



US Bank Access Online

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Introduction

Cardholders will use the U.S. Bank Access Online System to view P-Card statements, dispute transactions, or cancel disputed transactions.

Cardholder Transactions

Includes:

- Viewing Transactions
- Disputing Transactions
- Cancelling Disputed Transactions
- View P-Card Bank Statements

View Transactions

[Request Status Queue](#)
[Active Work Queue](#)
[System Administration](#)
[Account Administration](#)
[Transaction Management](#)
[Account Information](#)
[Reporting](#)
[Dashboard](#)
[Data Exchange](#)
[My Personal Information](#)

Welcome to Access Online Teresa Patterson

Your last login was 05/11/2017

Message Center

[Message\(s\) from Access Online](#)

Language Selection:

American English ▾

[Home](#)

[Contact Us](#)

[Training](#)

To view transactions:

1. From the Left-Column Navigation Bar select the **Transaction Management** high-level task. The *Transaction Management* screen displays.

Request Status Queue
Active Work Queue
System Administration
Account Administration
Transaction Management
• Managing Acct List
• Card Account List
• Transaction List
Account Information
Reporting
Dashboard
Data Exchange
My Personal Information

Home

Contact Us

Training

Transaction Management

Managing Account List

View summary information for all Managing and Diversion Accounts.

Search Managing Account List

Allows you to provide your own search criteria first before any results are presented.

View Previous Cycle

Presents the Managing Account list for the previous cycle.

Card Account List

View summary information for all Cardholder Accounts.

Search Card Account List

Allows you to provide your own search criteria first before any results are presented.

View Previous Cycle

Presents the Cardholder Account list for the previous cycle.

2

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.

View Unmatched Transactions

Presents the unmatched transactions list.

2. Click the **Transaction List** link. The *Transaction Management: Search and Select an Account* screen displays.

Tip! If you have access to only one account, you will go directly to the *Transaction Management: Transaction List* screen after selecting the *Cardholder Transaction Management* link. Otherwise, you will need to select which account you want to work with.

Transaction Management

Search & Select an Account

Cardholder Account Search

Search for an account by Cardholder Account Number, Name, or Social Security Number. You can also find a cardholder account by first [Searching for a Managing Account](#).

The screenshot shows a search form with the following fields and callouts:

- Account Number:** A text input field with a red box containing the number '1' and a red arrow pointing to the field.
- Last Name:** A text input field.
- First Name:** A text input field.
- Social Security Number:** A text input field.
- Search:** A blue button with white text, with a red box containing the number '2' and a red arrow pointing to the button.

1. Type full or partial search criteria in one of the *Search fields* (e.g., *Account Number, Last Name*):
2. Click the **Search** button. The accounts that match your search criteria display at the bottom of the screen.

Card Account Summary with Transaction List

Card Account Number: *****5710, SHARON DELABY [Switch Accounts](#)
 Card Account ID:

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

[\[-\] Card Account Summary](#)

Account Number: [...](#)5710
 Account Name: SHARON DELABY

Billing Cycle Close Date: [Search](#) [Print Account Activity](#)

Total Transactions: \$242.16 2 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: \$0.00 0 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 0.0% 0.0%

[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	Comments	Accounting Code
<input type="checkbox"/>	Disputed	Pending	04/27	04/28	WWW.ANYPROMO.COM	909-591-5278, CA	\$201.91		168669_SA1285312		11000 410000 466666 601000
<input type="checkbox"/>	Reallocated	Pending	04/25	04/26	AMAZON MKTPLACE PMTS	AMZN.COM/BILL, WA	\$40.25		113-4712159-30522		11000 410000 466666 601000

[Disputed](#) [Reallocated](#) [Trans Detail Level](#)

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

Records 1 - 2 of 2

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

Dispute a Transaction

You can use Access Online to dispute a transaction, including selecting a reason for the dispute. In addition, you can use the system to request a copy of the sales draft to get more information about the disputed transaction. You can also cancel a disputed transaction as long as the disputed transaction is unresolved.

