Civilian Agency Elective: A/OPC Basics for Purchase and Travel Card Programs

Presented by:
Dale Brauer, Relationship Manager
Seth Kaplan, Relationship Manager
Agenda

• What are the differences in the card programs?
• Why use a purchase, travel or fleet card?
• How does the transaction process work?
• What program control options are available?
• Who are the key players and their roles?
• What support is available?
• What if I need more information?
## Differences in the Card Programs

<table>
<thead>
<tr>
<th><strong>Purchase</strong></th>
<th><strong>Travel</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Government liability</td>
<td>• Individual liability (Individual-billed account)</td>
</tr>
<tr>
<td>• No ATM or cash access</td>
<td>• ATM/cash access</td>
</tr>
<tr>
<td>• Convenience checks</td>
<td>• Used for official Government travel only</td>
</tr>
<tr>
<td>• Used for supplies and services</td>
<td>• Centrally billed accounts (CBA) are Government liability</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Fleet</strong></th>
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</thead>
<tbody>
<tr>
<td>• Government liability</td>
</tr>
<tr>
<td>• Card tied to vehicle or can also be tied to driver</td>
</tr>
<tr>
<td>• Used for fuel and vehicle maintenance</td>
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</tbody>
</table>
Why Use a Purchase Card?

• “2010 Purchasing Card Benchmark Survey” by RPMG Research Corporation demonstrated:
  
  – Overall purchase card usage expected to reach $213 billion by 2012
  
  – On average, each purchase card transaction results in $71 savings vs. traditional purchase order process
  
  – Employee misuse accounts for under 1% of total spend and transactions
Purchase Card Overview

• Preferred method of payment for micro purchases
  — Allowed as an ordering and payment mechanism for other payments types

• Ghost accounts

• Virtual accounts (U.S. Bank Access® Online Payment Plus)

• Convenience checks
Travel Card Overview

• A payment mechanism that enables cardholders to pay for airfare, hotel, car rental, and other travel related expenses

• Centrally billed and paid by the agency/organization

• Individually billed and paid for by the cardholder

• Universal acceptance and security

• Administrative cost savings
Fleet Card Overview

• Critical tool that can help control fleet costs
• Manage driver and vehicle purchases
• Universal acceptance for driver convenience
  – Service stations and truck stops
  – Fleet maintenance/repair
• Controls
What is Not Allowed on the Cards?

• Purchase Card
  – Long-term rental or lease of land/buildings
  – Travel
  – Cash advance unless otherwise specified by your agency

• Travel Card
  – Standard purchases

• Fleet Card
  – Standard purchases
  – Travel-related expenses
What Can a Card Program do for You?

• Provide control
  — Limit transaction size
  — Restrict Merchant Category Codes (MCCs)

• Provide oversight
  — Monitor transactions in real time
  — Monitor potential abuse/misuse

• Provide potential financial benefit
  — Consolidation of invoice presentation and payment
  — Improve cash float and rebate opportunities
Understanding The Transaction Process

- **Buyer**
  - Cardholder
  - Provider of goods/services
  - Responsible for compliance with Visa Operating Rules & Regulations
  - Controls passage of transaction data

- **Merchant**
  - Merchant’s financial institution
  - Responsible for the issuance and administration of Purchase card terminal device

- **Merchant / Acquiring Bank**
  - Governing Body for Associated Branded Cards
  - Establishes Regulations and Standards for Issuance, Use, Acceptance and Processing
  - Controls passage of transaction data

- **Association**
  - Card Partner
  - Responsible for issuance, maintenance and reporting
  - Establishes Authorization Controls

- **Issuing Bank**
Merchant Transaction Data

• Merchants are able to send information to U.S. Bank

• Level I Data
  • Minimum data needed to settle a transaction
    – Merchant demographics
    – MCC code
    – Transaction amount and date

• Level II Data
  • Enhanced data
    – Includes level I data
    – Sales tax
    – Purchase identification (ID) or invoice number
    – Merchant data

• Level III Data
  • Most detailed data
    – Includes level I and II data
    – Item description
    – Quantity
    – Unit of measurement
    – Unit cost
    – Drive ID
    – Fuel type
Convenience Checks

- Convenience check accounts can be set up via Access Online
- Check reorders can be completed via Access Online or Customer Service.
- Convenience checks **cannot** be disputed
- Part of the GSA OCCM Initiative is to reduce convenience check usage by 5% year over year.
## Organization and Hierarchy Controls

