



ADOA – General Accounting Office  
**MANUAL:  
TRAVEL CARD  
ADMINISTRATOR PROGRAM**



# Travel Card Administrator Program

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Manual

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# Travel Card Administrator Program

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The intention of this manual is to serve as a reference guide for agency Travel 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/travel/travel-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 an 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

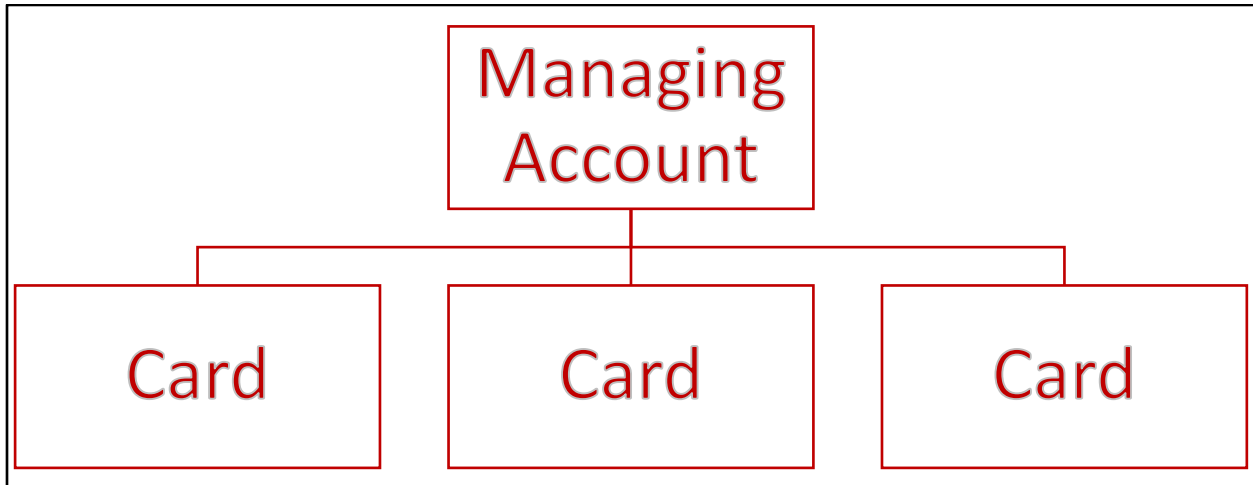
US Bank is the State of Arizona's current credit card issuer. The travel card program consists of two card types:

- Central Travel Account (CTA), also called a Ghost Card – Generally used to make arrangements such as hotel reservations and to purchase airfare. There is no physical card issued for this account. Card account balances are paid at each individual card level by the agency, using vendor number **GHOSTxxx0001** (with 'xxx' signifying the agency 3-digit code).
- Employee Travel Card (ETC), also called a Corporate Travel Card – The ETC is a personal-liability, non-credit-building charge card issued to state employees to pay for expenses incurred in connection with authorized travel for the State of Arizona. Card balances are to be paid in full by the cardholder by the Due Date displayed on the monthly statements. The Travel Claim Form GAO-503EZ is to be submitted timely by the employee for reimbursement in their bi-weekly paycheck. Personal expenses, not related to state business travel, are not authorized to be charged on this card (examples include personal meals while outside travel status, alcohol, utility bills and other personal expenses, etc.).

## 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 (CTA and

ETC) 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.



### Travel Card Agency Program Administration Authorization

The Agency Head should appoint one or more employees as an agency PA, 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](mailto:finoperations@azdoa.gov). The new 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 an Employee Travel Card Account or Central Travel Card (Ghost) Account 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 training 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:

- Travel Card account set ups and closures
- Retention of application and agreement forms (in the event of an agency audit)
- Cancellation Notices to ETC cardholders within two business days of termination or transfer to another agency
- Monitor active travel cards against active employees within agency
- Set Travel Card account limits
- Past Due Account Monitoring
- Assist GAO in payroll recovery process
- Monthly monitoring of Travel Card transaction activity for inappropriate and unusual charges
- Knowledge of SAAM sections pertaining to Employee Travel and Central Travel accounts

## Travel Statewide Policy References

State agencies must understand and follow the policies and procedures for the Travel Card programs. Travel Card Program Administrators (PAs) must be familiar with the following GAO State of Arizona Accounting Manual (SAAM) sections and related forms (this list is not all inclusive):

