

Town Hall: Travel Payment Services

STATEWIDE TRAVEL PROGRAM

OCTOBER 22, 2024



**20-minute presentation on
Travel Payment Services
(TPS)**



40-minute Q&A session



**PowerPoint, Q&A, and
recording will be shared
via email after the meeting**



**Unrelated topics will not be
addressed**

Housekeeping

Agenda

Access Online

Account Types

How to Locate “Managing Account Statement”

Statement Breakdown

Reporting

Data Exchange

Declined Transactions

How Locate Payments and Hierarchy Numbers

Payment Instructions

Fraud and Disputes

Travel Payment Services Contract

Training and Resources

U.S. Bank Contact Information

Questions and Answers (Q&A)

Access Online

The Access Online system for U.S. Bank is a web-based platform that allows users to manage their corporate card programs.

Through Access Online, users can:

- View transactions and account statements
- Manage cardholder information
- Set spending limits and controls
- Generate reports for reconciliation
- Review and sign up for training on Access Online

All Program Administrators (PA) should have a login to Access Online. If you do not have a login, a current PA will need to email U.S. Bank on your behalf to request a login.

Account Types

- CTA – Central Travel Account: includes one or more cardless (ghost) account(s) for airfare, car rental, and travel agency fees. These accounts are paid directly by the user agency.
- MTG – Meeting Travel Account: includes physical cards used for meeting and conference expenses.
- VCA or SUA – Virtual Card Account/Single Use Account: holds single use account numbers for virtual payments used when booking hotels (using Conferma). These accounts are paid directly by the user agency and don't use physical cards. Do select this account for viewing statements.
- PMT or Pre-auth Payment Display Account: works along WITH your VCA for virtual accounts. Do NOT select this for viewing statements. Do select this in Transaction Management to view transactions
- IBT – Individual Billed Travel Account: includes physical card accounts used for travel expenses. These accounts are paid directly by the individual cardholder (employee).

How to Locate “Managing Account Statement”


- Select "Account Information."
- Click "Managing Account Statement."
- Specify search criteria. Type "%" in the "Managing Account Name" field to display a list of all managing accounts you can access (they are listed on your user profile).
- Click "Search."
- Click the account number link. This is the actual 16-digit account number of the managing account.
- Select a date.
- Click "View Statement."

The statement generates the evening of your cycle date. If the cycle date falls on a holiday or weekend, the statement generates the next business day after the cycle date.

Managing Account Search

Search for a Managing Account by Man
Number.

Managing Account Number (Last 4 di

Managing Account Unique ID: 
OR

Managing Account Name:
OR

Last Name:
OR

Company Number:
OR

Statement Breakdown

Managing account number – include this with your payment. Use also if you need an invoice number.

ACCOUNT NUMBER 432123452345234

STATEMENT DATE 04-10-2018

AMOUNT DUE \$0.00

NEW BALANCE \$0.00

PAYMENT DUE ON RECEIPT

AMOUNT ENCLOSED \$

Please make check payable to U.S. Bank*

U.S. Bank Corporate Payment Systems
P.O. BOX 790428
ST. LOUIS, MO 63179-0428

0000000000 00

Summary of the managing account for the cycle

Cardholder account numbers – If this is a CTA, this is your ghost account number.

Mailing address for payment

CORPORATE ACCOUNT SUMMARY

ACME SHARED SERV LOC	Previous Balance	Purchases And Other + Charges	Cash Advances +	Cash Advance Fees +	Late Payment Charges	- Credits	Payments	New Balance
Company Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

NEW ACTIVITY

Cardholder Name	Account Number	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
HARRIET PADGETT	4321123412341234	\$5.00	\$5.00	\$0.00	\$0.00
ALLISON RALEIGH	4321123412341234	\$5.00	\$5.00	\$0.00	\$0.00

Detail for each cardholder account under this managing account

Customer service information

Department: 00101 Total: \$0.00

CUSTOMER SERVICE CALL 800-344-5696

ACCOUNT NUMBER 432123452345234

STATEMENT DATE 04/10/18

DISPUTED AMOUNT .00

AMOUNT DUE .00

SEND BILLING INQUIRIES TO: Purchasing Card Program, P.O. Box 6335, Fargo, ND 58125-6335