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

Records 1 - 9 of 9

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

2

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Comments	Accounting Code
<input checked="" type="checkbox"/>	Pending		05/01	05/02	AMAZON MKTPLACE PMTS	AMZN.COM/BILL, WA	\$21.43		PCARD DLee		11000 313500 466666 040100
<input type="checkbox"/>	Pending		04/28	05/01	AMAZON MKTPLACE PMTS	AMZN.COM/BILL, WA	\$7.00		113-7442767-99410		11000 313500 466666 040100
<input type="checkbox"/>	Pending		04/28	05/01	AMAZON MKTPLACE PMTS	AMZN.COM/BILL, WA	\$7.00		113-8545666-24642		11000 313500 466666 040100

To dispute a transaction:

1. Repeat the steps for *View Transactions* on pages 5-8 to navigate to the transaction list.
2. Click the **Transaction Date** link for the transaction you want to dispute. The *Transaction Management: Transaction Detail* screen displays with the *Summary* tab open.

Summary | Allocations | Transaction Line Items | Comments | Approval History

The Summary tab shows high-level transaction information.

The review status cannot be changed because the review day limit has been reached. To approve and forward the transaction, click "Approve." To initiate a dispute, click the "Dispute" button.

Transaction		Reference Information	
Date:	05/01/2017	Billing Cycle:	Open
Purchase ID:	PCARD DLee	Posting Date:	05/02/2017
Total Amount:	21.43	Reference Number:	24692167121000825142148
Memo Post:	Yes	Authorization Number:	083525
Sales Tax:	0.00	Extract Date(s)	
Freight:	0.00	Most Recent Standard	
Merchant		Financial Extract:	
Name:	AMAZON MKTPLACE PMTS	General Ledger Extract:	
City, State/Province:	AMZN.COM/BILL, WA	Payment Extract:	
Transaction Type:	SALES DRAFT	Currency	
MCC Code:	5942	Billing Currency:	U.S. Dollar
MCC Description:	BOOK STORES	Source Currency:	U.S. Dollar
		Source Currency Amt:	21.43

[Approve](#) [Print Transaction](#)

Dispute **Sales Draft Requests**
• none

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

[Dispute](#) 3

[\(+\)](#) Dispute History

3. Click the **Dispute** button. The *Transaction Management: Select a Dispute Reason* screen displays.

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...

1

Reason	Additional Items Required
<input checked="" 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
<input type="radio"/> Quality of Service ...the service I received does not match the description from the merchant.	
<input type="radio"/> Duplicate Processing ...it has been charged for this transaction more than once.	
<input type="radio"/> Paid by Other Means ...I had paid by other means such as a cash or check.	Print, Copy of Receipt
<input type="radio"/> Other ...none of the above reasons fit my need to dispute this transaction.	

Select

2

1. Select the radio button for the appropriate dispute reason.
2. Click the **Select** button. The *Transaction Management: Dispute Reason* screen displays, listing your selected dispute reason.

Transaction Management

Dispute Reason: Other

Card Account Number: *****3539, DONNA LEE
Card Account ID: 215091000251

Trans Date	Statement Date	Merchant	Amount	Reference Number
05/01/2017		AMAZON MKTPLACE PMTS	21.43	24692167121000825142148

- Other

My account was charged for this transaction and none of the above reasons fit my need to dispute this transaction.

* = required

The screenshot shows a web form for disputing a transaction. It includes the following elements:

- Requestor Name:*** A text input field containing "Teresa Patterson". A red arrow labeled "1" points to this field.
- Requestor Phone Number:*** An empty text input field. A red arrow labeled "2" points to this field.
- Comments:*** A large empty text area. A red arrow labeled "3" points to this area.
- Dispute** A blue button at the bottom left. A red arrow labeled "4" points to this button.

Tip! The *Transaction Management: Dispute Reason* screen has different fields depending on the dispute reason selected.

1. Verify or type your name in the *Requestor Name* field.
2. Type your phone number in the *Requestor Phone Number* field.
3. In the *Comments* box, enter additional comments to explain why you are disputing the charge.
4. Click the **Dispute** button. The *Transaction Management: Dispute Reason* screen displays with a message at the top confirming that your request has been completed.

Transaction Management

Dispute Reason: Unauthorized

i 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)

10. Follow the instructions on the screen to print, sign and fax or mail this form to U.S. Bank.

Cancel a Dispute

You can easily cancel an unresolved dispute. If you cancel a dispute, keep in mind that the transaction is automatically settled in favor of the merchant. After you cancel a dispute, you can also re-dispute the transaction.

