

ADOA – General Accounting Office

AFIS:TRAVEL CARD **ADMINISTRATOR PROGRAM**



Travel Card Administrator Program

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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:

<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 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:

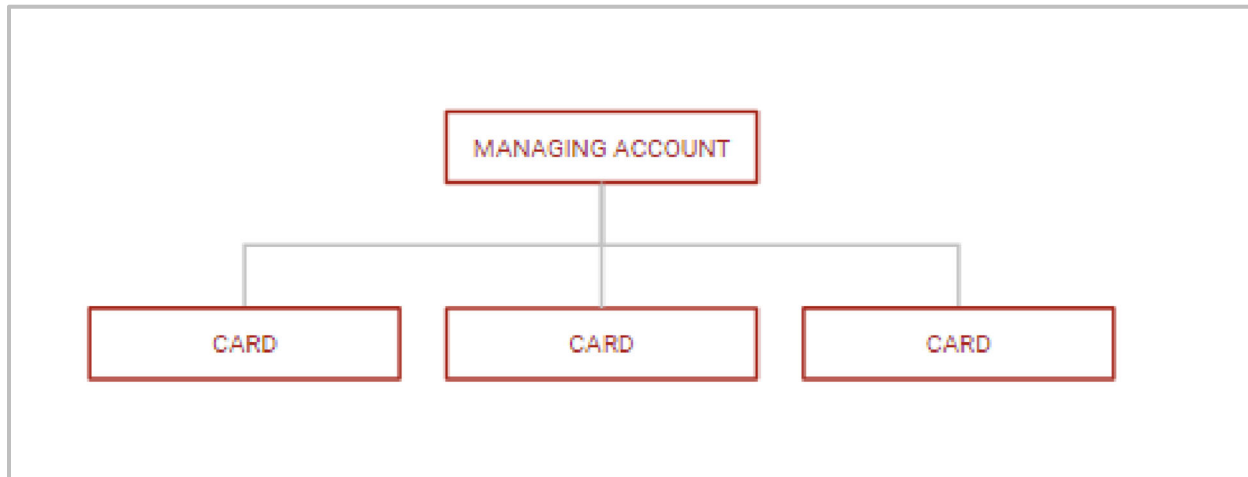
Central Travel Account (Ghost Card or CTA) – generally used to make arrangements such as hotel reservations and to purchase airfare. There is no physical card issued for this account. Card balances are paid at each individual card level by the agency.

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.



[Contact Us](#)

[Login](#)

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

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**

- **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 **GHOSTxxx0001**, 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