ACCOUNT SUMMARY

PREVIOUS BALANCE	.00
PURCHASES & OTHER CHARGES	60.00
CASH ADVANCES	.00
CASH ADVANCE FEES	.00
LATE PAYMENT CHARGES	.00
CREDITS	60.00
PAYMENTS	.00
ACCOUNT BALANCE	0.00

Additional summary information

Reporting

In U.S. Bank Access Online, the reporting feature helps PAs manage and analyze their agency's financial transactions, including those related to travel. Here's an overview of its main functions:

- Standard and Custom Reports:
 - Standard Reports: These are pre-built reports that can be run quickly, covering common areas such as transaction details, account summaries, and payment statuses. They are designed for frequent use and provide a broad view of financial activities.
 - Custom Reports: Users can create tailored reports based on specific data needs. This is particularly useful when you need to focus on unique criteria such as department-specific expenses, and detailed account activities.

Reporting

Program Management

General program management activities and monitor company policy compliance.

Financial Management

Monitor expenditures, track variances and manage account allocations.

Supplier Management

These reports manage supplier relationships, support supplier negotiations, and manage spending by category.

Reporting Cont.

Program Management:

- Past Due
- Declined Transaction Authorizations

Program Management

Spend

[Account Spend Analysis](#)

Summary of account spending (excluding merchant detail).

[Cash Advance](#)

Detail of account cash advances including transaction amount, date, and reference number.

[Declining Balance/Managed Spend](#)

Summary and detail information on declining balance accounts by name and account number.

Administration

[Account List](#)

Frequently used account level information such as open date, last transaction date, single purchase limit, credit limit, etc.

[Account Maintenance Effective Dating Activity](#)

Detailed history of effective dated account maintenance activity.

[Account Status Change](#)

An exception report that lists accounts with a change status of lost/stolen, closed, or re-opened.

[Declined Transaction Authorizations](#)

Declined Transaction Authorizations report provides details of declined transaction authorizations information along with related account and merchant information.

Delinquency Management

[Account Suspension](#)

Provides information on open accounts that are past due and suspended or pending suspension.

[Charge-Off](#)

Information on accounts that have been charged off, including charge-off date, balance charged-off, and recovery amount.

[Past Due](#)

Accounts with past due balances and the number of times past due situations have occurred.

[45/75 Days Past Due](#)

Individually billed accounts that are about to face suspension or closure status due to past due amounts.

Allocation Rules Management

[Automated Allocation Rules](#)

Summary of allocation rules engines and detail of their respective allocation rules.

[Merchant Allocation Rule Sets](#)

Summary of merchant allocation rules sets and detail of associated allocation rules.

Reporting Cont.

Financial Management

- **Payment Instruction Detail**

Financial Management

Order Management

[Billed Transaction Analysis with Order Detail](#)

Detailed and summary billed transaction information, regarding the results of order and transaction matching.

[Full Transaction and Order Detail](#)

Full expenditure detail, including transaction, line item, order, account allocation, and tax estimation information.

[Order Analysis](#)

Detailed and summary order information, regarding the results of order and transaction matching.

[Order Detail](#)

Order detail information.

[Order Receipt](#)

Detailed and summary receipt information as recorded against the order or order line items.

Payment Instructions

[Billed Transaction Analysis with Payment](#)

[Instruction Detail](#)

Summary and detail billed transaction information, regarding the results of payment instruction and transaction matching.

[Payment Instruction Analysis](#)

Summary and detail payment instruction information, regarding the results of payment instruction and transaction matching.

[Payment Instruction Detail](#)

Detailed Payment Instruction information.

Transaction Management

[Account Allocation](#)

Account allocation and reallocation detail by accounting code.

[Extract Reconciliation](#)

Summary of transactions by account that have been extracted versus statemented.

[Managing Account Approval Status](#)

History of Managing Account and Cardholder Account statement approvals.

[Real-time Authorizations](#)

Real-time reporting on approved, declined and reversed transaction authorizations.

[Transaction Detail](#)

Detailed transaction data including merchant detail, allocation (accounting code) information, and transaction log data.

[Transaction Summary](#)

Transaction summary information.

Reporting Cont.

Supplier Management

- **Airline Itinerary Detail**

Supplier Management

Spend

[Merchant Spend Analysis](#)

Detailed and summary spending information arranged by merchant group or MCC and merchant name.

[Merchant Spend Analysis by Line Item](#)

Provides summary and detail information for analyzing merchant spend activity by purchasing line item.

