Leveraging Your U.S. Bank Resources

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Agenda

- U.S. Bank Access® Online and Web-based Training (WBT)
- Program Optimization
- Program Support
- Website Resources

Access Online and WBT

Access Online Summary

- Organizations need financial services that streamline business processes, enabling you to save time and money
- Access Online allows you to increase the speed and efficiency with which you manage your card program

  -Eliminate paper-based processes

  -Reduce manual data entry and approval routing

  -Cut high administration costs

Access Online Benefits

- Simplicity – Leverages an easy to learn and use web-based interface to manage all aspects of the program
- Flexibility – Offers a feature-rich platform that can be easily configured to meet program needs
- Reliability – Maintains highest system availability up-times in the industry

Access Online Benefits (Continued)

- Availability – Provides real-time access to card program, 24 hours a day, 7 days a week
- Integrity – Ensures the integrity of data through enhanced data initiatives and data validations
- Security – Stores card data in a highly secure environment

Access Online Product Features

Program Administration

Product Features	Feature Description
User profiles	Setup and maintain system users – login information and access rights within the system
Cardholder account setup	Setup new cardholder accounts, either initiated by the cardholder or administrator
Cardholder maintenance	Close, suspend, reinstate and modify cardholder accounts– demographics, account information, default accounting codes, authorization limits, merchant authorization controls
Approval workflow	Route cardholder setup and maintenance requests for manager approval
Hierarchy positions	Modify processing or reporting hierarchies/business unit information

Access Online Product Features

Transaction Management

Product Features	Feature Description
Transaction details	Add line items, edit tax data and/or enter comments for a transaction
Disputes	Initiate transaction disputes and monitor their status
Reallocation	Manually reallocate a transaction (single or multiple transactions) to one or more accounting codes by percent or amount
Valid value lists	Control how cardholders can reallocate transactions by creating a valid list of accounting codes for each segment and setting other reallocation rules to enable accurate reallocation
Approval workflow	Route transactions for manager review and approval using customized workflow

Access Online Product Features

Payment Plus

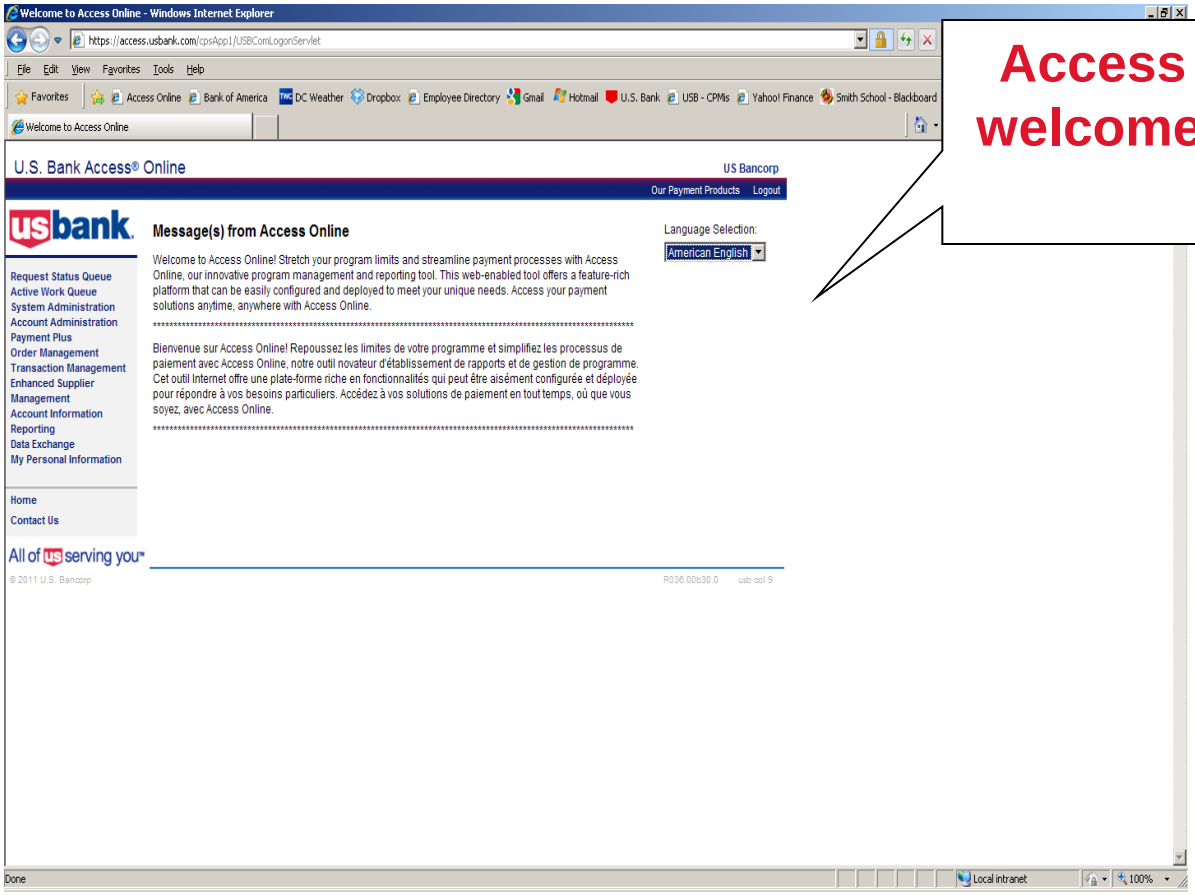
Product Features	Feature Description
System integration	Leverage existing financial systems to generate approved payments
Payment instructions	Submit payment instructions using an automated file or simple online form
Secure card payment	Pay suppliers securely (dynamic credit adjustments and single-use accounts) while providing complete remittance information

