



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



Travel Card Administrator Program

Table of Contents

US Bank Card Program and Administration	4
Definition of a Managing Account	4
Travel Card Agency Program Administration Authorization.....	5
US Bank Access Online	5
Agency Administration and Responsibilities.....	6
Travel Card Statewide Policy References.....	6
Statewide Administration and Responsibilities	7
New Agency Employee Travel or Central Travel Card (Ghost Card) Account Setup.....	7
Employee Travel Card (ETC) Setup Steps	7
Central Travel Account (Ghost Card) Setup Steps	13
Closing Travel Card Accounts	20
Closing an Employee Travel Card (ETC) Account Steps.....	20
Account Maintenance	22
Account Maintenance Steps	22
Payments to US Bank	25
Central Travel Accounts Payments to US Bank.....	25
Employee Travel Card Account Payments to US Bank.....	26
Transaction Management	26
Transaction Management Steps	26
Cardholder Account Information.....	28
Pulling Cardholder Account Statements Steps	28
Reviewing Statements	29
Accessing a Cardholder Account Profile.....	29
Accessing a Cardholder Account Profile Steps.....	30
Managing Account Information.....	34
Access a Managing Account Profile Steps	34
Review a Decline.....	37
Review a Decline Steps	37
Common Decline Reasons	38
Reports.....	39



Manual

Running Reports Steps 39

Accessing Commonly Used Reports Steps 39

Running the Past Due Report Steps 40

Contact Information..... 42

Travel Card Administrator Program

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

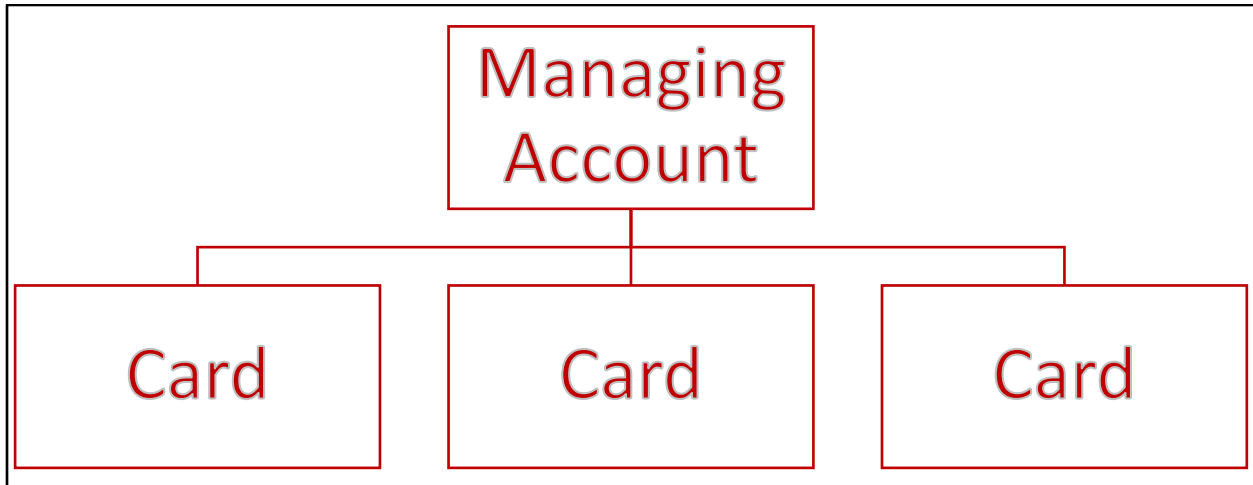
US Bank is the State of Arizona's current credit card issuer. The travel card program consists of two card types:

- 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 the managing account level by the agency, using vendor number **GHOSTxxx3047** (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. 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

The screenshot shows the US Bank Access Online login interface. At the top left is the US Bank logo and 'Access Online'. Below it are links for 'Contact Us' and 'Login'. The main heading is 'Welcome to Access Online!'. A message asks the user to enter information to login. A legend indicates that an asterisk (*) denotes required fields. The form includes three input fields: 'Organization Short Name:' with the value 'stofaz', 'User ID:' with the value 'mrsmith', and 'Password:' with masked characters. A blue 'Login' button is at the bottom right.

Travel Card 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

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

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 AZ360 Financial 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

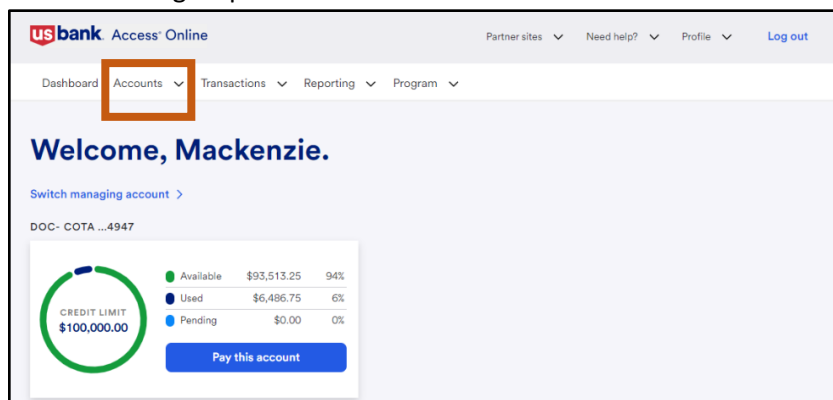
Agencies that have not previously set up an existing cardholder account in the US Bank Access Online website should contact the GAO Statewide Travel Card Administrator for assistance when the agency needs to issue an ETC or CTA (Ghost Card). A Managing Account must exist for each type of card, for each 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 and CTA (Ghost 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 Travel Card Administrator at GAO.

Employee Travel Card (ETC) Setup Steps

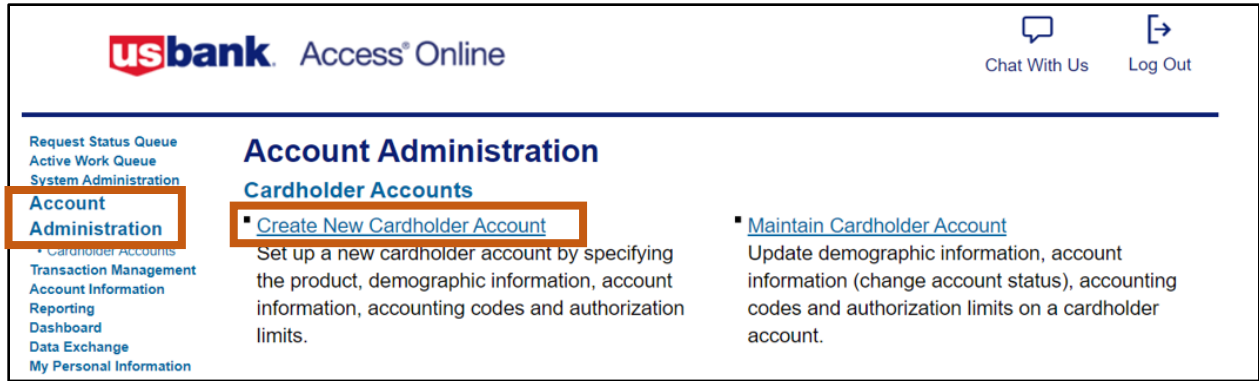
ETC will be set up once a fully completed Form GAO-ETC-101 (State of Arizona Employee Travel Card (ETC- Card) Cardholder Application and Agreement) is filled out by the cardholder and signed off by the appropriate person(s). Agency PAs will verify that the application is complete **prior** to entry on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

