Travel Card Administrator Program

Table of Contents

PURPOSE .................................................................................................................................................. 3
LEARNING OBJECTIVES .......................................................................................................................... 3
US BANK CARD PROGRAM AND ADMINISTRATION .............................................................................. 3
DEFINITION OF A MANAGING ACCOUNT ............................................................................................. 3
TRAVEL CARD AGENCY PROGRAM ADMINISTRATION AUTHORIZATION ........................................... 4
US BANK ACCESS ONLINE .................................................................................................................. 5
AGENCY ADMINISTRATION AND RESPONSIBILITIES ............................................................................. 7
TRAVEL STATEWIDE POLICY REFERENCES ......................................................................................... 7
STATEWIDE ADMINISTRATION AND RESPONSIBILITIES ...................................................................... 8
NEW AGENCY EMPLOYEE TRAVEL OR CENTRAL TRAVEL CARD (GHOST CARD) ACCOUNT SETUP .......... 8
  EMPLOYEE TRAVEL CARD SETUP ........................................................................................................... 8
  CENTRAL TRAVEL CARD (GHOST CARD) ACCOUNT SETUP ............................................................... 10
CLOSING A CARD ACCOUNT .................................................................................................................. 11
  CLOSING EMPLOYEE TRAVEL CARD ACCOUNTS .................................................................................. 11
CENTRAL TRAVEL CARD ACCOUNTS PAYMENTS TO US BANK ............................................................ 12
EMPLOYEE TRAVEL CARD ACCOUNT PAYMENTS TO US BANK .......................................................... 12
ACCOUNT ADMINISTRATION ................................................................................................................. 12
TRANSACTION MANAGEMENT ................................................................................................................ 16
ACCOUNT INFORMATION ....................................................................................................................... 19
  PULLING CARDHOLDER ACCOUNT STATEMENTS .............................................................................. 19
  REVIEWING STATEMENTS ..................................................................................................................... 21
ACCESSING A CARDHOLDER ACCOUNT PROFILE ............................................................................... 22
PULL MANAGING ACCOUNT STATEMENTS ............................................................................................ 27
  ACCESS A MANAGING ACCOUNT PROFILE ....................................................................................... 27
REVIEW A DECLINE .................................................................................................................................. 32
  COMMON DECLINE REASONS ............................................................................................................... 35
RUNNING REPORTS ................................................................................................................................. 36
  COMMONLY USED REPORTS .................................................................................................................. 37
CONTACT INFORMATION ......................................................................................................................... 40
TRAVEL CARD ADMINISTRATOR PROGRAM

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


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 Travel 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 travel card program consists of two card types:

Central Travel Account (Ghost Card or CTA) – generally used to make arrangements such as hotel reservations and to purchase airfare. There is no physical card issued for this account. Card balances are paid at each individual card level by the agency.

Employee Travel Card (ETC) – 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. 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 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 paid using 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.

**Travel Card Agency Program Administration Authorization**

The Agency Head should appoint one or more employees as an Agency Travel 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 Travel 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 Travel Card Program Administrator(s).

*Administrators listed on the GAO-3C are not allowed to be an Employee Travel Card Account or Central Travel Card (Ghost) Account cardholder, without acknowledgment of receipt of the GAO-3C form.*
US Bank Access Online

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

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

Travel Statewide Policy References

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

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

The 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 Travel Cards (only if agency Administrator doesn’t have Full access)
- Statewide Policy and/or application to a specific scenario
- ACH Setup in AFIS to facilitate proper payment posting to appropriate US Bank account
- 60 Days Past Due Payroll Recovery and corresponding card account closure

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

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

Employee Travel Card Setup

Employee Travel Cards (ETC) will be set up once a fully completed GAO-ETC-101 State of Arizona Employee Travel Card (ETC- Card) Cardholder Application and Agreement are filled out by the cardholder and signed off by the appropriate person(s). 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) drop down, select Corporate Card - 3046
Training

- **Agent** field, type the **4-digit agency number** for the Managing Account that the card will be set up under
- **Company** field, type the **5-digit company number**
- Send a **Physical Card With This Account** field, select Yes
- Press **Next** on the bottom of the screen

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

1. **Account Owner Information** section, use the information from the application:
   - **Name** information
   - **Organizational Name** (optional) - leave blank or as defaulted
   - **Social Security**, enter the cardholder’s social security number (* Obtained from the employee or your HR department. Not included on application form for security purposes.*)

2. **Mailing Address** (PO Box is permitted)
   - Work Phone Number
   - Email address
   - Optional 1 field, type the **EIN** of the cardholder
   - **AZEIN** field, type the **EIN** of the cardholder (**Must be included in both fields for audit purposes**)

3. **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*)

4. **Authorization limits**
   - **Account Credit Limit** field, Credit Limit Amount off the form which normally ranges 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.
   - **Single Purchase Limit** field, not normally used for Travel Card accounts

Once set up is submitted and completed, 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.