Access Online Product Features

Management Reporting

Product Features	Feature Description
Standard reporting	Choose from over 60 standard reports (24 months of data available online), including: program, financial, supplier, tax and compliance, administration and global reports
Flex data reporting	Generate ad hoc reports based on flexible data criteria
Report scheduler	Set up reports to run on specific dates; receive notifications as reports become available
Flexible options	Define specific selection, sort and output options; print or save information in a variety of formats, including Excel, HTML, PDF

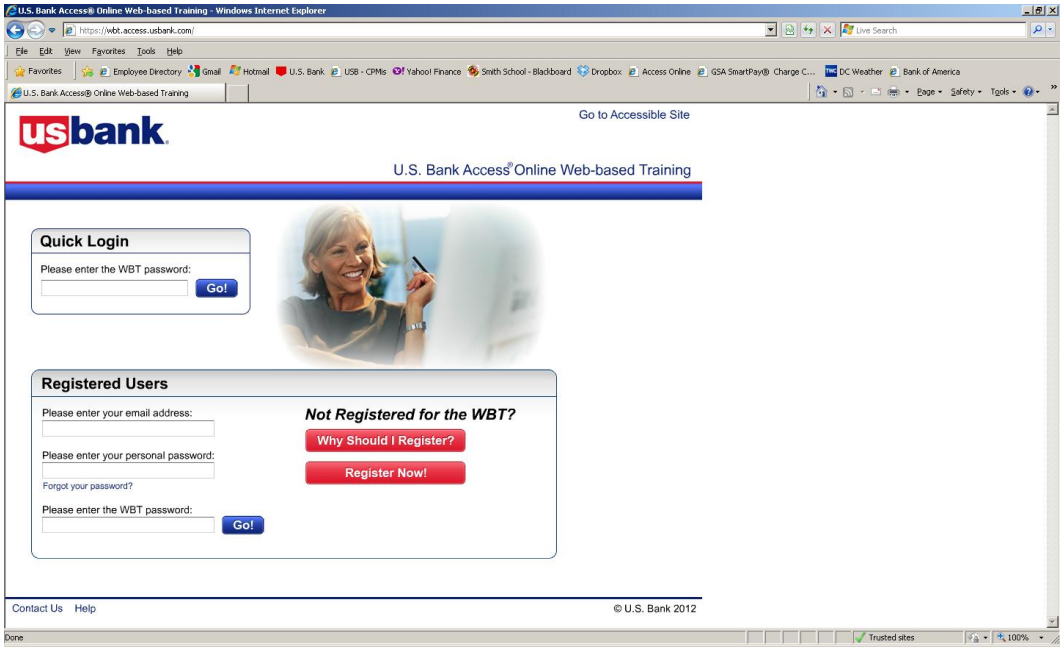
Access Online Welcome Screen



Access Online welcome screen

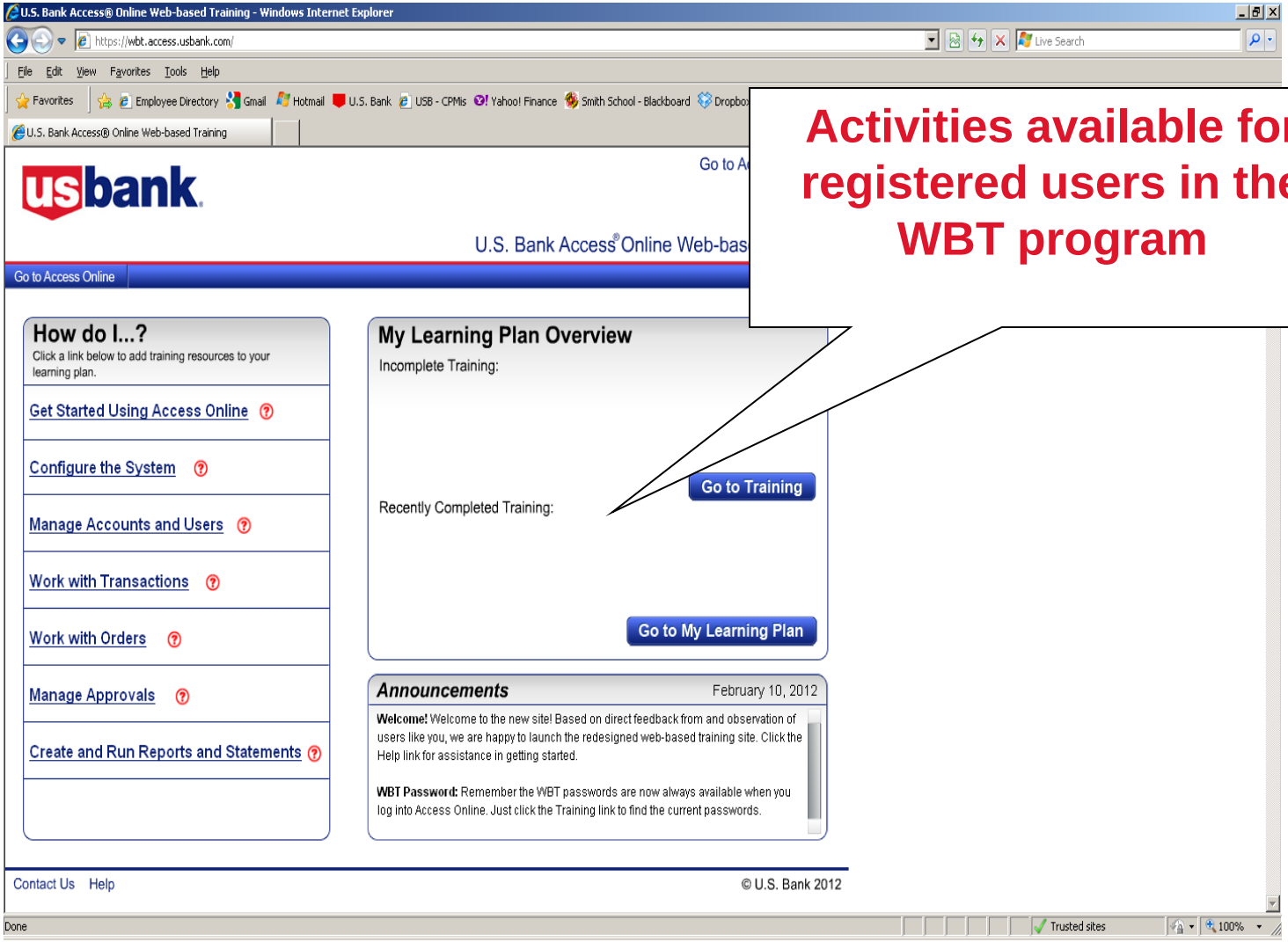
Access Online WBT

- Self-guided tour offering 24 lesson modules
- System allows enrollment / certification options
- User Guides, Quick Reference documents and simulations