Using the US Bank website, complete the following steps:

1. On the homepage dashboard, click **Accounts** and select **Account Administration**.



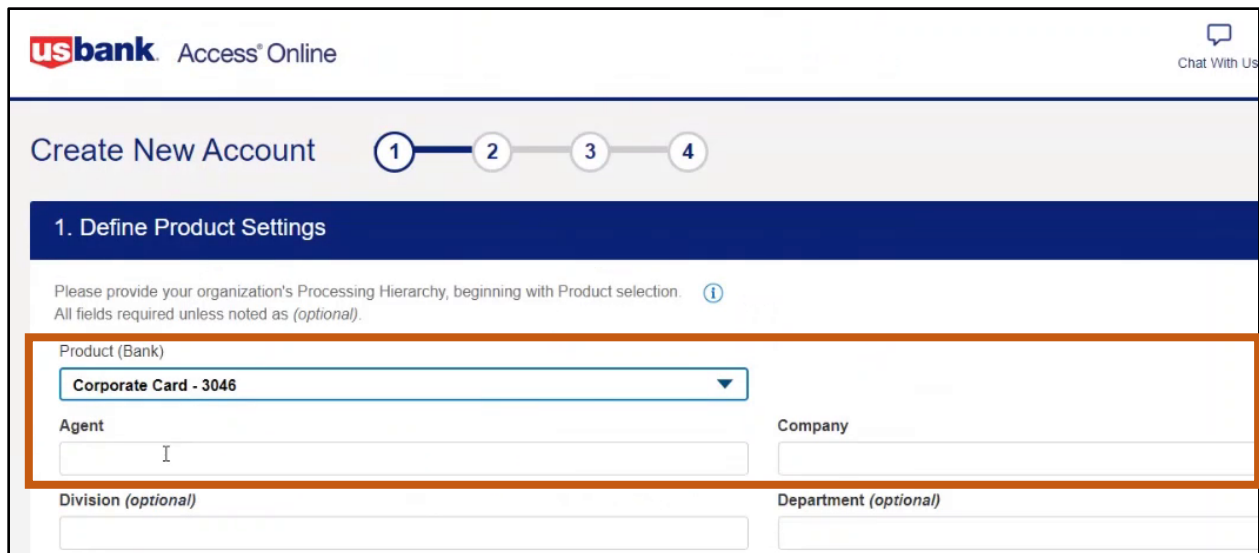
2. On the **Account Administration** screen, under the **Cardholder Accounts** section, select the **Create New Cardholder Account** link.



3. On the **Create New Account** screen:

a. In the **Define Product Settings** section:

- i. In the **Product (Bank)** field, select **Corporate Card - 3046** from the drop down menu.
- ii. In the **Agent** field, type in the four digit agent number for the Managing Account that the card will be set up under.
- iii. In the **Company** field, type in the five digit company number.



- iv. Click anywhere on the screen and the screen will update.
- v. In the **Send a Physical Card With This Account?** field, select **Yes** from the drop down menu.
- vi. Select the **Next** button at the bottom of the screen.



Send a Physical Card With This Account? ⓘ
Yes

Cancel Next

b. In the **Enter Account Information** section:

i. In the **Account Owner’s Information** sub-section:

- In the name fields, enter information from the application.
- Leave the Organizational Name (*optional*) field blank or as defaulted value.
- In the **Social Security Number** field, enter the user’s Social Security Number (SSN).

2. Enter Account Information

All fields required unless noted as (*optional*).
[Show All Optional Fields](#)

Account Owner's Information Editable

First Name ⓘ MI (*optional*) Last Name ⓘ

Organization Name (*optional*) ⓘ
ATTORNEY GENERAL

Social Security Number

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

- 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.
- In the **Work Phone** field, enter the work phone information from the application.
- 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.



Mailing Address ⓘ

Country

Address Line 1

Address Line 2 (optional)

City

State

ZIP Code

Work Phone

Email Address

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

Optional 1 (optional)

Optional 2 (optional)

AZEIN

Account Owner's Information Comments (optional)

ii. In the **Legal Information** sub-section:

- 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.

- 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 following 3-radio button options:

- a. **Not Provided** – Do not use.



- b. **Use Mailing Address** – Select if the Legal Residence Address matches the Mailing Address entered previously.
- c. **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.

The screenshot shows a 'Legal Information' form with the following fields and options:

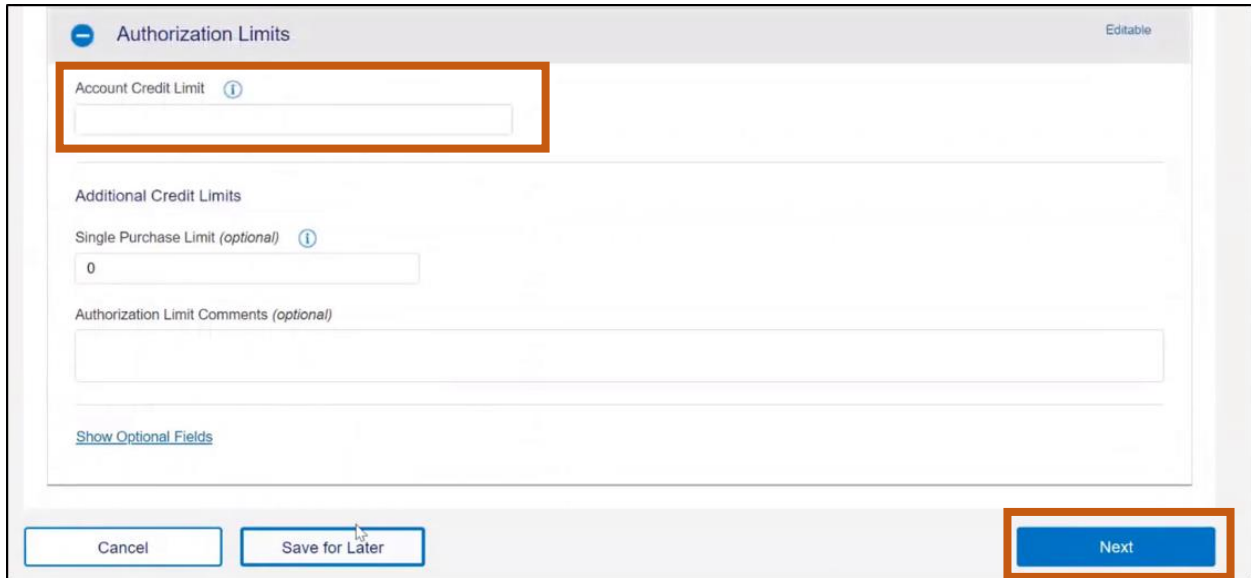
- Legal Name** (with an information icon):
 - Legal First Name
 - Legal Middle Name (if applicable)
 - Legal Last Name
- [Use name entered in Account Owner's Information section](#) (with an information icon)
- Date of Birth (optional)**:
 - mm/dd/yyyy
- Legal Residential Address** (with an information icon):
 - Not Provided
 - Use Mailing Address
 - Enter a Different Address

iii. In the **Authorization Limits** sub-section:

- 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 “Travel Card Statewide Policy References” section of this manual.