- **SAAM 5050** – Central Travel Account
- **SAAM 5051** – Employee Travel Card (ETC) Agency Responsibilities and General Policies
- **SAAM 5054** – Employee Travel Card (ETC) Employee Responsibilities
- **SAAM 5055** – Travel Claims
- **SAAM 5056** – Delinquently Filed Travel Claims
- **SAAM 5009** – Responsibilities of Travelers and Those Making or Reviewing Travel Arrangements
- **Form GAO-CTA-101** – State of Arizona Central Travel Account (CTA) Custodian Application and Agreement
- **Form GAO-ETC-101** – State of Arizona Employee Travel Card (ETC) Application and Agreement. The completed form must be submitted to GAO within **three business days** of the account setup in US Bank’s Access Online website
- **Form GAO-TC-CN** – Travel Card Account Cancellation Notification Letter (Template)
- **Form GAO-3C** – Purchasing Card and Travel Card Agency Program Administrator Authorization Form

## Statewide Administration and Responsibilities

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

- Agency PA maintenance
- User access to the US Bank Access Online application
- Set up of Travel Cards (only if agency Administrator doesn't have Full access)
- Statewide Policy and/or application to a specific scenario
- ACH Setup in AFIS to facilitate proper payment posting to appropriate US Bank account
- 60 Days Past Due Payroll Recovery and corresponding card account closure

## New Agency Employee Travel or Central Travel Card (Ghost Card) Account Setup

Agencies that have not previously set up an existing cardholder account in the US Bank Access Online website should contact the GAO Statewide Travel Card Administrator for assistance when the agency needs to issue an ETC or CTA (Ghost Card). 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, ETC 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 Travel Card Administrator at GAO. The CTA (Ghost Card) accounts must be set up by a US Bank Representative and GAO needs to be aware of the set up in order to update the appropriate vendor address ID in AZ360 in order for payments to US Bank to electronically post to the appropriate account.

## Employee Travel Card (ETC) Setup Steps

ETC will be set up once a fully completed Form GAO-ETC-101 (State of Arizona Employee Travel Card (ETC- 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 **Corporate Card – 3046** 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. Leave the Organizational Name (optional) field blank or as defaulted value.
- iii. In the **Social Security** field, enter the user's Social Security Number (SSN).

*Note: The user's SSN will be obtained from the employee or your HR department. It is not included on application form for security purposes.*

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

- i. In the address information fields, enter information from the application. Note that ETC can be mailed to either the cardholder's home address or PO Box.
- ii. In the **Work Phone** field, enter the work phone information from the application.
- iii. In the **Email Address** field, enter the 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.**

- i. 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-ETC-101**.

**Note: Credit limits normally range from \$500 to \$5,000. Limits may be exceeded by the traveler for normal travel expenditures, such as hotel, meals and transportation. The reason for this is because the State does not want a traveler to be stranded in travel status once their card reaches the Credit Limit. For more information on credit limits see the listed SAAM in the in the “Travel Statewide Policy References” section of this manual.**

- ii. Leave the Single Purchase Limit field blank or default value (not normally used for Travel Card accounts).

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 ETC setup has been completed:

1. Notify the cardholder that the card has been requested and they should expect to see the card in their home mail in about 7-10 business days.
2. Send a copy of the completed application and agreement form(s) to the GAO at the AFIS.Operations@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 ETC is set up, notify the employee that they will need to activate the card once they receive it. To activate the 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 user’s SSN, provide the last 4-digits of the cardholder’s SSN.

## Central Travel Account (Ghost Card) Setup

The CTA (Ghost Card) will be set up once a fully completed Form GAO-CTA-101 (State of Arizona Central Travel Account (CTA) Cardholder Application and Agreement) is received by GAO at AFIS.Operations@azdoa.gov. The CTA (Ghost Card) accounts must be set up at US Bank via a request from GAO.

Once the GAO submits set up information to US Bank, it may take anywhere from seven to ten business days to complete a new CTA (Ghost Card) account. Once the card account is created, GAO will set up the appropriate ACH information in AZ360 that will be used to transmit payments via ACH/EFT directly into the appropriate account at US Bank. The AZ360 vendor number used will be **GHOSTxxx0001** (with ‘xxx’ signifying the agency 3-digit code). A payment Address ID will be set up for each CTA (Ghost Card) account. Each card account is paid at the Card Account level, rather than the Managing Account level.

After the CTA (Ghost Card) has been set up, the cardholder will receive a letter in the mail with the respective account information. **No physical card is issued with the Central Travel Card (Ghost Card) Account.**

Once the Central Travel Account is set up, the agency PA will notify the employee that they will need to activate the card once they receive acknowledgement of the establishment of the account in the mail. In order to activate the account, they will need to call 1-800-344-5696, then input:

- The full 16-digit account number
- The zip code – This will be the billing address that was entered on file
- Upon request for the last 4 digits of the cardholder’s SSN, provide 0000.



**Note: SSNs are not entered on the US Bank website for CTA (Ghost 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 a Card Account

When employees leave a State agency, their employee travel card must be cancelled as soon as possible. An ETC requires a Cancellation Notice to be completed and delivered to the employee within two business days of the employee's separation date. **This is very important.** A sample Cancellation Notice is provided via Form GAO-TC-CN (Travel Card Account Cancellation Notification Letter (Template) located on the GAO website at <https://gao.az.gov/publications/forms>. Agencies that fail to cancel the ETC of employees who have left their agency may be responsible for any charges that the employee makes between the separation date and the date that US Bank is notified of the termination.

