SAAM sections pertaining to Purchasing Card accounts

Purchasing Card Statewide Policy References

State agencies must understand and follow the policies and procedures for the Purchasing Card programs. Agency PAs must be familiar with the applicable GAO State of Arizona Accounting Manual (SAAM) sections and related forms. The SAAM is made up by Topic (##) and Section (##). A list of applicable SAAM and related forms appears below (this list is not all inclusive):

- **SAAM 4535** – P-Card General Policies and Procedures
- **SAAM 4536** – P-Card Agency Responsibilities
- **SAAM 4537** – P-Card Cardholder Responsibilities
- **SAAM 4571** – Reviewing P-Card Transactions
- **SAAM 4035** – P-Card, CTA and Fleet Card Incentives
- **Form GAO-PC-101** – State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement
- **Form GAO-3C** – Purchasing Card and Travel Card Agency Program Administrator Authorization Form
- State Procurement Code and applicable Procurement guidelines provided by SPO

A full list of SAAM is located at <https://gao.az.gov/state-arizona-accounting-manual-saam>, a list of all GAO forms can be found at <https://gao.az.gov/publications/forms>, and SPO-related instruction can be found at <https://spo.az.gov/>.



Statewide Administration and Responsibilities

The GAO maintains the relationship between the US Bank and all the state agencies. GAO provides technical and process support to the state agencies on the following topics:

- Agency Purchase Card Administrator maintenance
- User access to the US Bank Access Online application
- Set up of Purchase Cards (only if Agency Administrator doesn't have Full access)
- Statewide Policy and/or application to a specific scenario
- ACH Setup in AZ360 to facilitate proper payment posting to appropriate US Bank account

New Agency Purchasing Card Account Set Up

Agencies that have not previously set up an existing cardholder account in the US Bank Access Online website should contact the GAO Statewide Purchasing Card Administrator for assistance when the agency needs to issue P-Cards. A Managing Account must exist for each type of card, for each state agency before any cards may be issued. Setting up a Managing Account can take up to two weeks to complete. Once a Managing Account is established, P-Card accounts may be set up by the agency PA if they have **full administrative rights** in Access Online, or in emergencies, they may be set up by the Statewide Purchasing Card Administrator at GAO. The P-Card Managing Accounts must be set up by a US Bank Representative and GAO needs to be aware of the set up in order to establish a vendor address ID in AZ360 in order for payments to US Bank to electronically post to the appropriate account.

Purchasing Card (P-Card) Setup Steps

P-Cards will be set up once a fully completed Form GAO-PC-101 (State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement) is filled out by the cardholder and signed off by the appropriate person(s). Agency PAs will verify that the application is complete **prior** to entry on the US Bank, Access Online website.

Using the US Bank website, complete the following steps:

1. Select the **Account Administration** link from the menu on the left side.
2. On the **Account Administration** screen, under the **Cardholder Accounts** section, select the **Create New Cardholder Account** link.
3. On the **Create New Account** screen, enter the following in their respective fields:
 - a. In the **Product (Bank)** field, select **Purchasing - 1425** (or **Purchasing - 7129** for any new Managing Accounts set up after May 2020) from the drop down menu.
 - i. In the **Agent** field, type in the four digit agency number for the Managing Account that the card will be set up under.
 - ii. In the **Company** field, type in the five digit company number.
 - iii. Click anywhere on the screen and the screen will update.



- iv. Scroll down to the **Send a Physical Card With This Account?** field, and select **Yes** from the drop down menu.
- v. Select the **Next** button at the bottom of the screen.

4. Complete the **Create New Account** screen.

a. In the **Account Owner's Information** section:

- i. In the **Name** field, enter information from the application.
- ii. In the **Organizational Name (optional)** field, leave blank or as defaulted value.

b. In the **Mailing Address** section:

- i. In the address information fields, enter information from the application. Note that this is the work address where statements will be mailed and PO boxes are permitted.
- ii. In the **Work Phone** field, enter the work phone information from the application.
- iii. In the **Email Address** field, enter work email address information from the application.

Note: The work email address needs to be a state-issued email address.

- iv. In the **Optional 1** field, enter the Employee Identification Number (EIN) of the cardholder.
- v. In the **AZEIN** field, enter the EIN of the cardholder.

Note: The EIN must be entered in both the Optional 1 and AZEIN fields for audit and reporting purposes.

c. In the **Legal Information** section:

- i. In the legal name fields, enter the names listed on the cardholder's Social Security Card.

Note: No nicknames or shortened names are permitted in the legal name fields.

- ii. The **Legal Residence Address** fields detail where the cardholder physically resides and a PO Box should **not** be entered. The Legal Residence Address field consists of the follow 3-radio button options:



- **Not Provided** – Do not use.
- **Use Mailing Address** – Select if the Legal Residence Address matches the Mailing Address entered previously.
- **Enter a Different Address** – Select if the Legal Residence Address does not match the Mailing Address entered previously, and then complete the address fields that generate.

d. In the **Authorization Limits** section:

- i. In the **Account Credit Limit** field, enter the Credit Limit Amount from Form **GAO-PC-101**.

Note: Credit limits normally range from \$3,000 to \$10,000 or \$50,000, depending upon the agency needs. Some agencies have higher and some have lower than the normal Authorization Limits. See SAAM 4535 for more instructions on credit limits.

- ii. In the **Single Purchase Limit (optional)** field, enter the amount set by the user’s agency. Note: If this value is left blank, it will default to the Account Credit Limit value.

According to SAAM 4535, Purchase transactions sections 2.1, 2.1.1 and 2.1.2, “Unless a written exception is granted by the State Comptroller, the spending limit for any single purchase transaction shall be established by the agency but shall not exceed: Five thousand dollars (\$5,000) for monies to be expended out of an appropriated fund”, or “Ten thousand dollars (\$10,000) for monies to be expended out of a non-appropriated fund.”

Note #2: Internal controls over appropriated funds should be implemented to prevent P-Card purchases from exceeding established spending authority and cash availability.

- e. Click **Next**.

5. On the **Create User Login** screen:

- a. Select **Yes** on the 2-radio button screen if the agency PA will be entering the User ID for the cardholder.
- b. Select **No** on the 2-radio button screen if the cardholder will be entering their own User ID after the setup process has been completed.

Note: The assignment of a User ID is an agency-level preference.

- c. Click **Next**.

6. Review all cardholder information.

7. Click **Submit**.



After the P-Card setup has been completed:

1. Notify the cardholder that the card has been requested and is expected to be issued within 7-10 business days. Whether it is mailed to the agency PA or the card holder is determined by the Managing Account Setup rules.
2. Send a copy of the completed application and agreement form(s) to the GAO at the finoperations@azdoa.gov email within three (3) business days of completing the online process detailed in the previous steps.
3. The agency shall retain the original application and agreement forms in accordance with applicable record retention requirements and must be available for audit if requested.
4. Once the P-Card is set up, notify the employee that they will need to activate the card once they receive it. In order to activate they card, they will need to call 1-800-344-5696, then input:
 - a. The full 16-digit account number.
 - b. The zip code – This will be the billing address that was entered on file.
 - c. Upon request for the last 4 digits of the cardholder’s Social Security Number (SSN), provide 0000.