[Top Merchant Spend Analysis](#)

Top (by spend or by number of transactions) merchants by merchant category group or by MCC.

Administration

[Level II Quality By Merchant](#)

Summary of population of Level II data (purchase ID and sales tax) by merchant.

[Merchant List](#)

Merchant demographic information for merchants with transaction activity within the requested time period.

[Enabled Merchant List](#)

Payment Plus merchant demographic information including Client Supplier Information.

Travel Expenses

[Airline Itinerary Detail](#)

Statement transaction detail and itinerary information for airline MCCs (specific to airline MCCs only).

[Airline/Rail City Pairs](#)

Travel report that provides the number of trips between city pairs for airline and/or rail.

[Airline Refund](#)

Airline credit transactions with merchant and location information (specific to airline MCCs only).

[Airline Spending](#)

Provides summary information for all airline spending by MCCs.

[Hotel Spending](#)

Provides summary information for all hotel spending by MCCs.

[Rental Car Spending](#)

Provides summary information for all rental car spending by MCCs.

Business Expenses

[Temporary Services Spending](#)

This report provides summary and detail information for temporary services spending by agency.

Reporting Cont.

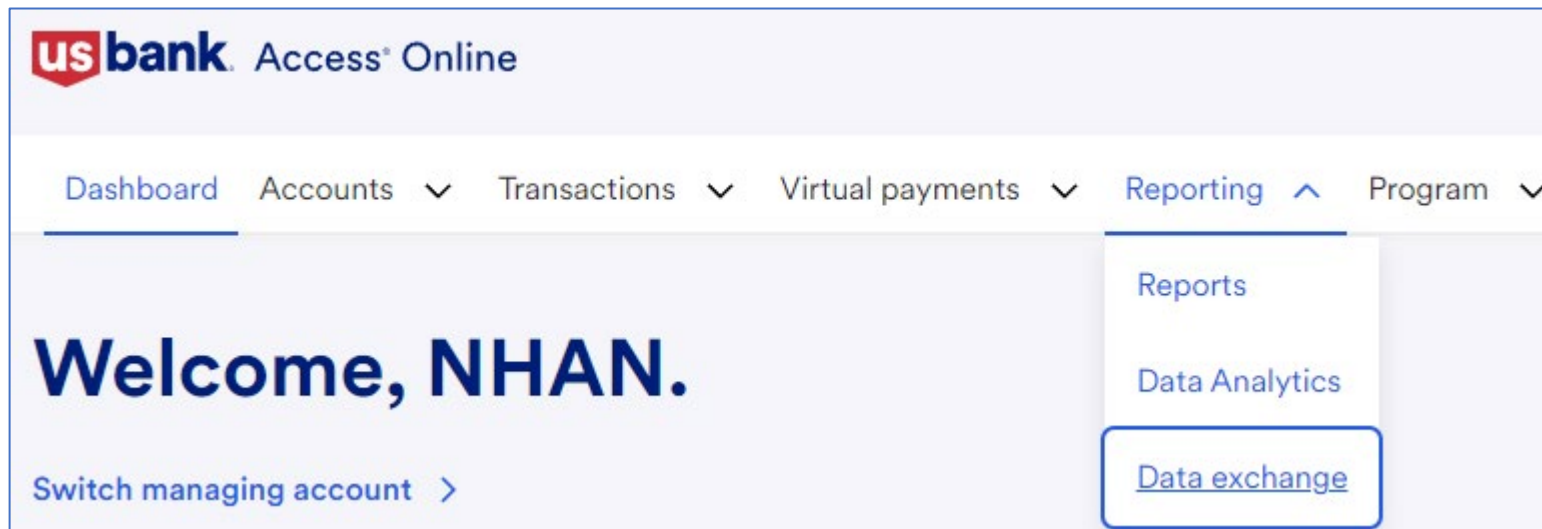
We currently have two custom report templates built with U.S. Bank. You can request them by emailing the U.S. Bank public client services at CPSPublicSectorClientServices@usbank.com.

To request the reports sent to your Access Online data exchange, please make sure the following items are included:

- Access Online username
- Time of delivery (e.g., the report should be delivered 1 day after statement cycle)
- Transaction Report for all card types (CTA, MTG and VCA):
 - Job Number: ICGF-CY25-781872
 - Original Report Name: TD781872.XLSX
 - Ticket number: 741783
- VCN Transaction Report:
 - Job Number: 782518
 - Original Report Name: PI782518.XLSX
 - Ticket number: 762541

Data Exchange

"Data Exchange" in U.S. Bank's Access Online is a location that allows users to receive the scheduled delivery of reports, such as transactions, billing reports and other custom reports, to their designated data exchange location.