If a CTA (ghost card) holder leaves a state agency, a new CTA (ghost card) account will need to be set up for the new state employee. CTA (ghost card) accounts cannot be used for multiple individuals.

**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 an Employee Travel Card (ETC) 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.
5. Click **Search**.
6. 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.

**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).**

7. Click **Confirm**.



8. 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.
9. 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.

**Account Administration**

**Cardholder Accounts**

- [Create New Cardholder Account](#)  
Set up a new cardholder account by specifying the product, demographic information, account information, accounting codes and authorization limits.
- Set up Cardholder Accounts with Shared Info  
Create templates with shared information and then apply them when creating new accounts.  
[Create a New Template](#)  
[Maintain Existing Templates](#)
- [Unlock Cardholder Account](#)  
Reset a cardholder's account if locked out during Online Registration.
- [Maintain Cardholder Account](#)  
Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.
- Maintain Multiple Cardholder Accounts  
Update demographic information, account information, accounting codes, and authorization limits on multiple cardholder accounts by:  
[Selecting Hierarchy Position](#)  
[Selecting Individual Accounts](#)

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.

*Note: If searching for a CTA (Ghost) account, the Cardholder First Name may be listed as the Agency Division name, rather than the custodian's name.*

- b. Click **Search**.

**Account Profile**

**Find Account**

Search Criteria [Show/Hide Search Criteria](#)

Use the criteria to search for a specific account. ⓘ

Cardholder Account Number Last 4 digits	Cardholder Account Unique ID 16-digit number	Cardholder Account ID 12-digit number
Cardholder First Name adao hrd	Cardholder Last Name	

[Q Search](#) [Clear All](#)

5. 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		<a href="#">Show/Hide Data</a>	<a href="#">Choose Sort Options</a>	Results 1 to 3 of 3	
<input type="radio"/>	Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name	
<input type="radio"/>	Product CTS				
<input checked="" type="radio"/>	Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name	
<input type="radio"/>	Product CTS				

6. Click **Confirm**.

Back

Confirm

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

**ADOA HRD NON EMP TRAVEL**

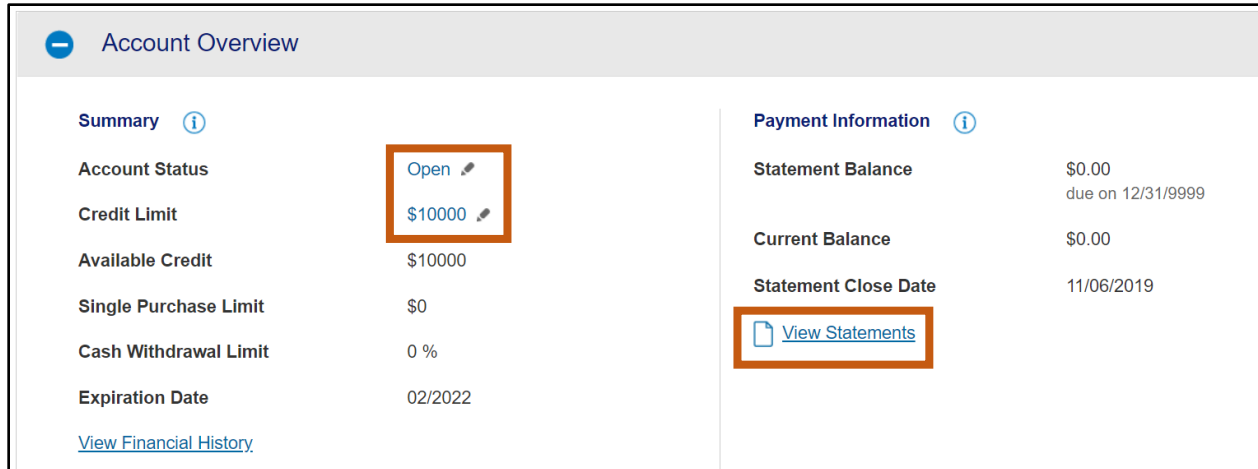
<b>Product</b> CTS	<b>Account Unique ID:</b> ID: Number:	<b>Processing Hierarchy</b> ⓘ <a href="#">Show All Hierarchy Names</a>	<b>Managing Account Name:</b> ADOA CTS Unique ID: ID: Number:
<b>Organization Name (optional)</b> ⓘ ADOA MGMT SRVC DIV CTS ✎		<b>Optional 1 (optional)</b>	<b>Optional 2 (optional)</b>

- + Account Overview
- + Account Owner's Information
- + Legal Information
- + Account Details
- + Default Accounting Code
- + Authorization Limits

8. Scroll down and click the “+” expand symbol to view the **Account Overview** section.

9. In the **Account Overview** section the agency P-Card PA can make the following modifications:

- a. **Account Status** – Click the pencil icon to close the cardholder account.
- b. **Credit Limit** – Click the pencil icon to modify cardholder credit limits.
- c. **View Statements** – Click the View Statements hyperlink to view current and past statements.