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



Authorization Limits Editable

Account Credit Limit ⓘ

Additional Credit Limits

Single Purchase Limit (optional) ⓘ

0

Authorization Limit Comments (optional)

[Show Optional Fields](#)

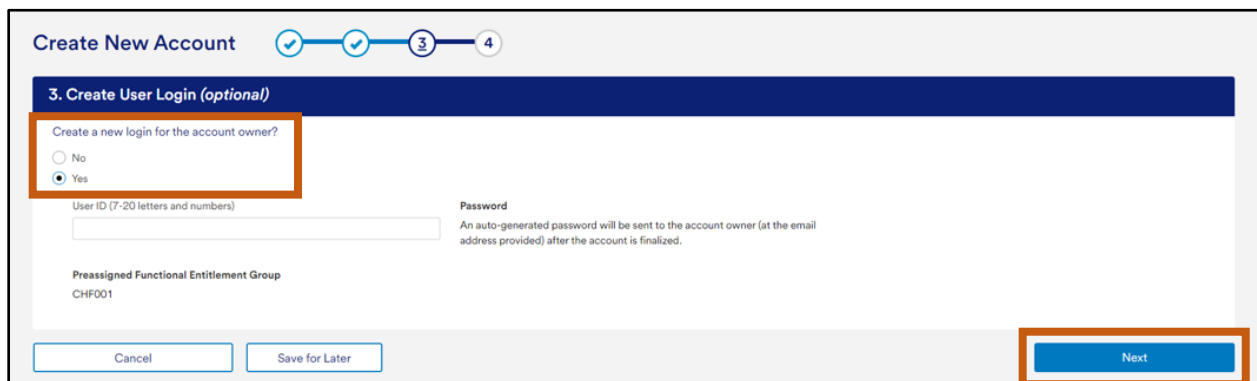
Cancel Save for Later Next

c. In the **Create User Login (optional)** section:

- i. Select **Yes** on the 2-radio button screen if the agency PA will be entering the User ID for the cardholder.
- ii. 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.

iii. Click **Next**.



Create New Account 1 2 3 4

3. Create User Login (optional)

Create a new login for the account owner?

No

Yes

User ID (7-20 letters and numbers)

Password

An auto-generated password will be sent to the account owner (at the email address provided) after the account is finalized.

Preassigned Functional Entitlement Group

CHF001

Cancel Save for Later Next

d. Review all cardholder information.

e. 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 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 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 Steps

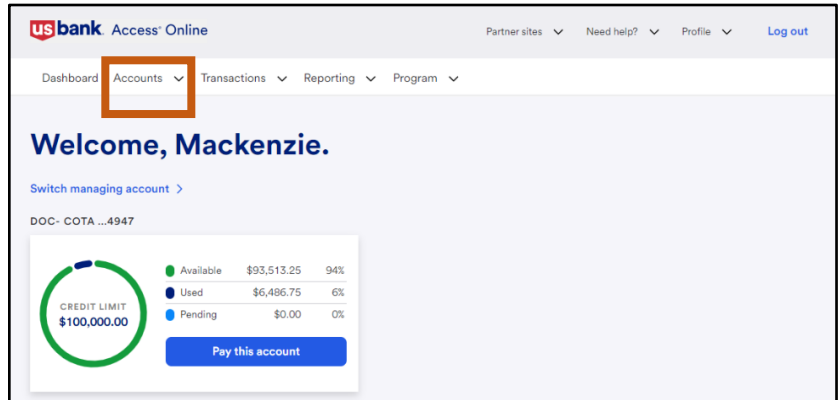
The CTA (Ghost Card) will be set up by the agency full access administrator once a fully completed Form GAO-CTA-101 (State of Arizona Central Travel Account (CTA) Cardholder Application and Agreement) is filled out by the cardholder and signed off by the appropriate person(s). Agency PA's will verify that the application is complete prior to entry on the US Bank, Access Online website.

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.**

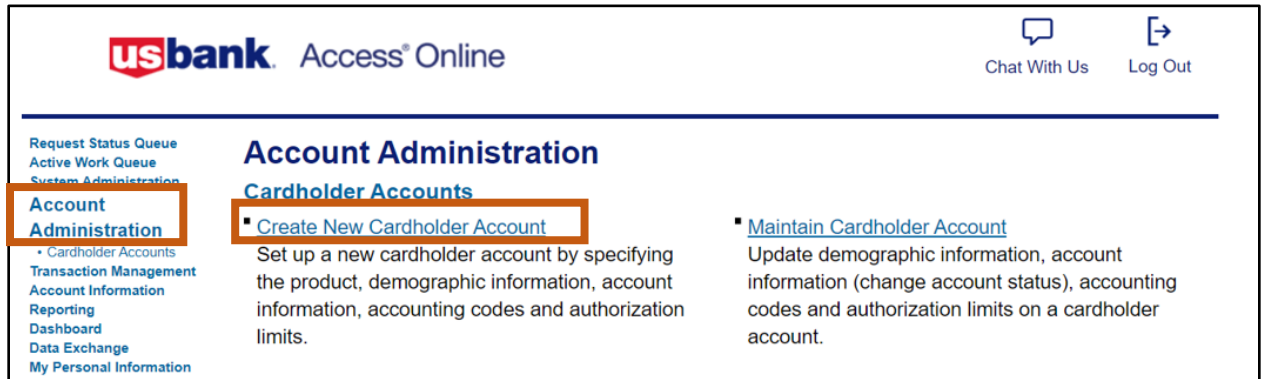
Using the US Bank website, complete the following steps:



1. On the homepage dashboard, click **Accounts** and select **Account Administration**.



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:
 - a. In the **Define Product Settings** section:
 - i. In the **Product (Bank)** field, select **Corporate Card - 3047** from the drop down menu.
 - ii. In the **Agent** field, type in the four digit agent number for the Managing Account that the card will be set up under.
 - iii. In the **Company** field, type in the five digit company number.

iv. Click anywhere on the screen and the screen will update.

v. Under **Assign this account to**, select **An Individual**.

vi. In the **Send a Physical Card With This Account?** field, select **No** from the drop down menu.

Note: CTA (Ghost Cards) are not physical cards and “No” has to be selected in this field. GAO closely monitors CTA (Ghost Card) setup and any cards that have “Yes” selected in this field will be shut down immediately.

vii. Select the **Next** button at the bottom of the screen.

b. In the **Enter Account Information** section:

i. In the **Account Owner’s Information** sub-section:

- In the name fields, enter information from the application.



- Leave the Organizational Name (*optional*) field blank or as defaulted value.
- In the **Social Security Number** field, enter *000-00-0000*.

Note: SSNs are not entered on the US Bank website for CTA (Ghost Card) cardholders. When prompted for an SSN, users are to enter nine zeroes which equates no value.

2. Enter Account Information

All fields required unless noted as (*optional*).
[Show All Optional Fields](#)

Account Owner's Information Editable

First Name ⓘ MI (*optional*) Last Name ⓘ

Organization Name (*optional*) ⓘ

Social Security Number

- In the address information fields, enter information from the application. Note that CTA can be mailed to either the cardholder’s home address or PO Box.
- In the **Work Phone** field, enter the work phone information from the application.
- 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.

