

ADOA – General Accounting Office
**AFIS: PURCHASING CARD
ADMINISTRATOR PROGRAM**



Purchasing Card Administrator Program

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PURCHASING CARD ADMINISTRATOR PROGRAM

Purpose

The intention of this document is to serve as a quick reference guide for agency Purchasing 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 link for any updated versions:

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

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

Learning Objectives

- Understand the roles and responsibilities of a Purchasing Card Administrator.
- Learn the basic functions of card processing on the US Bank website application.

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

US Bank Card Program and Administration

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

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

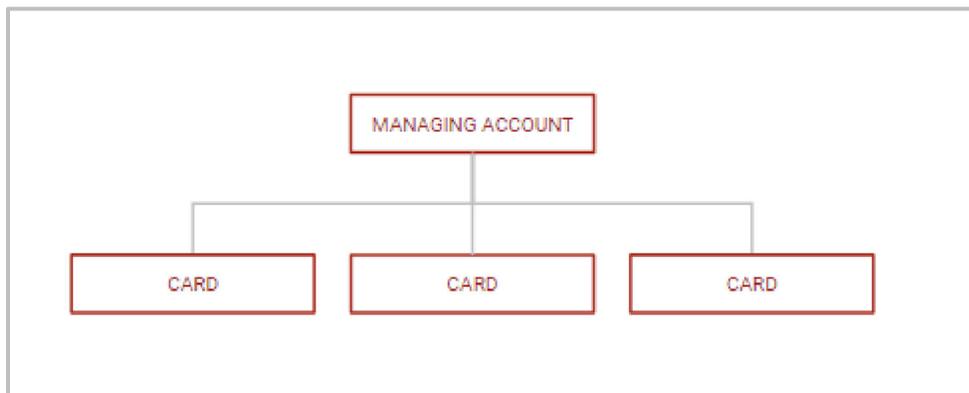
There are two distinct forms of activity for which the P-Card may be employed: purchase activities and payment activities.

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

issuing the card. Those who receive the P-Card to conduct payment transactions are likely to be those processing an agency's accounts payable transactions. Relatively high spending limits are suitable for these types of transactions.

Definition of a Managing Account

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



Purchasing Card Agency Program Administrator Authorization

The Agency Head should appoint one or more employees as an Agency Purchasing (P-Card) Card Program Administrator, at which point, a GAO-3C (Purchasing Card and Travel Card Agency Program Administrator Authorization) form is completed by the agency and sent to the Arizona Department of Administration, General Accounting Office (GAO) at AFIS.Operations@azdoa.gov. The new Agency Purchasing Card Program Administrator(s) will be directed to TRACORP to take the appropriate CBT(s) 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 Purchasing Card Program Administrator(s).

Administrators listed on the GAO-3C are NOT allowed to be a Purchasing Card Account cardholder, without acknowledgment of receipt of the GAO-3C form.

US Bank Access Online

Purchasing Card 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

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 Program Administrators, 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 training site are used in the State of Arizona card program.



[Contact Us](#)

[Login](#)

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

stofaz

User ID:*

mrsmith

Password:*

.....

Login

Agency Administration and Responsibilities

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

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

Purchasing Card Statewide Policy References

State agencies must understand and follow the policies and procedures for the Purchasing Card programs. Purchasing 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 4535 P-Card General Policies and Procedures
- SAAM 4536 P-Card Agency Responsibilities
- SAAM 4537 P-Card Cardholder Responsibilities
- SAAM 4571 Reviewing P-Card Transactions
- SAAM 4035 P-Card, CTA and Fleet Card Incentives
- Form GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement
- Form GAO-3C Purchasing Card and Travel Card Agency Program Administrator Authorization Form
- State Procurement Code and applicable Procurement guidelines provided by SPO

Statewide Administration and Responsibilities

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

New Agency Purchasing Card Account Set Up

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

Purchasing Card Setup

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

1. Sign on to the **US Bank website**
2. Select the **Account Administration** link from the menu on the left side
3. On the Account Administration screen, under the **Cardholder Accounts** select the **Create New Cardholder Account link**
4. On the **Create New Account** screen, enter the following in their respective fields:
 - Product (**Bank**) select **Purchase Card- 1425** (or **7129** for any new Managing Accounts set up after May 2020)
 - **Agent-** type in the four digit agency number for the Managing Account that the card will be set up under

- **Company**- type in the five digit company number
- Send a Physical Card With This Account? - Select **Yes**
- Press the **Next** button on the bottom of the screen

On the next screen labeled **Create New Account**, fill in the below fields:

5. **Account Owner Information** section, use the information from the application:
 - **Name** information
 - **Organizational Name** (optional)- leave blank or as defaulted
6. **Mailing Address** (PO Box is permitted)- This is the work address where statements will be mailed to:
 - **Work Phone Number**
 - **Work email address**
 - **Optional 1** field - type in **EIN of the cardholder**
 - **AZEIN** field, type in the **EIN of the cardholder** (Must be included in both fields for audit purposes)
7. **Legal Information** (no nicknames or shortened names permitted)
 - **Legal Name** which matches employee **SSN**
 - **Legal Residence Address** (Do not enter a PO Box. This must be where the employee physically resides)
8. **Authorization Limits**
 - **Account Credit Limit** – Credit Limit Amount off the GAO-PC-101 State of Arizona Purchasing Card (P-Card) Cardholder Application and Agreement form which normally ranges from \$3,000 to \$10,000 or \$50,000, depending upon the agency needs. Some agencies have higher and some have lower than the normal Authorization Limits.
 - **Single Purchase Limit** – Unless a written exception is granted by the State Comptroller, the spending limit for any single purchase transaction shall be established by the agency but shall not exceed: Five thousand dollars (\$5,000) for monies to be expended out of an appropriated fund, or Ten thousand dollars (\$10,000) for monies to be expended out of a non-appropriated fund.
 - Internal controls over appropriated funds should be implemented to prevent P-Card purchases from exceeding established spending authority and cash availability.
 - Once set up is submitted and completed, notify the cardholder that the card has been requested and is expected to be issued within 7-10 business days. Whether it is mailed to the Agency Purchasing Card Administrator or the employee is determined by the Managing Account Setup rules.



Training

- 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 opening the new card.
- Agency shall retain original application and agreement forms in accordance with applicable record retention requirements and must be available for audit if requested.

Note: Once the Purchase Card is set up, notify the employee that they will need to activate the card once they receive it. In order to activate they card, they will need to call 1-800-344-5696, then input:

- ***The full 16-digit account number***
- ***The zip code - will be the billing address that was entered on file***
- ***Upon request for SSN number, they use 0000***

Closing Purchasing Card Accounts

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

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

Closing a Purchasing Card Account in Access Online

Closing a Purchasing Card Account:

1. Sign into the US Bank website
2. Go to **Account Administration**
3. Go to **Maintain Cardholder Account**
 - Search for the cardholder by account number or last and first name
 - Select the card you are wanting to close
4. Click **Account Information**
5. Use the drop down to change the Account Status:
 - **T9-Terminated:** Use this to permanently close the card. This option is used when an employee leaves an agency.
 - **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, such as extended medical leave, maternity leave or military leave.
6. **Submit** the changes when done

Purchase Card Account Payments to US Bank

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

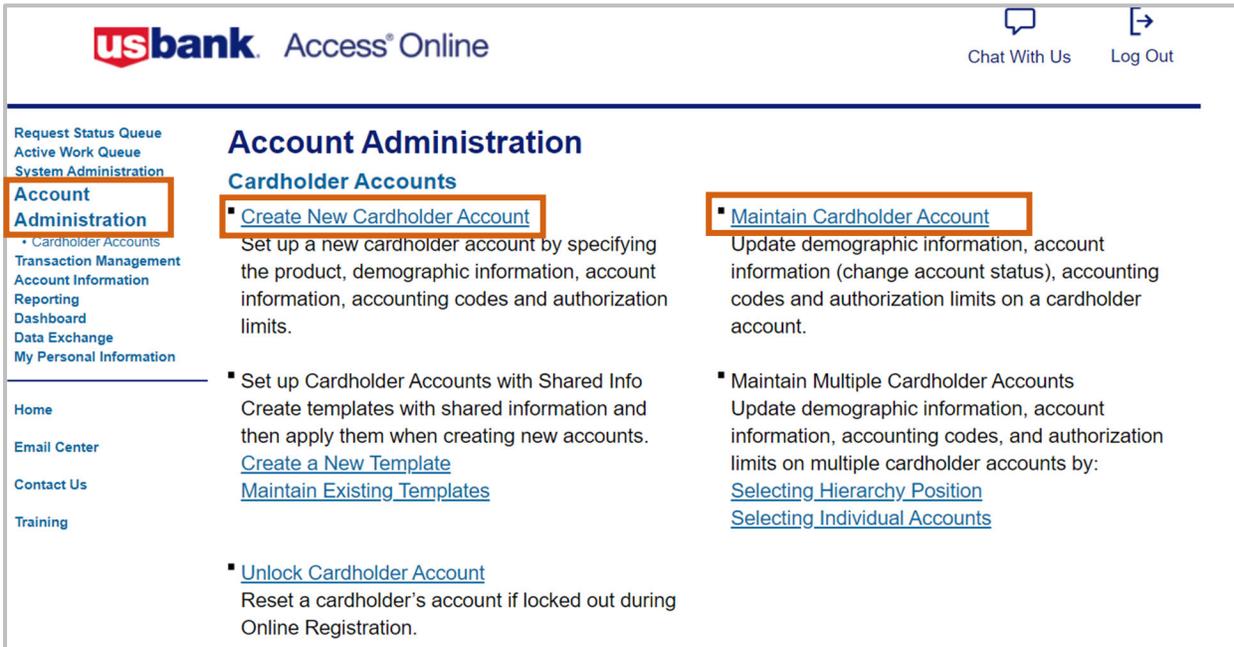
If an agency/department is unsure of the Address ID to use when issuing P-Card payments, please contact the GAO at **AFIS.Operations@azdoa.gov** to obtain the correct Address ID.

Account Administration

To create a new cardholder account or maintain an existing cardholder account, do the following:

1. Sign on to US Bank
2. Click **Account Administration** on the left menu
3. Click **Create New Cardholder Account** or **Maintain Cardholder Account**

Note: Creating a New Cardholder Account was demonstrated in the previous Account Setup sections. In this section, we will demonstrate an example of updating existing account information.