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

Records 1 - 4 of 4

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

Select	Status	Match	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
<input type="checkbox"/>	D		01/18	01/19	MR NEWSPAPER MAN	908-6680202, NJ	\$128.10	Ⓜ	1	P22562501001 42396
<input type="checkbox"/>			01/18	01/19	MR NEWSPAPER MAN	908-6680202, NJ	\$37.35	Ⓜ	1	P22562501001 42396
<input type="checkbox"/>			01/08	01/09	NEJM MASS MED SOCIETY #3	781-893-3800, MA	\$98.00	Ⓜ	00022302	P22562501001 42396
<input type="checkbox"/>			12/27	12/28	REI*ELSEVIER HEALTH SC	800-654-2452, FL	\$193.00	Ⓜ	0541806600019653	P22562501001 42396

2

R Reviewed **D** Disputed **M** Matched **A** Exception **A** Reallocated **Ⓜ** **Ⓜ** Trans Detail Level

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

Records 1 - 4 of 4

[Match To Order](#) [Change Review Status](#)

To cancel a disputed transaction:

1. To navigate to the *Transaction List screen* repeat the steps on pages 5-8 of this presentation.
2. Click the transaction date link for the transaction you want to dispute. The *Transaction Management: Transaction Detail* screen displays with the Summary tab open.

Tip! Disputed transactions display with a D icon to indicate that they were disputed. The D icon remains even after the dispute has been resolved or cancelled.

Summary	Matched Order	Allocations	Tax Data
---------	---------------	-------------	----------

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.
To view the dispute's details, click the dispute reason link.

Transaction		Reference Information
Date: 01/18/2007		Billing Cycle: 01/22/2007
Purchase ID: 1		Posting Date: 01/19/2007
Total Amount: 128.10		Reference Number: 24755427018730181473186
		Authorization Number: 081985
Memo Post: Yes		
Sales Tax: 0.00		Extract Date(s)
Freight:		Most Recent Standard Financial Extract:
		General Ledger Extract:
		Payment Extract:
Merchant		Currency
Name: MR NEWSPAPER MAN		Source Currency: U.S. Dollar
City/State: 908-6680202, NJ		Source Currency Amt: 128.10
Transaction Type: SALES DRAFT		
MCC Code: 5994		
MCC Description: NEWS DEALERS/NEWSSTANDS		

Mark as Reviewed

Dispute	Sales Draft Requests
Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.	• none
Dispute Reason: Unauthorized Dispute Date: 03/02/2007 Dispute Post Date: Resolution Date: Requestor Name: Chris Doe Dispute Status: Unresolved	
Cancel Dispute	

[+] **Dispute History**

1. Review the dispute detail and make sure the *Dispute Status* is **Unresolved**.

2. Click the **Cancel Dispute** button. A confirmation message displays.

Are You Sure?

You have chosen to cancel the dispute filed for the following transaction:

Dispute Date	Tran Date	Posting Date	Merchant	Amount	Reference Number
03/02/2007	01/18/2007	01/19/2007	MR NEWSPAPER MAN	128.10	24755427018730181473186

Unauthorized

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

1

Cancellation Comments:

2

Psmith okayed renewal cost

Yes, Cancel Dispute

No

1. Type comments in the *Cancellation Comments* field. You have up to 40 alphanumeric spaces for your comments.

2. Click the **Yes, Cancel Dispute** button. You return to the *Transaction Management: Transaction Detail* screen with the *Summary* tab open.

Transaction Management

[★ Log Out](#)

Transaction Detail

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

[Create Order](#) [Manage Orders](#) [Card Acct List](#) [Trans List](#)

i Request has been successfully completed.

Transaction Summary

Status	Match	Tran Date	Posting Date	Merchant	City/State	Amount	Detail	Purchase ID	Accounting Code
		01/18	01/19	MR NEWSPAPER MAN	908-6680202, NJ	\$128.10		1	P22562501001 42396

Disputed Matched Exception Trans Detail Level Reallocated

Summary **Matched Order** Allocations Tax Data

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.
 To view the dispute's details, click the dispute reason link.