Declined Transactions

Declines for any card types can be located within Access Online by following a few simple steps:

- Go to "Account Information."
- Under "Account Profile," click on "Cardholder Account Profile."
- Type in the last 4 of the credit card.
- Locate the credit card.
- Click on "Account Authorizations."

To learn more about declined transactions and decline reasons, [click here](#).

Declined transactions

You can use this quick reference guide as a fast reminder of the basic steps for finding out why the merchant declined a transaction at the point of sale.

The screenshot shows a navigation menu with the following items: Request Status Queue, Active Work Queue, System Administration, Account Administration, Event Driven Notification, Payment Plus, Management, Supplier, Account Information, Statement, Account Profile, Reporting, Dashboard, Data Exchange, My Personal Information, Home, and Email Center. Red callout 1 points to the 'Account Information' menu item, and red callout 2 points to the 'Account Profile' sub-menu item.

1. Select Account Information.
2. Click Cardholder Account Profile.

Cardholder Account Profile Search & Select an Account

[View Diversion Account](#) | [View Managing Account](#)

Cardholder Account Search

Search for an account by Cardholder Account Number. You can also find a cardholder account

Account Number (Last 4):

Account Unique ID: [?](#)

OR

Last Name (or Vehicle Name): First Name

OR [ackerman]

Social Security Number:

OR

3. Specify search criteria.
4. Click Search.

Cardholder Account Profile Cardholder Account Summary

Card Account Number: *****4561, MEGAN A ACKERMAN
Card Account ID: 172245619071

Select an item below to view its contents. You can also

[View Account Profile](#)

View account information such as Account Owner, Default Authorization Limit

[Account Authorizations](#)

View Account Authorization information such as Request Amount

5. Click Account Authorizations.

How to Locate Payments and Hierarchy Numbers

- Select "Account Information."
- Click "Managing Account Profile."
- Specify search criteria. Type "%" in the "Managing Account Name" field to display a list of all managing accounts you can access (they are listed on your user profile).
- Click "Search."
- Click the account number link.

Managing Account Profile
Managing Account Summary

Managing Account Number: 4798264556016277.ACME TRAVEL LOC 1
Managing Account ID: 560162779071

Select an item below to view its contents. You can also [View a Cardholder account](#) or [View a Diversion Account](#)

[Demographic Information](#)
View account name, address, contact information, and alternate address.

[Default Accounting Code](#)
View the default accounting code assigned to the account.

[Account Information](#)
View other account information such as Account Status, Hierarchy Position, Cycle Day, and Open Date.

[Authorization Limits](#)
View authorization limit information such as Limit, Single Purchase Limit, and Average Daily Limit.

[Financial History](#)
View the account 12-month history, 7-year history analysis, and 7-year history.

[Account History](#)

Request Type	Update Method	Last Updated
Setup	Manual	03/06/2012 20:38:00
Maintenance	Manual	03/06/2012 20:38:00

Click [View a Cardholder account](#) to go to a list of cardholder accounts for this managing account.

See the processing and reporting hierarchy numbers.

See past 12 cycles of payment and other history

Payment Instructions

You can make payments to U.S. Bank via ACH, wire transfer or by mail.

ACH payments will only be accepted in a CTX or CCD format and may be sent to:

- FRD/ABA Routing Number: 091 000 022
- U.S. Bank / DDA Acct. Number: 16-digit client billing account number
- TR Number (optional): 042 000 01
- Customer ID is 151 035 1118

Wire transfer payments:

Client initiates wire transfer to U. S. Bank Corporate Payment Systems.

- To U.S. Bank National Association
- ABA/Routing #: 091 000 022
- DDA/Acct #: Please use 16-digit account number
- SWIFT code: USBANKUS44IMT

Please include cardholder name in wire instruction comments.

Payment Instructions Cont.

Payments by Mail: Please note that if payment is made by check, the full 16-digit account number must be included on the check so that payment can be applied accordingly.

Overnight mailing address:

Corporate Payment Systems
3180 Rider Trail S. Department 790428
Earth City, MO 63045 800-495-4981

Standard mailing address:

Corporate Payment Systems
PO Box 790428
St. Louis, MO 63179

Payment Instructions Cont.