Mailing Address ⓘ

Country

Address Line 1

Address Line 2 (*optional*)

City State ZIP Code

Work Phone

Email Address



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

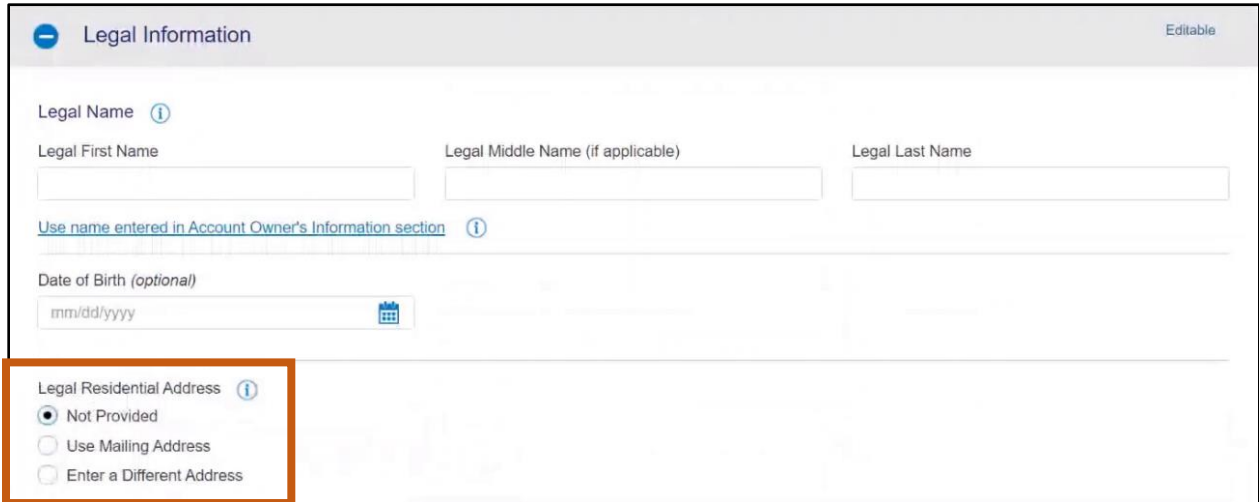
Optional 1 (optional)	Optional 2 (optional)
<input type="text"/>	<input type="text"/>
AZEIN	
<input type="text"/>	
Account Owner's Information Comments (optional)	
<input type="text"/>	

ii. In the **Legal Information** sub-section:

- 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.

- 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 following 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.




Legal Information Edit

Legal Name ⓘ

Legal First Name Legal Middle Name (if applicable) Legal Last Name

[Use name entered in Account Owner's Information section](#) ⓘ

Date of Birth (optional) 

Legal Residential Address ⓘ

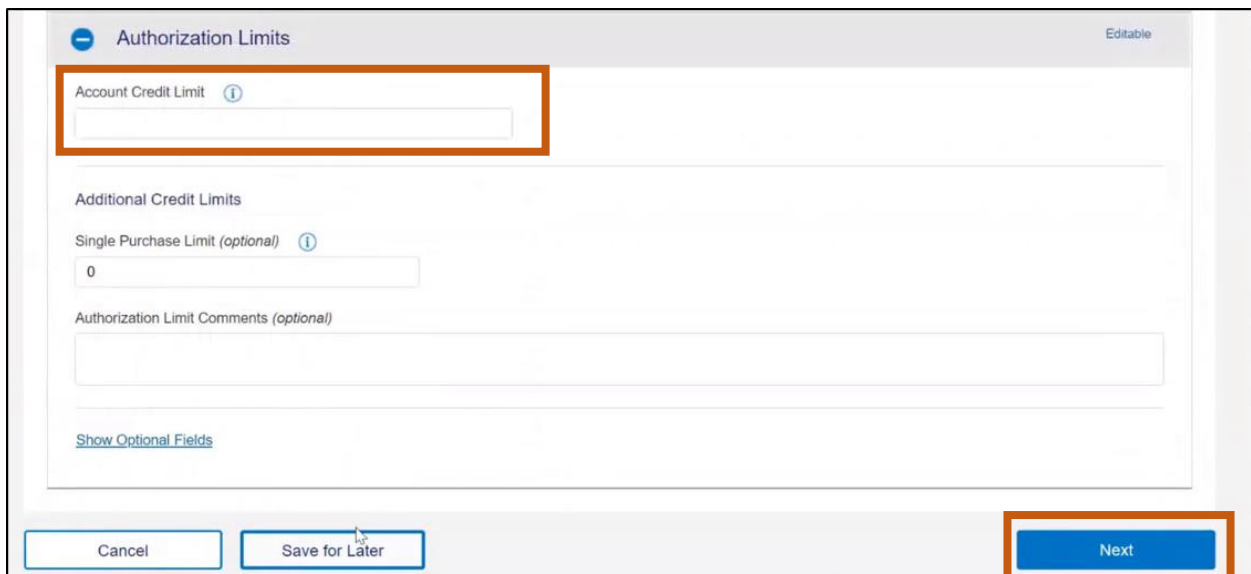
- Not Provided
- Use Mailing Address
- Enter a Different Address

iii. In the **Authorization Limits** sub-section:

- In the **Account Credit Limit** field, enter the Credit Limit Amount from Form **GAO-CTA-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 "Travel Card Statewide Policy References" section of this manual.

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



Authorization Limits Edit

Account Credit Limit ⓘ

Additional Credit Limits

Single Purchase Limit (optional) ⓘ

Authorization Limit Comments (optional)

[Show Optional Fields](#)



- c. In the **Create User Login (optional)** section:
 - i. Select **Yes** on the 2-radio button screen if the agency PA will be entering the User ID for the cardholder.
 - ii. 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.

- iii. Click **Next**.

The screenshot shows a web form titled "Create New Account" with a progress indicator showing four steps. Step 3, "Create User Login (optional)", is active. The form contains a question "Create a new login for the account owner?" with "No" and "Yes" radio buttons. Below this are input fields for "User ID (7-20 letters and numbers)" and "Password". A note states: "An auto-generated password will be sent to the account owner (at the email address provided) after the account is finalized." At the bottom, there are "Cancel", "Save for Later", and "Next" buttons. The "Next" button is highlighted with a red box.

- d. Review all cardholder information.
- e. Click **Submit**.

Once the Central Travel Account is set up, the agency PA will:

1. 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.
2. 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.
3. 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:
 - 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 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 Travel Card Accounts

When employees leave a state agency, their employee travel card must be canceled 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.

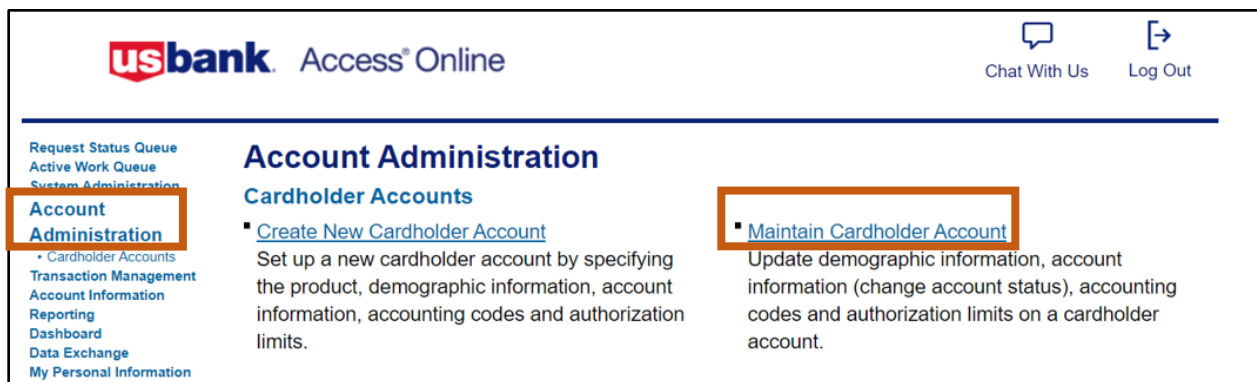
If a CTA (ghost card) holder leaves a state agency, a new CTA (ghost card) account will need to be set up for the new state employee. **CTA (ghost card) accounts cannot be used for multiple individuals.**