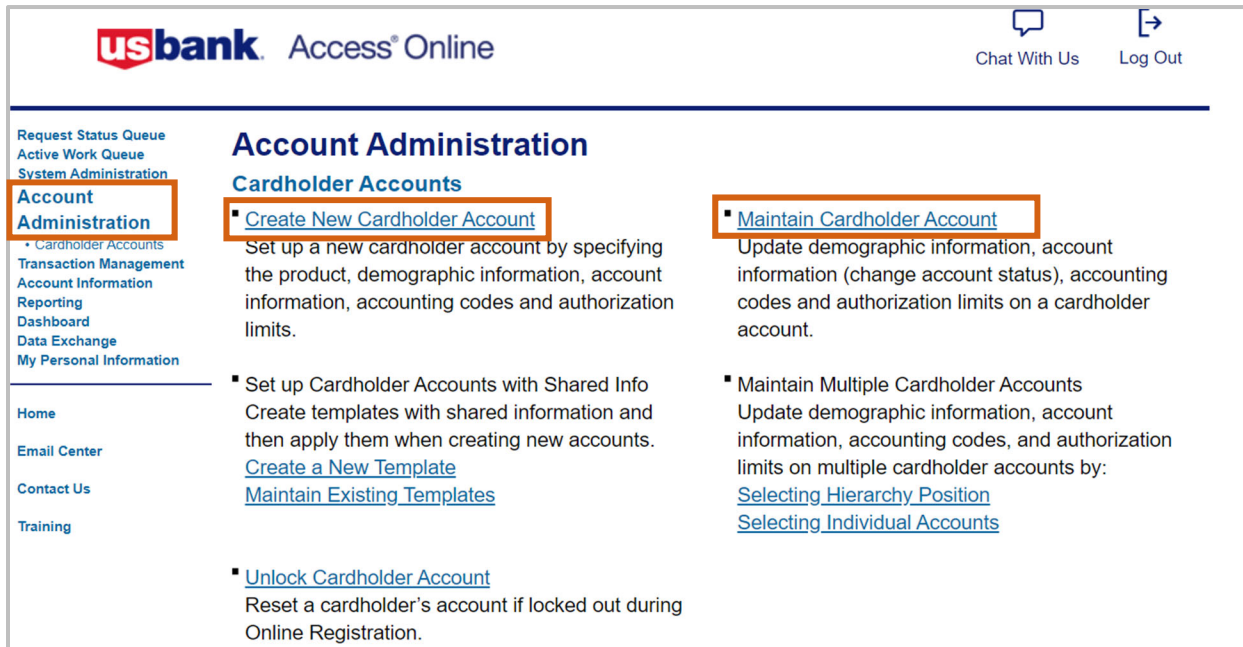
Employees will submit travel claims to obtain reimbursement from the State for approved travel expenses and will issue payments themselves to US Bank on a monthly basis. Employees may obtain their monthly statements from US Bank's Access Online website or in the mail at their home address.

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**

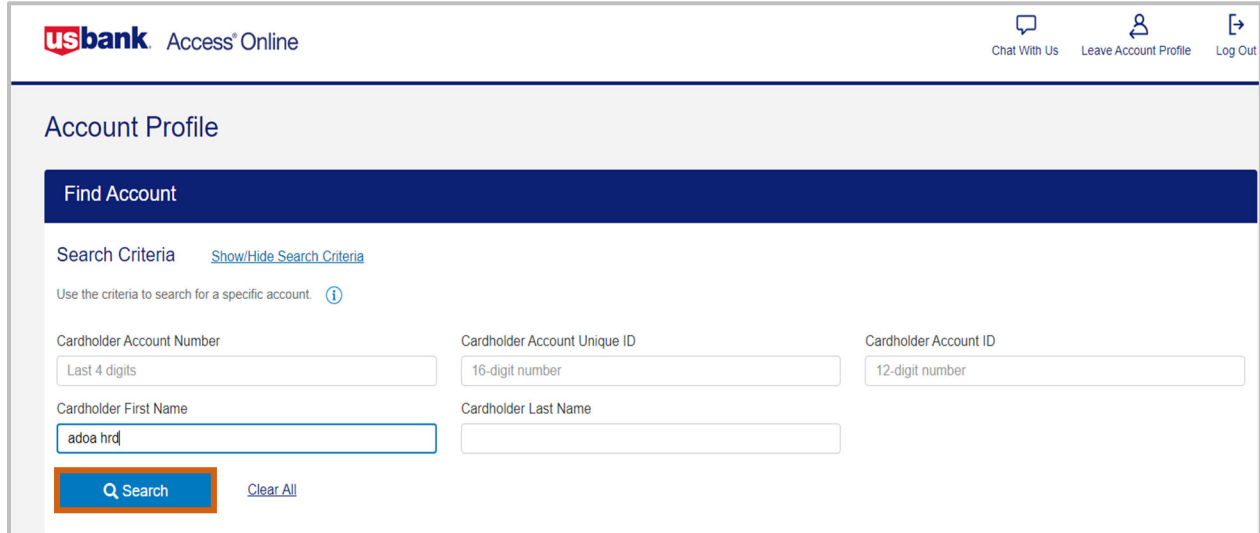
Note: Creating a New Cardholder Account was demonstrated in the previous Account Setup sections. In this section, we will demonstrate an example of updating existing account information.