**Account Overview**

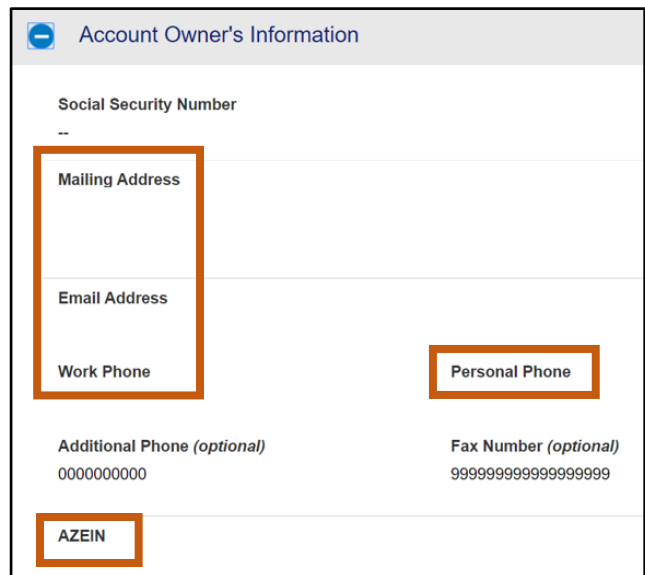
Summary <span>i</span>		Payment Information <span>i</span>	
Account Status	Open	Statement Balance	\$0.00 due on 12/31/9999
Credit Limit	\$10000	Current Balance	\$0.00
Available Credit	\$10000	Statement Close Date	11/06/2019
Single Purchase Limit	\$0	<a href="#">View Statements</a>	
Cash Withdrawal Limit	0 %		
Expiration Date	02/2022		

[View Financial History](#)

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 P-Card PA can modify the following account owner information:

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



**Account Owner's Information**

Social Security Number  
--

Mailing Address

Email Address

Work Phone

Personal Phone

Additional Phone (optional)  
0000000000

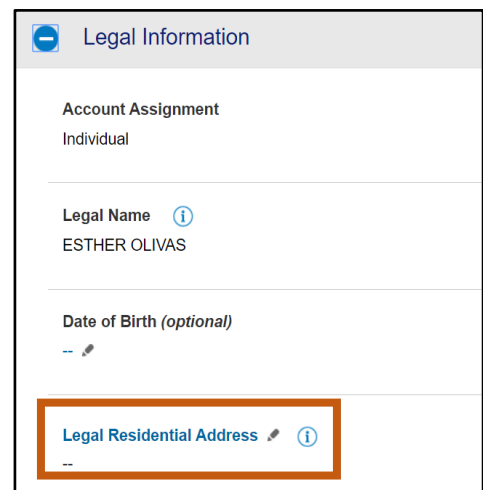
Fax Number (optional)  
9999999999999999

AZEIN

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

- 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.**



**Legal Information**

Account Assignment  
Individual

Legal Name i  
ESTHER OLIVAS

Date of Birth (optional)  
--

Legal Residential Address i  
--

## Central Travel Accounts Payments to US Bank

The Vendor Number to be used in AFIS when making payments to US Bank on the Central Travel Account (Ghost card account) is **GHOSTxxx0001** (with 'xxx' signifying the agency 3-digit code). The Address ID is set up by the GAO and is unique to each Central Travel Account. It also includes ACH/EFT banking information so payments are directly posted to the correct account number. Issuing payments to an incorrect Address ID will cause the payment to post to a different account, causing late payment charges and extra paperwork to be completed by the agency.

If an agency/department is unsure of the Address ID to use when issuing CTA (Ghost Card) payments, please contact the GAO at [finoperations@azdoa.gov](mailto:finoperations@azdoa.gov) to obtain the correct Address ID.

## Employee Travel Card Account Payments to US Bank

Employees will submit travel claims to obtain reimbursement from the State for approved travel expenses and will issue payments themselves to US Bank on a monthly basis. Employees may obtain their monthly statements from US Bank's Access Online website or in the mail at their home address.

