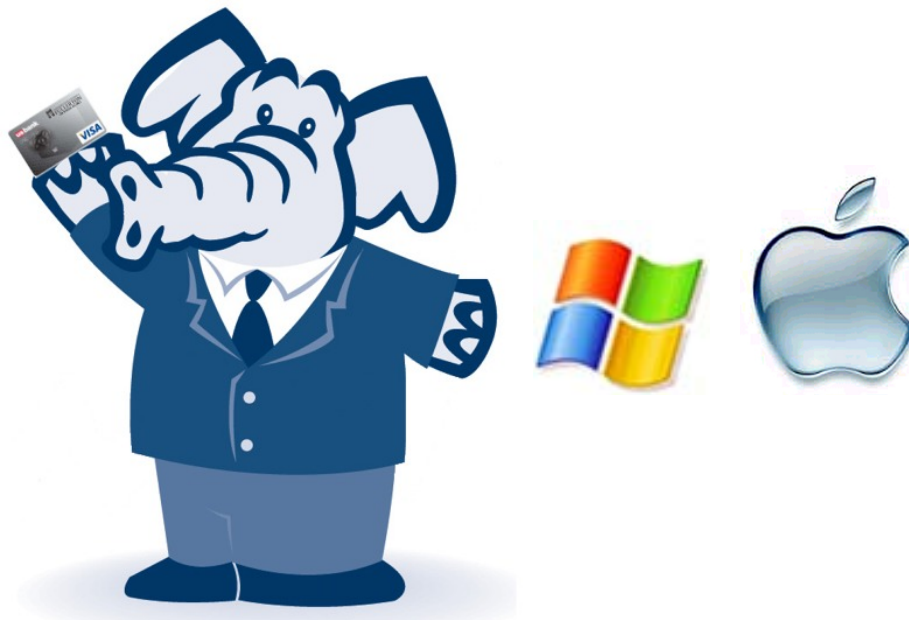




CALIFORNIA STATE UNIVERSITY
FULLERTON

**PROCUREMENT CARD
US BANK ACCESS ONLINE
SYSTEM USER GUIDE**



Contracts and Procurement
Procurement Card Program

September 2011

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Web Browser Security Settings

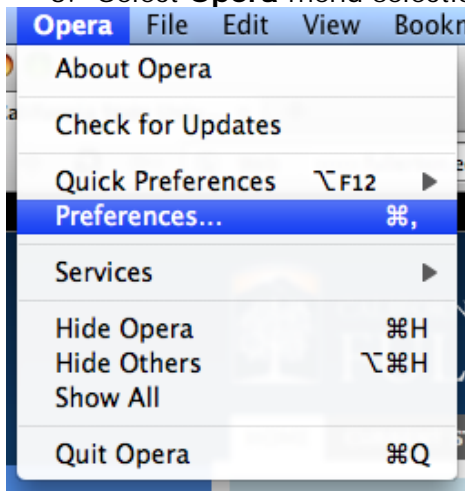
Before you can use the US Bank Access online system, you must complete the following security settings for Internet Explorer and Opera web browsers

Internet Explorer Security Settings

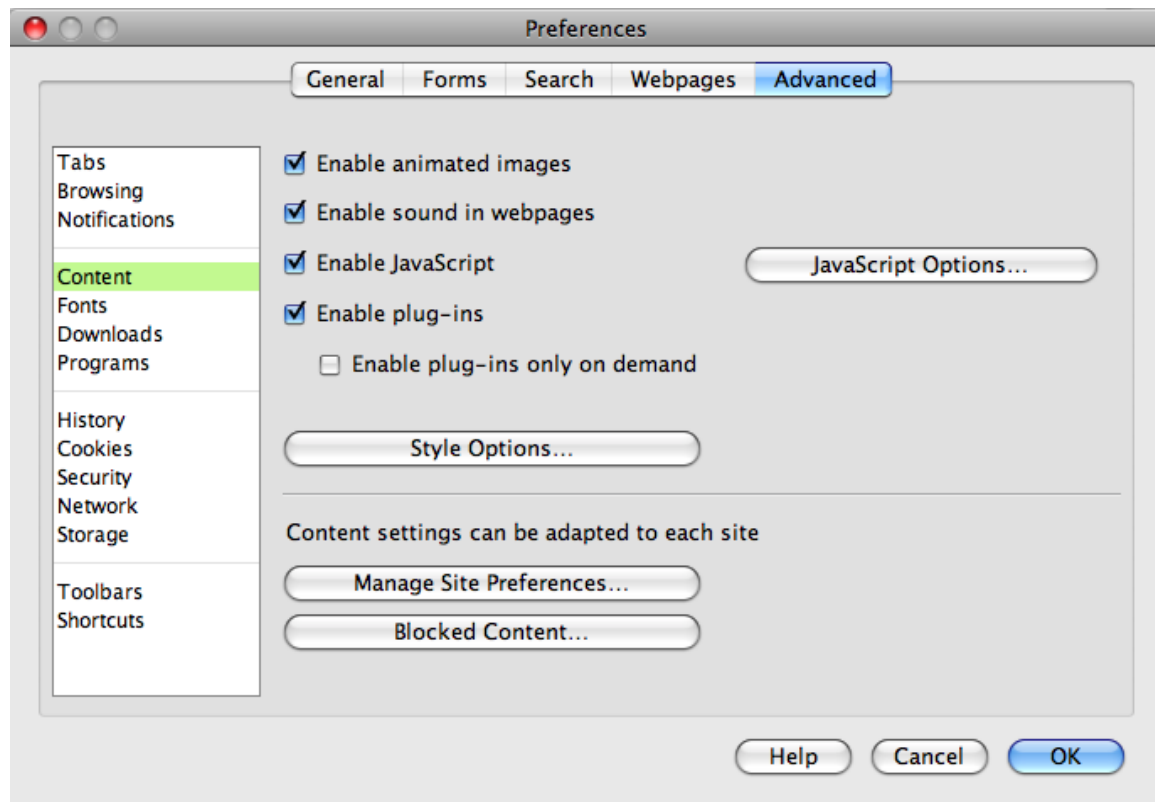
1. Open Internet Explorer
2. Choose Tools - Internet Options and click the Security tab
3. Click the Trusted Sites icon and then click the Sites button
4. Enter <https://report.access-online.com/> in the Add this website to the zone text box and check the Require Server Verification (https:) check box
5. Click Add and then Close
6. Click the Privacy tab
7. On the Privacy tab click the Sites button
8. Enter <https://report.access-online.com/> in the Address of website text box
9. Click Allow and verify the new URL is in the Managed Websites box
10. Click OK, then click OK again
11. Close the internet window

