

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



To view transactions:

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Training

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

Γ→

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.

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.

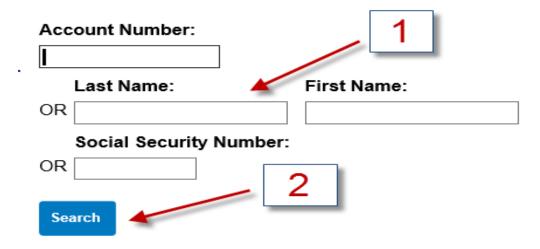
Tip! If you have access to only one account, you will go directly to the *Transaction Management:*Transaction List screen after selecting the Cardholder Transaction Management link. Otherwise, you will need to select which account you want to work with.

Transaction Management

Search & Select an Account

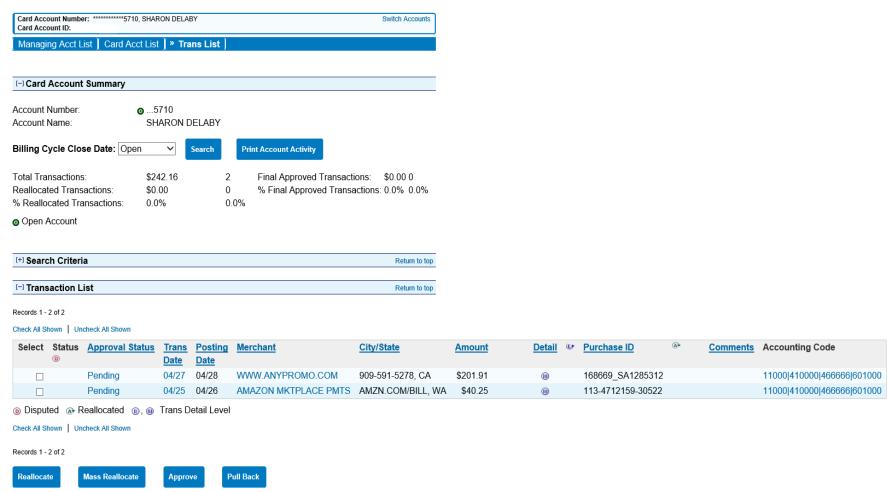
Cardholder Account Search

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.



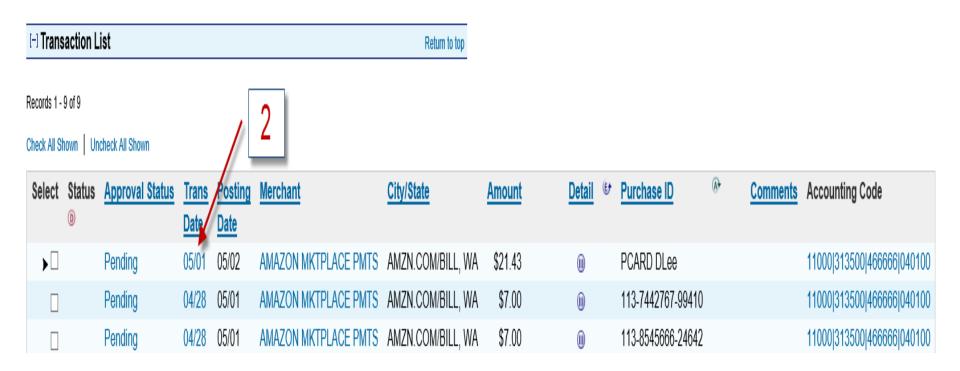
- **1**. Type full or partial search criteria in one of the *Search fields (e.g., Account Number, Last Name):*
- **2**. Click the **Search** button. The accounts that match your search criteria display at the bottom of the screen.