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:

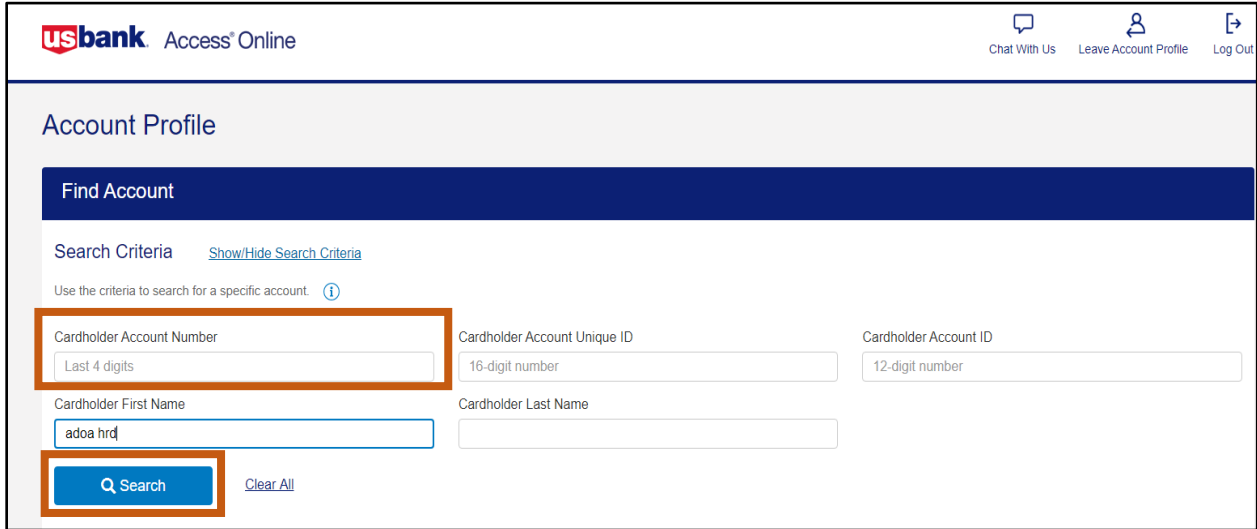
1. On the homepage dashboard, click **Accounts** and select **Account Administration**.
2. On the **Account Administration** screen, under the **Cardholder Accounts** section, select the **Maintain Cardholder Account** link.



3. The **Account Profile** screen will generate.
 - a. In the **Find Account** section:
 - i. 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.

- ii. Click **Search**.



US bank Access[®] Online

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

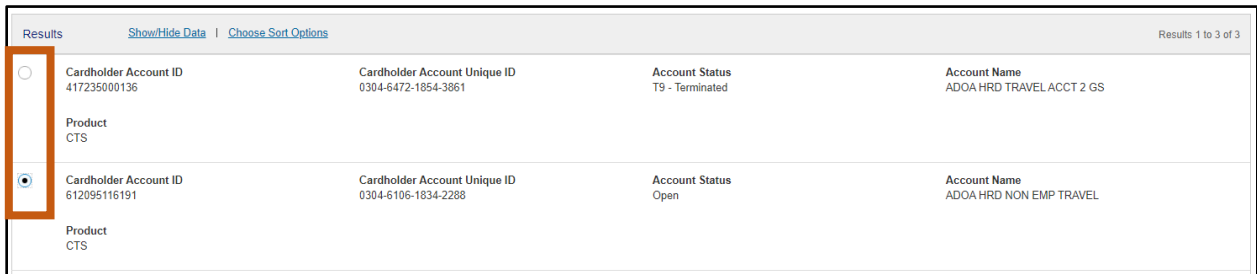
Cardholder First Name: adao hrd

Cardholder Last Name:

Search [Clear All](#)

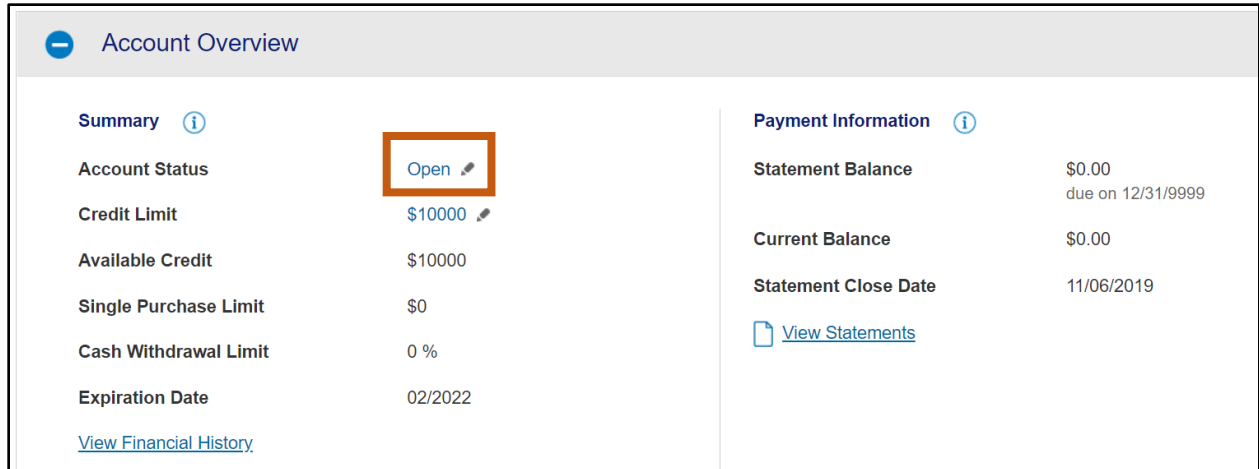
- 4. Users will then directed to the desired account or will be presented with a list of accounts to choose from. An account can be viewed by selecting the corresponding radio button.

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).



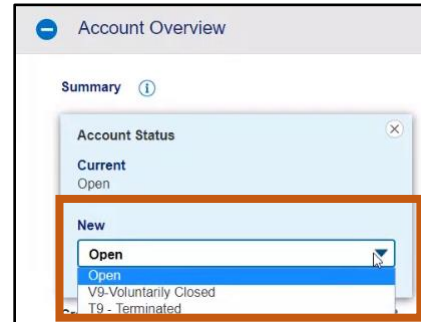
Results	Show/Hide Data	Choose Sort Options	Results 1 to 3 of 3	
<input type="radio"/>	Cardholder Account ID 417235000136	Cardholder Account Unique ID 0304-6472-1854-3861	Account Status T9 - Terminated	Account Name ADAO HRD TRAVELACCT 2 GS
<input checked="" type="radio"/>	Cardholder Account ID 612095116191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

- 5. Click **Confirm**.
- 6. On the **Account Profile** screen, in the **Account Overview** section, click the **pencil icon** next to **Account Status**.

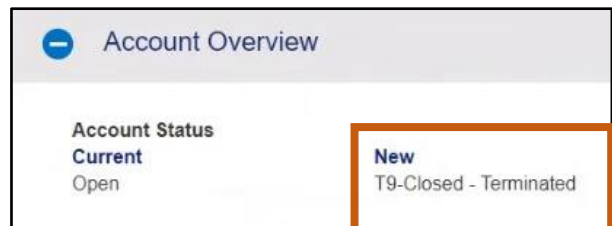


a. In the **New** field select either option from the drop down menu:

- 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. On the homepage dashboard, click **Accounts** and select **Account Administration**.
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.
- [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](#)
- [Unlock Cardholder Account](#)
Reset a cardholder's account if locked out during Online Registration.