Opera Security Settings

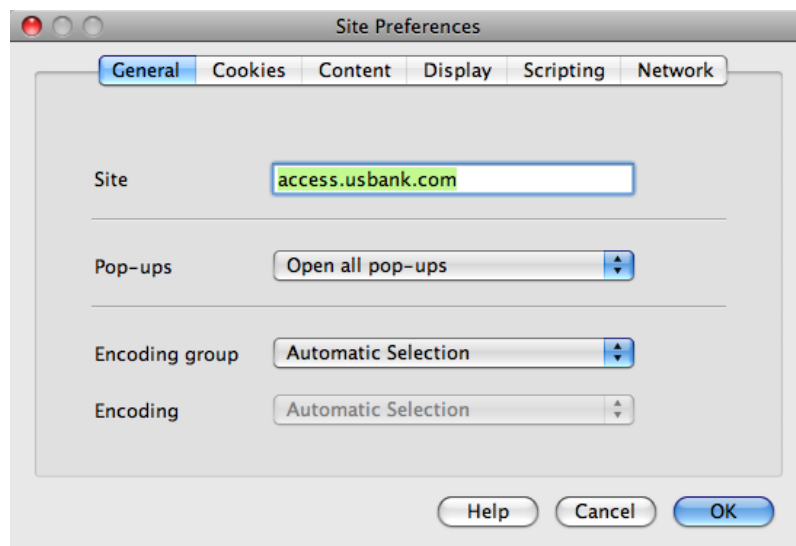
1. If you do not already have it installed, download and install the Opera web browser
2. Once installed, start the Opera web browser
3. Select **Opera** menu selection and then **Preferences** menu selection



4. Select the **Advanced** button and then the **Content** selection on the Advanced menu

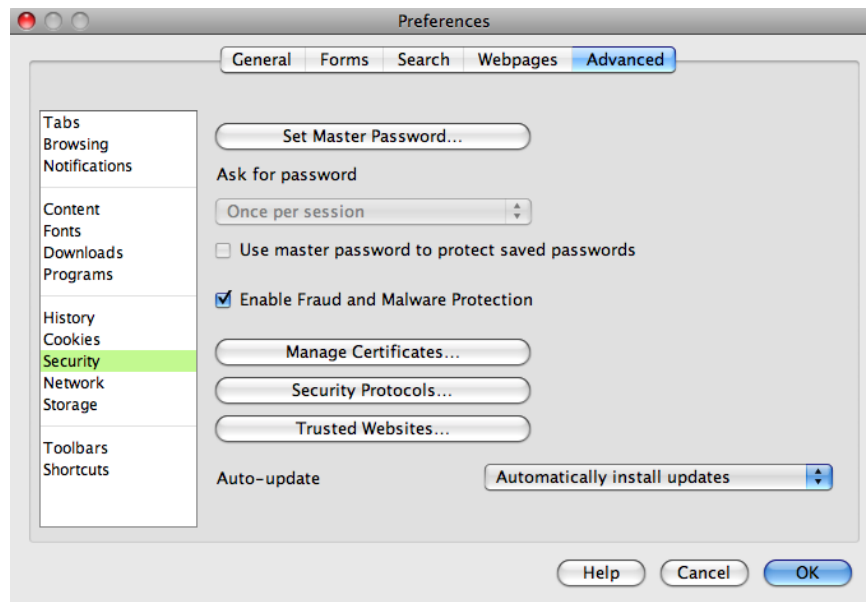


5. Click on the **Manage Site Prefereces...** button
6. Click the **Add** button
7. Under Site enter **access.usbank.com**
8. For Pop-ups, select the **Open all pop-ups** selection
9. Then click the **OK** button