Card Account Summary with Transaction List



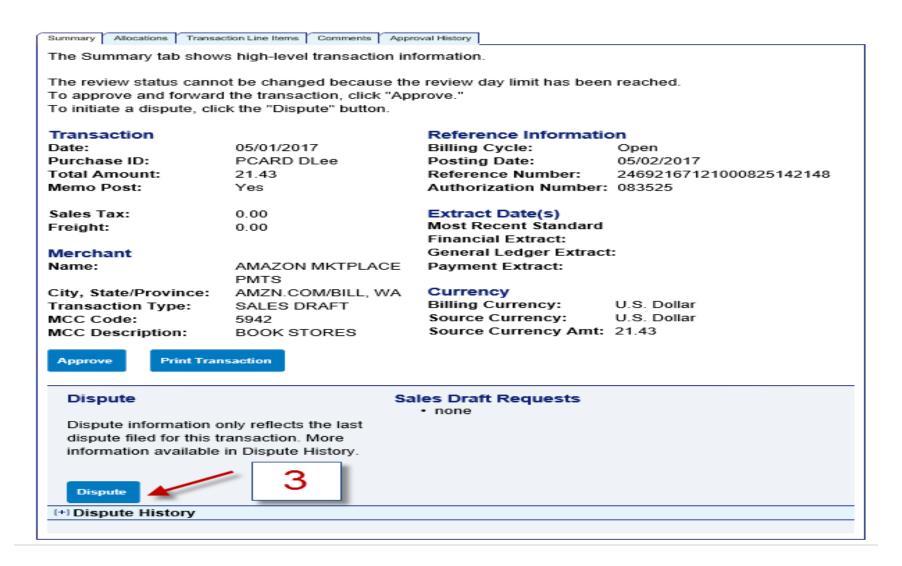
Dispute a Transaction

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.

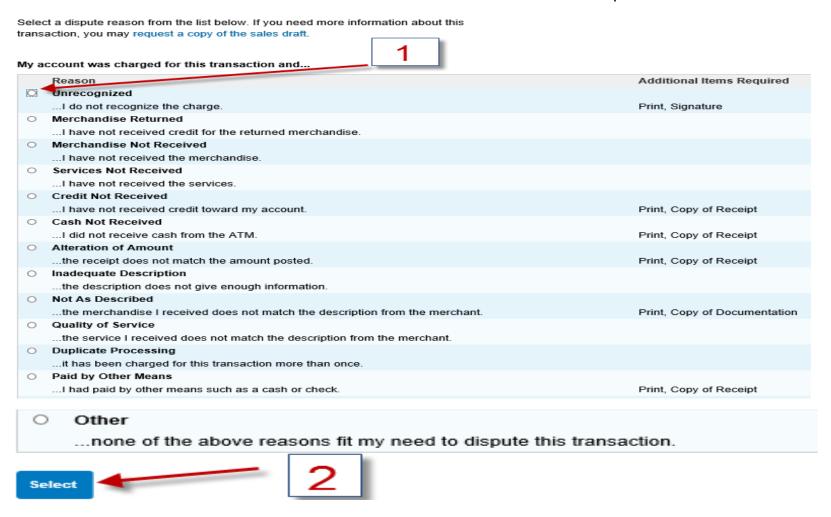


To dispute a transaction:

- 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.



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

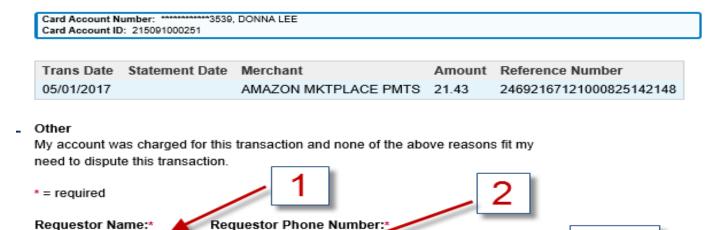


- 1. Select the radio button for the appropriate dispute reason.
- **2**. Click the **Select** button. The *Transaction Management: Dispute Reason* screen displays, listing your selected dispute reason.

Transaction Management Dispute Reason: Other

Teresa Patterson
Comments:*

Dispute



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

1 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: Requestor Phone Number:

Chris Doe 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

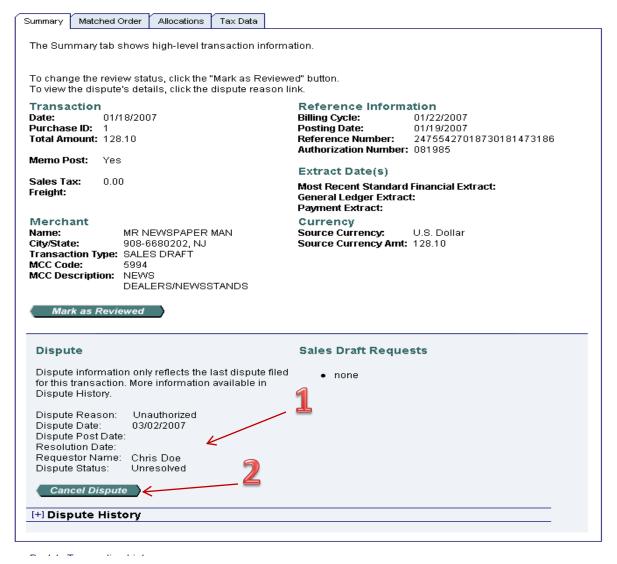
You can easily cancel an unresolved dispute. If you cancel a dispute, keep in mind that the transaction is automatically settled in favor of the merchant. After you cancel a dispute, you can also re-dispute the transaction.