Transaction		Reference Information	
Date:	01/18/2007	Billing Cycle:	01/22/2007
Purchase ID:	1	Posting Date:	01/19/2007
Total Amount:	128.10	Reference Number:	24755427018730181473186
		Authorization Number:	081985
Memo Post: Yes		Extract Date(s)	
Sales Tax:	0.00	Most Recent Standard Financial Extract:	
Freight:		General Ledger Extract:	
		Payment Extract:	
Merchant		Currency	
Name:	MR NEWSPAPER MAN	Source Currency:	U.S. Dollar
City/State:	908-6680202, NJ	Source Currency Amt:	128.10
Transaction Type:	SALES DRAFT		
MCC Code:	5994		
MCC Description:	NEWS DEALERS/NEWSSTANDS		

Mark as Reviewed

Dispute	Sales Draft Requests
Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.	• none
Dispute Reason: Unauthorized	
Dispute Date: 03/02/2007	
Dispute Post Date:	
Resolution Date:	
Requestor Name: Chris Doe	
Dispute Status: Unresolved	

[+] **Dispute History**

[<< Back to Transaction List](#)

Tip! If you need to, you can re-dispute the transaction by repeating the steps in *Dispute a Transaction*, pages 9-14.

How to View Your Statement

1



[Request Status Queue](#)
[Active Work Queue](#)
[System Administration](#)
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Welcome to Access Online Teresa Patterson

Your last login was 05/11/2017

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1. From the left Column Navigation Bar Select the **Account Information** high-level task.

- Request Status Queue
- Active Work Queue
- System Administration
- Account Administration
- Transaction Management
- Account Information**
 - Statement
 - Account Profile
- Reporting
- 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](#)

- Home
- Email Center
- Contact Us
- Training

2. Click the Cardholder Account Statement link.

Account Statements

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](#)

2021

 [03/25/2021 \(PDF\)](#)

2020

 [10/26/2020 \(PDF\)](#)

 [05/25/2020 \(PDF\)](#)

 [09/25/2020 \(PDF\)](#)



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

5359X32

SANDRA WEIR
2222 S 7TH ST
EP - MN - TT2C
MINNEAPOLIS MN 55454-1305

107

ACME CORPORATION
MEMO STATEMENT
ACCOUNT NUMBER 4716123412342234
STATEMENT DATE 03-26-07
TOTAL ACTIVITY \$ 144.00
AMOUNT DUE \$0.00

DO NOT REMIT

4716123412342234 00000000

NEW ACCOUNT ACTIVITY						
POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT	
03-19	03-17	UAT JOHNSONS PRINTING BOSTON MA	74 79826 7078019111111178	2741	27.00	
03-19	03-17	UAT OFFICE FURNITURE TO GO ST LOUIS MO	74 79826 7078019111111186	5021	45.00	
03-26	03-15	JOHNSONS PRINTING BOSTON MA	74 79826 7085019111111179	2741	27.00	
03-26	03-19	OFFICE FURNITURE TO GO ST LOUIS MO	74 79826 7085019111111187	5021	45.00	

Default Accounting Code: 55555		102300NLIJ2743	
CUSTOMER SERVICE CALL 1-800-344-5696	ACCOUNT NUMBER 4716-1234-1234-2234		ACCOUNT SUMMARY
	STATEMENT DATE 03-26-07	DISPUTED AMOUNT \$.00	PREVIOUS BALANCE \$0.00
SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 6344 FARGO, ND 58125-6344	AMOUNT DUE \$ 0.00 DO NOT REMIT		PURCHASES & OTHER CHARGES \$144.00
			CASH ADVANCES \$0.00
			CASH ADVANCE FEE \$0.00
			CREDITS \$0.00
		TOTAL ACTIVITY	\$144.00

The statement opens as a PDF file in a new window.

Print this PDF file as your monthly statement and submit to Accounts Payable with transaction report , all original itemized receipts, and dispute documentation (if applicable).

Resources Available To You

- Access Online Help Desk – (877) 887-9260
 - General Website Navigation Inquiry
 - Resetting Passwords
 - General Account Inquiry
- 24-Hour Customer Service- (800) 344-5696
 - Balance Inquiry
 - Statement Inquiry
 - Disputed Items
 - Declined Purchases
 - Card Activation
 - Lost, Stolen or Compromised Card
- Purchasing Card Program Administrators
 - Rondell Schroeder, rschroeder@mtsac.edu, Ext. 5511
 - Tiffany Chen, tchen138@mtsac.edu, Ext. 5514
 - Angelic Davis, adavis140@mtac.edu, Ext. 5512
 - Jackson Kuo, jkuo3@mtsac.edu, Ext. 5372