10. Click the **Close** button

11. Click on the **Security** selection on the Advanced menu bar



12. Click on the **Trusted Websites...** button

13. Click the **Add** button

14. Then type: <https://report.access-online.com/> and hit the **Return** key

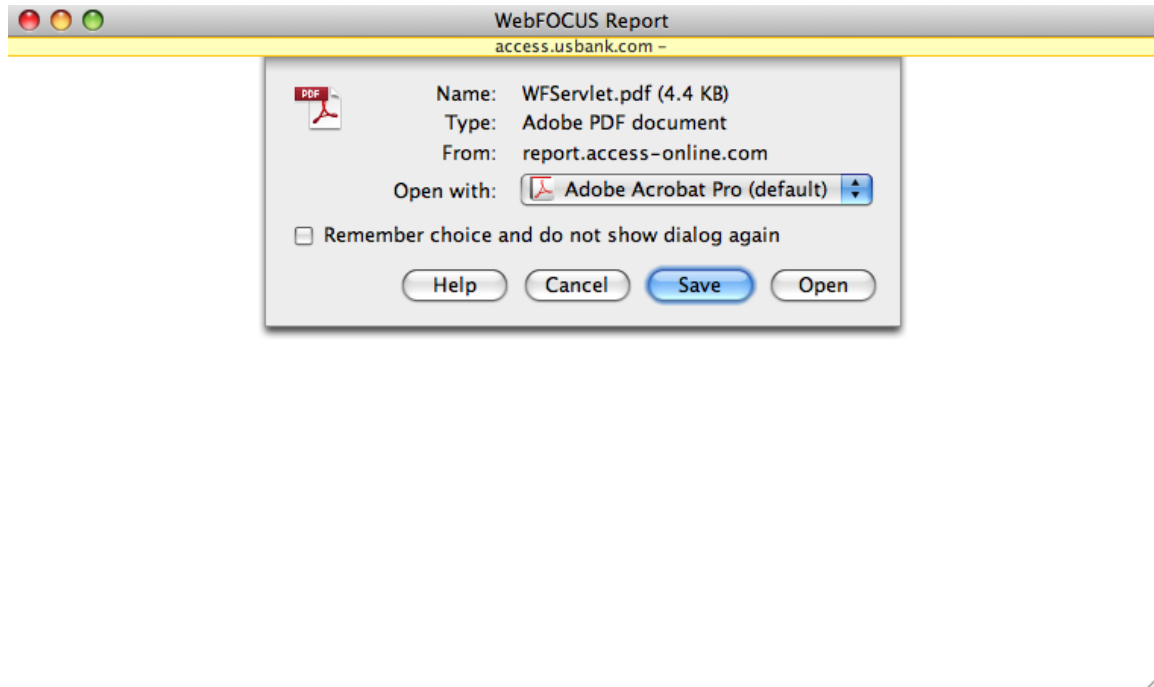
15. Click the **Close** button

16. Click the **OK** button

17. Close Opera and then restart it

You can now login to <https://access.usbank.com> and review your transactions, make allocation changes, and run the Cardholder Activity report.


When you click on the **Print Account Activity** button, a second window will open and you should see a small window with selections to either **Save** or **Open** the document with Adobe reader or pro depending on which program you have loaded.



Registering your US Bank Visa Pcard on Access Online

1. Open your internet browser.
 - a. Internet Explorer 6.0 or greater for Windows and Opera for Windows or Mac **(Do not use any other browser)**
2. Enter the following into your address bar: <https://access.usbank.com>
3. Click on the **Register Online** link on the Access Online Login Screen

U.S. Bank Access® Online Our Payment Products

**Welcome to Access Online!**

[Contact Us](#)
[Login](#)

Please enter the information below and login to begin.

Organization Short Name:

User ID:


Password:

[Login](#)

[Forgot your password?](#)

[Register Online](#)

[Website/Browser Requirements](#)

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4. Enter **csuca** in the Organization Short Name field

5. Enter the **16 digit Visa Account Number** and select the **expiration date** of the card from the drop down menu
6. Click on the **Register This Account** button

U.S. Bank Access® Online

Our Payment Products

usbank. Online Registration

Add Accounts

Contact Us
Login

To join Access Online, you will need a minimum of one valid account number. "Register This Account" will validate a single account. "Additional Account" will allow multiple accounts to be included in the registration process.

* = required

Organization Short Name: *

Account Number: *

Account Expiration Date:

Month* Year*

Jan 2010

Register This Account **Additional Account**

[<<Back to Login Page](#)

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7. Read the Licensing Agreement if desired, and then press the **I Accept** button
8. Enter User ID you want to be associated
9. Create your password
10. Enter the Authentication Question you want to use along with the response
11. Enter the following contact information:
 - First Name – Your first name
 - Last Name – Your last name
 - Address 1 – 2600 Nutwood Ave.
 - Address 2 – Ste. 300
 - City – Fullerton
 - State – Select CA
 - Zip Code – 92831
 - Country – Select United States
 - Phone Number – 657278 followed by your campus extension
 - Email Address – Enter your campus email address

12. Click on the **Continue** button

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Our Payment Products

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Contact Us

Login

Online Registration

Password and Contact Information

Organization Short Name: CSUCA

User ID & Password

* = required

Please enter an ID between 7-20 alphanumeric characters and a password between 8-20 alphanumeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess.

User ID: *

Password: *

Re-enter New Password: *

Authentication

Please select an authentication question and enter a response that will be easy to remember. This information will be used in the event that you forget your password.

Authentication Question: *

Mother's Maiden Name

Authentication Response: *

Contact Information

First Name: *

Last Name: *

MI:

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Logout

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My Personal Information

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1

User ID has been successfully added.

Message(s) from Access Online

Welcome to Access Online! Stretch your program limits and streamline payment processes with Access Online, our innovative program management and reporting tool. This web-enabled tool offers a feature-rich platform that can be easily configured and deployed to meet your unique needs. Access your payment solutions anytime, anywhere with Access Online.