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.



- **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?

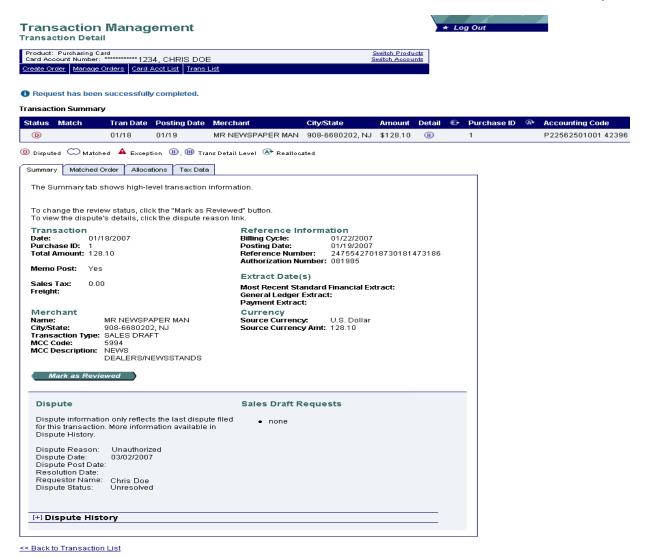
Unauthorized

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

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



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
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

Home

Contact Us

Training

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

Home

Email Center

Contact Us

Training

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

2. Click the Cardholder Account Statement link.

Account Statements

Account Unique ID. Account ID: Account	- i
Account ID: Account Please Note: The statement can't be used for remitt	
View account profile	
2021	
03/25/2021 (PDF)	
2020	
10/26/2020 (PDF)	05/25/2020 (PDF)



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

5358X32

AGME CORPORATION MEMO STATEMENT ACCOUNT NUMBER 4716123412342234 STATEMENT DATE TOTAL ACTIVITY \$ 144.00 AMOUNT DUE \$0.00

DO NOT REMIT

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

107

4716123412342234 000000000

NEW ACCOUNT ACTIVITY								
POST DATE	TRAN DA TE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT			
03-19 03-19 03-26 03-26	03-17 03-17 03-16 03-19	UAT JOHNSONS PRINTING BOSTON MA UATOFFICE FURNITURE TO GO ST LOUIS MO JOHNSONS PRINTING BOSTON MA OFFICE FURNITURE TO GO ST LOUIS MO	74798267078019111111178 74798267078019111111186 7479826708501911111179 74798267085019111111187	2741 5021 2741 5021	27.00 45.00 27.00 45.00			

Default Accounting Code: 55555	102300NUJ2743		_	
	ACCOUNT NUMBER 4716-1234-1234-2234		ACCOUNT SUMMARY	
CUSTOMER SERVICE CALL			PREVIOUS BALANCE	\$.00
1-800-344-5696	STATEMENT DATE	DISPUTED AMOUNT	PURCHASES &	
	03-26-07	\$.00	OTHER CHARGES	\$144.00
SEND BILLING INQUIRIES TO:	AMOUNT DUE \$ 0.00		CASH ADVANCES	\$.00
C/O U.S. BANCORP SERVICE CENTER. INC			CASH ADVANCE FEE	\$.00
U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 8344 FARGO, ND 58125-6344			CREDITS	\$.00
			TOTAL ACTIVITY	\$144.00

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PAGE 1 OF 1

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, <u>rschroeder@mtsac.edu</u>, Ext. 5511
 - Tiffany Chen, tchen138@mtsac.edu, Ext. 5514
 - Angelic Davis, adavis140@mtac.edu, Ext. 5512
 - Jackson Kuo, jkuo3@mtsac.edu, Ext. 5372