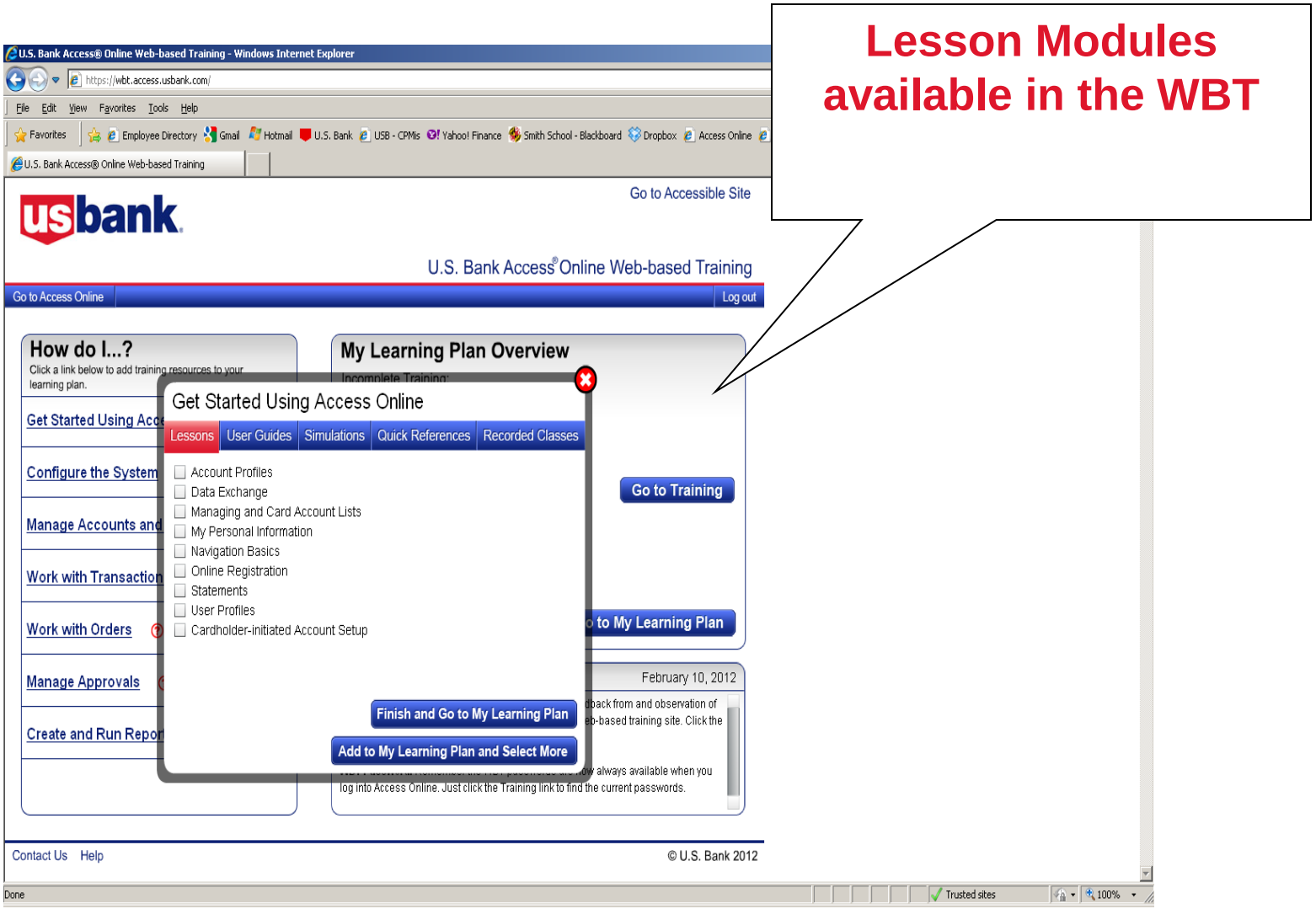
- https://wbt.access.usbank.com

My Learning Plan Overview



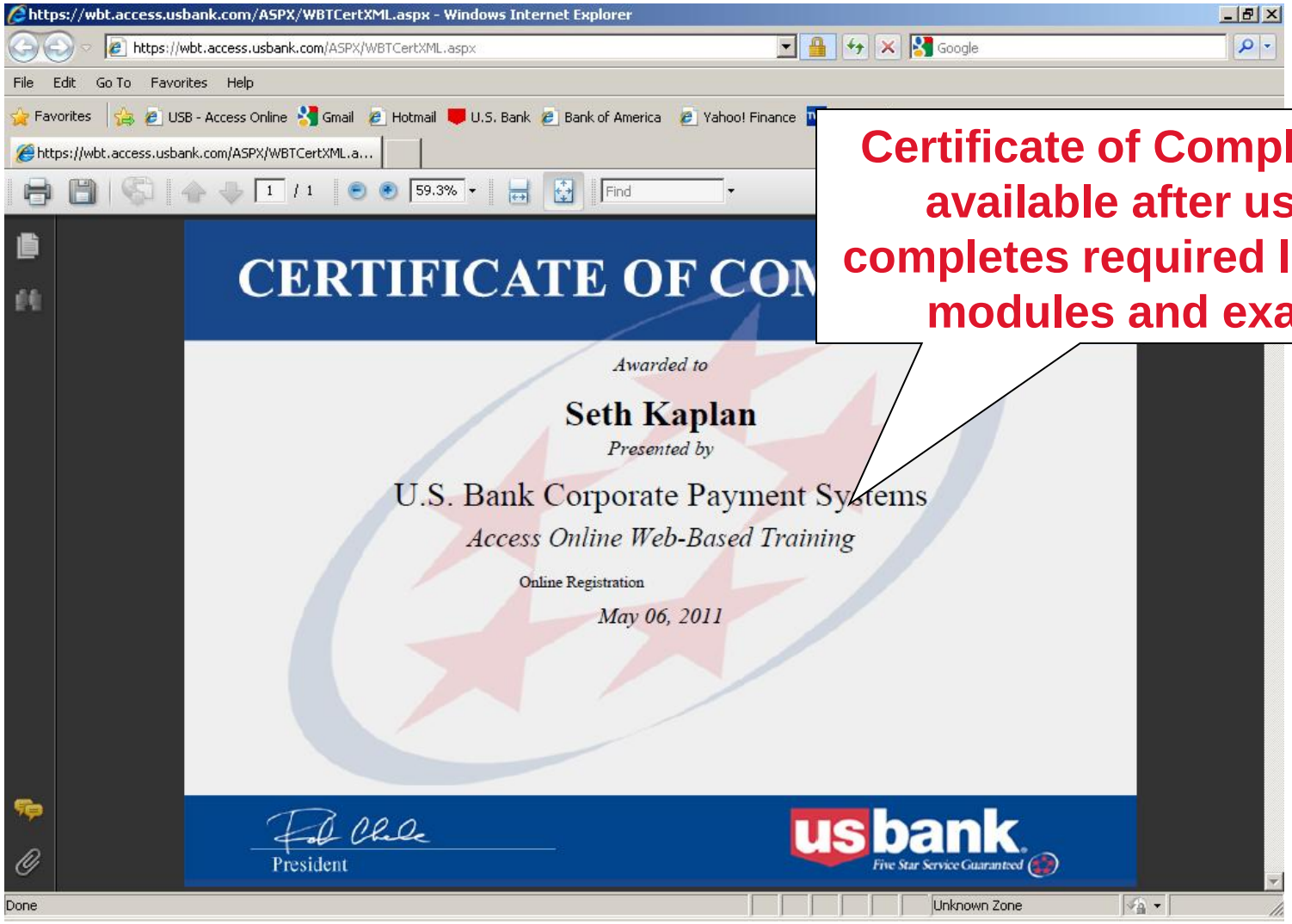
Activities available for registered users in the WBT program

Lesson Modules



Lesson Modules available in the WBT

Certificate of Completion



Certificate of Completion available after user completes required lesson modules and exam

Program Optimization

Program Optimization Overview

- Purchase card spend trending more towards larger-dollar purchases
  - Greater oversight capabilities
  - Rebate potential
  - Process efficiency
- U.S. Bank specializes in identifying new spend areas

Program Optimization Tools

- Accounts payable analysis
- Supplier matching service
- Rebate file analysis

Supplier Match File

Microsoft Excel - Sample Supplier Match File.xls

	A	B	C	D	E	F	G	
1	**Legend:**	**Match Type**	NFA = Name and Full Address match					
2			NPA = Name and Partial Address match					
3			NOL = Name Only match					
4								
5		**Data Quality**	ANV = Address Not Verifiable					
6			DUP = Duplicate record existing on input file					