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

a. In the **Find Account** section:

i. 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.

ii. 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: adoa hrd

Cardholder Last Name:

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

b. 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	Cardholder Account Unique ID	Account Status	Account Name	
	Product CTS				
<input checked="" type="radio"/>	Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name	
	Product CTS				

c. Click **Confirm**.

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

Account Profile [Switch Accounts](#)

Account Holder's Name

Product CTS	Account Unique ID: ID: Number:	Processing Hierarchy Show All Hierarchy Names	Managing Account Name: Unique ID: ID: Number:
----------------	---	--	---

Organization Name (optional) Optional 1 (optional) Optional 2 (optional)

+ Account Overview

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

5. In the **Account Overview** section the agency 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

<p>Summary ⓘ</p> <p>Account Status Open ✎</p> <p>Credit Limit \$10000 ✎</p> <p>Available Credit \$10000</p> <p>Single Purchase Limit \$0</p> <p>Cash Withdrawal Limit 0 %</p> <p>Expiration Date 02/2022</p> <p>View Financial History</p>	<p>Payment Information ⓘ</p> <p>Statement Balance \$0.00 due on 12/31/9999</p> <p>Current Balance \$0.00</p> <p>Statement Close Date 11/06/2019</p> <p style="border: 1px solid orange; padding: 2px;">View Statements</p>
---	---



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

7. 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

Account Owner's Information

Social Security Number
--

Mailing Address

Email Address

Work Phone

Personal Phone

Additional Phone (optional)
0000000000

Fax Number (optional)
9999999999999999

AZEIN

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

9. 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.

Legal Information

Account Assignment
Individual

Legal Name ⓘ

Date of Birth (optional)
-- 🗑️

Legal Residential Address 🗑️ ⓘ

--

Payments to US Bank

Central Travel Accounts Payments to US Bank

The Vendor Number to be used in AZ360 when making payments to US Bank on the Central Travel Account (Ghost card account) is **GHOSTxxx3047** (with ‘xxx’ signifying the agency 3-digit code). The Address ID is set up by the GAO and is unique to each Central Travel Managing 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 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.

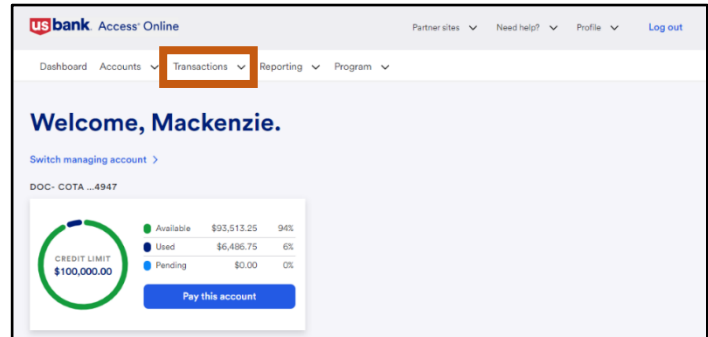
Transaction Management

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

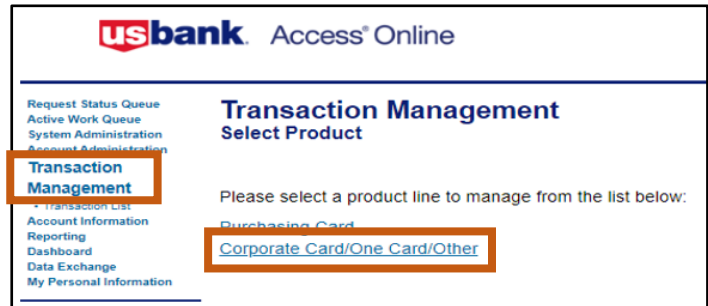
Transaction Management Steps

Using the US Bank website, complete the following steps:

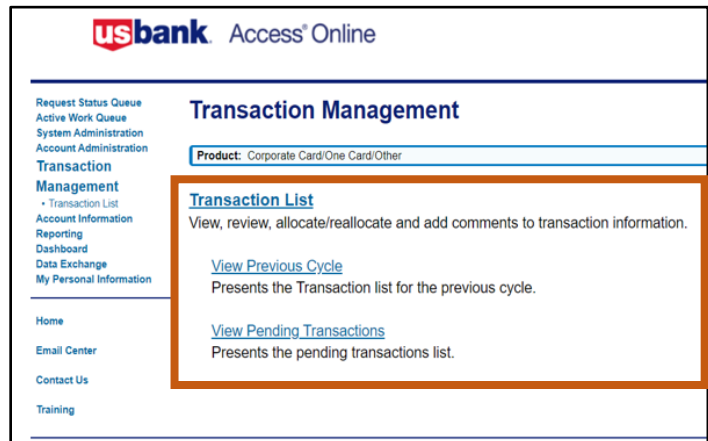
1. On the homepage dashboard, click **Transactions** and select **Transaction Management**.



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: ADOA HRD NON EMP TRAVEL

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 Show](#) | [Uncheck All Show](#)

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

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: 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
	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 Date:	10/31/2019	Reference Information ⓘ
Purchase ID:		Billing Cycle: 11/06/2019
Total Amount: 1757.60 PY		Posting Date: 10/31/2019
Memo Post: ⓘ No		Reference Number: 7479826930400000000179
		Authorization Number:
Sales Tax: 0.00		Most Recent Extract Dates
Freight:		Financial Extract:
		General Ledger Extract:
Merchant Name: PAYMENT - 201910291075671		Payment Extract:
City, State/Province: 00000, A		Currency
Transaction Type: PAYMENT		Billing Currency: U.S. Dollar
Merchant Category Code (MCC): 0		Source Currency: U.S. Dollar
MCC Description:		Source Currency Amt: 1,757.60

Print Transaction



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.

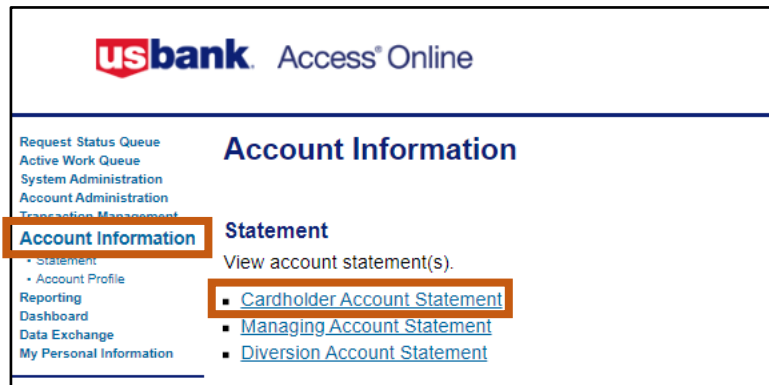
Pulling Cardholder Account Statements Steps

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

Using the US Bank website, complete the following steps:

1. On the homepage dashboard, click **Accounts** and select **Account Information**.

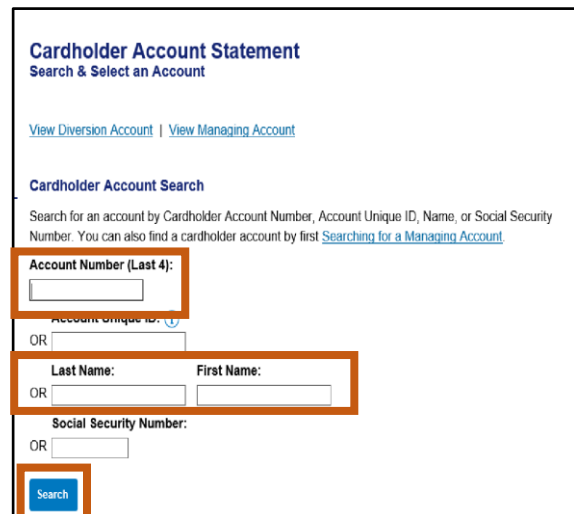
2. On the **Account Information** screen, under the **Statement** section, select the **Cardholder Account Statement** link.