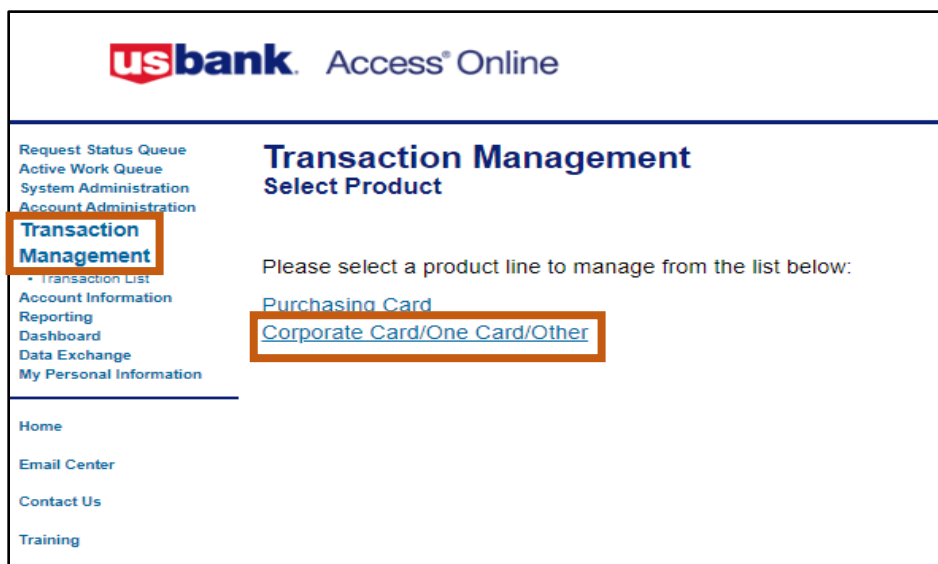
## Transaction Management

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 **Corporate Card/One Card/Other** option.

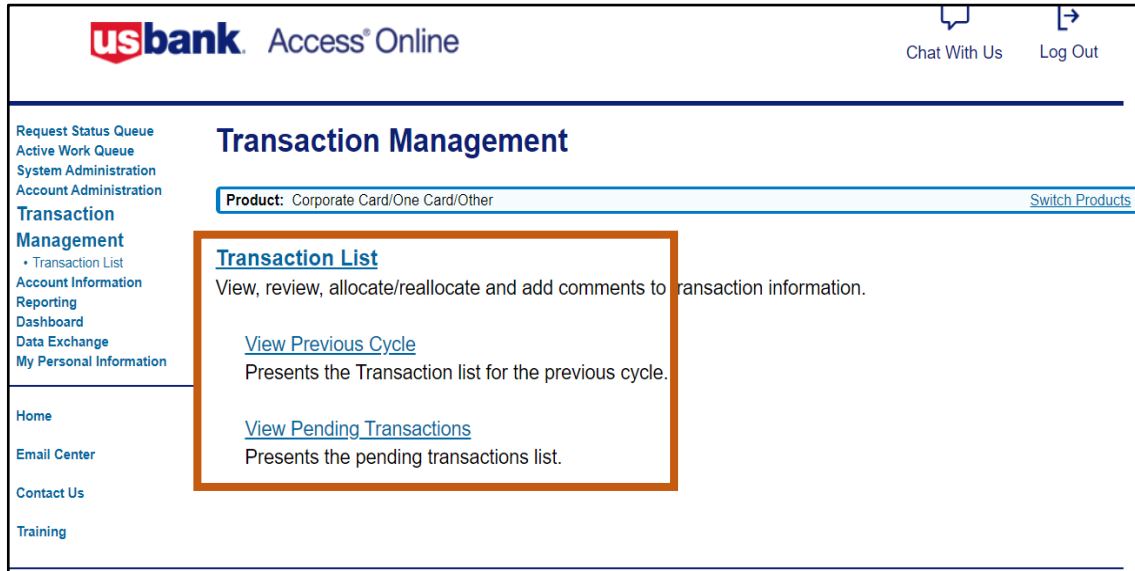


3. View transactions by selecting either:





- 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: Corporate Card/One Card/Other [Switch Products](#)  
 Card Account Number:  [Switch Accounts](#)  
 Card Account ID:

[» Trans List](#)

---

**[-] Card Account Summary**

Account Number:  
 Account Name:

Billing Cycle Close Date:

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"/>		<a href="#">10/31</a>	10/31	PAYMENT - 201910291075671	00000, A	\$1,757.60	PY	030461061834228
<input type="checkbox"/>		<a href="#">09/27</a>	09/27	PAYMENT - 201909251049113	00000, A	\$1,830.32	PY	030461061834228
<input type="checkbox"/>		<a href="#">09/15</a>	09/16	ALL VALLEY TRNSPRTN	602-302-6868, AZ	\$25.00		030461061834228
<input type="checkbox"/>		<a href="#">09/13</a>	09/16	KIMPTON HOTEL PALOMAR PH	PHOENIX, AZ	\$136.21		030461061834228
<input type="checkbox"/>		<a href="#">09/11</a>	09/13	HYATT REGENCY PHOENIX	8885884384, AZ	\$136.21		030461061834228

- 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: Corporate Card/One Card/Other [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.

