

State of Arizona

Travel Cards (ETC, CTA)
&
Purchasing Card (P-Card)

Program Administrator (PA)
Quick Reference Guide
APRIL 2024

Introductory Notes

The intention of this document is to serve as a quick reference guide for agency P-Card and Travel Card Program Administrators (PAs). This document may be modified as necessary, so it is suggested that agencies refer to the General Accounting Office (GAO) website periodically to ensure that they are using the most recent version. Agencies should refer to the following links for any updated versions:

<https://gao.az.gov/publications-purchasing-cards> or <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 at the end of this document.

New Agency Set Up

Agencies that have not set up an existing account under the US Bank contract and need to issue P-Cards, Employee Travel Cards, or Central Travel Accounts (CTAs) should contact the GAO for assistance.

Additional Card Processing

If the agency has been the ability to do so, additional P-Cards and Employee Travel Cards can be issued through the *US Bank Access Online* website. If the agency does not have access to the website or is in need of assistance with processing the transaction, they should contact the GAO.

Statewide Policy References

State agencies must follow the policies and procedures for the P-Card and Travel Card programs. P-Card and Travel Card PAs must be familiar with the following GAO SAAM sections and related forms:

- SAAM 4535 P-Card General Policies and Procedures
- SAAM 4536 P-Card Agency Responsibilities
- SAAM 4537 P-Card Cardholder Responsibilities
- SAAM 5005 General Travel Principles and Policies
- SAAM 5050 Central Travel Account
- SAAM 5051 Employee Travel Card
- SAAM 5054 Employee Travel Card (ETC) Employee Responsibilities
- Form GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement
- 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
- Form GAO-TC-CN Travel Card Account Cancellation Notification Letter (Template)

SAAM can be found on the GAO website under the link:

<https://gao.az.gov/state-arizona-accounting-manual-saam>

Forms can be found on the GAO website under the link:

<https://gao.az.gov/publications/forms>

US Bank Access Online

Travel and P-Card 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

PAs must have a user ID and password to access the website. To get set up with a user ID and password, agency PAs should contact the GAO for assistance.

US Bank Access Online website

<https://access.usbank.com>

There is web-based training available for Access Online. The training is under the following link:

<https://wbt.access-online.com/Home.aspx>

Please contact the GAO for the most recent user ID and password for US Bank Access Online training. The training site also contains user manuals, QRGs, interactive tutorials, and recorded classes to assist with using Access Online.

Payments to US Bank

The vendor number to be used in AZ360 when making payments to US Bank is PCARDagy0001 or GHOSTagy0001, where ‘agy’ is the 3 character agency code.

ACH should be used for payments to US Bank. However, agencies must be notified by the GAO prior to making their first ACH payment. This will ensure that the ACH setup process has been completed for the account(s).

Agencies should contact the GAO with any questions related to the vendor ID and address code that would be used to make payments with. It is imperative that the correct vendor ID and address code be used or the payment may not be posted to the correct account, or there will be delays in processing the payment.

The vendor ID and the address codes for each agency and card is located under the document titled “Agency ACH-EFT Vendor Numbers and Address IDs on the GAO website under the link:

<https://gao.az.gov/publications-purchasing-cards>

If the agency or card that you need to make a payment to is not located on this document, please contact the GAO. Do not make a payment to a closed card.

Question:

What is a Managing Account vs. an account number?

Answer:

The Managing Account is the high level account that several P-Card or CTA account numbers roll up to. The account number is the actual credit card number used to make purchases. The Managing Account and account number may be found on the US Bank statement.

Question:

How can I make a p-card or ghost card payment via warrant?

Answer:

The preferred method of payment for US Bank is ACH. Please contact the GAO US Bank Card Administrator to make the payment by warrant.

Cancellation of P-Cards and Employee Travel Cards

When employees leave state service, their p-card and/or employee travel card must be cancelled within two (2) business days of the employee's separation date AND a Cancellation Notice must be completed for employee travel card accounts only. This is very important!

Agencies that fail to cancel the employee travel card of employees who have left State service will 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 the former employee does not pay for all charges).

Cancellation of P-Cards and Employee Travel Cards may be accomplished in one of two ways:

1. The agency may utilize the US Bank Access Online website to cancel the card. The Account Number (credit card number) or First and Last Name will be required to bring up the account information. The steps for cancelling a card online are as follows:
 - a. Log into Access Online.
 - b. Click on *Account Administration*.
 - c. Click on *Maintain Cardholder Account*.
 - d. Enter the Account Number or Last and First Name to bring up the account information.
 - e. Click the radio button for the card account, click *Confirm*
 - f. Click on *Account Overview*.
 - g. There is a drop down box next to Account Status. From this drop down, choose "T9- TERMINATED".
 - h. Place a comment in the Account Owner's Information Comments field indicating the reason for the closure followed by your initials. (Employee termed 1/1/2019 AA, Employee retired 1/1/2019 AA, Employee transferred agencies 1/1/2019 AA)
 - i. Click *Next*
 - j. Verify the changes on the screen are correct.
 - k. Click *Submit*.
2. The agency or the cardholder*** can call US Bank Customer Service at (800) 344-5696. This telephone line is open 24 hours per day, 7 days per week. If the cardholder cancels his or her own card, the PA should always follow up to be sure it is complete.

Agencies may contact GAO at any of the telephone numbers listed below for assistance with cancelling cards. However, **it is the agency's responsibility to ensure card cancellation is completed, not the GAO.**

***Note: The above options for card cancellation also apply to the P-Card, except when utilizing the 24/7 Customer Service telephone line. Cancellation of P-Cards can only be completed by a PA and cannot be completed by the cardholder.

Contact Information



US Bank Contacts

Administrators & Cardholders:

- Corporate Customer Service (General Inquiries) (800) 344-5696
- Fraud Detection (Potential fraud on account) (800) 523-9078
- Fraud Prevention (Confirmed fraud on account) (866) 540-9904
- Access Online Help Desk (877) 887-9260
- AccessOnline Tech Support: 877.452.8083
- Client Services (Immediate Assistance): Public Sector: 877.846.9302 option 3

State of Arizona Account Coordinator:

- Heather Swanson (855) 250-6421 ext. 156-6249 Heather.Swanson@usbank.com

Relationship Manager (for Program Administrators only):

- Monica Lockett (480) 714-6274 Monica.Lockett@usbank.com



State Procurement Office Contact

Arizona Procurement Portal (APP) Help Desk:

- APP Help Desk (602) 542-7600



General Accounting Office Contacts

Statewide Administrators:

- Jessica Torres (602) 989- 6952 Jessica.Torres@azdoa.gov
- Kai Tu (602) 989- 6952 Kai.Tu@azdoa.gov
- Mackenzie Watson (602) 989-9304 Mackenzie.Watson@azdoa.gov
- Brian Nguyen (602) 989-3438 Brian.Nguyen@azdoa.gov

To help better serve you and ensure a timely response, please direct any questions or issues to the finoperations@azdoa.gov mailbox.