Bienvenue sur Access Online! Repoussez les limites de votre programme et simplifiez les processus de paiement avec Access Online, notre outil novateur d'établissement de rapports et de gestion de programme. Cet outil Internet offre une plate-forme riche en fonctionnalités qui peut être aisément configurée et déployée pour répondre à vos besoins particuliers. Accédez à vos solutions de paiement en tout temps, où que vous soyez, avec Access Online.

Language Selection:

American English

Account Activity

Select an Account

One Card

*****9632

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13. You will receive the above confirmation once your user account has been saved and associated with your US Bank Visa Pcard account

Login to the Access Online system

1. Open your internet browser
 - a. Internet Explorer 6.0 or greater for Windows and Opera for Windows or Mac **(Do not use any other browser)**
2. Enter the following into your address bar: <https://access.usbank.com>
3. Enter the following on the Access Online Login Screen:
Organization Short Name: csuca
User ID: Your created User ID **(you must register your account following the process above the first time you access the system)**
Password: your created password
4. Click the **Login** button

U.S. Bank Access® Online Our Payment Products

**Welcome to Access Online!**

[Contact Us](#)
[Login](#)

Please enter the information below and login to begin.

Organization Short Name:

User ID:


Password:

[Login](#)

[Forgot your password?](#)

[Register Online](#)

[Website/Browser Requirements](#)

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5. You will see the home page



Message(s) from Access Online

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Language Selection:

American English

Account Activity

Select an Account

One Card

XXXXXXXXXXXX9632

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Changing your password

1. From the home page, select **My Personal Information** link on the left menu bar



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Language Selection:

American English

Account Activity

Select an Account

One Card

XXXXXXXXXXXX9632

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2. Select the **Password** link



My Personal Information

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My Personal Information
• Password
• Contact Information
• Account Access
• Manage Favorites

Home

Contact Us

User ID: mpruitto

Password

Change your system password and create or modify an authentication response that will be used when resetting a password.

Contact Information

Update your user ID contact information (name, address, phone no., etc.).

o [Email Notification](#)

Account Access

View access rights and user specific information, such as accounts and hierarchy level access.

o [Add Accounts](#)

Manage Accounting Code Favorites

Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

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3. Enter the current password
4. Enter the new password and re-enter the new password
5. Verify your Authentication Question and Response, make changes if necessary
6. Click on the **Save** button

My Personal Information
Change Password & Authentication

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My Personal Information
• Password
• Contact Information
• Account Access
• Manage Favorites

Home

Contact Us

User ID: mpruitto

Organization Short Name: CSUCA
Functional Entitlement Group: CHF001

* = required

Change Password

Please enter a password between 8-20 alphanumeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess.

Current Password: *

●●●●●●●●

Enter New Password: *

●●●●●●●●

Re-enter New Password: *

●●●●●●●●

Authentication

Please select an authentication question and enter a response that will be easy to remember. This information will be used in the event that you forget your password.

Authentication Question:

Birth Place

Authentication Response: *

XXXXXXXXXX

Save

<< [Back to Personal Information](#)

7. You will receive a confirmation message when the changes were saved successfully

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Our Payment Products Logout

usbank

My Personal Information

Transaction Management
Account Information
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My Personal Information

- Password
- Contact Information
- Account Access
- Manage Favorites

Home
Contact Us

User ID: mpruitto

Password and Authentication information have been successfully saved.

Password
Change your system password and create or modify an authentication response that will be used when resetting a password.

Contact Information
Update your user ID contact information (name, address, phone no., etc.).

- [Email Notification](#)

Account Access
View access rights and user specific information, such as accounts and hierarchy level access.

- [Add Accounts](#)

Manage Accounting Code Favorites
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

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How To View Your Cardholder Information

You can view the information for your account such as billing address, approving official and limits set for your account.

1. From the Home page, click on **Account Information** link

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Message(s) from Access Online

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Welcome to Access Online! Stretch your program limits and streamline payment processes with Access Online, our innovative program management and reporting tool. This web-enabled tool offers a feature-rich platform that can be easily configured and deployed to meet your unique needs. Access your payment solutions anytime, anywhere with Access Online.

Bienvenue sur Access Online! Repoussez les limites de votre programme et simplifiez les processus de paiement avec Access Online, notre outil novateur d'établissement de rapports et de gestion de programme. Cet outil Internet offre une plate-forme riche en fonctionnalités qui peut être aisément configurée et déployée pour répondre à vos besoins particuliers. Accédez à vos solutions de paiement en tout temps, où que vous soyez, avec Access Online.

Language Selection:
American English

Account Activity
Select an Account
One Card
XXXXXXXXXXXX9632

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2. Click on **Cardholder Account Profile** link



Account Information

Transaction Management
Account Information
• Statement
• Account Profile
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My Personal Information
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Card Account Number: *****9632, MICHAEL D PRUITT

Statement

View account statement(s).

■ [Cardholder Account Statement](#)

Account Profile

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

■ [Cardholder Account Profile](#)All of **us** serving you™

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3. You can select the below listed links to see the corresponding information
- **Demographic Information** – View the account name, address and contact information
 - **Account Information** – View the account status, cycle date, and open data
 - **Default Accounting Code** – View the default ChartField settings for your account
 - **Authorization Limits** – View the single purchase and monthly limits set to your account
 - **Financial History** – View account history



Cardholder Account Profile

Account Summary

Card Account Number: *****9632, MICHAEL D PRUITT

[Switch Accounts](#)

Select an item below to view its contents.