The screenshot displays 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 menu contains various options, with 'Account Administration' highlighted. The main content area is titled 'Account Administration' and 'Cardholder Accounts'. It lists three options: 'Create New Cardholder Account', 'Maintain Cardholder Account', and 'Unlock Cardholder Account'. The 'Maintain Cardholder Account' option is highlighted with a red box. Below this option, there is a description: 'Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.' Below the 'Create New Cardholder Account' option, there is a description: 'Set up a new cardholder account by specifying the product, demographic information, account information, accounting codes and authorization limits.' Below the 'Unlock Cardholder Account' option, there is a description: 'Reset a cardholder's account if locked out during Online Registration.'

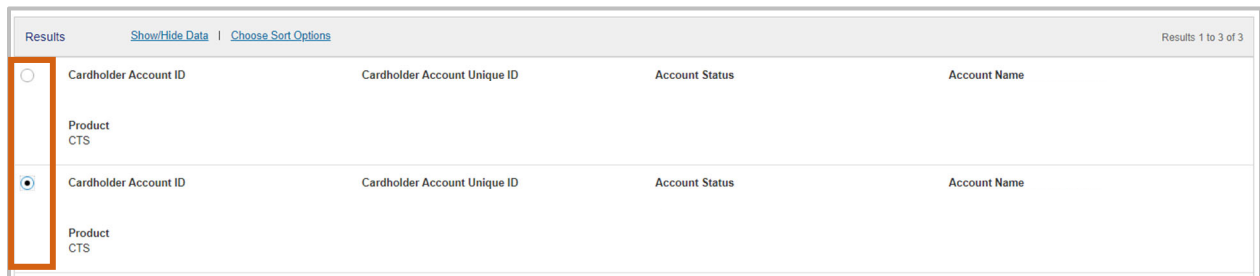
4. Search the criteria listed, click **Search** button

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**. 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.



The screenshot shows the 'Account Profile' page on the US Bank Access Online portal. At the top, there are links for 'Chat With Us', 'Leave Account Profile', and 'Log Out'. Below the header, the 'Find Account' section contains search criteria. The 'Search Criteria' section includes a link to 'Show/Hide Search Criteria' and a note: 'Use the criteria to search for a specific account.' There are three input fields: 'Cardholder Account Number' (with a hint 'Last 4 digits'), 'Cardholder Account Unique ID' (with a hint '16-digit number'), and 'Cardholder Account ID' (with a hint '12-digit number'). Below these are fields for 'Cardholder First Name' (containing 'adoa hrd') and 'Cardholder Last Name'. A blue 'Search' button with a magnifying glass icon is highlighted with an orange border, and a 'Clear All' link is also present.


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)*



The screenshot shows the search results page. At the top, there are links for 'Results', 'Show/Hide Data', and 'Choose Sort Options'. The results are displayed in a table with 4 columns: 'Cardholder Account ID', 'Cardholder Account Unique ID', 'Account Status', and 'Account Name'. There are two rows of results, both for 'Product CTS'. The first row has an unselected radio button, and the second row has a selected radio button. The second row is highlighted with an orange border.

	Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name
<input type="radio"/>				
<input checked="" type="radio"/>				

6. Press **Confirm**



The screenshot shows a confirmation screen with two buttons: a 'Back' button and a 'Confirm' button. The 'Confirm' button is highlighted with an orange border.

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

Product

CTS

Account

Unique ID: ⓘ

ID: ⓘ

Number: ⓘ

Processing Hierarchy ⓘ

[Show All Hierarchy Names](#)

3046 ✎

Managing Account

Name: ADOA CTS

Unique ID: ⓘ

ID: ⓘ

Number: ⓘ

Organization Name (optional) ⓘ

ADOA MGMT SRVC DIV CTS ✎

Optional 1 (optional)

Optional 2 (optional)