7			MDA = Missing or inconsistent data					
8			Blank = No data quality issue detected					
9								
10		**MCC**	Visa Merchant Category Code(s) for matched vendors					
11			MCC values are only provided for merchants with Name and Full Address or Name and Partial Address					
12								
13								
14	**Matched**	**Level II**	**Level III Summary**	**Level III Line Item**	**Data Quality**	**Match Type**	**MCC(s)**	**NAME**
15	Yes	Yes	Yes	Yes		NFA	5085	A C CONTROLS CO INC
16	Yes	Yes	Yes	Yes		NFA	5044;5111	ABM FED SALES INC
17	Yes	Yes	Yes	Yes		NFA	5964	ADAMS MARKETING ASSOCS INC
18	Yes	Yes	Yes	Yes		NFA	7361	AEROTEK INC
19	Yes	Yes	Yes	Yes		NFA	5712	AHURA SCIENTIFIC INC
20	Yes	Yes	Yes	Yes		NFA	5169	AIRGAS GREAT LAKES INC
21	Yes	Yes	Yes	Yes		NFA	5169	AIRGAS SOUTH INC
22	Yes	Yes	Yes	Yes		NFA	5072;7692	AIRWELD INC
23	Yes	Yes	Yes	Yes		NFA	4900	ALL WASTE INC
24	Yes	Yes	Yes	Yes		NFA	7399	ALL WATER SYS INC
25	Yes	Yes	Yes	Yes		NFA	4812	ALLEN CORP OF AMER
26	Yes	Yes	Yes	Yes		NFA	5047;5111;8398;8999	ALPHAPOINTE ASSN FOR THE BLIND
27	Yes	Yes	Yes	Yes		NFA	7399	ALTUM INC