[Demographic Information](#)

View account name, address, and contact information.

[Account Information](#)

View other account information such as Account Status, Hierarchy Position, Cycle Day, and Open Date.

[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	08/12/2010 22:18:08
Maintenance	Online	09/03/2010 13:18:33

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Reviewing Transactions in Access Online

1. Once you have signed into Access Online, click on **Transaction Management** link

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usbank Message(s) from Access Online

Language Selection:
American English

Transaction Management
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Welcome to Access Online! Stretch your program limits and streamline payment processes with Access Online, our innovative program management and reporting tool. This web-enabled tool offers a feature-rich platform that can be easily configured and deployed to meet your unique needs. Access your payment solutions anytime, anywhere with Access Online.

Bienvenue sur Access Online! Repoussez les limites de votre programme et simplifiez les processus de paiement avec Access Online, notre outil novateur d'établissement de rapports et de gestion de programme. Cet outil Internet offre une plate-forme riche en fonctionnalités qui peut être aisément configurée et déployée pour répondre à vos besoins particuliers. Accédez à vos solutions de paiement en tout temps, où que vous soyez, avec Access Online.

Account Activity
Select an Account
One Card
XXXXXXXXXX9632

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2. On the next screen select **Transaction List**

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usbank Transaction Management

Transaction Management
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Transaction List
View, review, allocate/reallocate and add comments to transaction information.

[View Previous Cycle](#)
Presents the Transaction list for the previous cycle.

[View Pending Transactions](#)
Presents the pending transactions list.


Home
Contact Us

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3. Under the **Billing Cycle Close Date** drop down menu, there are three selections available to display the transaction data in the **Transaction List** area
 - i. **All** – When selected, all of the transactions are displayed newest to oldest
 - ii. **Open** – When selected, all of the transactions for the open cycle are displayed newest to oldest
 - iii. **Cycle End Dates (e.g., 11/26/2010)** – When selected, all of the transactions for the specific cycle are displayed newest to oldest

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Our Payment Products Log out



Transaction Management
[Transaction List](#)
[Account Information](#)
[Reporting](#)
[My Personal Information](#)

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[Contact Us](#)

Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****G210, HECTOR MUNIZ [Switch Account](#)
[Trans List](#)

Card Account Summary

Account Number:9210
 Account Name:

Billing Cycle Close Date: 11/26/2010

Search

Print Account Activity

Total Transactions: \$2,581.65 2 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: \$2,581.65 2 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 100.0% 100.0%

● Open Account

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

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

Records 1 - 2 of 2

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>	Pending		11/20	11/22	BROOKHAVEN RAIN BARREL	404-364-0440, GA	\$2,393.00	Ⓜ	visa	619001161810021115600000216TerraCott
<input type="checkbox"/>	Pending		11/09	11/10	TITAN SHOPS	FULLERTON, CA	\$188.65	Ⓜ	399000022	660003THEFD1100641111Dell1909wFlatPane


Ⓜ Disputed Ⓜ Reallocated Ⓜ Trans Detail Level

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

Records 1 - 2 of 2

Reallocate
Mass Reallocate
Approve
Pull Back

U.S. Bank Access® Online Trustees California Sta
Our Payment Products



Transaction Management
[Transaction List](#)
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Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****G210, [Switch Account](#)
[Trans List](#)

Card Account Summary

Account Number:9210
 Account Name:

Billing Cycle Close Date: 11/26/2010

Search

Print Account Activity

Total Transactions: 58.65 2 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: 58.65 2 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 0.0% 100.0%

● Open Account

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

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

4. Make your selection for the **Billing Cycle Close Date** for the information you want to view, then click the **Search** button
5. The transactions for the specified timeframe will be displayed
6. To view the ChartField allocation for a single transaction, click on the link under **Accounting Code** header (depending on the size of your screen, you may need to scroll to the right)
 - i. The link looks like a ChartField string



Transaction Management

Card Account Summary with Transaction List

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Card Account Number: *****8691

Switch Accounts

Trans List

Card Account Summary

Account Number: 8691

Account Name:

Billing Cycle Close Date: All

Search

Open Account

Search Criteria

Return to top

Transaction List

Return to top

Records 1 - 3 of 3

Check All Shown | Uncheck All Shown

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>	Pending		09/01	09/03	STAPLES DIRECT00209908	800-3333330, CA	\$322.89	Ⓜ	9207532390000	660003ITAD01110283111
<input type="checkbox"/>	Pending		09/02	09/03	PARTIES BY PANACHE	714-572-2190, CA	\$750.00	Ⓜ	42200004	660003ITAD01110283111
<input type="checkbox"/>	Pending		09/02	09/03	PARTIES BY PANACHE	714-572-2190, CA	\$390.00	Ⓜ	42200003	660003ITAD01110283111

Ⓜ Disputed Ⓜ Reallocated Ⓜ Trans Detail Level

Check All Shown | Uncheck All Shown

Records 1 - 3 of 3

[Reallocate](#)
[Mass Reallocate](#)
[Approve](#)
[Pull Back](#)

7. You will be taken to the **Transaction Detail** page for that specific transaction and you will see a set of individual fields for each ChartField
8. You can make changes to the ChartFields listed
 - i. You can also split a transaction to make allocations to two or more different ChartField strings (if available on your Pcard)
 - ii. Put in the number of additional lines and click the **Add** button
 - iii. You can then split the transaction by amount or percentage
 - iv. The amount of each line must total up to the full amount of the transaction or the allocation cannot be saved