<b>Transaction</b>		<b>Reference Information</b>	
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	<b>Most Recent Extract Dates</b>	
Freight:		Financial Extract:	
		General Ledger Extract:	
		Payment Extract:	
<b>Merchant</b>		<b>Currency</b>	
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

Administrators 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 interface. At the top, the usbank logo and 'Access Online' are displayed. Below this is a navigation menu on the left with the following items: Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management, **Account Information** (highlighted with a red box), Reporting, Dashboard, Data Exchange, and My Personal Information. Under the 'Account Information' menu item, 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 are three links: **Cardholder Account Statement** (highlighted with a red box), 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.

**Note:** *If searching for a CTA (Ghost) account, the Cardholder First Name may be listed as the Agency Division name, rather than the custodian's name.*

- b. Click **Search**.

**Cardholder Account Statement**  
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):**

**Account Unique ID:** ⓘ  
OR

**Last Name:**  **First Name:**   
OR

**Social Security Number:**  
OR

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

**usbank** Access<sup>®</sup> Online

**Account Statements**

ADOA BSD

**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


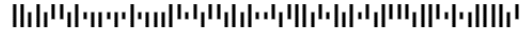
2019

## Reviewing Statements

Individual statements show activity at the card account level, versus the Managing Account level. Individual card level statements are available for both Employee Travel and Central Travel Accounts, which are paid at a card level.



U.S. BANK  
P. O. Box 6343  
Fargo, ND 58125-6343

000007211 01 SP 0.560 106481166161994 P  
RONALD K WEBER  
AZ MINE INSPECTOR - T  
14175 W INDIAN SCHOOL RD B4-302  
GOODYEAR AZ 85395-8407

**ACCOUNT NUMBER** 4730-7710-0275-4161

**AMOUNT DUE** \$73.74

**AMOUNT ENCLOSED**

\$

Please make check payable to:  
CORPORATE PAYMENT SYSTEMS

CORPORATE PAYMENT SYSTEMS  
P.O. BOX 790428  
ST. LOUIS, MO 63179-0428

PLEASE MAKE ANY ADDRESS CHANGES  
ON THE BACK OF THE PAYMENT COUPON  
DETACH HERE AND RETURN WITH PAYMENT

4730771002754161 000007374

---

**MESSAGES:**

TRAN DATE	POST DATE	MCC CODE	TRANSACTION DESCRIPTION	REFERENCE #	AMOUNT
03-09	03-12	3562	COMFORT SUITES AZ110 TUCSON AZ 0462653535 ARRIVAL: 03-08-20	24445000071300478214316	361.95
03-10	03-12	5812	FINNEGAN'S PUB TUCSON AZ	24445000071500467336844	31.09
03-11	03-13	5812	FINNEGAN'S PUB TUCSON AZ	24445000072500480031694	21.39
03-13	03-13	0000	TELEPAY	74798260073520000000000	150.00 PY
03-16	03-18	3562	COMFORT SUITES AZ110 TUCSON AZ	24445000077300440699689	113.93

**Note: All Ghost Card Accounts are paid via ACH using the appropriate Vendor Number (Ghostxxx001) and the Address ID associated with each account. The Central Travel 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:

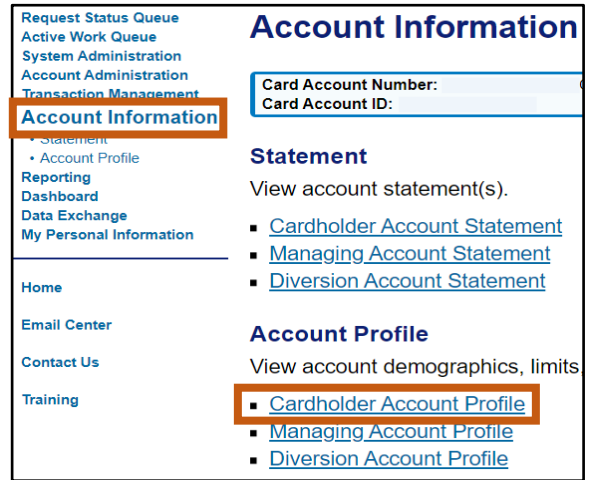
- Hierarchy information – To view bank, agency and company information. These numbers are unique to each type of card and agency.
- Account Status – Shows the status of the card, such as Open, Voluntary Closed, etc.
- Card Limits – Shows the overall limit and single purchase limit.
- Statements and Current 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