⋮ ✎

Account Overview

Account Owner's Information

Legal Information

Account Details

Default Accounting Code

Authorization Limits

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

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

Account Overview

Summary ⓘ

Account Status

Open ✎

Credit Limit

\$10000 ✎

Available Credit

\$10000

Single Purchase Limit

\$0

Cash Withdrawal Limit

0 %

Expiration Date

02/2022

[View Financial History](#)

Payment Information ⓘ

Statement Balance

\$0.00

due on 12/31/9999

Current Balance


\$0.00


Statement Close Date

11/06/2019

[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*)

 Account Owner's Information


Mailing Address 
 JANE DOE


 USA

Email Address

Work Phone


Personal Phone

Additional Phone (optional)
 0000000000 


Fax Number (optional)
 9999999999 


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 

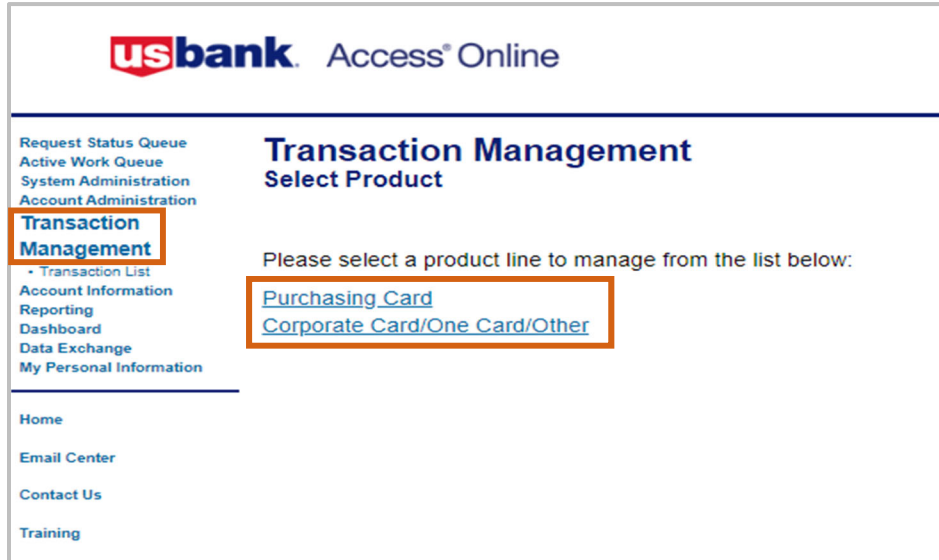
Date of Birth (optional)
 -- 

Legal Residential Address  
 --

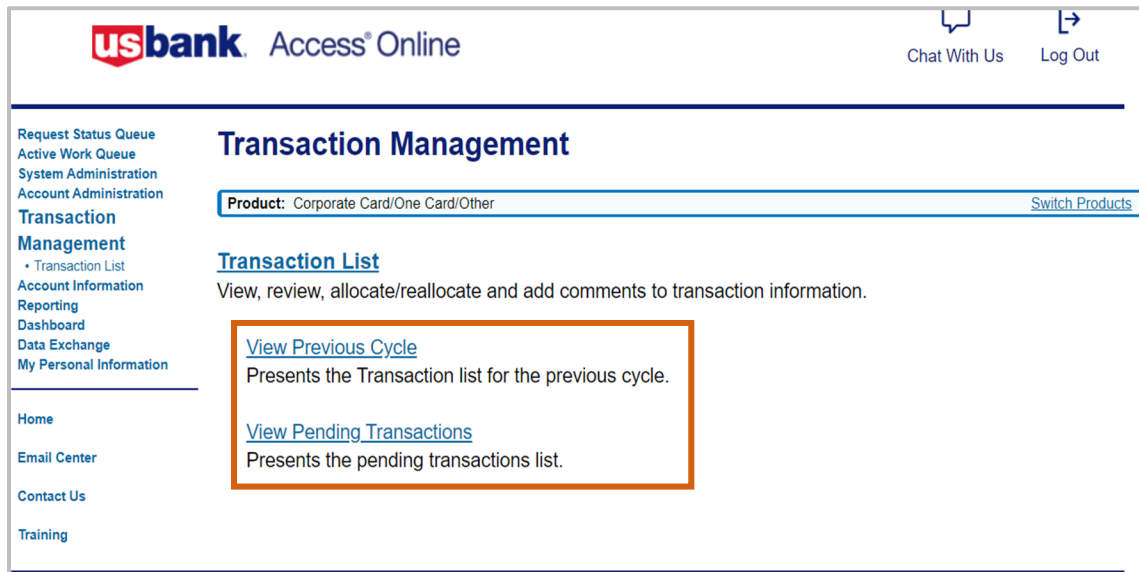
Transaction Management

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

Product: Corporate Card/One Card/Other
 Card Account Number: *****7768, ADOA HRD NON EMP TRAVEL
 Card Account ID: 612095116191

[Switch Products](#)
[Switch Accounts](#)

[» Trans List](#)

[-] Card Account Summary

Account Number: ...7768
 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 Shown](#) | [Uncheck All Shown](#)