### Sample Purchase Card Program Structure

<table>
<thead>
<tr>
<th>LEVEL #</th>
<th>REPORTING HIERARCHY</th>
<th>PROCESSING HIERARCHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>55686 GSA SmartPay Program</td>
<td>Bank Number - 8203</td>
</tr>
<tr>
<td>Level 2</td>
<td>00069 Dept. of Transportation</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Level 3</td>
<td>00007 Federal Aviation Admin</td>
<td>Agent Number - 0007</td>
</tr>
<tr>
<td>Level 4</td>
<td>10012 FAA Eastern Region</td>
<td>Company Number - 10012</td>
</tr>
<tr>
<td>Level 5</td>
<td>51905 ASW-540</td>
<td>Division Number - 61914</td>
</tr>
<tr>
<td>Level 6</td>
<td>61914 Houston IAH ATCT</td>
<td></td>
</tr>
</tbody>
</table>
Authorization Control Options

**Spend Limits**
- Single purchase Credit Limit
- Daily
- Cycle
- Quarterly
- Yearly

**Merchant Controls**
- Pre-defined MCC templates
- Custom templates
- Templates of MCC Groups

**Bank Thresholds**
- Daily spend limit
- Number of daily transactions
- Mail order spend limit

**Transaction Limits**
- Daily
- Cycle
- Quarterly
- Yearly
- User defined-Velocity Limits
If an Account is Declined:

• You can verify the decline reason on the account in Access Online, under Account Information, Account Authorizations

• You can also run the Declined Transaction Report for past declines

• List of decline reasons are located in the Web Based Training tool under User Guides

• Customer Service can also assist with researching declines (888-994-6722)
Common Reasons for Decline

• Card not activated
• Exceeding a limit on the account
• Merchant has wrong expiration date
• Merchant category code (MCC) could be excluded
• Cardholder under a closed Managing Account
• Account is past due and/or suspended
• Other
What is a Transaction Dispute?

• Disagreements between cardholders and merchants involving known transactions

• Common dispute reasons:
  — Merchandise or service not received
  — Merchandise returned, but no credit issued
  — Duplicate transaction processing
How are Transactions Disputed?

- Cardholders should review all purchases for accuracy
- Attempt to resolve issue with merchant directly
- Transactions can be disputed with Customer Service, or directly in Access Online
- Transactions must be disputed within 90 days from posting date
What is Charge Card Fraud?

• Obtaining services, credit or funds by misrepresentation of identity or information
• Third-party unauthorized use of a card
• Common situations of fraud:
  – Transactions occurring after card is lost/stolen
  – Internet charges from unknown merchants
  – Charges made using counterfeit card plastic
# Frequently Used Account Status Codes

<table>
<thead>
<tr>
<th>CODE</th>
<th>DEFINITION</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>Account open/active</td>
<td>“Open” or blank</td>
</tr>
<tr>
<td>V9</td>
<td>Voluntary close</td>
<td>Temporary closure</td>
</tr>
<tr>
<td>T9</td>
<td>Termination</td>
<td>Permanent closure</td>
</tr>
<tr>
<td>F1</td>
<td>Lost/stolen</td>
<td>Account closed</td>
</tr>
<tr>
<td>FA</td>
<td>Fraud</td>
<td>Account closed, fraud case started</td>
</tr>
<tr>
<td>FR</td>
<td>Potential fraud</td>
<td>Account blocked, cardholder contacted</td>
</tr>
</tbody>
</table>
Key Players - Roles and Responsibilities

- **GSA SmartPay Contracting Office**
  - Administrator of the master contract between GSA and U.S. Bank

- **U.S. Bank**
  - Issuing bank for department’s/agency’s government purchase cards
  - Issues cards and invoices
  - Provides 24-hour customer service
  - Provides real time reporting through Access Online
# Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency/Organization Program Coordinator (A/OPC)</td>
<td>• Management and oversight of agency’s/organization’s purchase card program</td>
</tr>
<tr>
<td></td>
<td>• Training cardholders</td>
</tr>
<tr>
<td>Approving/Billing Official</td>
<td>• Managing the billing, payment, and/or approval process</td>
</tr>
<tr>
<td>Cardholder</td>
<td>• Using purchase card in accordance with the agency’s/organization’s policies and procedures</td>
</tr>
<tr>
<td></td>
<td>• responsible for reconciliation of account</td>
</tr>
</tbody>
</table>
How Do I Pay My Travel Statement?

Travel
- Pay electronically via Access Online - Epay
- Telepayments via IVR - Interactive Voice Response / Customer Service
- Check / money order
- ACH – Automated Clearing House
- Wire

Regular Payment Address
PO Box 790428
St. Louis, MO 63179-0428

Overnight Payment Address
U.S. Bank Internal Payments
Attn: Dept. 790428
830 N 11th Street
St. Louis, MO 63101
Support Information

- Relationship Manager located in Washington, DC
- Account Managers located in Washington, DC, Minneapolis, MN and Fargo, ND
- Account Coordinator, located in Minneapolis, MN
- Customer Service, 888-994-6722
  - Dispute department
  - Payment Research department
- Access Online Technical Helpdesk, 800-254-9885 press option 2
- Collections 800-837-6708 (Travel)
U.S. Bank Program Support