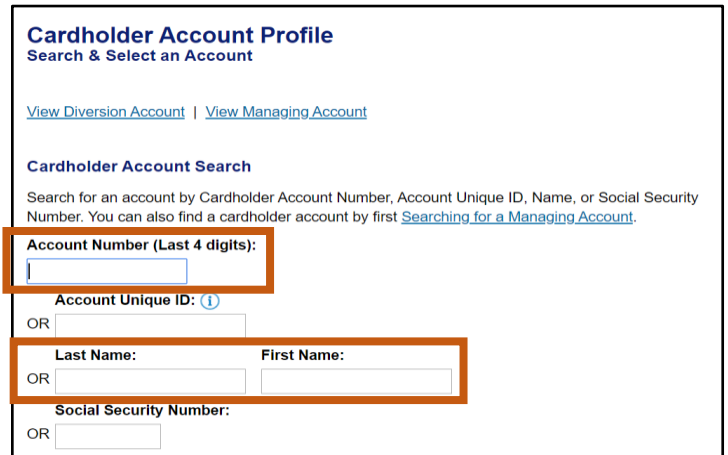
Agency PAs can view individual cardholder account profiles for their agency as needed.

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.



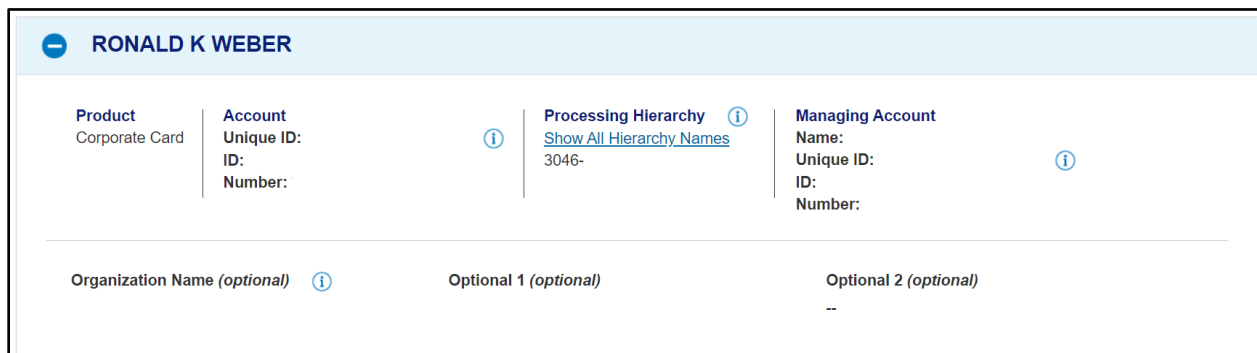
4. In the **Cardholder Account Search** section:
  - a. Search for the cardholder by the last four digits of the cardholder’s account number (most common option) or the cardholder’s last and first name.



**Note:** If searching for a CTA (Ghost) account, the Cardholder First Name may be listed as the Agency Division name, rather than the custodian’s name.

- b. Click **Search**.
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 Status



- Card and Single Purchase Limits
- Statements and Current Balances

- Account Overview

**Summary** ⓘ

Account Status	Open
Credit Limit	\$2000
Available Credit	\$2000
Single Purchase Limit	\$2000
Cash Withdrawal Limit	20 %
Expiration Date	10/2020

[View Financial History](#)

**Payment Information** ⓘ

Statement Balance	\$73.74 <small>due on 04/27/2020</small>
Current Balance	\$0.00
Statement Close Date	04/06/2020

\$ Pay now<sup>1</sup>

[View Statements](#)

- Mailing Address and Contact information for the cardholder

- Account Owner's Information

**Social Security Number**

---

**Mailing Address**

GOODYEAR, AZ 853958407  
USA

---

**Email Address**

---

<b>Work Phone</b>	<b>Personal Phone</b>
<b>Additional Phone (optional)</b> 0000000000	<b>Fax Number (optional)</b> 9999999999999999

---

**AZEIN**





- Legal name and physical address for the cardholder

**Legal Information**

**Account Assignment**  
Individual

---

**Legal Name** ⓘ

---

**Date of Birth (optional)**

---

**Legal Residential Address** ⓘ

GOODYEAR, AZ 853958407  
USA

- General account detail overview settings

**Account Details**

<b>Cycle Day</b> ⓘ 6	<b>Open Date</b> 10/03/2013	<b>Maintenance Date</b> 08/20/2019 00:51:26 <small>Update method: Online</small>
-------------------------	--------------------------------	--

**Activated**  
Yes

---

**Physical Card & PIN**

**Physical Card**  
Yes

- Authorization Limits section, Merchant Authorization Controls settings

**Authorization Limits**

**First Fiscal Month**  
July

---

**Merchant Authorization Control (MAC):** 1 of 9 MACs used

Control and Description	Single Purchase Limit	Authorization Action	Use Managing Account MAC Values
AIRLINE, CAR RENTAL, HOTEL (Standard)	\$0	Corp Override	Yes

---

**Authorization Limit Comments (optional)**



- 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

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

Records 1 - 1 of 1

## Managing Account Information

**Managing Account Statements are not used** for Central Travel Accounts, which are paid at the individual card account level. Employee Travel Card/Corporate Travel Card Accounts are paid by the individual traveler at the card account level.