Select	Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID
<input type="checkbox"/>		10/31	10/31	PAYMENT - 201910291075671	00000, A	\$1,757.60	PY	030461061834228
<input type="checkbox"/>		09/27	09/27	PAYMENT - 201909251049113	00000, A	\$1,830.32	PY	030461061834228
<input type="checkbox"/>		09/15	09/16	ALL VALLEY TRANSPRTN	602-302-6868, AZ	\$25.00	(i)	030461061834228
<input type="checkbox"/>		09/13	09/16	KIMPTON HOTEL PALOMAR PH	PHOENIX, AZ	\$136.21	(i)	030461061834228
<input type="checkbox"/>		09/11	09/13	HYATT REGENCY PHOENIX	8885884384, AZ	\$136.21	(iii)	030461061834228

- 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
Card Account Numl
Card Account ID: 6

[Switch Products](#)
[Switch Accounts](#)

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.

Transaction

Date: 10/31/2019
Purchase ID:
Total Amount: 1757.60 PY
Memo Post: No
Sales Tax: 0.00
Freight:

Merchant

Name: PAYMENT - 201910291075671
City, State/Province: 00000, A
Transaction Type: PAYMENT
Merchant Category Code (MCC): 0
MCC Description:

Reference Information

Billing Cycle: 11/06/2019
Posting Date: 10/31/2019
Reference Number: 74798269304000000000179
Authorization Number:

Most Recent Extract Dates

Financial Extract:
General Ledger Extract:
Payment Extract:

Currency

Billing Currency: U.S. Dollar
Source Currency: U.S. Dollar
Source Currency Amt: 1,757.60