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.

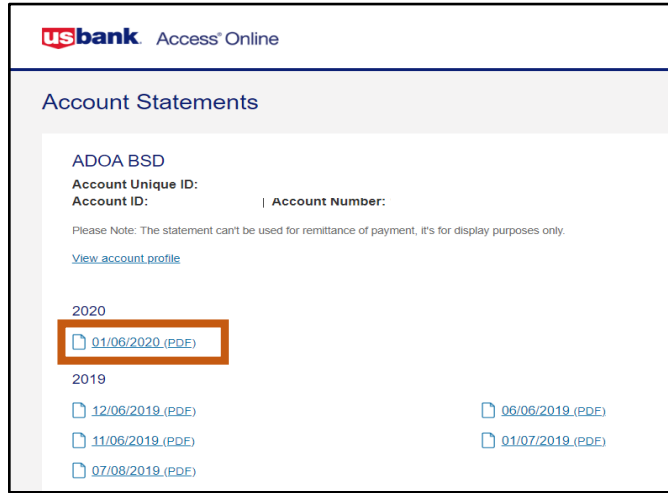
Note: If searching for a CTA (Ghost) account, the Cardholder First Name may be listed as the Agency Division name, rather than the custodian's name.





b. Click **Search**.

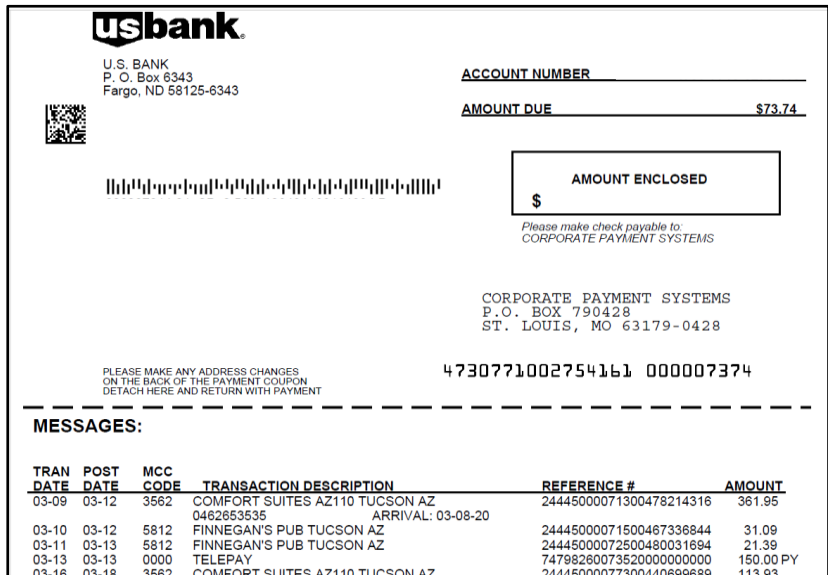
5. Account statements will open in PDF form. Agency Travel Card PAs may then save, print and/or forward by email.



Reviewing Statements

Individual Employee Travel Card 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. The Employee Travel Accounts are paid at a card level whereas the Ghost Card Accounts are paid at the managing account level.

Note: All Ghost Card Accounts are paid via ACH using the appropriate Vendor Number at the managing account level (Ghostxxx3047). The Central Travel Accounts are paid directly to US Bank by the agency.



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	24445000077300440666689	113.93

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 statements 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. On the homepage dashboard, click **Accounts** and select **Account Information**.
2. On the **Account Information** screen, under the **Account Profile** section, select the **Cardholder Account Profile** link.
3. The **Cardholder Account Profile (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**.

Account Information

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

Home

Email Center

Contact Us

Training

Card Account Number:

Card Account ID:

Statement

View account statement(s).

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

Account Profile

View account demographics, limits

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

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



- In the **Cardholder Account Profile (Cardholder Account Summary)** section, the Administrator can view most of the vital account information by clicking the **View Account Profile** link and then **scrolling** down the page.

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.

- Hierarchy information

-
Account Holder's Name

Product Corporate Card	Account Unique ID: ID: Number:	Processing Hierarchy ⓘ Show All Hierarchy Names 3046-	Managing Account Name: Unique ID: ID: Number: ⓘ
----------------------------------	--	--	--

Organization Name <i>(optional)</i> ⓘ	Optional 1 <i>(optional)</i>	Optional 2 <i>(optional)</i> --
---------------------------------------	------------------------------	------------------------------------

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

-
Account Overview

Summary ⓘ <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr><td style="width: 30%;">Account Status</td><td>Open</td></tr> <tr><td>Credit Limit</td><td>\$2000</td></tr> <tr><td>Available Credit</td><td>\$2000</td></tr> <tr><td>Single Purchase Limit</td><td>\$2000</td></tr> <tr><td>Cash Withdrawal Limit</td><td>20 %</td></tr> <tr><td>Expiration Date</td><td>10/2020</td></tr> </table> <p>View Financial History</p>	Account Status	Open	Credit Limit	\$2000	Available Credit	\$2000	Single Purchase Limit	\$2000	Cash Withdrawal Limit	20 %	Expiration Date	10/2020	Payment Information ⓘ <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr><td style="width: 30%;">Statement Balance</td><td>\$73.74 <small>due on 04/27/2020</small></td></tr> <tr><td>Current Balance</td><td>\$0.00</td></tr> <tr><td>Statement Close Date</td><td>04/06/2020</td></tr> </table> <div style="margin-top: 10px;"> \$ Pay now¹ View Statements </div>	Statement Balance	\$73.74 <small>due on 04/27/2020</small>	Current Balance	\$0.00	Statement Close Date	04/06/2020
Account Status	Open																		
Credit Limit	\$2000																		
Available Credit	\$2000																		
Single Purchase Limit	\$2000																		
Cash Withdrawal Limit	20 %																		
Expiration Date	10/2020																		
Statement Balance	\$73.74 <small>due on 04/27/2020</small>																		
Current Balance	\$0.00																		
Statement Close Date	04/06/2020																		

- 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 i

Date of Birth (optional)

Legal Residential Address i

GOODYEAR, AZ 853958407
USA

- General account detail overview settings

Account Details

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

Activated
Yes

Physical Card & PIN

Physical Card
Yes

- Merchant Authorization Control 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)

- In the **Cardholder Account Profile (Cardholder Account Summary)** section, the Administrator may also view any recent Account Authorizations since the last statement date by selecting the **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

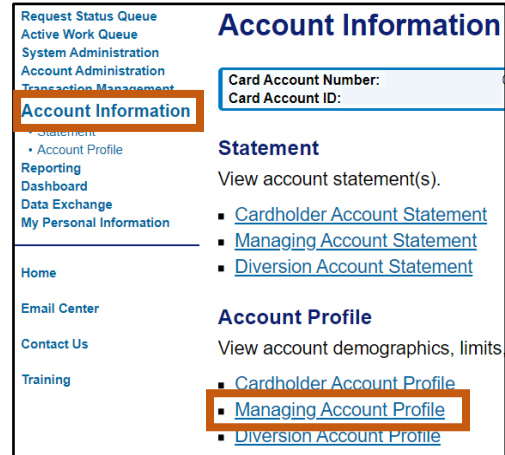
Managing Account Information

Managing Account Statements are used for Central Travel Accounts, which are paid at the managing 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. On the homepage dashboard, click **Accounts** and select **Account Information**.
2. On the **Account Information** screen, under the **Account Profile** section, select the **Managing Account Profile** link.
3. The **Managing Account Profile (Search & Select a Managing Account)** page will generate. The page allows users 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.