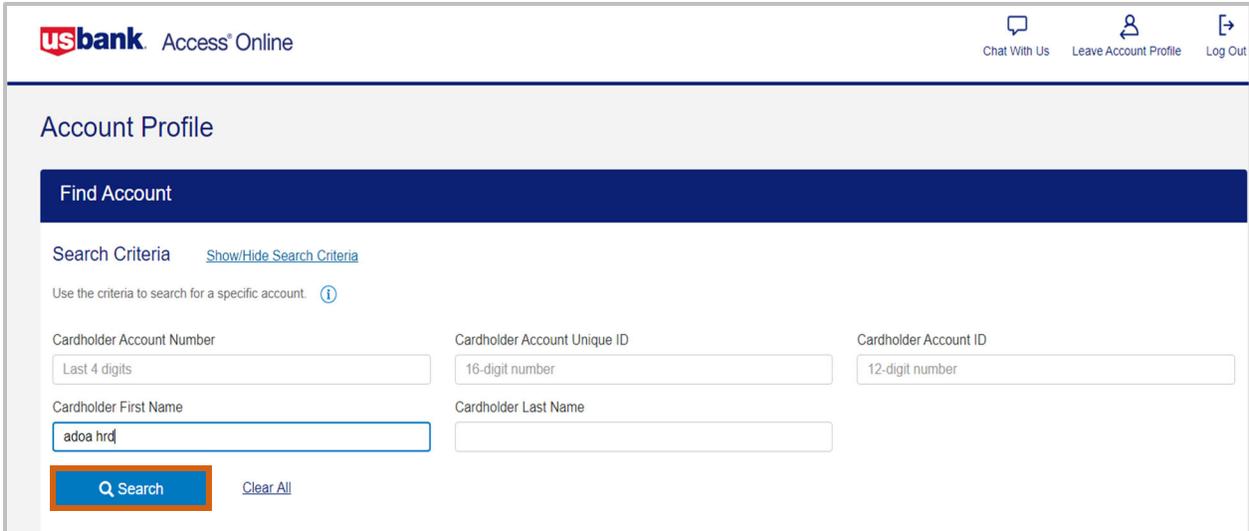


The screenshot shows the US Bank Access Online interface. The top navigation bar includes the US Bank logo, 'Access Online', and links for 'Chat With Us' and 'Log Out'. The left sidebar contains a menu with 'Account Administration' highlighted. The main content area is titled 'Account Administration' and 'Cardholder Accounts'. It features three main sections: 'Create New Cardholder Account', 'Maintain Cardholder Account', and 'Unlock Cardholder Account'. Each section includes a brief description and links to further actions.

- **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.

4. Search the criteria listed, click **Search** button

The most common ways to search for a card account is by the Last 4 digits of the **Cardholder Account Number** or the **Cardholder First and Last Name**.



US bank Access Online

Chat With Us | Leave Account Profile | Log Out

Account Profile

Find Account

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

Use the criteria to search for a specific account. [i](#)

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](#)

- Choose the **account** you would like to view *(It will either take you to the account, or give you a list of accounts to pick from)*

Results [Show/Hide Data](#) | [Choose Sort Options](#) Results 1 to 3 of 3

	Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name
<input type="radio"/>	417235000136	0304-6472-1854-3861	T9 - Terminated	ADOA HRD TRAVEL ACCT 2 GS
<input checked="" type="radio"/>	612095116191	0304-6106-1834-2288	Open	ADOA HRD NON EMP TRAVEL

Product: CTS

- Press **Confirm**

Back **Confirm**

Once the account is pulled, the following screen will appear. All fields with a **pencil symbol**, indicates you can update that field.

Account Profile [Switch Accounts](#)

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Product Purchasing	Account Unique ID: ⓘ ID: Number: 	Processing Hierarchy ⓘ Show All Hierarchy Names	Managing Account Name: AZ DHS Unique ID: N/A ⓘ ID: Number:
------------------------------	---	---	---

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

7. In the **Account Overview** section the Administrator can:

- **Close** the cardholder account
- Modify cardholder **Credit Limits**
- View **Statements**

Account Overview

Summary ⓘ <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 70%;">Account Status</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">Open </td> </tr> <tr> <td>Credit Limit</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">\$10000 </td> </tr> <tr> <td>Available Credit</td> <td style="text-align: center;">\$10000</td> </tr> <tr> <td>Single Purchase Limit</td> <td style="text-align: center;">\$0</td> </tr> <tr> <td>Cash Withdrawal Limit</td> <td style="text-align: center;">0 %</td> </tr> <tr> <td>Expiration Date</td> <td style="text-align: center;">02/2022</td> </tr> </table> <p>View Financial History</p>	Account Status	Open	Credit Limit	\$10000	Available Credit	\$10000	Single Purchase Limit	\$0	Cash Withdrawal Limit	0 %	Expiration Date	02/2022	Payment Information ⓘ <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 70%;">Statement Balance</td> <td style="text-align: right;">\$0.00 <small>due on 12/31/9999</small></td> </tr> <tr> <td>Current Balance</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Statement Close Date</td> <td style="text-align: right;">11/06/2019</td> </tr> </table> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 10px; display: inline-block;"> View Statements </div>	Statement Balance	\$0.00 <small>due on 12/31/9999</small>	Current Balance	\$0.00	Statement Close Date	11/06/2019
Account Status	Open																		
Credit Limit	\$10000																		
Available Credit	\$10000																		
Single Purchase Limit	\$0																		
Cash Withdrawal Limit	0 %																		
Expiration Date	02/2022																		
Statement Balance	\$0.00 <small>due on 12/31/9999</small>																		
Current Balance	\$0.00																		
Statement Close Date	11/06/2019																		