Transaction Management

Transaction Detail

Card Account Number: *****8691

Switch Accounts

Trans List

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Accounting Code
	09/01	09/03	STAPLES DIRECT00209908	800-3333330, CA	\$322.89	Ⓜ	9207532390000	660003ITAD01110283111

Ⓜ Disputed Ⓜ Trans Detail Level Ⓜ Reallocated

Summary Allocations Transaction Line Items Comments Approval History

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button. After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required Allocation Source: User Last Changed by: PRUITT, MICHAEL

Remove	Amount	Percent	Accounting Code - Segment Name (Length)	FUND (s)	DEPT ID (s)	PROGRAM (s)	CLASS (s)	PROJECT (s)	COMMENTS (100)
<input type="checkbox"/>	\$ 322.89	OR 100.00 %	660003	TAD01	10283				

Search

Remove

Total Allocated: \$ 322.89 100.00 %Apply Accounting Code: [Apply](#)

Amount Remaining: \$ 0.00 0.00 %Additional Allocation(s): [Add](#)

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

[Save Allocations](#)

9. Make the changes to each ChartField string

10. Enter any Travel Authorization or Q numbers in the Comments field

- The **Comments** field is the last field on the right; you may need to scroll to the right to see the field depending on the size of your web browser screen
- Any comments written in the **Comments Tab**, which is a separate box that is not part of the allocation field, will not show up in the **Cardholder Activity** report

Summary Allocations **Comments** Approval History

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button. After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required Allocation Source: User Last Changed by: Muniz, Hector

Remove	Amount	Percent	Accounting Code - Segment Name (Length)	DEPT ID (s)	PROGRAM (s)	CLASS (s)	PROJECT (s)	COMMENTS (100)
			ACCOUNT (s) FUND (s)					
<input type="checkbox"/>	\$ 188.65	OR 100.00 %	660003 * THEFD *	10064 *				Dell 1909w Flat Panel Monitor

Search

Remove

Total Allocated: \$ 188.65 100.00 % Apply Accounting Code: Apply

Amount Remaining: \$ 0.00 0.00 % Additional Allocation(s): 1 Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations

11. To save any changes you made, click on the Save Allocations button

U.S. Bank Access® Online Trustees California State Univ

Our Payment Products Logout

usbank Transaction Management Reallocation Worksheet

Card Account Number: *****0991, PATRICIA LUSHER Switch Account

Reallocate transactions by changing the accounting information to allocate the amount to a different cost center. To allocate to additional accounting codes, click the "Add Alloc" link.

After modifying the allocations, click the "Save Allocations" button to save changes. Exclude transactions from the save by selecting "Remove Transaction(s)" checkboxes and optionally clicking the "Remove Transaction(s)" button.

* = required

Remove Trans	Trans Date	Merchant	Amount	Alloc %	Accounting Code - Segment Name (Length)	DEPT ID (s)	PROGRAM (s)	CLASS (s)
					ACCOUNT (s) FUND (s)			
<input type="checkbox"/>	09/01/2010	STAPLES DIRECT00209900	\$322.89	Add Alloc	660003 * TAD01 *	10203 *		
<input type="checkbox"/>	09/02/2010	PARTIES BY PANACHE	\$750.00	Add Alloc	660003 * TAD01 *	10203 *		
<input type="checkbox"/>	09/02/2010	PARTIES BY PANACHE	\$390.00	Add Alloc	660003 * TAD01 *	10203 *		

Search

Remove Trans Save Allocations

<< Back to Transaction List

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12. To return to the transaction list, click on the Back to Transaction List link at the bottom of the page or the Transaction List link in the menu bar on the left

13. There is an Approve button that is available on the bottom of the Transaction Management web page. Our campus does not use the online approval process that is available in Access Online. Do not use the Approve button for any transactions

Disputing a Transaction in Access Online

- In the transaction list section of the program, select a transaction by clicking on the link under **Accounting Code**

2. Select the **Summary** tab

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usbank

Transaction Management

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Card Account Number: *****8691

Switch Accounts

Trans List

Transaction Summary

Status	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	€	Purchase ID	Accounting Code
	09/01	09/03	STAPLES DIRECT00209908	800-3333330, CA	\$322.89	III		9207532390000	660003 TAD01 10283

Disputed

Trans Detail Level

Reallocated

Summary

Allocations

Transaction Line Items

Comments

Approval History

The Summary tab shows high-level transaction information.

To approve and forward the transaction, click "Approve."

To initiate a dispute, click the "Dispute" button.

Transaction

Date: 09/01/2010

Purchase ID: 9207532390000

Total Amount: 322.89

Memo Post: Yes

Sales Tax: 25.98

Freight: 0.00

Merchant

Name: STAPLES DIRECT00209908

City, State/Province: 800-3333330, CA

Transaction Type: SALES DRAFT

MCC Code: 5111

MCC Description: WHOLESALE OFFICE SUP

Reference Information

Billing Cycle: Open

Posting Date: 09/03/2010

Reference Number: 24164070245105121920067

Authorization Number: 073838

Extract Date(s)

Most Recent Standard

Financial Extract:

General Ledger Extract:

Payment Extract:

Currency

Billing Currency: U.S. Dollar

Source Currency: U.S. Dollar

Source Currency Amt: 322.89

3. Click on the **Dispute** button

Dispute

Sales Draft Requests

Dispute information only reflects the last dispute filed for this transaction in the Dispute History.