Account Information

Request Status Queue
Active Work Queue
System Administration
Account Administration
Transaction Management

Account Information

Statement
Account Profile
Reporting
Dashboard
Data Exchange
My Personal Information

Home
Email Center
Contact Us
Training

Card Account Number:
Card Account ID:

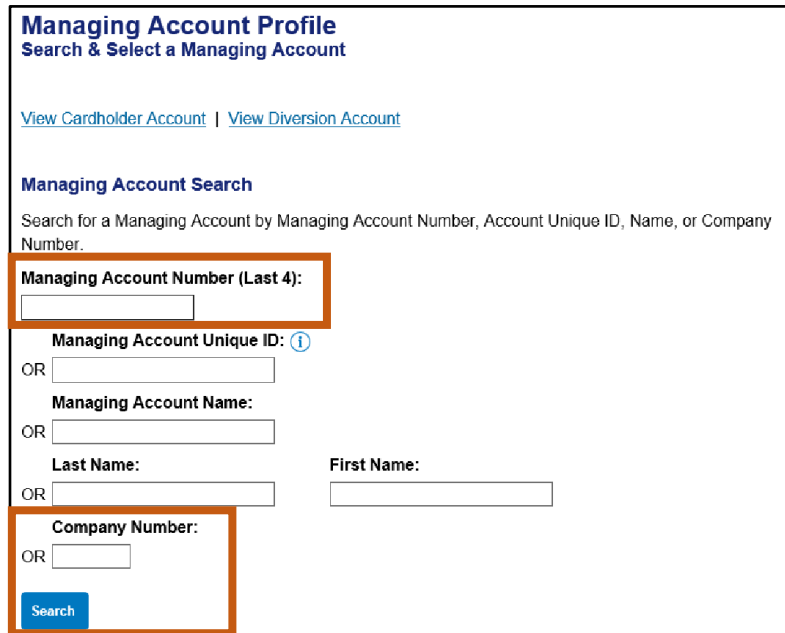
Statement
View account statement(s).

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

Account Profile
View account demographics, limits

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

- 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 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:**

Company Number:
OR

5. The **Managing Account Summary** screen will appear.



- 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

- Demographic Information** relates to:

- Name
- Address
- Contact Information

Managing Account Profile
Demographic Information

Managing Account Number:
Managing Account ID:

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:



8. 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:
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

9. 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:

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 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. On the homepage dashboard, click **Accounts** and select **Account Information**.
2. On the **Account Information** screen, under the **Account Profile** section, select the **Cardholder Account Profile** link.
3. The **Cardholder Account Profile (Search & Select an Account)** page will generate:



Account Information

Request Status Queue
Active Work Queue
System Administration
Account Administration
Transaction Management

Account Information

• Statement
• Account Profile

Reporting
Dashboard
Data Exchange
My Personal Information

Home
Email Center
Contact Us
Training

Card Account Number:
Card Account ID:

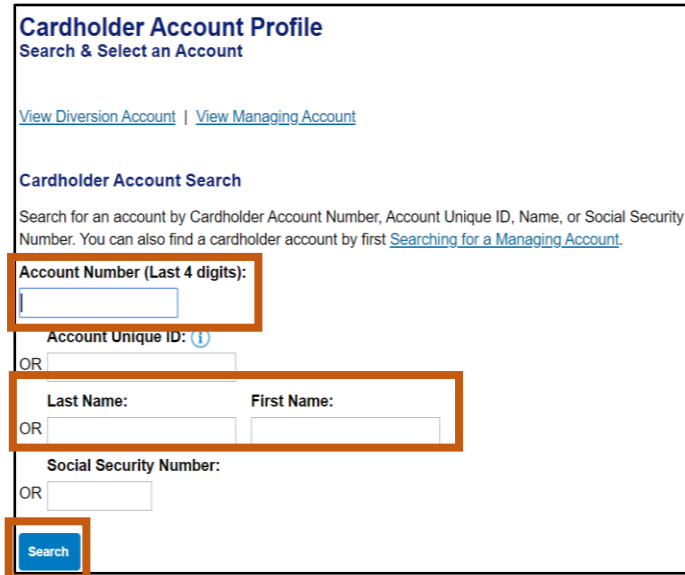
Statement
View account statement(s).

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

Account Profile
View account demographics, limits,

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

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.



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

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. 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.

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

Cardholder Account Profile

Account Authorizations

Card Account Number:
Card Account ID:

[Switch Accounts](#)

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

- Review the information on the Decline tab.

Cardholder Account Profile

Account Authorizations

Card Account Number:
Card Account ID:

[Switch Accounts](#)

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, 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.

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

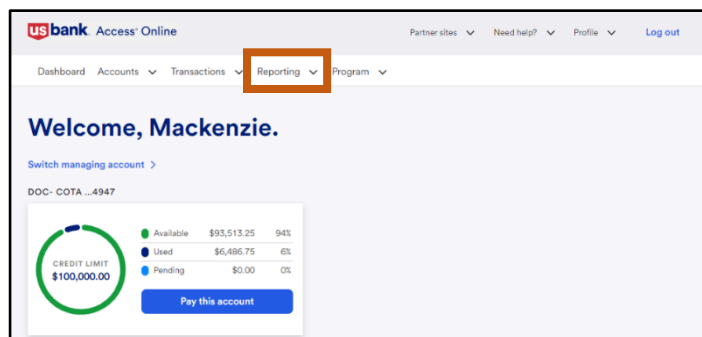
Using the US Bank website, complete the following high level steps:

1. On the homepage dashboard, click **Reporting**.
2. On the **Reporting** screen, select the topic link for the desired report to be run.
3. Select the desired report and prompts based upon the information and format wanted.
4. Click **Run Report** and follow prompts based on the user’s browser.

Accessing Commonly Used Reports Steps

Using the US Bank website, complete the following steps:

1. On the homepage dashboard, click **Reporting** and select **Program Management**.



2. On the **Program Management** page, choose the type of report to view:



a. **Administration:**

- i. **Account List** – Report is frequently used to access 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 the 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>	<h2>Delinquency Management</h2> <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> <h2>Allocation Rules Management</h2> <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>
--	---	---

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. On the homepage dashboard, click **Reporting** and select **Program Management**.
2. Select the **Past Due** report option.
3. 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

Descending Order

Ascending Order

Descending Order

Ascending Order

Descending Order

Ascending Order

Descending Order

4. In the **Output Type** field, select **Excel** from the drop down menu.

5. In the **Processing Hierarchy 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.

6. 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: 3046 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

- No Break/Subtotal - ▾

Run Report Reset Create Scheduled Report



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
- Jessica Torres (602) 989-6952 Jessica.Torres@azdoa.gov
- Kai Tu (602) 989-3210 Kai.Tu@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.