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 Employee Travel Card 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:

- The full 16-digit account number
- The zip code (will be the billing address that was entered on file)
- Upon request for the SSN, they will use the last 4-digits of the cardholder SSN

**Central Travel Card (Ghost Card) Account Setup**

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

Once the GAO submits set up information to US Bank, it may take anywhere from seven to ten business days to complete a new Central Travel Card Account. Once the card account is created, GAO will set up the appropriate ACH information in AFIS that will be used to transmit payments via ACH/EFT directly into the appropriate account at US Bank. The AFIS vendor number used will be GHOSTxxxx0001, with xxx coinciding with the agency/department 3-digit Department Accounting Code. A payment Address ID will be set up for each Central Travel Card account. Each card account is paid at the Card Account level, rather than the Managing Account level.

Once the Central Travel Card Account 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.**

**Note:** Once the Central Travel Account 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:

- The full 16-digit account number
- The zip code (will be the billing address that was entered on file)
- Upon request for SSN, input, 0000
Closing a Card Account

Closing an Employee Travel Card Account:

1. Sign into the US Bank website
2. Click on Account Administration
3. Click on Maintain Cardholder Account
   - Search the cardholder account number or last and first name
   - Select the card you want to close
4. Click Account Information
5. Account Status drop down, choose one:
   - T9-Terminated - To permanently close the card. This option is used when an employee leaves an agency.
   - V9-Voluntarily Closed - 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. Click Submit

Closing Employee Travel Card Accounts

When employees leave a State agency, their employee travel card must be cancelled as soon as possible. An ETC requires a Cancellation Notice to be completed and delivered to the employee within two business days of the employee’s separation date. This is very important. Agencies that fail to cancel the Employee Travel Card 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.
Central Travel Card Accounts Payments to US Bank
The Vendor Number to be used in AFIS when making payments to US Bank on the Central Travel Account (Ghost card account) is GHOSTxxx0001, where xxx is the 3 character agency/department code. The Address ID is set up by the GAO and is unique to each Central Travel Account. It also includes ACH/EFT banking information so payments are directly posted to the correct account number. Issuing payments to an incorrect Address ID will cause the payment to post to a different account, causing late payment charges and extra paperwork to be completed by the agency.

If an agency/department is unsure of the Address ID to use when issuing CTA payments, please contact the GAO at AFIS.Operations@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.

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.

![Account Administration](image-url)
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. 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.

5. 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)

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

7. In the Account Overview section the Administrator can:
   - Close the cardholder account
   - Modify cardholder Credit Limits
   - View Statements
8. In the **Account Owner’s Information** section the Administrator can:

   - Modify the **account owner information** *(mailing address, email address and phone numbers)*

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

1. Search the Transaction Management section
2. Select Corporate Card/One Card/Other option for Central Travel (Ghost) or Corporate (Employee) Travel Card Accounts

3. Select View Transactions option:
   - View Previous Cycle
   - View Pending Transactions
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](image)

<table>
<thead>
<tr>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
<th>Detail</th>
<th>Trans Unique ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/31</td>
<td>10/31</td>
<td>PAYMENT</td>
<td>00000, A</td>
<td>$1,757.60</td>
<td>PY</td>
<td>00461061834226</td>
</tr>
<tr>
<td>09/27</td>
<td>09/27</td>
<td>PAYMENT</td>
<td>00000, A</td>
<td>$1,830.32</td>
<td>PY</td>
<td>00461061834226</td>
</tr>
<tr>
<td>09/15</td>
<td>09/16</td>
<td>ALL VALLEY TRNSRTPN</td>
<td>602-302-6668, AZ</td>
<td>$25.00</td>
<td></td>
<td>00461061834226</td>
</tr>
<tr>
<td>09/16</td>
<td>09/16</td>
<td>KIMPTON HOTEL PALOMAR PH</td>
<td>PHOENIX, AZ</td>
<td>$136.21</td>
<td></td>
<td>00461061834226</td>
</tr>
<tr>
<td>09/13</td>
<td>09/13</td>
<td>HYATT REGENCY PHOENIX</td>
<td>8885884384, AZ</td>
<td>$136.21</td>
<td></td>
<td>00461061834226</td>
</tr>
</tbody>
</table>
6. In the **Summary** tab section, a **Dispute** button is provided in the event a transaction needs to be disputed.
**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
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](image)