For the IBT program, Cardholders can pay U.S. Bank directly by:

- Check: Payments can be mailed to the payment remittance or overnight payment address listed on prior slide.
- Tele-pay: Cardholders can call Customer Service at 800-344-5696 to set up payments by phone.
- Mobile app or Access Online: Cardholders can make payments through the Access Online Mobile App or in Access Online by visiting access.usbank.com.
 - *Once in the system, the cardholder would go to "Account Information" > "Statement" > "Pay Electronically" and enter their payment account details.*

Cardholder billing inquiries

U.S. Bank – CPS PO Box 6343 Fargo, ND 58125-6343

Fraud and Disputes

To report fraud or file a dispute, you can either contact the U.S. Bank Client Service team at **1-877-846-9302**, option 3 to be transferred to the Fraud Department, or contact the Fraud Department directly at **1-800-523-9078**. Existing case follow up: **1-800-815-1405**.

Alternatively, you can fax the information to **1-866-229-9625**. Be sure to include the following details in your fax:

- Name of cardholder & last four digits of card number.
- Include the name embossed on the card if different from cardholder's name.
- Date of charge, dollar amount, name of merchant.
- Reason for dispute – Provide as much detail as possible.
- Visa requires the cardholder to attempt to resolve the issue with the merchant first.
- Date attempt with merchant was made.
- Merchant's response to request to correct the error.
- If unable to reach the merchant, please provide the date the attempt was made
- All supporting documents.

Fraud and Disputes Cont.

The U.S. Bank fraud detection system will automatically send an email notification to the current PAs whenever potential fraud is detected on a cardholder's account.

Be sure to contact Fraud Investigations at 1-800-523-9078 to verify any suspicious activity on the account. The account mentioned in the email will remain temporarily closed until the department contacts Fraud Investigations.

Dear Program Administrator,

Please advise the attached cardholder that they need to contact Fraud Investigations at 800-523-9078 (or collect at 701-461-2042) to verify questionable activity on their account if they have not already done so. The account listed is temporarily closed until the cardholder contacts Fraud Investigations.

Company Name	Referral Date	Bank	Agent	Company	Masked Account #	Cardholder	Account ID
Department Name	10/9/2024 12:00:00 AM	XXXX	XXXX	XXXXX	*****XXXX	Cardholder Name	XXXXXXXXXXXX

To manage this information through Access Online, please run the report as follows:

1. click "Reporting"
2. click "Program Management"
3. click "Account List"
 - o In the **Account Information** section under Account Status, select "FR-Referral"
 - o In the **Additional Detail** section, check "Account Information"
 - o In the **Report Output** section under Output Type, select "Excel"
4. click "Create Scheduled Report"
 - o In the **Report Name** section enter your desired name in the Output Filename box
 - o In the **Schedule** section under Report Frequency, select "Daily" and choose a Start Date & End Date
 - o In the **Recipients** section, check "Include Me"
5. click "Submit"

By following the above steps, an Excel export of cardholders with fraud referrals will be delivered daily to your Data Exchange mailbox for the time period specified.

U.S. BANCORP made the following annotations

Fraud and Disputes Cont.

To manage the Fraud Referrals information through Access Online, please run the report as follows:

- Click "Reporting."
- Click "Reports."
- Click "Program Management."
- Click "Account List."
 - In the **Account Information** section under Account Status, select "FR-Referral."
 - In the **Additional Detail** section, check "Account Information."
 - In the **Report Output** section under Output Type, select "Excel."
- Click "Create Scheduled Report."
 - In the **Report Name** section enter your desired name in the Output Filename box.
 - In the **Schedule** section under Report Frequency, select "Daily" and choose a start and end date.
 - In the **Recipients** section, check "Include Me."
- Click "Submit."
- By following the above steps, an Excel export of cardholders with fraud referrals will be delivered daily to your Data Exchange mailbox for the time specified.

Travel Payment Services Contract

We strongly encourage you to thoroughly review the Travel Payment Services Contract, as it contains valuable information to help you effectively manage your agency's account with U.S. Bank. Contract information includes but is not limited to:

- Card Accounts
- Restrictions and Limits
- Rebates and Incentives
- Service Level Agreement
- Online Account Management and Reporting
- Payments
- Invoicing/Statement
- Fees

To view the Travel Payment Services contract, [click here](#).

