

Cardholder Transaction Approval Process QUICK GUIDE



This image depicts the GSA SmartPay 2 credit card with security chip.

Logging On/Off Access® Online

To access [Access Online](#) you must first register by following these steps:

1. Select the **Register Online** link.
2. Specify your **Organization Short Name** (USDA), **Account Number**, **Expiration Date**, and **Zip Code**.
3. Click **Register This Account**.
4. Review the license agreement and click **I Accept**.
5. Specify your **User ID**, **Password**, **Authentication**, and **Contact Information**.
6. Click the **Continue** button to complete the process and then you are automatically logged into Access Online.

Resetting Your Password

If you forget your password or fail three times entering your password, you can reset your password with the following steps:

1. Type your **Organization Short Name** (USDA) and **User ID**.
2. Click the **Forgot your password?** link.
3. Type your authentication question answer and click **Continue**.
4. Type a new password to times and click **Save**.

NOTE: Passwords must be 8-20 alphanumeric characters with at least one letter and one number. Passwords must be changed every 60 days and you cannot reuse the same password within a 12-month period.

My Personal Information

The **My Personal Information** section of Access Online allows you to manage and view the following:

- **Passwords** - You can change your system password at any time and create or modify your authentication response that will be used when resetting your password.
- **Contact Information** - You can update your User ID contact information (name, address, phone, etc.). *All changes to the contact information **MUST** also be submitted to your Local Agency Program Coordinator (LAPC) for further processing.
- **Account Access** - you can view access rights and user specific information as well as add additional card accounts.

Cardholder Maintenance

This quick guide only discusses approving cardholder transactions in Access Online. Cardholders should refer to the [Cardholders Purchase Card Program Guide](#) for complete details in managing their cardholder account in Access Online. Access Online user guides can be viewed and downloaded at [U.S. Bank Access Online Web-based Training](#).

Transaction Management

The Transaction Management function allows users to view and modify the details of transactions. In Access Online you can view a list of your transactions for the current billing cycle and the past six closed billing cycles. USDA selected the following transaction information to be displayed for its users:

- **Summary Tab:** provides a quick overview of the transaction detail, including transaction, merchant, etc. You can approve/dispute a transaction from this tab.
- **Allocations Tab:** provides information on how the transaction is allocated.
- **Transaction Line Items Tab:** displays if the merchant passed Level III data, which includes line item details.
- **Comments Tab:** displays fields to add comments on the transactions.
- **Approval History Tab:** displays information on the approval history of a transaction.

For more specific information, refer to the U.S. Bank Access Online User Guide, Transaction Management pages 118-129.

Transaction Approval Process

From the navigation links located on the left side of the screen, select **Transaction Management** and then select **Transaction List**. In Transaction Management, a cardholder can review transaction, reallocate accounting, and approve or dispute transactions. **Cardholders reconcile and dispute their own transactions.**

To approve a transaction:

1. Log into Access Online using the **Organization Short Name, User ID, and Password**
2. Using the Left-Column Navigation Bar, select **Transaction Management/Cardholder Transaction Management**.
3. Filter your transactions by billing cycle date, approval status, purchase ID, transaction status, approval status, or pull back status. Select the number of transactions to display and click the **Search** button.
4. To approve a transaction from the Transaction List, select a check box for a transaction with a **Pending or Pulled Back** status. Enter the required information for the type of transaction you are approving, i.e., card or check.
5. Click the **Approve** button.
6. Select your Approval Manager and click the **Select Approver** button.

Reallocating Transactions

Reallocation means to change the accounting information by allocating the transaction to a different accounting code. Cardholders can reallocate a transaction to one accounting code or to multiple accounting codes; however, the total allocation amounts must always equal 100%.

To reallocate a transaction:

1. Log into Access Online using the **Organization Short Name, User ID, and Password**.
2. Using the Left-Column Navigation Bar, select **Transaction Management/ Transaction List**.
3. On the **Transaction List**, click the transaction's **Accounting Code** link.
4. Click the magnifying glass icon to select a valid value.
5. Click the code's **Select** link.
6. Add additional allocations, if needed. Specify the amount or percentage for the additional allocations. Specify the valid value for the additional allocations.
7. Click the **Save Allocations** button. A confirmation message appears.

Refer to U.S. Bank Access Online: Reallocate a Transaction Quick Reference Guide located at [U.S. Bank Access Online Web-based Training](#).

Modifying the Default Accounting Code

1. Log into Access Online using the **Organization Short Name, User ID, and Password**
2. Using the Left-Column Navigation Bar, select **Account Information/ Account Profile**.

3. Click the **Cardholder Account Profile** link to display the Cardholder Account Profile Information screen.
4. To view default accounting code information, click the **Default Accounting Code** link to display the Cardholder Account Profile Default Accounting Code screen. This screen lists the default accounting code assigned to the account, including the segment name(s) and segment value(s). The default accounting code is the accounting code the system assigns to your transactions when the transactions enter Access Online.
5. Make necessary changes to the default accounting code and click **Save**.

Disputing a Transaction

All transactions are paid first, then disputed. The cardholder must contact the vendor and try to resolve any dispute before processing it through Access Online. If the dispute with the vendor cannot be resolved, the cardholder will need to dispute the transaction in Access Online. The cardholder has 90 days to file a dispute.

Note: Checks cannot be disputed.

If the dispute cannot be resolved, then process it through Access Online using the following steps:

1. Log into Access Online using the **Organization Short Name, User ID, and Password**.
2. Using the Left-Column Navigation Bar, select **Transaction Management/Transaction List**.
3. In the Transaction Management function, on the Transaction List, click the **date link** for the transaction you want to dispute.
4. Click the **Dispute** button.
5. Select the **radio** button for the appropriate dispute reason.
6. Click the **Select** button.
7. Fill in any additional required or optional information.
8. Click **Continue**.
9. Print, sign, and send the completed [Cardholder Statement of Questioned Item](#) form to the address on the form. Maintain a dispute file of all disputed transactions by fiscal year. The form is available at [U.S. Bank's USDA Website](#).

Relationship between the Access Online/FMMI Interface

1. Financial Management Modernization Initiative (FMMI) valid accounting values are used in Access Online to assign Default Accounting Codes (DACs) to each purchase cardholder and to provide codes for reallocation purposes. If a cardholder cannot find the appropriate accounting values in Access Online, they are to follow specific agency procedures for requesting that the code(s) be added. The codes will be visible in Access Online one business day after they are entered into FMMI.
2. Invalid DACs are reported to the agency for correction. Cardholders should contact their specific agency functional administrator for the correct DAC. In addition, cardholders will need to correct the accounting (through the reallocation screens) for all transactions made with an incorrect DAC.
3. A cardholder may perform reallocation on the transaction only once as long as the transaction has not been Final Approved. After a cardholder reallocates once, approves the transactions and forwards it to his or her supervisor for approval, the transaction is locked in Access Online. Please note that if a cardholder clicks the **Save Allocations** button in Access Online, the system will assume that the cardholder changed the accounting, even if they did not update any values. To prevent the system from saving the allocation if a change was not made to the accounting, the cardholder should click the **Back to Transactions List** link that is located at the bottom left corner of the screen. All subsequent reallocations must be performed directly in FMMI.



This image depicts the USDA Logo

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