Print Transaction

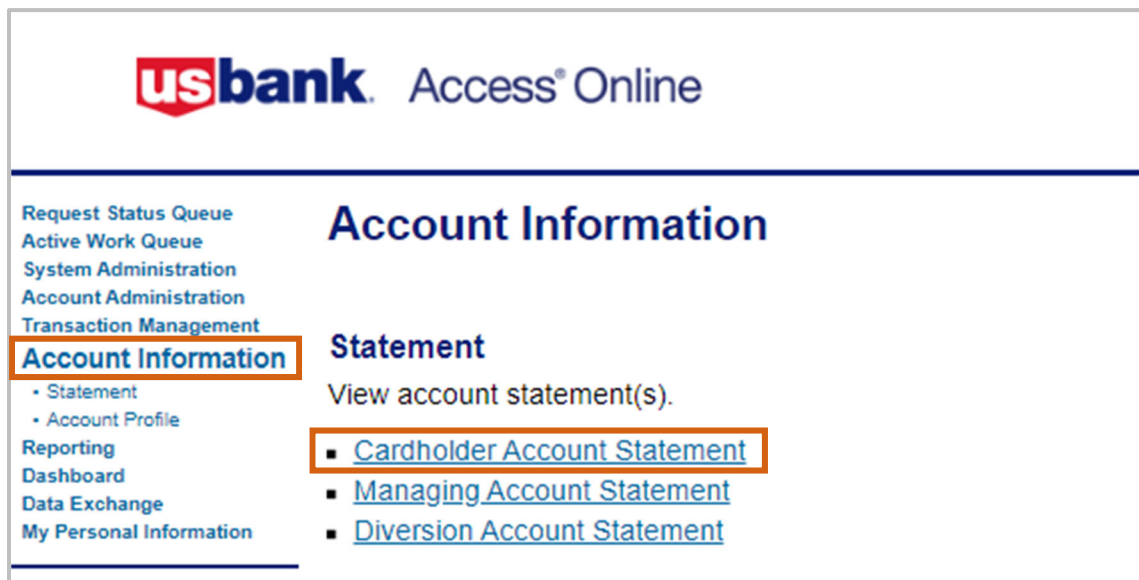
Account Information

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



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


[Search](#)

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

 Access® Online

Account Statements

ADOA BSD


Account Unique ID: 

Account ID: Account Number:



Please Note: The statement can't be used for remittance of payment, it's for display purposes only.



[View account profile](#)


2020

 [01/06/2020 \(PDF\)](#)

2019




 [12/06/2019 \(PDF\)](#)
 [06/06/2019 \(PDF\)](#)

 [11/06/2019 \(PDF\)](#)
 [01/07/2019 \(PDF\)](#)

 [07/08/2019 \(PDF\)](#)

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.

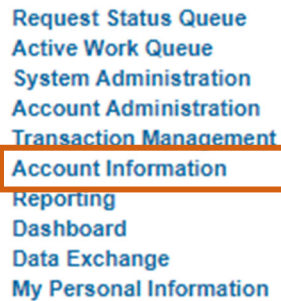
		ACCOUNT NUMBER 4730-7710-0275-4161			
U.S. BANK P. O. Box 6343 Fargo, ND 58125-6343		AMOUNT DUE \$73.74			
		<div style="border: 1px solid black; padding: 5px; text-align: center;"> AMOUNT ENCLOSED \$ </div>			
		Please make check payable to: CORPORATE PAYMENT SYSTEMS			
000007211 01 SP 0.560 106481166161994 P RONALD K WEBER AZ MINE INSPECTOR - T 14175 W INDIAN SCHOOL RD B4-302 GOODYEAR AZ 85395-8407		CORPORATE PAYMENT SYSTEMS P.O. BOX 790428 ST. LOUIS, MO 63179-0428			
PLEASE MAKE ANY ADDRESS CHANGES ON THE BACK OF THE PAYMENT COUPON DETACH HERE AND RETURN WITH PAYMENT		4730771002754161 000007374			
MESSAGES:					
TRAN DATE	POST DATE	MCC CODE	TRANSACTION DESCRIPTION	REFERENCE #	AMOUNT
03-09	03-12	3562	COMFORT SUITES AZ110 TUCSON AZ	24445000071300478214316	361.95
			0462653535 ARRIVAL: 03-08-20		
03-10	03-12	5812	FINNEGAN'S PUB TUCSON AZ	24445000071500467336844	31.09
03-11	03-13	5812	FINNEGAN'S PUB TUCSON AZ	24445000072500480031694	21.39
03-13	03-13	0000	TELEPAY	74798260073520000000000	150.00 PY
03-16	03-18	3562	COMFORT SUITES AZ110 TUCSON AZ	24445000077300440699689	113.93

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

Accessing a Cardholder Account Profile

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



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

Account Information

Statement

View account statement(s).

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

Account Profile

View account demographics, limits, accounting code, and other related information.