Note: Social Security Numbers are not entered on the US Bank website for P-Card cardholders. When activating a card, the cardholder will be asked for the last 4 digits of their SSN and they should provide 0000 which equates no value.

Closing Purchasing Card Accounts

When employees leave a state agency, their purchasing card must be canceled as soon as possible. It is very important not to allow employees who have left their agency to be able to make charges between the separation date and the date that US Bank is notified of the termination. To prevent an interruption to business activities, agencies should have appropriate backup cards or request a new card for another employee as soon as possible to ensure setup and delivery. Purchases charged on the card by anyone other than the assigned custodian should be avoided if possible. **Custodian name changes on P-Cards are not permitted.**

Note: Cards will be closed automatically by the bank if there has been no activity for two years. Agencies should review their cards on a regular basis and determine the need for the cards to prevent an interruption to business activities.

Closing a Purchasing Card Account Steps

Using the US Bank website, complete the following steps:

1. Select the **Account Administration** link from the menu on the left side.



2. On the **Account Administration** screen, under the **Cardholder Accounts** section, select the **Maintain Cardholder Account** link.
3. The **Find Account** screen will generate.
4. On the **Find Account** screen:
 - a. Search for the cardholder by the last four digits of the cardholder's account number (most common option) or the cardholder's last and first name.
 - b. Click **Search**.
5. Users will then be directed to the desired account or will be presented with a list of accounts to choose from. An account can be viewed by selecting the corresponding radio button.

Note: Even if only one value populates, the user needs to click the radio button in order for the page to update and for the Confirm button to be activated (otherwise the Confirm button is grayed out).

6. Click **Confirm**.
7. On the **Account Profile** screen, in the **Account Overview** section, click the **pencil icon** next to **Account Status**.
 - a. In the **New** field select either option from the drop down menu:
 - i. **T9-Terminated**: Use this to permanently close the card. This option is used when an employee leaves an agency.
 - ii. **V9-Voluntarily Closed**: Use this to put a temporary closure on the card. This option is used when an employee is away for an extended period of time (e.g. extended medical leave, maternity leave or military leave).
 - b. Click **Next**
 - c. Review the new account status.
 - d. Click **Submit**.

Account Maintenance

Existing accounts can be modified by agency PAs. Modifications can be made to update:

- Account status
- Account credit limit
- Account owner information

Account Maintenance Steps

Using the US Bank website, complete the following steps:



1. Select the **Account Administration** link from the menu on the left side.
2. On the **Account Administration** screen, under the **Cardholder Accounts** section, select the **Maintain Cardholder Account** link.

The screenshot shows the 'Account Administration' page. The left sidebar contains a menu with 'Account Administration' highlighted. The main content area is titled 'Account Administration' and 'Cardholder Accounts'. Under 'Cardholder Accounts', the 'Maintain Cardholder Account' link is highlighted. Below this link, there is a description: 'Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.' There are also other links like 'Create New Cardholder Account' and 'Unlock Cardholder Account'.

3. The **Find Account** screen will generate.
4. On the **Find Account** screen:
 - a. Search for the cardholder by the last four digits of the cardholder’s account number (most common option) or the cardholder’s last and first name.
 - b. Click **Search**.

The screenshot shows the 'Find Account' screen. The search criteria section is highlighted. It includes input fields for 'Cardholder Account Number' (Last 4 digits), 'Cardholder Account Unique ID' (16-digit number), 'Cardholder Account ID' (12-digit number), 'Cardholder First Name' (adao hrd), and 'Cardholder Last Name'. There is a 'Search' button and a 'Clear All' link.



- Users will then directed to the desired account or will be presented with a list of accounts to choose from. An account can be viewed by selecting the corresponding radio button.

Results		Show/Hide Data	Choose Sort Options	Results 1 to 3 of 3	
<input type="radio"/>	Cardholder Account ID 417235000136	Cardholder Account Unique ID 0304-6472-1854-3861	Account Status T9 - Terminated	Account Name ADOA HRD TRAVEL ACCT 2 GS	
	Product CTS				
<input checked="" type="radio"/>	Cardholder Account ID 612095116191	Cardholder Account Unique ID 0304-6106-1834-2288	Account Status Open	Account Name ADOA HRD NON EMP TRAVEL	
	Product CTS				

- Click **Confirm**.

Back

Confirm

- The **Account Profile** screen will generate.

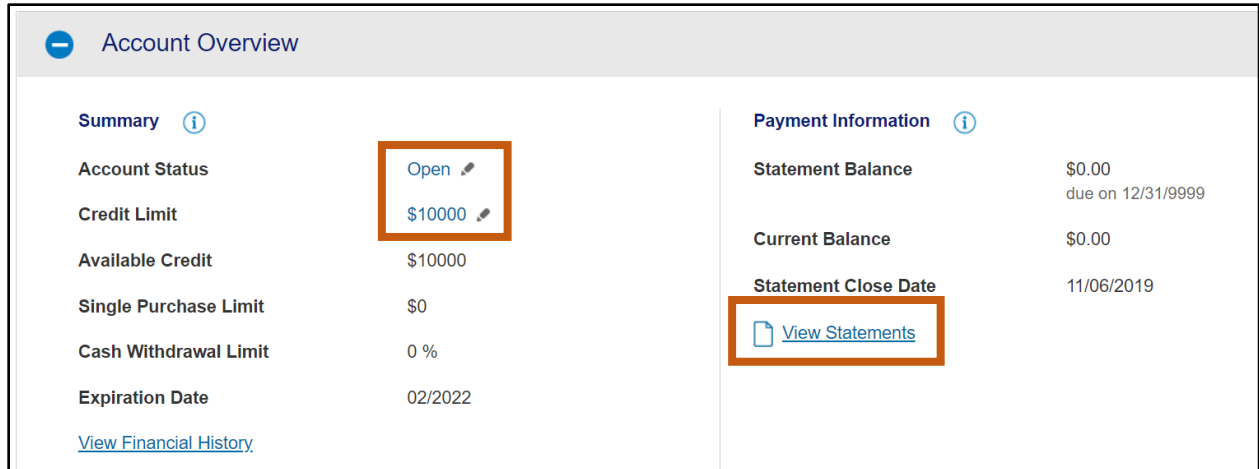
Account Profile [Switch Accounts](#)

← MICHELLE D BETHUNE

Product Purchasing	Account Unique ID: ID: : Number:	Processing Hierarchy ⓘ Show All Hierarchy Names	Managing Account Name: AZ DHS Unique ID: N/A ⓘ ID: Number:
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Organization Name (optional) ⓘ --	Optional 1 (optional)	Optional 2 (optional) --
---	------------------------------	------------------------------------

- Scroll down and click the “+” expand symbol to view the **Account Overview** section.
- In the **Account Overview** section the agency PA can make the following modifications:
 - Account Status** – Click the pencil icon to close the cardholder account.
 - Credit Limit** – Click the pencil icon to modify cardholder credit limits.
 - View Statements** – Click the View Statements hyperlink to view current and past statements.