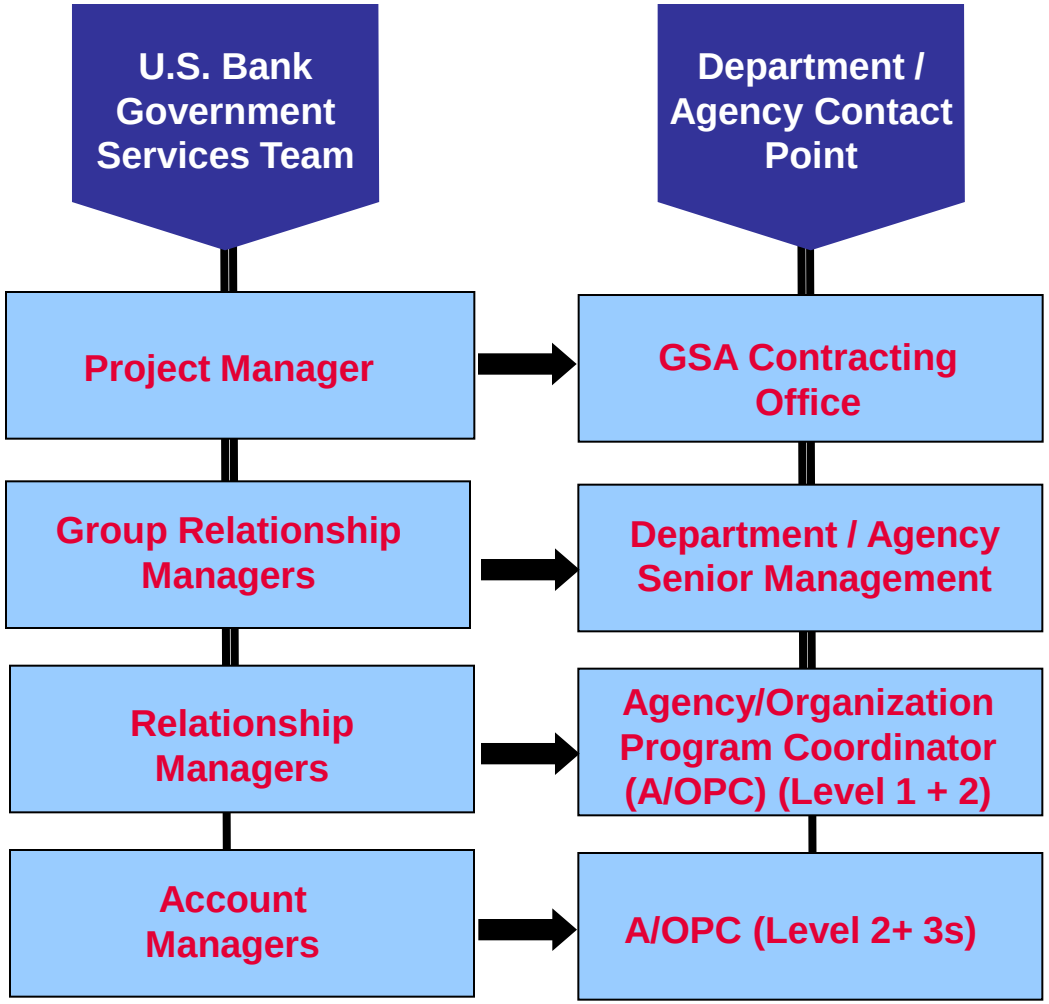
Sample Supplier Match File based on Accounts Payable data

Rebate Analysis

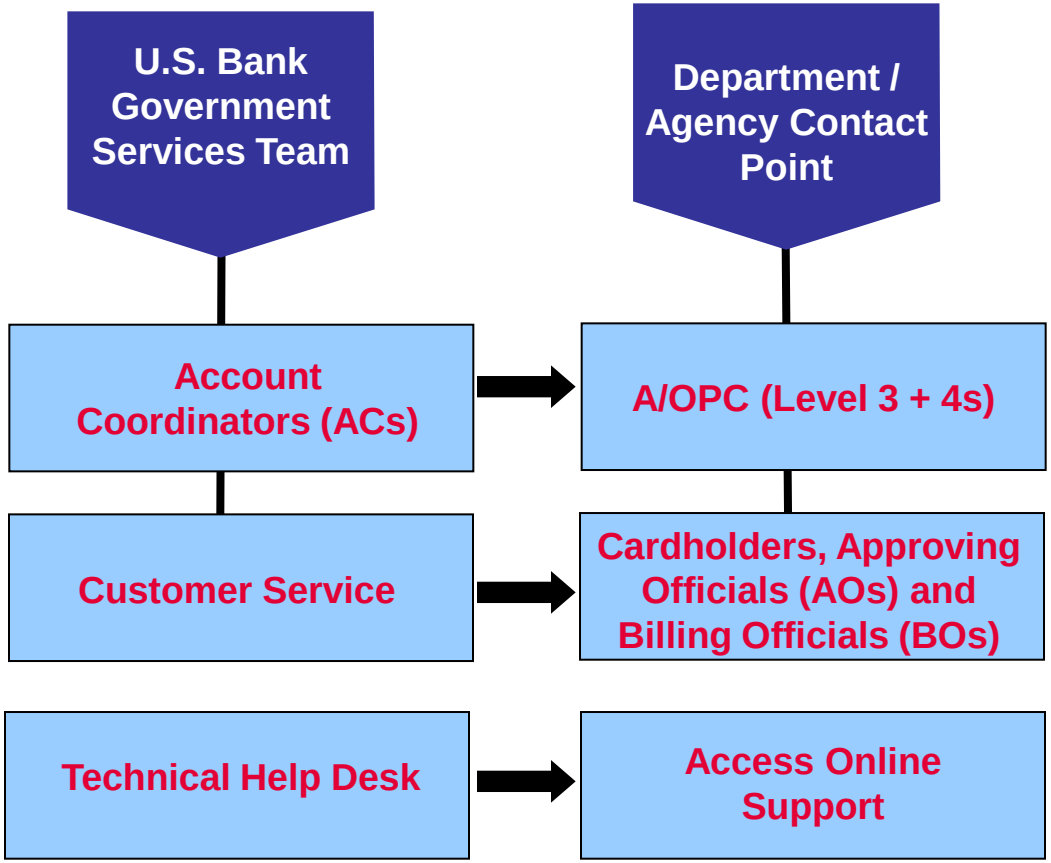
- Client rebates paid following end of fiscal quarter
- Rebate amount differs by individual agency
- Includes sales and productivity refunds
  - Sales refunds based on charge card spend
  - Productivity refunds based on “file turn” days