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

3. The **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.

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

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

Product

Corporate Card

Account

Unique ID:

ID:

Number:

Processing Hierarchy

Show All Hierarchy Names

3046-

Managing Account

Name:

Unique ID

ID:

Number:

Organization Name (optional)

Optional 1 (optional)

Optional 2 (optional)

152804

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Account Overview

Summary

Account Status

Open

Credit Limit

\$2000

Available Credit

\$2000

Single Purchase Limit

\$2000

Cash Withdrawal Limit

20 %

Expiration Date

10/2020

View Financial History

Payment Information

Statement Balance

\$73.74

due on 04/27/2020

Current Balance

\$0.00

Statement Close Date

04/06/2020

Pay now¹

View Statements

Account Owner's Information

Social Security Number

Mailing Address

GOODYEAR, AZ 853958407

USA

Email Address

Work Phone

Personal Phone


Additional Phone (optional)

Fax Number (optional)

0000000000

999999999999999999

AZEIN

 Internal Use Only

ADOA - GAO 6/1/2020

Travel Card Administrator Program 24

Legal Information

Account Assignment

Individual

Legal Name [i](#)

Date of Birth *(optional)*

Legal Residential Address [i](#)

GOODYEAR, AZ 853958407
USA

Account Details

Cycle Day [i](#)

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

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)*

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

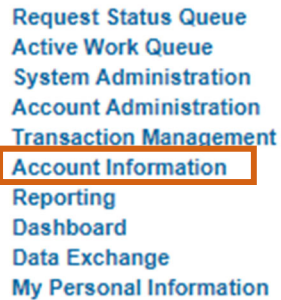
Records 1 - 1 of 1

Pull Managing Account Statements

Managing Account Statements are 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:



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

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: *****
Managing Account ID:

[Switch Accounts](#)

Select an item below to view its contents. You can also [View a Cardholder account](#) or [View a Diversion Account](#)

[Demographic Information](#)
View account name, address, contact information, and alternate address.

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

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

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

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

[Financial History](#)
View the account 12-month history, 7-year history analysis, and 7-year history.

Account History

Request Type	Update Method	Last Updated
Setup	Manual	02/21/2008 21:44:00
Maintenance	Manual	08/20/2019 00:51:00

6. 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

Account Information

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

Account Status: "-OPEN"

Hierarchy Position

Bank	Agent	Company	Division	Department
3046			00000	0000

Organization Name

ATTN RANDI ORCHARD

Account Information

Company Name: ADOA CTS
Product Name: CTS
Product Description: CTS Card
Cycle Day: 6
Open Date: 02/21/2008
Temp Auth Start Date:
Temp Auth End Date:
Payment Method Code:
Payment Method Description: None
Use Alternate Address: N