Attachments

1-3 of 3

Attachment File

MSA_5-23-99-37-01.pdf	View
User_Instructions__Travel_Payment_Services.docx	View
State_Agency_User_Agreement_Instructions.docx	View




Training and Resources

U.S. Bank is offering Access Online training refreshers throughout November and December 2024. Be sure to sign up for the training by clicking on this [link](#).

Angeles)

Upcoming Training Webinars

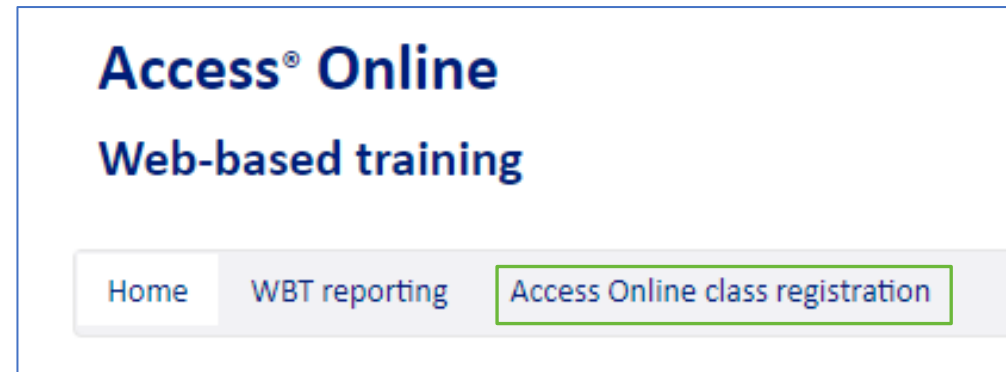
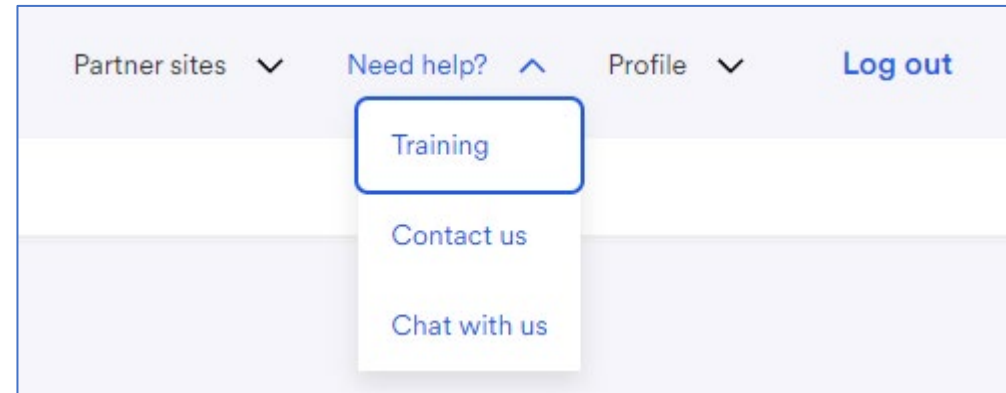
Events per page List View | Date View

	<p>State of California Travel Card Access Online Training (11/12/2024) Tuesday, November 12, 2024 11:00:00 AM Pacific Standard Time - 12:00:00 PM Pacific Standard Time Audience: Program Administrators, Program Coordinators, Agency Travel Coordinators Tags: State of CA Travel Payment System</p> <p>Register Event Details</p>
	<p>State of California Virtual Card Access Online Training (11/14/2024) Thursday, November 14, 2024 11:00:00 AM Pacific Standard Time - 12:00:00 PM Pacific Standard Time Audience: Program Administrators, Program Coordinators, Agency Travel Coordinators Tags: State of CA Travel Payment System</p> <p>Register Event Details</p>
	<p>State of California Virtual Card Access Online Training (11/19/2024) Tuesday, November 19, 2024 2:00:00 PM Pacific Standard Time - 3:00:00 PM Pacific Standard Time Audience: Program Administrators, Program Coordinators, Agency Travel Coordinators Tags: State of CA Travel Payment System</p> <p>Register Event Details</p>

Training and Resources Cont.

The Access Online system offers a variety of training resources, including live monthly classes.

We highly encourage both new and current Pas to explore these materials and register for the classes. Staying up-to-date on system changes and gaining additional knowledge will help you manage your travel card program more effectively.