- 8. In the **Account Owner's Information** section the Administrator can:
 - Modify the **account owner information** (*mailing address, email address and phone numbers*)

Account Owner's Information

Social Security Number
--

Mailing Address

USA

Email Address

Work Phone

Additional Phone (*optional*)
0000000000

Personal Phone

Fax Number (*optional*)
9999999999999999

AZEIN

- 9. In the **Legal Information** section, the Administrator can:
 - Modify the **Legal Residential Address** (*if necessary and different from the Mailing Address*). If the Legal Name needs to be changed, contact the GAO Statewide Administrator.

 Legal Information

Account Assignment
Individual

Legal Name 

Date of Birth (optional)
--

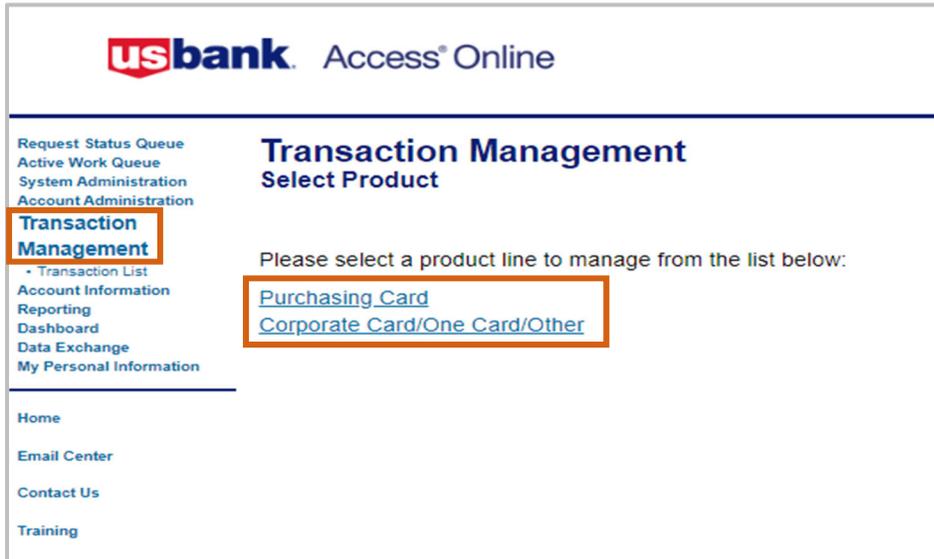
Legal Residential Address 
--

Legal Information Comments (optional)

Transaction Management

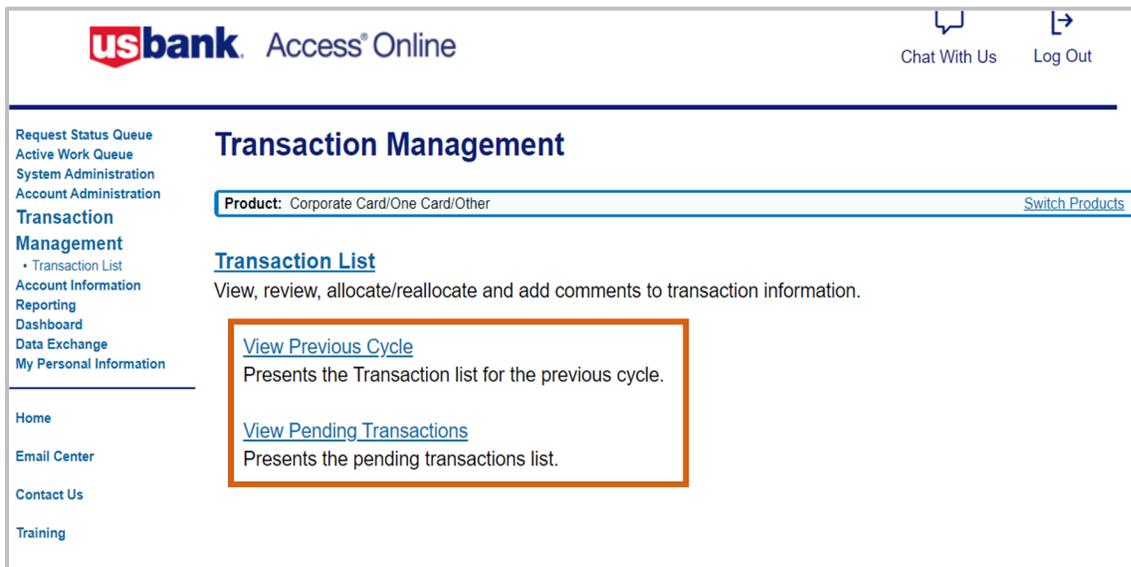
To view previous and pending transactions, including ones that may be in **Dispute** status.