Program Support

U.S. Bank Program Support



U.S. Bank Program Support



U.S. Bank ACs

- Supports the A/OPC
- Located in Minneapolis, MN
- 800-254-9885 option 3 or govservice@usbank.com
- Team support structure
  - Press 0 to be connected to backup AC

U.S. Bank Customer Service Team

- Supports all card program personnel, including cardholders
- Located in Fargo, ND and Coeur d'Alene, ID
- 888-994-6722 or 701-461-2232 (Collect)
- Available 24/7

Reasons for Contacting Customer Service

- Payment and balance inquiries
- Statement request
- Card replacement
- Report card lost/stolen accounts
- Disputes
- Declined transaction
- Card activation
- Access Online password resets and navigation

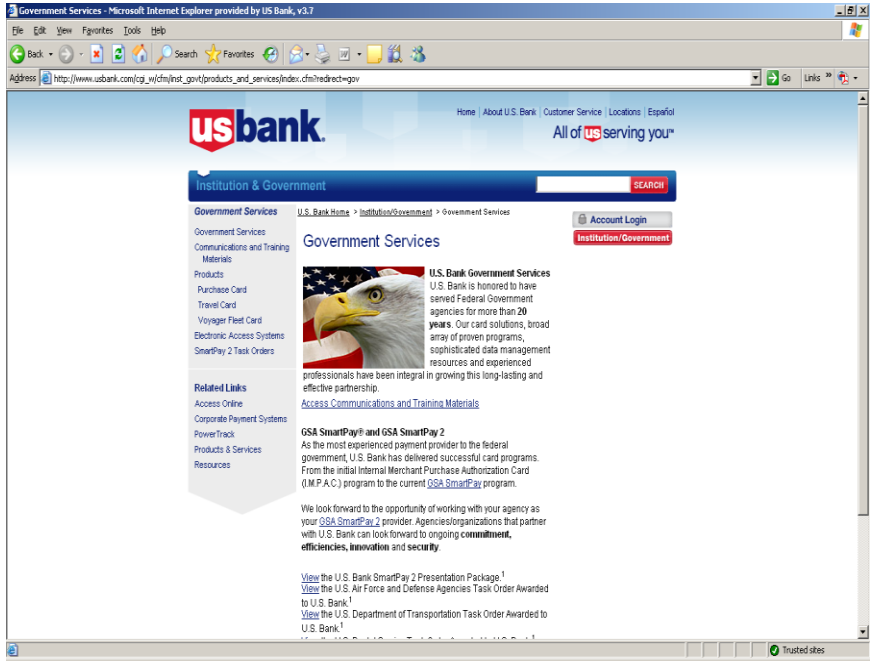
Access Online Technical Support

- Assists with Access Online errors and issues
- Located in Fargo, ND
- Dedicated, trained staff handling 12,000+ calls monthly
- Available 24/7
- 800-254-9885, option 2 or 701-461-0186 (Collect)
- Required for Verification:
  - User ID and password
  - Authentication question answer