Training and Resources Cont.

The screenshot shows the 'Statewide Travel Program' website. The main navigation bar includes 'DGS HOME', 'OFAM HOME', 'HOME', 'SERVICES', 'FORMS', 'RESOURCES', 'NEWS', and 'EVENTS'. The 'RESOURCES' tab is selected. The breadcrumb trail reads: HOME > OFFICE OF FLEET AND ASSET MANAGEMENT > STATEWIDE TRAVEL PROGRAM > RESOURCES > TRAVEL PAYMENT SERVICES OVERVIEW. The page title is 'Travel Payment Services'. Below the title, it states: 'Government employee resources and information regarding the state's Travel Payment Services provider.' A 'CONTACT' section on the left provides details for the Statewide Travel Program. The main content area contains two paragraphs of text.

CONTACT
Statewide Travel Program
Office of Fleet and Asset Management
Department of General Services
1700 National Drive

Government travelers can access general program information regarding the Travel Payment Services (TPS) contract provided for state travel.

The Department of General Services, Statewide Travel Program (STP), completed a solicitation for a TPS provider. The contract was awarded to U.S. Bank, effective November 1, 2023, through November 1, 2026. STP has the right to extend the term

[Travel Payment Services](#)

The screenshot shows the 'Statewide Travel Program' website with the 'RESOURCES' tab selected. The breadcrumb trail reads: HOME > OFFICE OF FLEET AND ASSET MANAGEMENT > STATEWIDE TRAVEL PROGRAM > RESOURCES > STATEWIDE TRAVEL PROGRAM FREQUENTLY ASKED QUESTIONS. The page title is 'Frequently Asked Questions'. Below the title, it states: 'Answers to questions frequently asked of the Statewide Travel Program, organized by topic.' A 'CONTACT' section is on the left. The main content area features a list of topics with expandable sections. The 'TRAVEL PAYMENT SERVICES (TPS)' topic is highlighted with a green border.

CONTACT
Statewide Travel Program
Office of Fleet and Asset Management
Department of General Services
1700 National Drive
Sacramento, CA 95834
STP Help Desk: 916-376-3974
Email: StatewideTravelProgram@dgs.ca.gov

Below is a compilation of STP's most frequently asked questions.

TOPICS

- INTRODUCTION +
- LODGING +
- VIRTUAL PAYMENT AND VIRTUAL CARD NUMBERS +
- TRAVEL PAYMENT SERVICES (TPS) +**

[Frequently Asked Questions](#)

U.S. Bank Contact Information

U.S. Bank Client Services Support

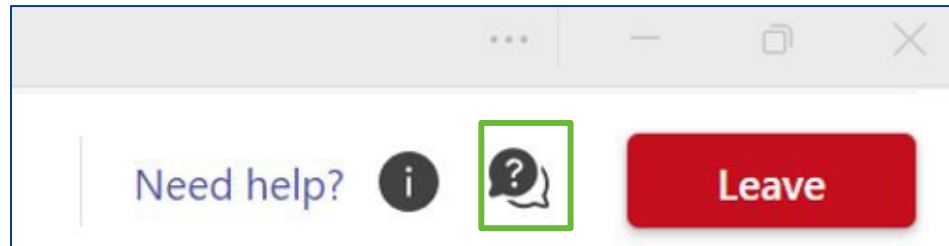
Phone: 877-846-9302; Option 3

Email: CPSPublicSectorClientServices@usbank.com (up to 24-hour response time)

Please remember to utilize Access Online for as many tasks as possible before reaching out to the U.S. Bank Client Services team. Access Online allows you to view transactions, manage accounts, run reports, and address many common issues directly. This will help streamline processes and reduce the need for additional support. For issues that can't be resolved within the system, the U.S. Bank Client Service team remains available to assist.

Q&A

If you have a question, please type it in the chat.



We will **not** be addressing questions that are unrelated to the topic of TPS.

As a reminder: an email will be sent with the recording of this meeting, this PowerPoint, and the completed Q&A by the end of next week.

5 Minutes Left

We will do our best to answer all questions within the time we have left. If we are unable to get to your question, we will send a response via the Q&A document.

Please complete this [feedback form](#) to help us plan future trainings.



THANK YOU!

An email will be sent with the recording of this meeting, this PowerPoint, and the completed Q&A by the end of next week.

STATEWIDE TRAVEL PROGRAM