1. Search the **Transaction Management** section
2. Select the **Purchasing Card** option for Purchasing Card Accounts.



The screenshot shows the US Bank Access Online interface. The top navigation bar includes the US Bank logo and 'Access Online'. A left sidebar menu lists various options: Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management (highlighted with an orange box), Transaction List, Account Information, Reporting, Dashboard, Data Exchange, and My Personal Information. Below the sidebar are links for Home, Email Center, Contact Us, and Training. The main content area is titled 'Transaction Management' and 'Select Product'. It contains the text 'Please select a product line to manage from the list below:' followed by two links: 'Purchasing Card' and 'Corporate Card/One Card/Other', both highlighted with orange boxes.

3. Select **View Transactions** option:
 - View Previous Cycle
 - View Pending Transactions



This screenshot shows the 'Transaction Management' page after selecting a product. The top right corner has 'Chat With Us' and 'Log Out' buttons. The left sidebar is identical to the previous screenshot, with 'Transaction Management' highlighted. The main content area shows 'Transaction Management' and 'Transaction List'. A dropdown menu displays 'Product: Corporate Card/One Card/Other' with a 'Switch Products' link. Below this, the text reads 'View, review, allocate/reallocate and add comments to transaction information.' Two links are highlighted with orange boxes: 'View Previous Cycle' (with the description 'Presents the Transaction list for the previous cycle.') and 'View Pending Transactions' (with the description 'Presents the pending transactions list.').

4. Under **View Pending Transactions**, it shows all charges and payments
 - The search may be narrowed by changing the options in the **Billing Cycle Close Date** dropdown
5. Click **Transaction Date** link to obtain details regarding a particular transaction

Transaction Management

Card Account Summary with Transaction List

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

[Managing Acct List](#) | [Card Acct List](#) | [» Trans List](#)

[+] **Card Account Summary**

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

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

Records 1 - 6 of 6

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

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID
<input type="checkbox"/>		05/06	05/07	S&S WORLDWIDE, INC.	860-5373451, CT	\$495.36		
<input type="checkbox"/>		04/07	04/08	WALMART.COM 8009666546	800-966-6546, AR	\$54.97		
<input type="checkbox"/>		03/04	03/06	HARKINS TEMPE MRKETPLACE	TEMPE, AZ	\$76.50		

6. In the **Summary** tab section, a **Dispute** button is provided in the event a transaction needs to be disputed

Transaction Management

Transaction Detail

Product: Corporate Ca [Switch Products](#)
 Card Account Number: [Switch Accounts](#)
 Card Account ID: 912

[» 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.

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

[Print Transaction](#)

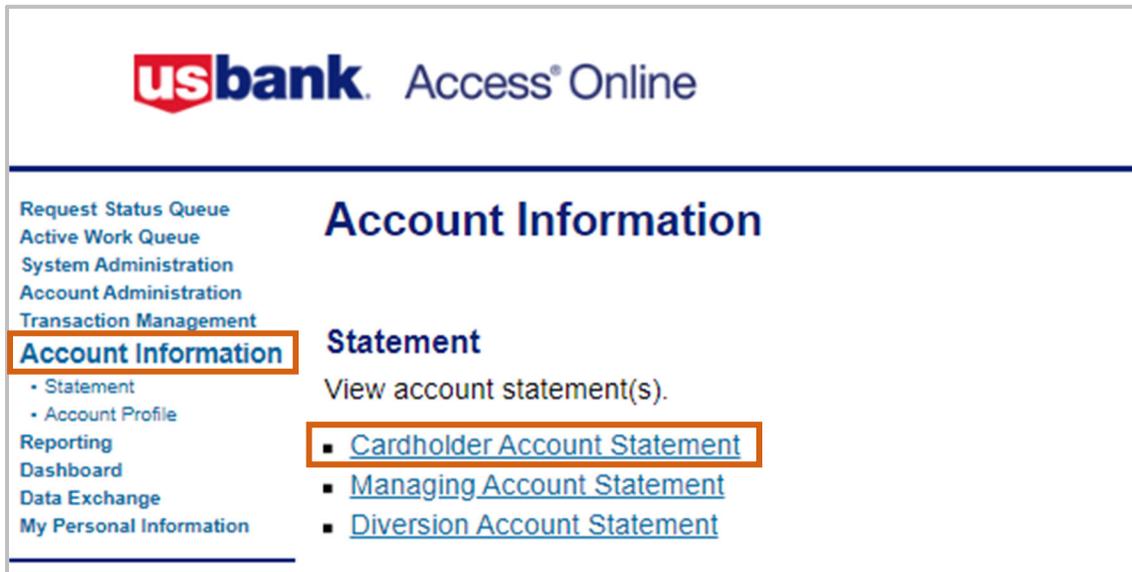
Account Information

In the Account Information section, Administrators 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

Administrators can pull individual **Cardholder Account Statements** for their agency as needed.

1. Log into the **US Bank Website**
2. Select **Account Information**
3. Click **Cardholder Account Statement**



The screenshot shows the US Bank Access Online interface. At the top, the US Bank 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 an orange box), Reporting, Dashboard, Data Exchange, and My Personal Information. Under the "Account Information" menu, there are sub-items: Statement, Account Profile, and Reporting. The "Statement" section is expanded, showing "View account statement(s)." and a list of links: **Cardholder Account Statement** (highlighted with an orange box), [Managing Account Statement](#), and [Diversion Account Statement](#).