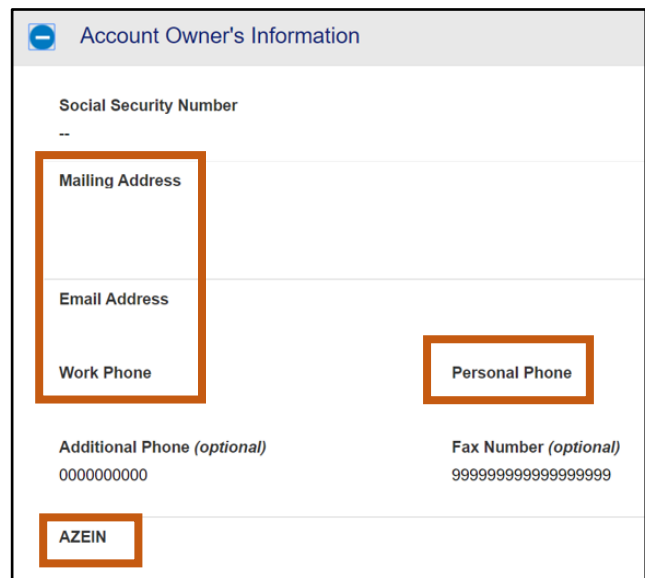


The screenshot shows the 'Account Overview' page. On the left, under the 'Summary' section, the 'Account Status' is 'Open', 'Credit Limit' is '\$10000', 'Available Credit' is '\$10000', 'Single Purchase Limit' is '\$0', 'Cash Withdrawal Limit' is '0%', and 'Expiration Date' is '02/2022'. On the right, under the 'Payment Information' section, the 'Statement Balance' is '\$0.00' (due on 12/31/9999), 'Current Balance' is '\$0.00', and 'Statement Close Date' is '11/06/2019'. A 'View Statements' link is also present. Several elements are highlighted with orange boxes: 'Open', '\$10000', and 'View Statements'.

10. Scroll down and click the “+” expand symbol to view the **Account Owner’s Information** section.

11. In the **Account Owner’s Information** section the agency PA can modify the following account owner information:

- Mailing Address
- Email Address
- Work Phone
- Personal Phone
- AZEIN



The screenshot shows the 'Account Owner's Information' page. It contains several fields: 'Social Security Number' (with a minus sign), 'Mailing Address', 'Email Address', 'Work Phone', 'Personal Phone', 'Additional Phone (optional)' (with value 0000000000), 'Fax Number (optional)' (with value 9999999999999999), and 'AZEIN'. Several fields are highlighted with orange boxes: 'Mailing Address', 'Work Phone', 'Personal Phone', and 'AZEIN'.

12. Scroll down and click the “+” expand symbol to view the **Legal Information** section.



13. In the **Legal Information** section, the agency PA can make the following modification:

- a. **Legal Residential Address** – Address can be modified if necessary and if it is different from the Mailing Address.

Note: If the Legal Name needs to be changed, contact the GAO Statewide Administrator.

The screenshot shows a form titled "Legal Information" with a back arrow icon. The form contains the following fields:

- Account Assignment: Individual
- Legal Name: [Field with info icon]
- Date of Birth (optional): -- [Pencil icon]
- Legal Residential Address: [Field with pencil and info icons]

The "Legal Residential Address" field is highlighted with a red rectangular box.

Purchase Card Account Payments to US Bank

The Vendor Number to be used in AZ360 when making payments to US Bank on the Purchase Card Account is **PCARDxxx0001** (with 'xxx' signifying the agency 3-digit code). The Address ID is set up by the GAO and is unique to each Purchasing Card Managing Account. It also includes ACH/EFT banking information so payments are directly posted to the correct account number.

If an agency/department is unsure of the Address ID to use when issuing PAYments, please contact the GAO at finoperations@azdoa.gov to obtain the correct Address ID.

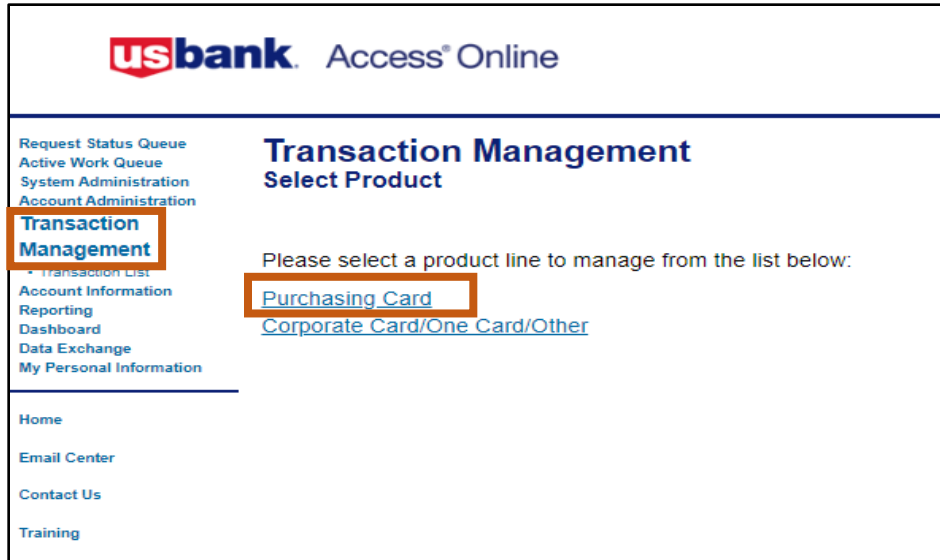
Transaction Management

To view previous and pending transactions, including ones that may be in **Dispute** status.

Transaction Management Steps

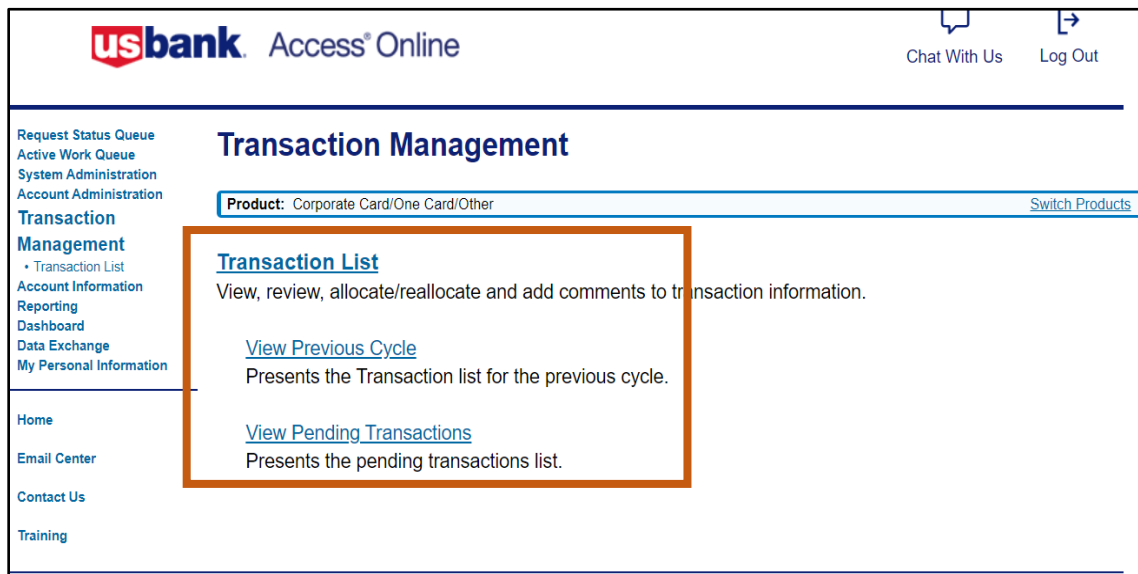
Using the US Bank website, complete the following steps:

1. Select the **Transaction Management** link from the menu on the left side.
2. On the **Transaction Management** screen, under the **Select Product** section, click the **Purchasing Card** option.



3. View transactions by selecting either:

- a. **Transaction List**
- b. **View Previous Cycle**
- c. **View Pending Transactions**



4. The **Card Account Summary with Transaction List** screen opens and shows all charges and payments.

- a. Limit search results by changing the options in the **Billing Cycle Close Date** drop down menu.

- b. Click the appropriate **Trans Date** link to obtain details regarding a particular transaction.

Transaction Management

Card Account Summary with Transaction List

Product: Purchasing Card [Switch Products](#)
 Card Account Number: [Switch Accounts](#)
 Card Account ID: [Switch Accounts](#)

[» Trans List](#)

[-] Card Account Summary

Account Number:
Account Name:

Billing Cycle Close Date: All [Search](#) [Print Account Activity](#)

Total Transactions: \$0.00 0
 Reallocated Transactions: \$0.00 0
 % Reallocated Transactions: 0.0% 0.0%

Open Account

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

[-] Transaction List [Return to top](#)

Records 1 - 13 of 13

[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID
<input type="checkbox"/>	Ⓡ Ⓣ	10/31	10/31	PAYMENT - 201910291075671	00000, A	\$1,757.60	PY	030461061834228
<input type="checkbox"/>		09/27	09/27	PAYMENT - 201909251049113	00000, A	\$1,830.32	PY	030461061834228
<input type="checkbox"/>		09/15	09/16	ALL VALLEY TRANSPRTN	602-302-6868, AZ	\$25.00	Ⓣ	030461061834228
<input type="checkbox"/>		09/13	09/16	KIMPTON HOTEL PALOMAR PH	PHOENIX, AZ	\$136.21	Ⓣ	030461061834228
<input type="checkbox"/>		09/11	09/13	HYATT REGENCY PHOENIX	8885884384, AZ	\$136.21	Ⓣ	030461061834228

5. On the **Transaction Detail** screen, in the **Summary** tab section, a **Dispute** button is provided at the bottom of the page in the event a transaction needs to be disputed.

Transaction Management
Transaction Detail

Product: Purchasing Card [Switch Products](#)
Card Account Number: [Switch Accounts](#)
Card Account ID:
[Trans List](#)

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Accounting Code
	10/31	10/31	PAYMENT - 201910291075671	00000, A	1757.60 PY			

Disputed
 Reallocated
 Reallocation Locked

[Summary](#) | [Allocations](#) | [Tax Data](#)

The Summary tab shows high-level transaction information.
The review status cannot be changed because the review day limit has been reached.

Transaction		Reference Information	
Date:	10/31/2019	Billing Cycle:	11/06/2019
Purchase ID:		Posting Date:	10/31/2019
Total Amount:	1757.60 PY	Reference Number:	74798269304000000000179
Memo Post:	No	Authorization Number:	
Sales Tax:	0.00	Most Recent Extract Dates	
Freight:		Financial Extract:	
		General Ledger Extract:	
		Payment Extract:	
Merchant		Currency	
Name:	PAYMENT - 201910291075671	Billing Currency:	U.S. Dollar
City, State/Province:	00000, A	Source Currency:	U.S. Dollar
Transaction Type:	PAYMENT	Source Currency Amt:	1,757.60
Merchant Category Code (MCC):	0		
MCC Description:			

[Print Transaction](#)

Dispute **Sales Draft Requests** ⓘ

• none

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

[Dispute](#)

[Dispute History](#)

Cardholder Account Information

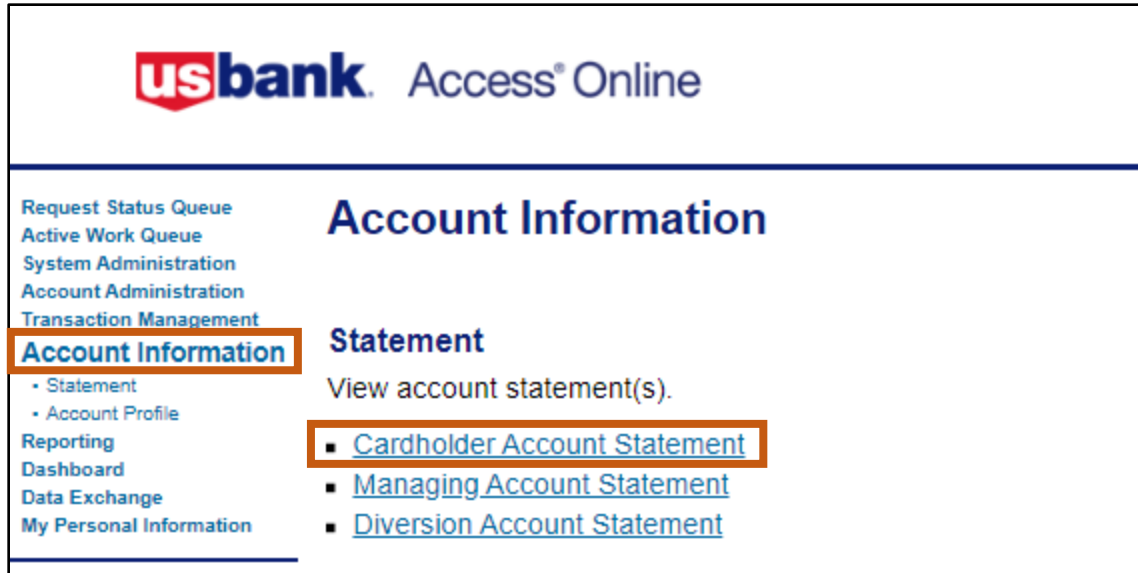
In the Account Information section, agency PAs may view Cardholder Account Statements and profiles, or Managing Account Statements and profiles. They may also look up reasons for declined transactions.

Pulling Cardholder Account Statements Steps

Agency PAs can pull individual Cardholder Account Statements for their agency as needed.