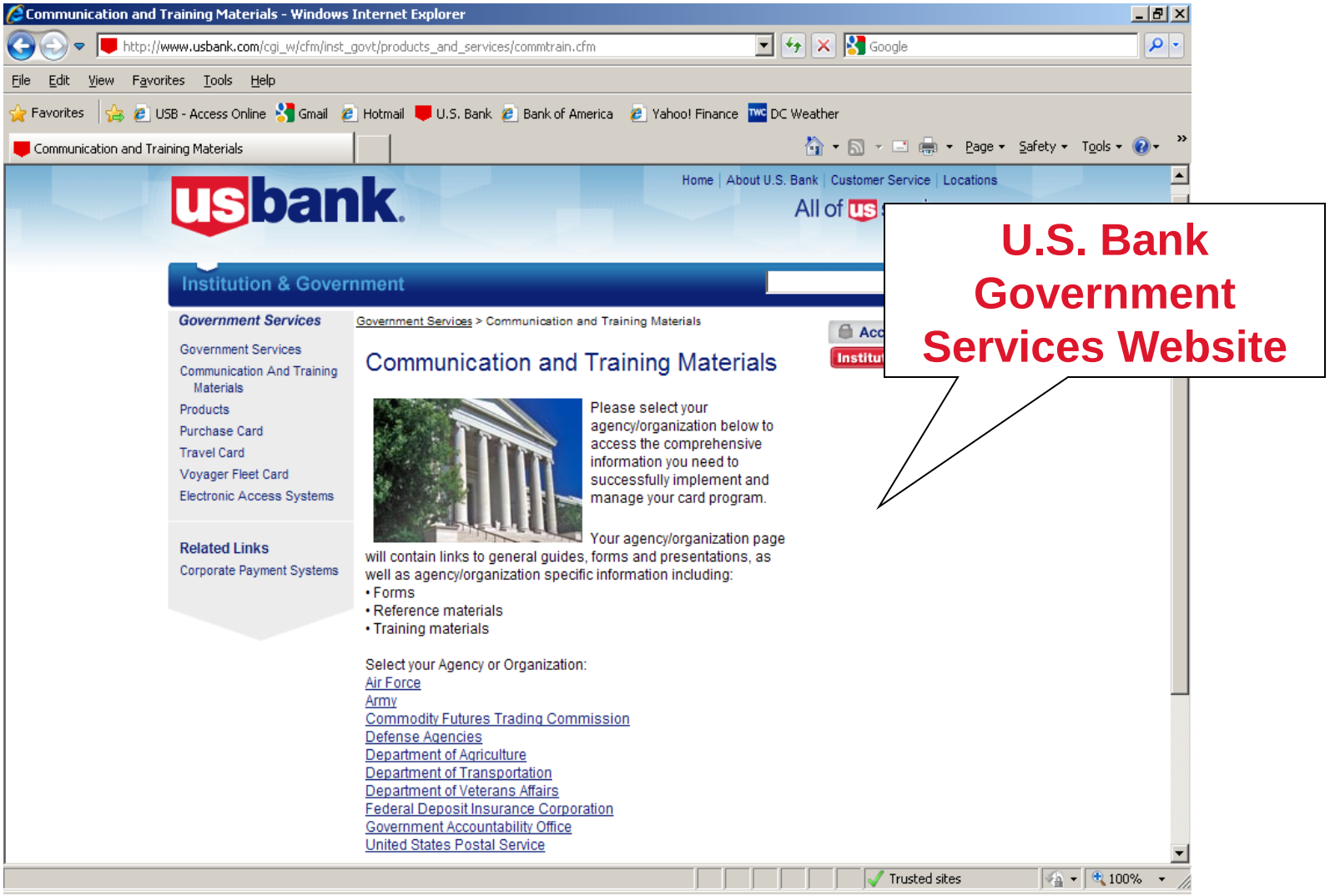
Website Resources

U.S. Bank Government Services website

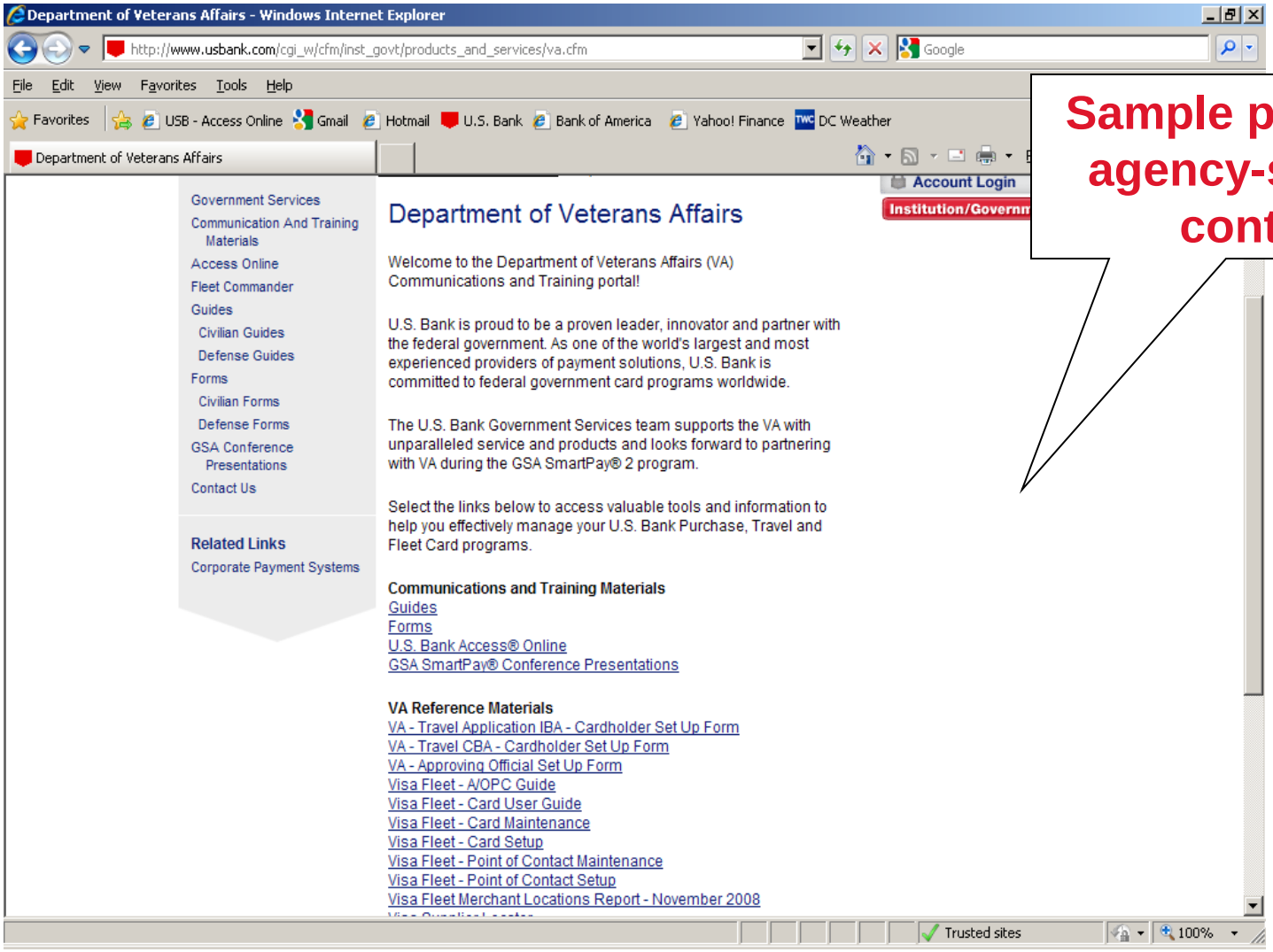
- One-stop shop for program information
- Agency-specific guides and forms
- Links to other applicable U.S. Bank products/solutions
- http://www.usbank.com/gov_forourclients