### 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:**

OR

**First Name:**

**Company Number:**

OR

**Search**

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:

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
3046			00000	0000

**Organization Name**  
ATTN RANDI ORCHARD

**Account Information**

**Company Name:** ADOA CTS  
**Product Name:** CTS  
**Product Description:** CTS 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:** N

**Reporting Level**

Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7
11821	00000	00000	00000	00000	00000	00000

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

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



## Managing Account Profile

### Authorization Limits

Managing Account Number: \*\*\*\*\*

[Switch Accounts](#)

Managing Account ID:

### Authorization Limits

**Credit Limit:** 2000000

Single Purchase Limit: 0

% Cash: 0

Available Credit: 1996418

Fiscal First Month: 07

### Standard Velocity Limits

	Limit	Total
Daily Dollar:	0	80
Daily Transaction:	0	1
Cycle Dollar:	0	212
Cycle Transaction:	0	4
Monthly Dollar:	0	1825
Monthly Transaction:	0	5
Quarterly Dollar:	0	1825
Quarterly Transaction:	0	5
Yearly Dollar:	0	31472
Yearly Transaction:	0	183

## Review a Decline

The following steps will assist a Travel Card Administrator 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 <b>Account Information</b> • Statement • Account Profile Reporting Dashboard Data Exchange My Personal Information</p>	<h2 style="text-align: center;">Account Information</h2> <div style="border: 1px solid blue; padding: 5px;"> <p>Card Account Number: ***** Card Account ID: </p> </div>
<p>Home Email Center Contact Us Training</p>	<h3>Statement</h3> <p>View account statement(s).</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Cardholder Account Statement</a></li> <li>▪ <a href="#">Managing Account Statement</a></li> <li>▪ <a href="#">Diversion Account Statement</a></li> </ul> <h3>Account Profile</h3> <p>View account demographics, limits,</p> <div style="border: 1px solid orange; padding: 2px;"> <ul style="list-style-type: none"> <li>▪ <a href="#">Cardholder Account Profile</a></li> <li>▪ <a href="#">Managing Account Profile</a></li> <li>▪ <a href="#">Diversion Account Profile</a></li> </ul> </div>

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.

*Note: If searching for a CTA (Ghost) account, the Cardholder First Name may be listed as the Agency Division name, rather than the custodian’s 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 you view account authorizations for declined transactions. If the transaction was not declined, the screen simply states that the transaction was approved.

If you need clarification on a decline reason, 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 Travel Card Administrator for assistance. Many of the large State agency Travel 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 travel 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.



The screenshot shows a navigation menu on the left with the following items: Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management, Account Information, **Reporting** (highlighted with an orange box), Program Management, Financial Management, Supplier Management, Tax and Compliance Management, Administration, User Activity Audit Reporting, Report Scheduler, Flex Data Reporting, Dashboard, Data Exchange, and My Personal Information. Below the menu, the main content area displays the following sections:

- Reporting**
  - Program Management**  
General program management activities and monitor company policy compliance.
  - Financial Management**  
Monitor expenditures, track variances and manage account allocations.
  - Supplier Management**  
These reports manage supplier relationships, support supplier negotiations, and manage spending by category.
  - Report Scheduler**  
View and maintain current scheduled reports.
  - Flex Data Reporting**  
Create and maintain adhoc reports.
  - Tax and Compliance Management**  
Estimate sales/use tax, track spending for 1099/1057 vendors, and perform other regulatory reporting.
  - Administration**  
These reports allow administrators to support system functionality.
  - User Activity Audit Reporting**  
Captures user actions taken within Access Online into a standard report.

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

## 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 ▾
<input checked="" type="radio"/> Ascending Order <input type="radio"/> Descending Order	<input checked="" type="radio"/> Ascending Order <input type="radio"/> Descending Order	<input checked="" type="radio"/> Ascending Order <input type="radio"/> Descending Order	<input checked="" type="radio"/> Ascending Order <input type="radio"/> Descending Order

5. In the **Output Type** field, select **Excel** from the drop down menu.
6. In the **Processing Hierarch Position** section:
  - a. In the **Bank** field, enter *3046*.
  - b. In the **Agent** field, enter the assigned agency Agent number.
  - c. In the **Company** field, enter the assigned agency Company number.
7. Click **Run Report**.



**Report Output**

Output Type:

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

---

**Group Report By**

Processing Hierarchy Position: \*  
If selected, a processing hierarchy position is required.

Bank:  Agent:  Company:  Division:  Department:  [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**



## 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](mailto:Heather.Swanson@usbank.com)

### General Accounting Office Contacts

#### State of Arizona Statewide Administrators:

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