Reporting Level

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

8. The 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: 2000000

Single Purchase Limit: 0

% Cash: 0

Available Credit: 1996418

Fiscal First Month: 07

Standard Velocity Limits

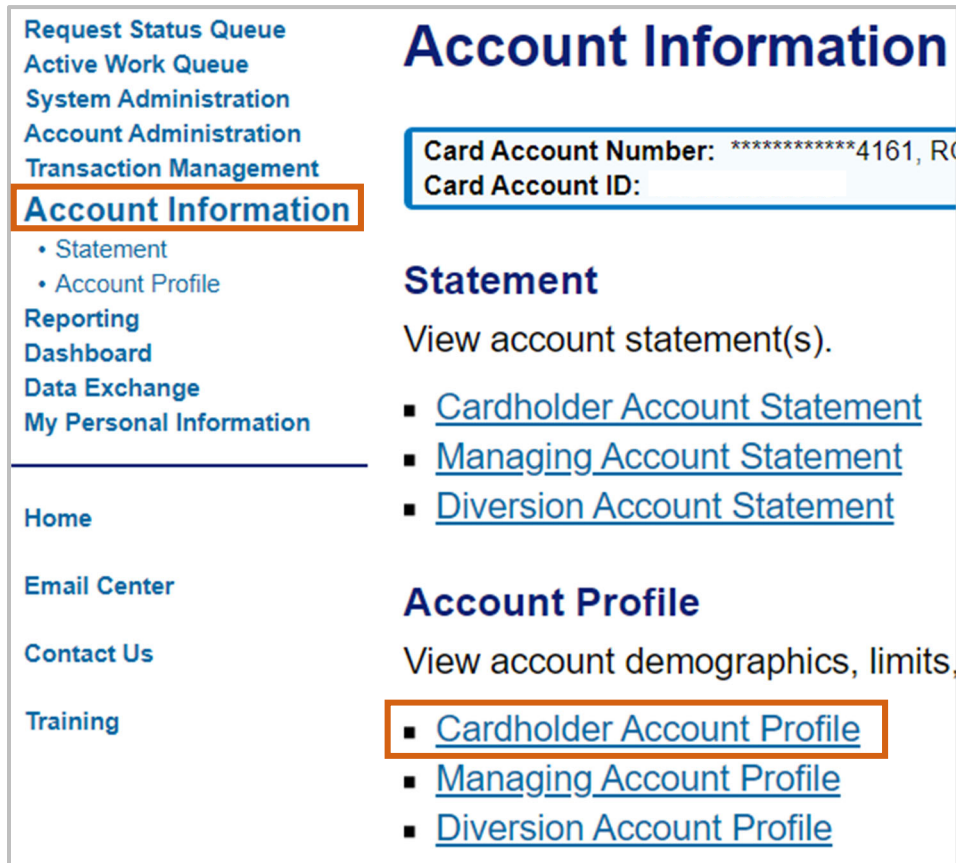
	Limit	Total
Daily Dollar:	0	80
Daily Transaction:	0	1
Cycle Dollar:	0	212
Cycle Transaction:	0	4
Monthly Dollar:	0	1825
Monthly Transaction:	0	5
Quarterly Dollar:	0	1825
Quarterly Transaction:	0	5
Yearly Dollar:	0	31472
Yearly Transaction:	0	183

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.



The screenshot displays the Travel Card Administrator interface. On the left is a navigation menu with the following items: Request Status Queue, Active Work Queue, System Administration, Account Administration, Transaction Management, **Account Information** (highlighted with an orange box), Statement (with sub-items: Statement, Account Profile), Reporting, Dashboard, Data Exchange, and My Personal Information. Below this menu are links for Home, Email Center, Contact Us, and Training. The main content area is titled "Account Information" and contains a box with "Card Account Number: *****4161, R" and "Card Account ID:". Below this are two sections: "Statement" with the text "View account statement(s)." and a list of links: [Cardholder Account Statement](#), [Managing Account Statement](#), and [Diversion Account Statement](#); and "Account Profile" with the text "View account demographics, limits," and a list of links: [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.

5. Click Account Authorizations

Cardholder Account Profile

Account Authorizations

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

Card Account ID:

Name:

Records 1 - 8 of 8

Auth Date	Auth Time	Response	Auth Number	Type of Request	Transaction Amount	MCC	MCC Description
05/01/2020	09:32 AM ET	Do not honor		Mail/Phone Order	\$5,769.00	5944	JEWELRY, WATCHES, CLOCKS

6. Click **Authorization Time** link on the declined authorization

Cardholder Account Profile

Account Authorizations

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

Card Account ID:

Name: CORDOVA DANIEL

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

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.

Reason	Code	Description
Account Coded M9	0016	The account used for the attempted transaction is a suspended account
ADS I Strategy	0085	The transaction falls within bank fraud parameters
CRV Status	0134	The account used for the attempted transaction is not yet activated
MCCG Include, No Match	0823	The attempted transaction is with a merchant not in an authorized merchant category code group with a control set to approve only those included merchants

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

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 <ul style="list-style-type: none"> Financial Management Supplier Management Tax and Compliance Management Administration User Activity Audit Reporting Report Scheduler Flex Data Reporting Dashboard Data Exchange My Personal Information</p> <hr/> <p>Home Email Center Contact Us Training</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>	<h3>Delinquency Management</h3> <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> <h3>Allocation Rules Management</h3> <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>
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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:

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

5. In the **Output Type** drop down, select **Excel**
6. In the **Processing Hierarch 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.