4. **Search & Select an Account** screen, the following criteria may be used as search criteria:
 - **Account Number (Last 4)** field, type the last **4-digits of the account number** (most common)
 - **Last Name/First Name** field, search by **name of the cardholder**

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. Statement opens in **PDF**. Administrators may save, print and/or forward by email

Account Statements

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



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



000001300 01 SP 0.560 106481179352653 P

PHOENIX AZ 85008-6037

DEPT OF HEALTH SERVICES

ACCOUNT NUMBER

STATEMENT DATE 05-06-20

TOTAL ACTIVITY \$ 54.97

**"MEMO STATEMENT ONLY"
DO NOT REMIT PAYMENT**

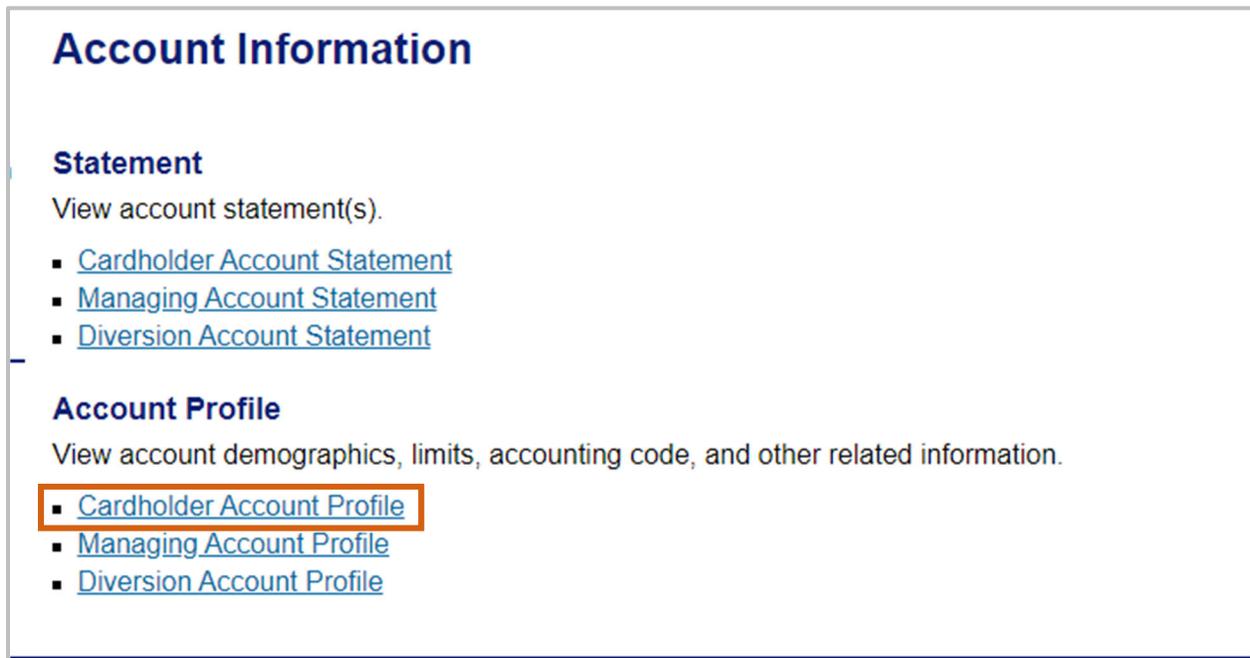
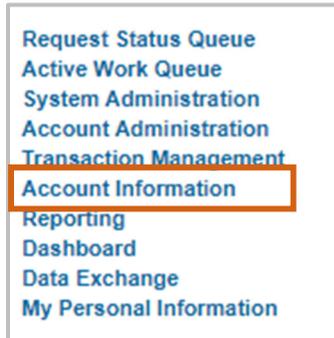
NEW ACCOUNT ACTIVITY					
POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT
04-08	04-07	WALMART.COM 8009666546 800-966-6546 AR PUR ID: 32520240 TAX: 0.00		5310	54.97

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

Accessing a Cardholder Account Profile

Accessing a **Cardholder Account Profile** can be found on the left menu panel on the US Bank Website:

1. Select **Account Information**
2. Click **Cardholder Account Profile** link



3. The **Cardholder Account Profile** Search & Select a Managing Account page will open

This page allows you to search for a Cardholder Account based upon the criteria:

4. **Account Number** field, the last **4-digits of the card account**
5. **Last Name and First Name** fields

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

6. In the **Cardholder Account Profile** section, the Administrator can view most of the vital account information:
 - Hierarchy information
 - Account Status
 - Card and Single Purchase Limits
 - Statements and Current Balances
 - Mailing Address and Contact information for the cardholder

-
MICHELLE D BETHUNE

Product Purchasing	Account Unique ID: (i) ID: Number:	Processing Hierarchy (i) Show All Hierarchy Names	Managing Account Name: AZ DHS Unique ID: (i) ID: Number:
------------------------------	---	--	--