Click the **Dispute** button.

Dispute

[+] Dispute History

4. Select a dispute reason from the menu

U.S. Bank Access® Online

Transaction Management ★ Log Out

Select a Dispute Reason

Card Account Number: *****1234, CHRIS DOE [Switch Accounts](#)

Tran Date	Statement Date	Merchant	Amount	Reference Number
01/18/2007	01/22/2007	MR NEWSPAPER MAN	128.10	24755427018730181473186

Select a dispute reason from the list below. If you need more information about this transaction, you may [request a copy of the sales draft](#).

My account was charged for this transaction and...

Reason	Additional Items Required
<input checked="" type="radio"/> Unauthorized ...I did not authorize the charge.	Print, Signature
<input type="radio"/> Unrecognized ...I do not recognize the charge.	Print, Signature
<input type="radio"/> Merchandise Returned ...I have not received credit for the returned merchandise.	
<input type="radio"/> Merchandise Not Received ...I have not received the merchandise.	
<input type="radio"/> Services Not Received ...I have not received the services.	
<input type="radio"/> Credit Not Received ...I have not received credit toward my account.	Print, Copy of Receipt
<input type="radio"/> Cash Not Received ...I did not receive cash from the ATM.	Print, Copy of Receipt
<input type="radio"/> Alteration of Amount ...the receipt does not match the amount posted.	Print, Copy of Receipt
<input type="radio"/> Inadequate Description ...the description does not give enough information.	
<input type="radio"/> Not As Described ...the merchandise I received does not match the description from the merchant.	Print, Copy of Documentation

Once you select the reason, scroll to the bottom of the screen to continue.
[Click here to continue.](#)

5. Click the **Select** button

<input type="radio"/> Transaction Posted to Closed Account ...this account has been closed.	
<input type="radio"/> Defective - Shipped/Returned ...the shipped merchandise I received was defective. The merchandise has been returned to the merchant.	Print, Copy of Shipping Invoice
<input type="radio"/> Defective - Shipped ...the shipped merchandise I received was defective.	Print, Copy of Shipping Invoice
<input type="radio"/> Defective ...the merchandise I received was defective.	
<input type="radio"/> Other ...I need to dispute this transaction.	

Click the **Select** button.

Select

[<< Back to Transaction Detail](#)

6. Check that your name is in the Requestor Name field

7. Enter your phone number

8. Enter comments in the Comments field

9. Click on the **Continue** button

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Transaction Management

Dispute Reason: Unauthorized

Card Account Number: *****1234, CHRIS DOE [Switch Accounts](#)

Tran Date	Statement Date	Merchant	Amount	Reference Number
01/18/2007	01/22/2007	MR NEWSPAPER MAN	128.10	24755427018730181473186

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

This dispute reason requires a physical signature of the Cardholder. After completing this form, click "Continue" for a printable version of the form.

* = required

Requestor Name:* Requestor Phone Number:*

Chris Doe 6121231234

Comments:*

I did not authorize this charge. I cancelled my subscription in November 2006.

Once you have specified required and optional information, click the **Continue** button.

[Continue](#)

10. You will receive a confirmation page which you need to print

Transaction Management

Dispute Reason: Unauthorized

Request has been successfully completed.

Print, sign and fax or mail this form to the following address. This dispute will not be processed if this form is not received within 21 days of the dispute date.

Fax Number:
701-461-3463

Mailing Address:
U.S. Bank National Association, ND
C/O U.S. Bancorp Service Center, Inc.
P.O. Box 6344
Fargo, ND 58125-6344

When finished printing, you can go to the [transaction detail](#)

Account Number: 4246040011253475

Dispute Date	Tran Date	Statement Date	Merchant	Amount	Reference Number
03/02/2007	01/18/2007	01/22/2007	MR NEWSPAPER MAN	128.10	24755427018730181473186

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

Requestor Name: Chris Doe **Requestor Phone Number:** 6121231234

Comments:
I did not authorize this charge. I cancelled my subscription in November 2006.

Cardholder Signature (required to process this dispute)

A confirmation message displays on a screen set up for printing. Depending on which reason you selected, you may need to print, sign and send in the form to U.S. Bank. Click the **transaction detail** link to return to the **Summary** tab.

11. Click on the **Transaction Detail** link to return to the summary tab

12. You will see a **D** icon displayed under the **Status** column

Transaction Management

Transaction Detail

★ Log Out

Product: Purchasing Card	Switch Products
Card Account Number: *****1234, CHRIS DOE	Switch Accounts
Create Order	Manage Orders
Card Acct List	Trans List

Transaction Summary

Status	Match	Tran Date	Posting Date	Merchant	City/State	Amount	Detail	€	Purchase ID	Accounting Cod
		01/18	01/19	MR NEWSPAPER MAN	908-6680202, NJ	\$128.10			1	P22562501001

 Disputed
  Matched
  Exception
  Trans Detail Level
  Reallocated

13. You can cancel the dispute by clicking on the **Cancel Dispute** button

Dispute

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute Reason: Unauthorized
 Dispute Date: 03/02/2007
 Dispute Post Date:
 Resolution Date:
 Requestor Name: Chris Doe
 Dispute Status: Unresolved

Cancel Dispute

[+] Dispute History

Sales Draft Requests

- none

You can click the **Cancel Dispute** button to cancel the dispute as long as the dispute is still unresolved. For training purposes, click the **Cancel Dispute** button now.