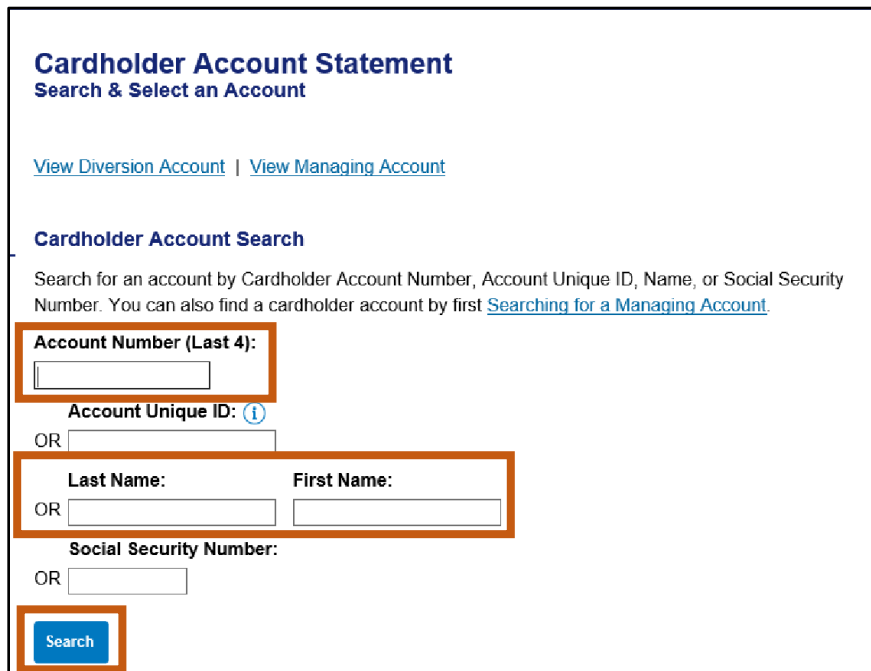
Using the US Bank website, complete the following steps:

1. Select the **Account Information** link from the menu on the left side.
2. On the **Account Information** screen, under the **Statement** section, select the **Cardholder Account Statement** link.



The screenshot shows the 'usbank Access Online' header. On the left is a navigation menu with items like 'Request Status Queue', 'Active Work Queue', 'System Administration', 'Account Administration', 'Transaction Management', 'Account Information' (highlighted), 'Reporting', 'Dashboard', 'Data Exchange', and 'My Personal Information'. The main content area is titled 'Account Information' and includes a 'Statement' section with the text 'View account statement(s)'. Underneath, there are three links: 'Cardholder Account Statement' (highlighted), 'Managing Account Statement', and 'Diversion Account Statement'.

3. The **Cardholder Account Statement (Search & Select an Account)** page will generate.
4. In the **Cardholder Account Search** section:
 - a. Search for the cardholder by the last four digits of the cardholder’s account number (most common option) or the cardholder’s last and first name.
 - b. Click **Search**.




The screenshot shows the 'Cardholder Account Statement Search & Select an Account' page. It includes links for 'View Diversion Account' and 'View Managing Account'. The 'Cardholder Account Search' section contains instructions: 'Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number. You can also find a cardholder account by first [Searching for a Managing Account](#).' Below this are four search options, each with a text input field: 'Account Number (Last 4):', 'Account Unique ID: (i)', 'Last Name: First Name:', and 'Social Security Number:'. Each input field is preceded by 'OR'. A blue 'Search' button is located at the bottom left of the form area.

5. Account statements will open in PDF form. Agency PAs may then save, print and/or forward by email.

Account Statements


MICHELLE D BETHUNE


Account Unique ID: 
Account ID: | **Account Number:**

Please Note: The statement can't be used for remittance of payment, it's for display purposes only.


[View account profile](#)

2020

 [05/06/2020 \(PDF\)](#)


 [03/06/2020 \(PDF\)](#)

2019


 [11/06/2019 \(PDF\)](#)

Reviewing Statements

Individual statements show activity at the individual card account level, versus the Managing Account level. Individual card level statements are available for the Purchasing Card Accounts which are paid at the Managing Account level, not the Individual card account level, which is why these statements indicate, "MEMO STATEMENT ONLY," DO NOT REMIT PAYMENT.

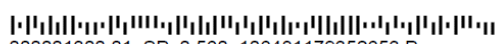


U.S BANCORP SERVICE CENTER
P. O. Box 6343
Fargo, ND 58125-6343



DEPT OF HEALTH SERVICES

ACCOUNT NUMBER
STATEMENT DATE 05-06-20
TOTAL ACTIVITY \$ 54.97



000001300 01 SP 0.560 106481179352653 P

PHOENIX AZ 85008-6037

"MEMO STATEMENT ONLY"
DO NOT REMIT PAYMENT

NEW ACCOUNT ACTIVITY					
POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT
04-08	04-07	WALMART.COM 8009666546 800-966-6546 AR PUR ID: 32520240 TAX: 0.00		5310	54.97

Note: All Purchase Card Accounts are paid via ACH using the appropriate Vendor Number (PCARDxxx001) and the Address ID associated with each agency’s managing account. The Purchase Card Managing Accounts are paid directly to US Bank by the agency.

Accessing a Cardholder Account Profile

Agency PAs can view the following vital cardholder account information:

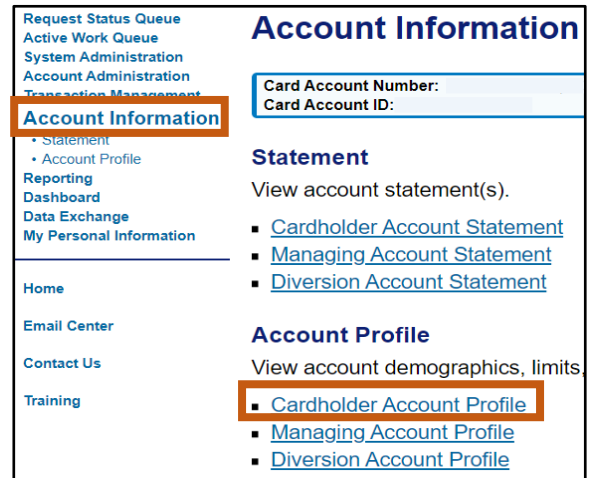
- Hierarchy information – To view bank, agency and company information. These numbers are unique to each type of card and agency.
- Account Status – Shows the status of the card, such as Open, Voluntary Closed, etc.
- Card Limits – Shows the overall limit and single purchase limit.
- Statements and Current Balances – Shows the purchase activity and when payments are due.
- Mailing Address and Contact information for the cardholder – Shows where statement are sent.

Accessing a Cardholder Account Profile Steps

Agency PAs can view individual cardholder account profiles for their agency as needed.

Using the US Bank website, complete the following steps:

1. Select the **Account Information** link from the menu on the left side.
2. Click **Cardholder Account Profile** link.
3. The link will direct a user to the **Cardholder Account Profile (Search & Select an Account)** page.
4. In the **Cardholder Account Search** section:
 - a. Search for the cardholder by the last four digits of the cardholder’s account number (most common option) or the cardholder’s last and first name.
 - b. Click **Search**.