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

-
Account Overview

Summary (i) <table style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr><td style="width: 30%;">Account Status</td><td>Open</td></tr> <tr><td>Credit Limit</td><td>\$3000</td></tr> <tr><td>Available Credit</td><td>\$2504</td></tr> <tr><td>Single Purchase Limit</td><td>\$1000</td></tr> <tr><td>Expiration Date</td><td>03/2021</td></tr> </table> <p>View Financial History</p>	Account Status	Open	Credit Limit	\$3000	Available Credit	\$2504	Single Purchase Limit	\$1000	Expiration Date	03/2021	Payment Information (i) <table style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr><td style="width: 30%;">Statement Balance</td><td>\$54.97</td></tr> <tr><td>Current Balance</td><td>\$495.36</td></tr> <tr><td>Statement Close Date</td><td>05/06/2020</td></tr> </table> <p>View Statements</p>	Statement Balance	\$54.97	Current Balance	\$495.36	Statement Close Date	05/06/2020
Account Status	Open																
Credit Limit	\$3000																
Available Credit	\$2504																
Single Purchase Limit	\$1000																
Expiration Date	03/2021																
Statement Balance	\$54.97																
Current Balance	\$495.36																
Statement Close Date	05/06/2020																

-
Account Owner's Information

Social Security Number

Mailing Address

PHOENIX, AZ 850086037
USA

Email Address

Work Phone	Personal Phone
Additional Phone (optional) 0000000000	Fax Number (optional) 999999999999999999

AZEIN

Legal Information

Account Assignment
Individual

Legal Name ?

Date of Birth *(optional)*

Legal Residential Address ?

Legal Information Comments *(optional)*

Account Details

Cycle Day ?	Open Date	Maintenance Date
6	03/14/2017	10/22/2019 16:51:15 Update method: Online

Activated
Yes

Physical Card & PIN

Physical Card
Yes

Checks

Checks
No

Reporting Level ?

[Show All Hierarchy Names](#)

Level 1	Level 2	Level 3	Level 4	Level 5
24626	0000	0000	0000	0000

[←](#) Authorization Limits

First Fiscal Month
July

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

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

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.

- Under the **Cardholder Account Profile**, the Administrator may also view any recent Account Authorizations since the last statement date by selecting **Account Authorizations**

Cardholder Account Profile

Account Authorizations

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

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

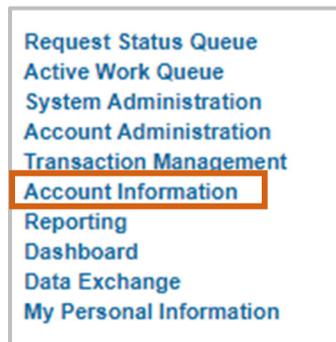
Records 1 - 1 of 1

Pull Managing Account Statements

Managing Account Statements are used for Purchase Cards as payments are made at a Managing Account level. Central Travel Cards are paid by the agency at the card account level. And Employee Travel Card accounts are paid by the employee at the card account level.

Access a Managing Account Profile

Accessing a Managing Account can be done through the **Account Information** option on the left menu panel on the US Bank Website:



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](#)

1. Select **Managing Account Profile** link
2. The link will take you to the **Managing Account Profile** (Search & Select a Managing Account) page

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

This page allows you to search for a Managing Account based upon the above criteria:

3. Managing Account Number (Last 4) field, type the last 4-digits of the Managing Account number
4. **Company Number** field, type the **5-digit number**
5. Click **Search**, the account will appear

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.

[Account Information](#)
View other account information such as Account Status, Hierarchy Position, Cycle Day, and Open Date.

[Extract Information](#)
View financial extract information assigned to the account.

[Default Accounting Code](#)
View the default accounting code assigned to the account.

[Authorization Limits](#)
View authorization limit information such as Credit Limit, Single Purchase Limit, and Available Credit.

[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. Click the **View a Cardholder account** link to see a list of all cardholder accounts and their status under a Managing Account
7. **Other information** available relates to:
 - Managing Account address, where new card accounts may be mailed
 - Account Status
 - Managing Account limits

Managing Account Profile

Demographic Information

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

[Switch Accounts](#)

Name

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

Address

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

Contact Information

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

Managing Account Profile

Account Information

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

[Switch Accounts](#)

Account Status: " "-OPEN

Hierarchy Position

Bank	Agent	Company	Division	Department
1425	6769	34591	00000	0000

Organization Name

ATTN ACCOUNTS PAYABLE

Account Information

Company Name: ADOA MGMT SERVICES DIV

Product Name: Purchasing

Product Description: Purchase Card

Cycle Day: 6

Open Date: 02/21/2008

Temp Auth Start Date:

Temp Auth End Date:

Payment Method Code:

Payment Method Description: None

Use Alternate Address: Y

8. The Managing Account Profile **Account Information** screen allows the viewing of other account information such as:
- Account Status
 - Hierarchy Position
 - Cycle Day
 - Open Date