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

![Account Statements](image)
Reviewing Statements

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

![Bank Statement]

Note: All Ghost Card Accounts are paid via ACH using the appropriate Vendor Number (Ghostxxx001) and the Address ID associated with each account. The Central Travel Accounts are paid directly to US Bank by the agency.
Accessing a Cardholder Account Profile
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:

1. **Account Number** field, the last **4-digits of the card account**

2. **Last Name and First Name** fields, recommended as an option to search for Corporate Travel Card Accounts. Central Travel (Ghost) Card Accounts are often listed with an agency division name, not the name of the card account custodian.

3. 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
### RONALD K WEBER

<table>
<thead>
<tr>
<th>Product</th>
<th>Account</th>
<th>Processing Hierarchy</th>
<th>Managing Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Card</td>
<td>Unique ID:</td>
<td>Show All Hierarchy Names</td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>ID:</td>
<td>3046-</td>
<td>Unique ID:</td>
</tr>
<tr>
<td></td>
<td>Number:</td>
<td></td>
<td>ID:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Organization Name (optional)</th>
<th>Optional 1 (optional)</th>
<th>Optional 2 (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>152804</td>
<td></td>
</tr>
</tbody>
</table>

### Account Overview

#### Summary

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

#### Payment Information

- **Statement Balance**: $73.74 due on 04/27/2020
- **Current Balance**: $0.00
- **Statement Close Date**: 04/06/2020

#### View Financial History

#### View Statements

### Account Owner's Information

- **Social Security Number**: 
- **Mailing Address**: GOODYEAR, AZ 853386407 USA
- **Email Address**: 
- **Work Phone**: 
- **Personal Phone**: 
- **Additional Phone (optional)**: 0000000000
- **Fax Number (optional)**: 9999999999999999

| AZEIN |
### Legal Information

- **Account Assignment**: Individual
- **Legal Name**: 
- **Date of Birth (optional)**: 
- **Legal Residential Address**: GOODYEAR, AZ 8533958407, USA

### Account Details

- **Cycle Day**: 6
- **Open Date**: 10/03/2013
- **Maintenance Date**: 08/20/2019 00:51:26
  - Update method: Online
- **Activated**: Yes
- **Physical Card & PIN**: Physical Card
  - **Yes**: 

### Authorization Limits

- **First Fiscal Month**: July
- **Merchant Authorization Control (MAC)**: 1 of 9 MACs used

<table>
<thead>
<tr>
<th>Control and Description</th>
<th>Single Purchase Limit</th>
<th>Authorization Action</th>
<th>Use Managing Account MAC Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRLINE, CAR RENTAL, HOTEL (Standard)</td>
<td>$0</td>
<td>Corp Override</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Authorization Limit Comments**: (optional)
4. Under the Cardholder Account Profile, the Administrator may also view any recent Account Authorizations since the last statement date by selecting **Account Authorizations**
Pull Managing Account Statements

Managing Account Statements are not used for Travel Card Accounts, since Central Travel Card Accounts are paid at the card account level by the agency and Corporate Travel Card Accounts are paid by the individual traveler.

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:

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:

Last Name:   First Name:

OR

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
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
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
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 will assist a Travel Card Administrator in understanding why a merchant declined a charge on a card account.

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

6. Click Authorization Time link on the declined authorization

7. Review the information on the Decline tab
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.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Coded M9</td>
<td>0016</td>
<td>The account used for the attempted transaction is a suspended account</td>
</tr>
<tr>
<td>ADS I Strategy</td>
<td>0085</td>
<td>The transaction falls within bank fraud parameters</td>
</tr>
<tr>
<td>CRV Status</td>
<td>0134</td>
<td>The account used for the attempted transaction is not yet activated</td>
</tr>
<tr>
<td>MCCG Include, No Match</td>
<td>0823</td>
<td>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</td>
</tr>
</tbody>
</table>

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

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

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

6. In the **Processing Hierarchy Position** fields, type the last **3046** 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.