Cardholder Account Profile

Search & Select an Account

[View Diversion Account](#) | [View Managing Account](#)

Cardholder Account Search

Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number. You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number (Last 4 digits):

Account Unique ID: (i)
 OR

Last Name: **First Name:**

Social Security Number:
 OR

5. In the cardholder **Account Profile** section, the Administrator can view most of the vital account information by scrolling down the page:

- Hierarchy information

Account Profile [Switch Accounts](#)

- **Account Holder's Name**

Product Purchasing	Account Unique ID: ID: <input type="text"/> Number: <input type="text"/>	<div style="border: 2px solid #8b4513; padding: 2px; display: inline-block;"> Processing Hierarchy (i) Show All Hierarchy Names </div>	Managing Account Name: AZ DHS Unique ID: <input type="text"/> ID: <input type="text"/> Number: <input type="text"/>
------------------------------	---	---	--

Organization Name (optional) (i) <input type="text"/>	Optic <input type="text"/>	Optional 2 (optional) <input type="text"/>
--	-----------------------------------	--

- Account Status
- Card and Single Purchase Limits
- Statements and Current Balances



Account Overview

Summary ⓘ		Payment Information ⓘ	
Account Status	Open	Statement Balance	\$54.97
Credit Limit	\$3000	Current Balance	\$495.36
Available Credit	\$2504	Statement Close Date	05/06/2020
Single Purchase Limit	\$1000	View Statements	
Expiration Date	03/2021		
View Financial History			

- Mailing Address and Contact information for the cardholder

Account Owner's Information

Social Security Number

Mailing Address

Email Address

Work Phone Personal Phone

Additional Phone (optional) Fax Number (optional)

0000000000 9999999999999999

AZEIN

- Legal name and physical address for the cardholder

Legal Information

Account Assignment
Individual

Legal Name ⓘ

Date of Birth (optional)

Legal Residential Address ⓘ

Legal Information Comments (optional)



General account detail overview settings

Account Details

Cycle Day ⓘ
6

Open Date
03/14/2017

Maintenance Date
10/22/2019 16:51:15
Update method: Online

Activated
Yes

Physical Card & PIN

Physical Card
Yes

Checks

Checks
No

Reporting Level ⓘ
[Show All Hierarchy Names](#)

Level 1	Level 2	Level 3	Level 4	Level 5
34836	00000	00000	00000	00000

Authorization Limits section, Merchant Authorization Controls settings

Authorization Limits

First Fiscal Month
July

Merchant Authorization Control (MAC): 3 of 9 MACs used

Permanent MACs				
Control and Description	Single Purchase Limit	Authorization Action	Use Managing Account MAC Values	Action
5812 RESTAURANTS,CATERERS (Custom)	\$0	Open	No	
5814 FAST FOOD RESTAURANTS (Custom)	\$0	Open	No	
5970 ARTISTS SUPPLY & CRAFT (Custom)	\$0	Open	No	

6. Under the **Cardholder Account Summary** section, the Administrator may also view any recent Account Authorizations since the last statement date by selecting **Account Authorizations** link.



Cardholder Account Profile

Cardholder Account Summary

Card Account Number: ***** [Switch Accounts](#)
Card Account ID:

Select an item below to view its contents. You can also [View a Managing Account](#)

[View Account Profile](#)

View account information such as Account Owner Details, Account Details, Default Accounting Code, Authorization Limits.

[Account Authorizations](#)

View Account Authorization information such as Request Type, Request Source, MCC, and Transaction Amount.

Cardholder Account Profile

Account Authorizations

Card Account Number: ***** [Switch Accounts](#)
Card Account ID:

Name:

Records 1 - 1 of 1

Auth Date	Auth Time	Response	Auth Number	Type of Request	Transaction Amount	MCC	MCC Description
05/02/2020	06:21 AM ET	Approved	033189	Purchase	\$108.07	3751	HOMEWOOD SUITES

Records 1 - 1 of 1

Managing Account Information

Managing Account Statements are used for P-Cards as payments are made at a Managing Account level. For comparison, Central Travel Cards are paid by the agency at the card account level and Employee Travel Card accounts are paid by the employee at the card account level.

Access a Managing Account Statement Steps

Using the US Bank website, complete the following steps:

1. Select the **Account Information** link from the menu on the left side.
2. On the **Account Information** screen, under the **Statement** section, select the **Managing Account Statement** link.



The screenshot displays the 'usbank Access Online' interface. On the left is a navigation menu with the following items: Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management, **Account Information** (highlighted with an orange box), Reporting, Dashboard, Data Exchange, and My Personal Information. Under 'Account Information', there are sub-items: Statement, Account Profile, and Reporting. The main content area is titled 'Account Information' and contains a 'Statement' section with the text 'View account statement(s)'. Below this text is a list of links: [Cardholder Account Statement](#), [Managing Account Statement](#) (highlighted with an orange box), and [Diversion Account Statement](#).

3. The link will take you to the **Managing Account Statement** page, **Search & Select a Managing Account** section. This section allows you to search for a Managing Account based upon the following criteria:
 - a. **Managing Account Number** (Last 4) field, type the last 4-digits of the Managing Account number.
 - b. **Company Number** field, type the 5-digit number.
4. Click **Search**.



Managing Account Statement
 Search & Select a Managing Account

[View Cardholder Account](#) | [View Diversion Account](#)

Managing Account Search

Search for a Managing Account by Managing Account Number, Account Unique ID, Name, or Company Number.

Managing Account Number (Last 4 digits):

Managing Account Unique ID: ⓘ
 OR

Managing Account Name:
 OR

Last Name: **First Name:**

Company Number:
 OR

5. The **Managing Account Statement** screen will appear.
6. Select the **Billing Cycle**.
7. Click **View Statement**.
8. The PDF will appear. The administrator can view, save and send the statement.

Access a Managing Account Profile Steps

Using the US Bank website, complete the following steps:

1. Select the **Account Information** link from the menu on the left side.

Request Status Queue
 Active Work Queue
 System Administration
 Account Administration
 Transaction Management
Account Information
 Reporting
 Dashboard
 Data Exchange
 My Personal Information



2. Select **Managing Account Profile** link.

Account Information

Statement

View account statement(s).

- [Cardholder Account Statement](#)
- [Managing Account Statement](#)
- [Diversion Account Statement](#)

Account Profile

View account demographics, limits, accounting code, and other related information.

- [Cardholder Account Profile](#)
- [Managing Account Profile](#)
- [Diversion Account Profile](#)

3. The link will direct a user to the **Managing Account Profile** page, **Search & Select a Managing Account** section. This section allows you to search for a Managing Account based upon the following criteria:
 - a. **Managing Account Number** (Last 4) field, type the last 4-digits of the Managing Account number.
 - b. **Company Number** field, type the 5-digit number.
4. Click **Search**. The account will appear.



