US Bank
Access Online
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
To view transactions:
1. From the Left-Column Navigation Bar select the **Transaction Management** high-level task. The **Transaction Management** screen displays.
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

**Card Account Number:** **********5710, SHARON DELABY

**Managing Acct List | Card Acct List | > Trans List |**

### Card Account Summary

<table>
<thead>
<tr>
<th>Billing Cycle Close Date:</th>
<th>Open</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Select</th>
<th>Status</th>
<th>Approval Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
<th>Detail</th>
<th>Purchase ID</th>
<th>Comments</th>
<th>Accounting Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Pending</td>
<td>04/27</td>
<td>04/28</td>
<td><a href="http://WWW.ANYPROMO.COM">WWW.ANYPROMO.COM</a></td>
<td>900-591-5278, CA</td>
<td>$201.91</td>
<td></td>
<td>188669_SA1235312</td>
<td></td>
<td>11000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pending</td>
<td>04/25</td>
<td>04/26</td>
<td>AMAZON MARKETPLACE PMTS</td>
<td>AMZN COM/BILL, WA</td>
<td>$40.25</td>
<td></td>
<td>113.4712159-30522</td>
<td></td>
<td>11000</td>
</tr>
</tbody>
</table>

- Disputed
- Reallocated
- Trans Detail Level

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.
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.
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.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Additional Items Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrecognized</td>
<td>Print, Signature</td>
</tr>
<tr>
<td>Merchandise Returned</td>
<td></td>
</tr>
<tr>
<td>Merchandise Not Received</td>
<td></td>
</tr>
<tr>
<td>Services Not Received</td>
<td></td>
</tr>
<tr>
<td>Credit Not Received</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Cash Not Received</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Alteration of Amount</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Inadequate Description</td>
<td>Print, Copy of Receipt</td>
</tr>
<tr>
<td>Not As Described</td>
<td>Print, Copy of Documentation</td>
</tr>
<tr>
<td>Quality of Service</td>
<td></td>
</tr>
<tr>
<td>Duplicate Processing</td>
<td></td>
</tr>
<tr>
<td>Paid by Other Means</td>
<td>Print, Copy of Receipt</td>
</tr>
</tbody>
</table>

...none of the above reasons fit my need to dispute this transaction.

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.
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.
Dispute a Transaction- Continued

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:
701-481-3463

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

<table>
<thead>
<tr>
<th>Dispute Date</th>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/02/2007</td>
<td>01/18/2007</td>
<td>01/22/2007</td>
<td>MR NEWSPAPER MAN</td>
<td>128.10</td>
<td>24755427019730181973186</td>
</tr>
</tbody>
</table>

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?

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

<table>
<thead>
<tr>
<th>Dispute Date</th>
<th>Tran Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
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<td>MR NEWSPAPER MAN</td>
<td>128.10</td>
<td>24755427018730181473186</td>
</tr>
</tbody>
</table>

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

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.
1. From the left Column Navigation Bar Select the **Account Information** high-level task.
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)
- 09/25/2020 (PDF)
- 05/25/2020 (PDF)
How to Print Your Statement - Continued

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