U.S. Bank Government Services Team

- Project Manager
- Group Relationship Managers
- Relationship Managers
- Account Managers

Department / Agency Contact Point

- GSA Contracting Office
- Department / Agency Senior Management
- A/OPC (Level 1 + 2s)
- A/OPC (Level 2 + 3s)
U.S. Bank Program Support
Relationship Management

• Works with high level A/OPCs within the agency
• Assists agency with policy & procedures for the card program(s)
• Assists agency with finding ways to maximize rebate
• Performs periodic reviews of the card program
• Monitors mutual account performance goals
• Introduces value added products & services
• Assists with implementations and agency reorganizations
• Other overall program/agency initiatives
Account Coordinators (AC)

• Located in Minneapolis, MN

• Available 7:00 a.m. to 6:00 p.m. Central time, Monday – Friday

• Supports the A/OPC

• Can be reached at 800-254-9885 option 3, or gov.service@usbank.com

• If you reach your AC’s voice mail, you may press 0 to be transferred to the next available AC for assistance
Access Online Technical Support

• Available 24/7
• Located in Fargo, ND and Coeur D’Alene, ID
• Dedicated, trained staff handling over 12,000 calls monthly
• Required for verification: User ID & Password

• Assist with error messages
• Assist with Access Online program issues
• How to?
• Password reset
• Can be reached at 800-254-9885 option 2, direct at 701-461-0186, email accessonlinesupport@usbank.com
U.S. Bank Customer Service Team

• Located in Fargo, ND and Coeur d’Alene, ID
  
  888-994-6722 – Toll Free
  
  701-461-2232 – Direct

• Available 24/7

• Supports A/OPCs, Financial Managers, Approving Officials and Cardholders
Reasons for Contacting Customer Service

- Payment inquiries
- Balance inquiry
- Statement request (also available on Access Online)
- Card replacement
- Report card lost / stolen
- Disputes (also available on Access Online)
- Declined transaction (also available on Access Online)
- Card activation
- Check orders (also available on Access Online)
- Access Online password reset and general navigation
- Other
What is TSYS?

“The action behind the transaction”

• Total Systems = TSYS

• Third-party processing platform that enables issuers to support multiple card programs

• TSYS is the system of record that houses customer and company data

• All data used within U.S. Bank to monitor client activities comes from TSYS
# Program Management Tools and Resources

<table>
<thead>
<tr>
<th>Resource Name</th>
<th>Access It Here:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Online</td>
<td><a href="https://access.usbank.com">https://access.usbank.com</a></td>
</tr>
<tr>
<td>Web-Based Training</td>
<td><a href="https://wbt.access.usbank.com">https://wbt.access.usbank.com</a></td>
</tr>
<tr>
<td>Communications and Training Website</td>
<td>usbank.com/gov_forourclients</td>
</tr>
<tr>
<td>Access Online Helpdesk</td>
<td>800-254-9885, option 2</td>
</tr>
<tr>
<td>Customer Service</td>
<td>888-994-6722</td>
</tr>
<tr>
<td>Relationship Managers</td>
<td>Contact your Relationship Manager directly by phone or or email. If you’re not sure how, please call 866-274-5898</td>
</tr>
<tr>
<td>GSA</td>
<td><a href="https://smartpay.gsa.gov">https://smartpay.gsa.gov</a></td>
</tr>
<tr>
<td>GSA Guides and Publications</td>
<td><a href="https://smartpay.gsa.gov/guides-publications">https://smartpay.gsa.gov/guides-publications</a></td>
</tr>
</tbody>
</table>
U.S. Bank Access Online

- Internet-based, electronic access system
- Available anytime, anywhere
- Secure, entitlement/hierarchy based log-on

https://access.usbank.com
Transaction Management

Sample Access Online Transaction Management Screen
Reporting Examples

- Account list
- Charge off
- Past due
- Transaction detail, full
- Transaction order detail
- Merchant spend analysis
- Merchant list
- Declined authorization report
Communications and Training Website

• One-stop shop for program information
• Agency-specific guides and forms
• Links to other applicable U.S. Bank products/solutions

http://www.usbank.com/gov_forourclients
Access Online Web-Based Training (WBT)

- Self-guided tour offering 24 lesson modules
- System allows enrollment / certification options
- User guides, quick reference documents, and simulations

https://wbt.access.usbank.com
GSA SmartPay Website

- General information regarding purchase card program
- https://smartpay.gsa.gov
- Cardholder training
- Tax exempt information
- Presentations, publications, Office of Management and Budget (OMB) Circulars
Measures of Effectiveness

• Knowledge of program
• Takes action
• Sharing of information
• Updates point of contact information
• Internal goals
Best Practices

Travel
• Credit worthiness
• Salary offset
• Split disbursements
• Access Online transaction management and reporting

Purchase and Fleet
• Oversight
• Reconciliation
• Documentation
Questions?
Thank You

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