Managing Account Profile

Search & Select a Managing Account

[View Cardholder Account](#) | [View Diversion Account](#)

Managing Account Search

Search for a Managing Account by Managing Account Number, Account Unique ID, Name, or Company Number.

Managing Account Number (Last 4):

Managing Account Unique ID: ⓘ
OR

Managing Account Name:
OR

Last Name: **First Name:**

OR

Company Number:
OR

5. Click the **View a Cardholder account** link to see a list of all cardholder accounts and their status under a Managing Account.



Managing Account Profile Managing Account Summary

Managing Account Number: ***** [Switch Accounts](#)
Managing Account ID:

Select an item below to view its contents. You can also [View a Cardholder account](#) or [View a Diversion Account](#)

[Demographic Information](#)

View account name, address, contact information, and alternate address.

[Default Accounting Code](#)

View the default accounting code assigned to the account.

[Account Information](#)

View other account information such as Account Status, Hierarchy Position, Cycle Day, and Open Date.

[Authorization Limits](#)

View authorization limit information such as Credit Limit, Single Purchase Limit, and Available Credit.

[Extract Information](#)

View financial extract information assigned to the account.

[Financial History](#)

View the account 12-month history, 7-year history analysis, and 7-year history.

Account History

Request Type	Update Method	Last Updated
Setup	Manual	02/21/2008 21:44:00
Maintenance	Manual	08/20/2019 00:51:00

6. Demographic Information relates to:

- Name
- Address
- Contact Information



Managing Account Profile

Demographic Information

Managing Account Number: *****
Managing Account ID:

[Switch Accounts](#)

Name

Attention To: ATTN ACCOUNTS PAYABLE
Name: ADOA PCARD
SSN:
Date of Birth:

Address

Address 1: 100 N 15TH AVENUE
Address 2: SUITE 402
City: PHOENIX
State/Province: AZ
Country: USA
Zip/Postal Code: 85007-2636

Contact Information

Work Phone: 602-542-2091
Home Phone:
Alternate Phone: 000-000-0000
Fax: 999-999-9999
Email Address:
AZEIN:
Optional 1:
Optional 2:

7. The **Account Information** section allows the viewing of other account information such as:

- Account Status
- Hierarchy Position
- Cycle Day
- Open Date



Managing Account Profile

Account Information

Managing Account Number: *****

[Switch Accounts](#)

Managing Account ID:

Account Status: " "-OPEN

Hierarchy Position

Bank	Agent	Company	Division	Department
1425			00000	0000

Organization Name

ATTN ACCOUNTS PAYABLE

Account Information

Company Name: ADOA MGMT SERVICES DIV

Product Name: Purchasing

Product Description: Purchase Card

Cycle Day: 6

Open Date: 02/21/2008

Temp Auth Start Date:

Temp Auth End Date:

Payment Method Code:

Payment Method Description: None

Use Alternate Address: Y

8. The **Authorization Limits** section shows:

- Overall Credit Limit for all cards under the Managing Account.



Managing Account Profile Authorization Limits

Managing Account Number: *****
Managing Account ID: _____

[Switch Accounts](#)

Authorization Limits

Credit Limit:	5000000
Single Purchase Limit:	0
% Cash:	0
Available Credit:	4772569
Fiscal First Month:	07

Standard Velocity Limits

	Limit	Total
Daily Dollar:	0	2228
Daily Transaction:	0	2
Cycle Dollar:	0	75649
Cycle Transaction:	0	82
Monthly Dollar:	0	2228
Monthly Transaction:	0	2
Quarterly Dollar:	0	285930
Quarterly Transaction:	0	209
Yearly Dollar:	0	1898954
Yearly Transaction:	0	1571

Review a Decline

The following steps will assist an agency PA in understanding why a merchant declined a charge on a card account.

Review a Decline Steps

Using the US Bank website, complete the following steps:

1. Select the **Account Information** link from the menu on the left side.
2. On the **Account Information** screen, under the **Account Profile** section, select the **Cardholder Account Profile** link.



<p>Request Status Queue Active Work Queue System Administration Account Administration Transaction Management Account Information • Statement • Account Profile Reporting Dashboard Data Exchange My Personal Information</p>	<h2>Account Information</h2> <p>Card Account Number: ***** Card Account ID: _____</p> <h3>Statement</h3> <p>View account statement(s).</p> <ul style="list-style-type: none">▪ Cardholder Account Statement▪ Managing Account Statement▪ Diversion Account Statement <h3>Account Profile</h3> <p>View account demographics, limits,</p> <ul style="list-style-type: none">▪ Cardholder Account Profile▪ Managing Account Profile▪ Diversion Account Profile
<p>Home</p> <p>Email Center</p> <p>Contact Us</p> <p>Training</p>	

3. The **Cardholder Account** Profile screen opens. In the **Cardholder Account Search** section:
 - a. Search for the cardholder by the last four digits of the cardholder’s account number (most common option) or the cardholder’s last and first name.
 - b. Click **Search**.



Cardholder Account Profile

Search & Select an Account

[View Diversion Account](#) | [View Managing Account](#)

Cardholder Account Search

Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number. You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number (Last 4 digits):

Account Unique ID:

OR

Last Name:

First Name:

OR

Social Security Number:

OR

Search

4. Click **Account Authorizations** link.

Cardholder Account Profile

Cardholder Account Summary

Card Account Number: *****
Card Account ID:

[Switch Accounts](#)

Select an item below to view its contents. You can also [View a Managing Account](#)

[View Account Profile](#)

View account information such as Account Owner Details, Account Details, Default Accounting Code, Authorization Limits.

[Account Authorizations](#)

View Account Authorization information such as Request Type, Request Source, MCC, and Transaction Amount.

5. Click **Auth Time** link on the declined authorization.

Cardholder Account Profile
Account Authorizations

Card Account Number: ***** [Switch Accounts](#)
Card Account ID: *****

Name:
Records 1 - 8 of 8

Auth Date	Auth Time	Response	Auth Number	Type of Request	Transaction Amount	MCC	MCC Description
05/01/2020	09:32 AM ET	Do not honor		Mail/Phone Order	\$5,769.00	5944	JEWELRY, WATCHES, CLOCKS

6. Review the information on the Decline tab.

Cardholder Account Profile
Account Authorizations

Card Account Number: ***** [Switch Accounts](#)
Card Account ID: *****

Name:
Auth Date: 05/01/2020 Auth Number: MCC: 5944
Auth Time: 09:32 AM ET Type of Request: Mail/Phone Order MCC Description: JEWELRY, WATCHES, CLOCKS
Response: Do not honor Transaction Amount: \$5,769.00

Decline Account Merchant Parent Diversion Process

Decline Reason: 0803 - 0803 MCCG exclude
Decline Level: Corporate
Velocity Type: Not Declined for Velocity

Common Decline Reasons

The table below lists and defines common declined authorization codes. The processing system assigns these codes to transactions that the merchant declines at the point of sale. These codes display in the Access Online account profile function when a user views account authorizations for declined transactions. If the transaction was not declined, the screen simply states that the transaction was approved.