14. Enter the cancellation reason in the Cancellation Comments field and **Yes, Cancel Dispute** button

15. You can view the history of a dispute by scrolling to the bottom of the **Summary** tab and clicking on the **Plus** sign (+) next to **Dispute History**

Dispute

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute Reason: Unauthorized
Dispute Date: 03/02/2007
Dispute Post Date:
Resolution Date:
Requestor Name: Chris Doe
Dispute Status: Unresolved

Sales Draft Requests

- none

[-] Dispute History

Dispute Date	Dispute Post Date	Resolution Date	Requestor Name	Dispute Status	Dispute Reason	Dispute Cancelled	Cancelled By	Cancellation Comments
03/02/2007			Jane Doe	Unresolved	Unauthorized	Yes	train ch test	PSmith okayed renewal cost

Printing the Cardholder Activity Report

1. If not already signed on, login to the Access Online system
2. If not at the Transaction Management web page, click **Transaction Management**, then **Transaction List**
3. Select the billing cycle end date from the drop down menu for the billing cycle you want to print and then select the **Search** button

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Transaction Management
Card Account Summary with Transaction List

Card Account Number: *****0210, HECTOR MUNIZ
[Switch Account](#)
[Trans List](#)

[-] Card Account Summary

Account Number: .9210
Account Name:
Billing Cycle Close Date: 11/26/2010 [Search](#) [Print Account Activity](#)

Total Transactions: \$2,581.65 2 Final Approved Transactions: \$0.00 0
Reallocated Transactions: \$2,581.65 2 % Final Approved Transactions: 0.0% 0.0%
% Reallocated Transactions: 100.0% 100.0%
[Open Account](#)

[+] Search Criteria

Return to top

[-] Transaction List

Return to top

Records 1 - 2 of 2
[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>	Pending		11/20	11/22	BROOKHAVEN RAIN BARREL	404-364-0440, GA	\$2,393.00	①	visa	619001Its01810021III5600000216TerraCott
<input type="checkbox"/>	Pending		11/09	11/10	TITAN SHOPS	FULLERTON, CA	\$188.65	①	39900022	660003ITHEFD110064IIIDell1909wFlatPane

① Disputed Ⓜ Reallocated Ⓜ Trans Detail Level

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

Records 1 - 2 of 2
[Reallocate](#) [Mass Reallocate](#) [Approve](#) [Pull Back](#)

4. Once the information for the select billing cycle is displayed, click on the **Print Account Activity** button
 - i. The first time you click on the button, the web browser pop up blocker may stop the second window from displaying. If the pop up is blocked, you need to make the selection to "Always allow pop ups from this site"

- ii. If your browser is set to download the file instead of opening the file, you will need to make the selection to download the file to your computer to view the report

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usbank. Transaction Management
Card Account Summary with Transaction List

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Card Account Number: *****9210, HECTOR MUNIZ [Switch Account](#)

[Trans List](#)

[-] Card Account Summary

Account Number: ● ..9210
Account Name:
Billing Cycle Close Date: 11/26/2010 [Search](#) [Print Account Activity](#)

Total Transactions: \$2,581.65 2 Final Approved Transactions: \$0.00 0
Reallocated Transactions: \$2,581.65 2 % Final Approved Transactions: 0.0% 0.0%
% Reallocated Transactions: 100.0% 100.0%

● Open Account

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

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

Records 1 - 2 of 2
[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>	Pending		11/20	11/22	BROOKHAVEN RAIN BARREL	404-364-0440, GA	\$2,393.00	Ⓜ	visa	6190011ts0161100211115600000216TerraCott
<input type="checkbox"/>	Pending		11/08	11/10	TITAN SHOPS	FULLERTON, CA	\$188.65	Ⓜ	399000022	6600003THFD11.00641111Dell1909wFlatPane

Ⓜ Disputed Ⓜ Reallocated Ⓜ Trans Detail Level

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

Records 1 - 2 of 2

[Reallocate](#) [Mass Reallocate](#) [Approve](#) [Pull Back](#)

5. A PDF version of the report will open in a new window (*Requires adobe reader*)
6. Click the **Print** button on the adobe program

The screenshot shows a web browser window titled "WebFOCUS Report - Opera". The address bar displays "access.usbank.com - access.usbank.com". The report is titled "Cardholder Activity" and includes the following information:

Name: _____ Account Number: ***** Cycle End Date: Open

Trans Date Posting Date	Merchant Name City, State/Prov.	Transaction Total Allocation Amount	Source Currency Accounting Code	Currency Amount
08/30/2011	AT&T DATA	\$26.00	USD	26.00
08/31/2011	800-331-0500, GA	\$25.00	100000000-604802-THEFD-10064-	- iPad Data Plan

Activity Totals: \$25.00 Purchases: \$25.00 Payments: \$0.00

Cardholder Name: _____ Signature: _____

Supervisor Name: _____ Signature: _____

Page 1 of 1

7. Open another web browser and navigate to the following website:
<http://finance.fullerton.edu/Procurement/PCard/Forms/>
8. Select the **Approval of Procurement Card Transactions** form. (*The form is a PDF document that allows you to fill in the required fields before printing.*)
9. Complete the required fields, then print and sign the **Approval of Procurement Card Transactions** form
10. Approving Official reviews/approves the transactions, and signs the form
11. Attach all supporting documentation (ex: receipts, Directive 11 forms, etc.) to the Cardholder Activity Report and forward to the Procurement Card Program Office, CP-300