Communications and Training Website



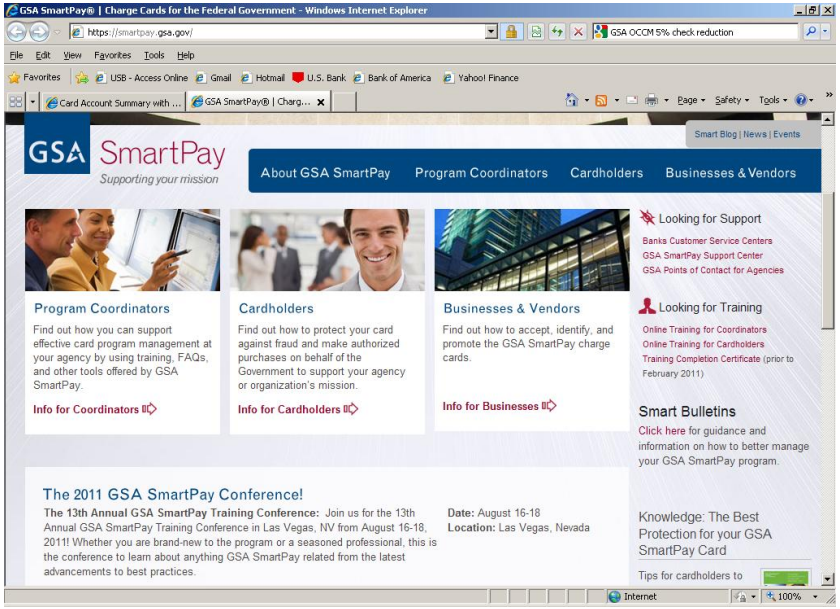
Agency-Specific Content



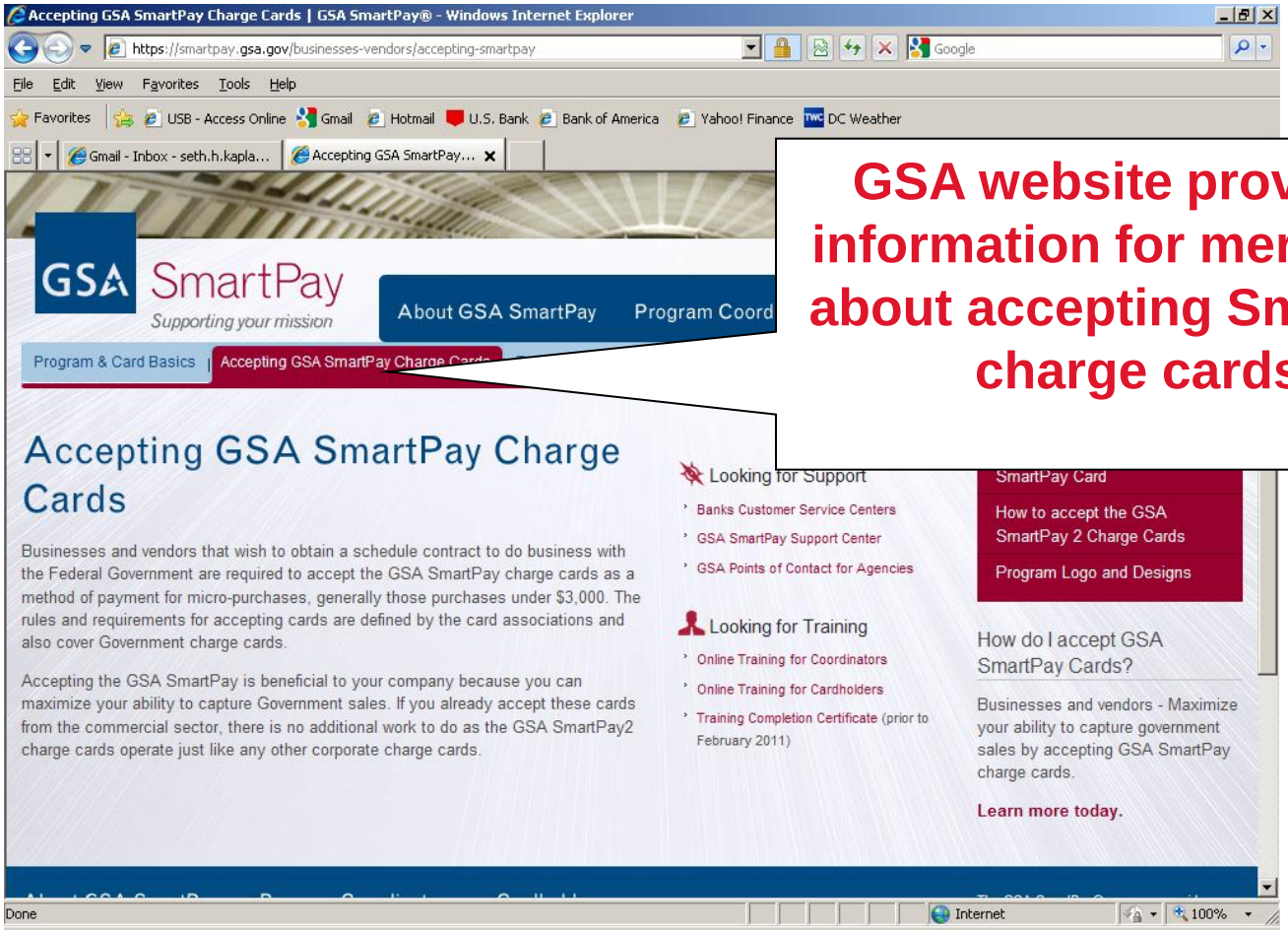
Sample page with agency-specific content

GSA SmartPay® Website

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



Information for Merchants



GSA website providing information for merchants about accepting SmartPay charge cards

Questions?

Thank You

Presentations are available now on
www.usbank.com/sp2presentations

Complete a survey on this session at:
www.gsasmartpayconference.org/survey

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