If a user needs clarification on a decline reason, they should contact the customer support desk or GAO.

Reason	Code	Description
Account Coded M9	0016	The account used for the attempted transaction is a suspended account
ADS I Strategy	0085	The transaction falls within bank fraud parameters
CRV Status	0134	The account used for the attempted transaction is not yet activated
MCCG Include, No Match	0823	The attempted transaction is with a merchant not in an authorized merchant category code group with a control set to approve only those included merchants

Note: *If there is a decline due a Merchant Category Code (MCC) not allowed, reach out to the GAO Statewide Purchase Card Administrator for assistance. Many of the large State agency Purchase Card Program Administrators have the ability to manage the MCC themselves.*

Reports

The US Bank website contains various reports that can assist agencies with managing their P-Card program. Some reports are standard and commonly used that have already been created for agency use. The Flex Data Reporting enables agencies to create their own ad-hoc reports.

Running Reports Steps

Using the US Bank website, complete the following steps:

1. Select the **Reporting** link from the menu on the left side.
2. Select the topic link for the desired report to be run.
3. Select the desired report following the prompts based upon the information and format wanted.
4. Click **Run Report** and follow prompts based on your browser.

<ul style="list-style-type: none"> Request Status Queue Active Work Queue System Administration Account Administration Transaction Management Account Information Reporting • Program Management • Financial Management • Supplier Management • Tax and Compliance Management • Administration • User Activity Audit Reporting • Report Scheduler • Flex Data Reporting Dashboard Data Exchange My Personal Information 	<h3>Reporting</h3> <p><u>Program Management</u> General program management activities and monitor company policy compliance.</p> <p><u>Financial Management</u> Monitor expenditures, track variances and manage account allocations.</p> <p><u>Supplier Management</u> These reports manage supplier relationships, support supplier negotiations, and manage spending by category.</p>	<p><u>Tax and Compliance Management</u> Estimate sales/use tax, track spending for 1099/1057 vendors, and perform other regulatory reporting.</p> <p><u>Administration</u> These reports allow administrators to support system functionality.</p> <p><u>User Activity Audit Reporting</u> Captures user actions taken within Access Online into a standard report.</p>
<ul style="list-style-type: none"> Home Email Center Contact Us Training 	<p><u>Report Scheduler</u> View and maintain current scheduled reports.</p> <p><u>Flex Data Reporting</u> Create and maintain adhoc reports.</p>	

Accessing Commonly Used Reports Steps

Using the US Bank website, complete the following steps:

1. Select the **Reporting** link from the menu on the left side.
2. Select the **Program Management** link and choose the type of report to view:
 - a. **Administration:**



- i. **Account List** Report, is frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.
- b. **Delinquency Management:**
 - i. **Past Due** Report, shows accounts with past due balances and number of times past due situations have occurred.

<ul style="list-style-type: none"> Request Status Queue Active Work Queue System Administration Account Administration Transaction Management Account Information Reporting • Program Management • Financial Management • Supplier Management • Tax and Compliance Management • Administration • User Activity Audit Reporting • Report Scheduler • Flex Data Reporting Dashboard Data Exchange My Personal Information <hr/> <ul style="list-style-type: none"> Home Email Center Contact Us Training 	<h2>Program Management</h2> <h3>Spend</h3> <p>Account Spend Analysis Summary of account spending (excluding merchant detail).</p> <p>Cash Advance Detail of account cash advances including transaction amount, date, and reference number.</p> <p>Declining Balance/Managed Spend Summary and detail information on declining balance accounts by name and account number.</p> <h3>Administration</h3> <p>Account List Frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.</p> <p>Account Maintenance Effective Dating Activity Detailed history of effective dated account maintenance activity.</p>	<h3>Delinquency Management</h3> <p>Account Suspension Provides information on open accounts that are past due and suspended or pending suspension.</p> <p>Charge-Off Information on accounts that have been charged off, including charge-off date, balance charged-off, and recovery amount.</p> <p>Past Due Accounts with past due balances and the number of times past due situations have occurred.</p> <h3>Allocation Rules Management</h3> <p>Automated Allocation Rules Summary of allocation rules engines and detail of their respective allocation rules.</p> <p>Merchant Allocation Rule Sets Summary of merchant allocation rules sets and detail of associated allocation rules.</p>
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Running the Past Due Report Steps

The Past Due Report can be used by an administrator monitoring the accounts that are 30 or more days past due.

Using the US Bank website, complete the following steps:

1. Select the **Reporting** link from the menu on the left side.
2. Click **Program Management** link.
3. Select the **Past Due** Report option.
4. In the **Number of Days Past Due** field, select **30 or more** from the drop down menu.

Program Management Past Due

By default this report will return all results associated with blank fields, unless otherwise noted. To limit results, enter specific criteria in blank fields.

* = required

Account Information

Account Status:

All ▾

Number of Days Past Due:

30 or more ▾

Charge-Off:

Exclude Include

Current Default Accounting Code

To limit the results from the default of "all," enter a full or partial "begins with" current default accounting code (at least 3 characters).

Sort Report By

Name ▾ No Sort ▾ No Sort ▾ No Sort ▾

Ascending Order

Ascending Order

Ascending Order

Ascending Order

Descending Order

Descending Order

Descending Order

Descending Order

5. In the **Output Type** field, select **Excel** from the drop down menu.
6. In the **Processing Hierarch Position** section, in the **Bank** field, enter **1425**.
7. Click **Run Report**.



Report Output

Output Type:

Excel ▾

Output Parameter Page Placement:

Selection defines the location of the Parameter Page details on the report output.

End ▾

Group Report By

Processing Hierarchy Position: *

If selected, a processing hierarchy position is required.

Bank: Agent: Company: Division: Department:

1425

[Search for Position or Add Multiple](#)

Include Processing Hierarchy names in report

Account Number(s):*

If selected, at least one account is required. Separate multiple accounts by a comma and no spaces.

[Search for Accounts](#)

Break/Subtotal Level

- No Break/Subtotal - ▾

Run Report

Reset

Create Scheduled Report

[<< Back to Program Management](#)



Contact Information

US Bank Contacts

Administrators & Cardholders:

- Corporate Customer Service (General Inquiries) (800) 344-5696
- Reporting Fraud (800) 523-9078
- Fraud Claim Status (800) 815-1405
- Access Online Help Desk (877) 887-9260

State of Arizona Account Coordinator:

- Heather Swanson
- (855) 250-6421 ext. 156-6249
- If she does not answer, press **0** on voicemail and the call will be transferred to another representative.
- Heather.Swanson@usbank.com

General Accounting Office Contacts

State of Arizona Statewide Administrators:

- Mackenzie Watson (602) 989-9304 Mackenzie.Watson@azdoa.gov
- Patricia Ferreira (602) 989-3517 Patricia.Ferreira@azdoa.gov
- Brian Nguyen (602) 989-3438 Brian.Nguyen@azdoa.gov

Note: To help better serve users and ensure a timely response, please direct any questions or issues to the finoperations@azdoa.gov mailbox rather than an individual person.