Managing Account Profile

Authorization Limits

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

Authorization Limits

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

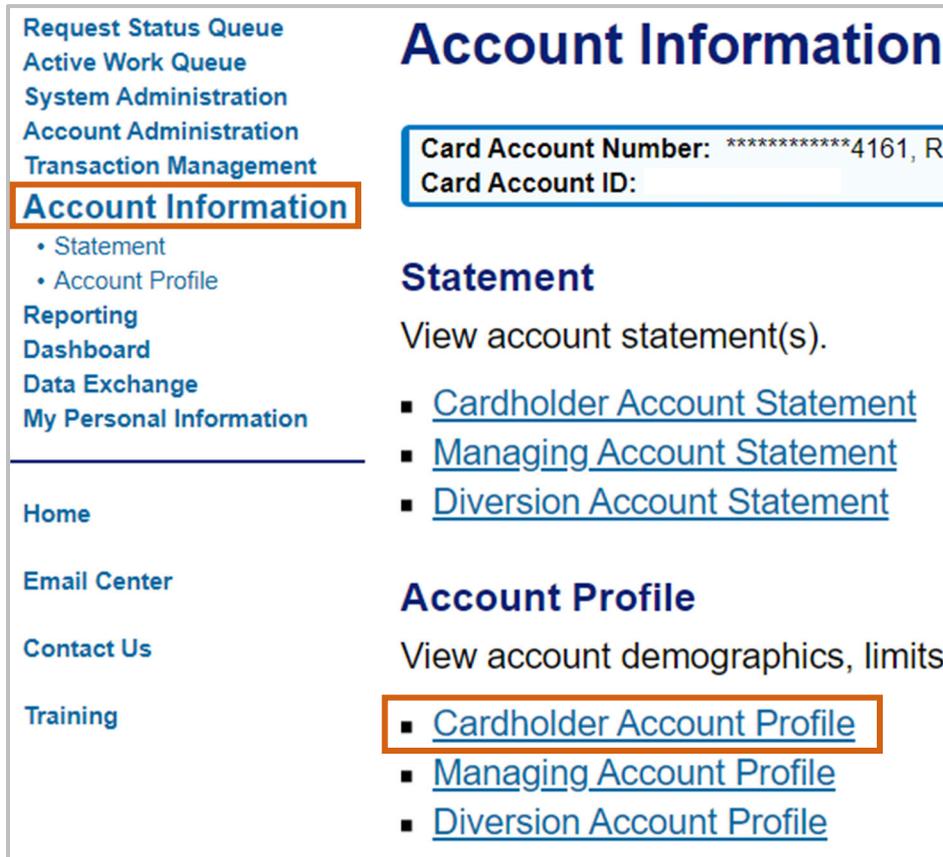
Standard Velocity Limits

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

9. The **Managing Account Profile Authorization Limits** screen shows:
- Overall Credit Limit for all cards under the Managing Account

Review a Decline

The following steps should assist a Purchase Card Administrator in understanding why a merchant declined a charge on a card account.



The screenshot shows a web application interface with a left-hand navigation menu and a main content area. The navigation menu includes links for Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management, **Account Information** (highlighted with an orange box), Reporting, Dashboard, Data Exchange, My Personal Information, Home, Email Center, Contact Us, and Training. The main content area is titled "Account Information" and displays "Card Account Number: *****4161, R0" and "Card Account ID:". Below this, there are two sections: "Statement" and "Account Profile". The "Statement" section includes a link for "Cardholder Account Statement" (highlighted with an orange box). The "Account Profile" section includes links for "Cardholder Account Profile" (highlighted with an orange box), "Managing Account Profile", and "Diversion Account Profile".

1. Select **Account Information**
2. Click **Cardholder Account Profile** link

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

3. Specify **search criteria** to locate the card account such as:

- Last 4-digits of the **Account Number**
- **Last and First Name**

4. Click **Search**

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.

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 Purchase Card Administrator for assistance. Many of the large State agency Purchase Card Program Administrators have the ability to manage the MCC themselves.

Running Reports

- 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

- Home
- Email Center
- Contact Us
- Training

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.

Running reports from the US Bank website can be completed from the following steps:

1. Select the **Reporting** option on the left menu panel
2. Select the **Report Section** for the report you want to run
3. Select the **Report** following the prompts based upon the information and format wanted
4. Click **Run Report** and follow prompts based on your browser

Commonly Used Reports

<p>Request Status Queue Active Work Queue System Administration Account Administration Transaction Management Account Information Reporting Program Management Financial Management <ul style="list-style-type: none"> • Supplier Management • Tax and Compliance Management • Administration • User Activity Audit Reporting • Report Scheduler • Flex Data Reporting Dashboard Data Exchange My Personal Information</p>	<h3>Program Management</h3> <h4>Spend</h4> <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> <h4>Administration</h4> <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>	<h4>Delinquency Management</h4> <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> <h4>Allocation Rules Management</h4> <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>
<p>Home Email Center Contact Us Training</p>		

Under the **Program Management** reports option:

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

Running the Past Due Report

An administrator monitoring the accounts that are 30 days past due.

1. Click **Reporting** on the left menu panel
2. Click **Program Management**
3. Select the **Past Due** Report option

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:

Number of Days Past Due:

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

<input type="text" value="Name"/>	<input type="text" value="No Sort"/>	<input type="text" value="No Sort"/>	<input type="text" value="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

4. In the **Number of Days Past Due** drop down, select **30 or more**

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

[<< Back to Program Management](#)

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

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

State of Arizona Account Coordinator:

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

General Accounting Office Contacts

State of Arizona Statewide Administrators:

- Mackenzie Jordan (602) 542-5496 Mackenzie.Jordan@azdoa.gov
- Patricia Ferreira (602) 542-5402 Patricia.Ferreira@azdoa.gov
- Brian Nguyen (602) 542-2122 Brian.Nguyen@azdoa.gov

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