Town Hall Q&A: Travel Payment Services – U.S. Bank

Statewide Travel Program

DGS
GENERAL SERVICES

Contents

1. U.S. Bank

What's Access Online? And what's the website link for Access Online?

The Access Online system for U.S. Bank is a web-based platform that allows users to manage their corporate card programs. To access the Access Online platform, you can visit the website at https://www.access.usbank.com.

I am having trouble logging on to Access Online, I use the Access Online link, but it is not working. What do I do?
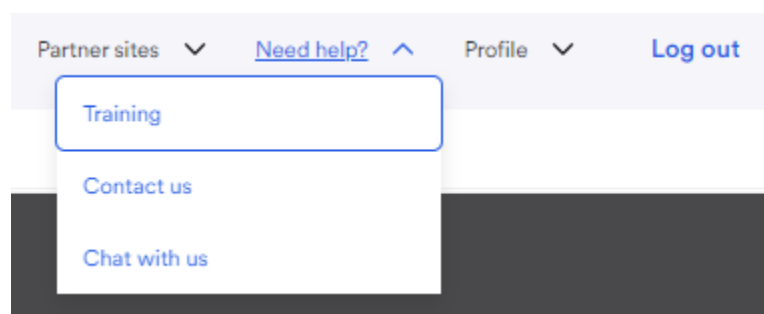
If you are having issues with the Access Online system, please contact the U.S. Bank Client Services Team directly at CPSPublicSectorClientServices@usbank.com for further assistance.

What's the link to the travel payment services contract?

Click here to access the current Travel Payment Services contract page on 'Cal eProcure.'

Is there an updated guide on how to apply for a U.S. Bank Card?

Yes, the updated guide is available directly on Access Online training tool. The training tool can be located within Access Online, under 'Need help?'.

We cannot see all our accounts in the dropdown on the first page when logging in to Access Online. Why is that?

If you are having issues with Access Online, contact the U.S. Bank Client Services Team email at CPSPublicSectorClientServices@usbank.com or phone 877-846-9302; Option 3 for further assistance.

2. Reporting

Can you please let me know if the Amtrak or Rail reports are available through the U.S. Bank Reporting System?

You can access the 'Transaction Detail' report under 'Financial Management' to view rail details through the U.S. Bank Reporting System.

What is the best way to reconcile for Amtrak charges?

The best way to reconcile the Amtrak charges is to download the 'Transaction Detail' report under 'Financial Management' to view the rail details through the U.S. Bank Reporting System.

Why is it that the Travel Airline Itinerary report doesn't include Passenger Specific Data in some transactions?

If you are not seeing your custom data in the Passenger Specific Data field of the 'Airline Itinerary Report,' it may indicate that the custom data isn't mapped correctly to be passed to U.S. Bank. Please reach out to us at StatewideTravelProgram@dgs.ca.gov and provide a sample of the data you expect to see in the Passenger Specific Data field of the 'Airline Itinerary Report' from U.S. Bank and we will connect with CI Azumano to review the issue.

I scheduled weekly reports and received notifications when the reports are ready. Do I need to go to 'Data Exchange' to retrieve the reports? Is it possible to ask for the reports to be attached in the email notification we receive?

Unfortunately, you will need to access 'Data Exchange' to download any reports from U.S. Bank, as the system cannot attach the report to the email notification you receive.

How long are Data Exchange reports available?

The reports will be available in 'Data Exchange' for 60 days.

Why doesn't the hotel transaction show the traveler's name?

If your department is using the CTA or MTG card, the traveler's name will not appear anywhere in the system, and you will need to manually collect hotel receipts from the hotel to identify the traveler. However, if your department is using the Virtual Card Account (VCA), you can download a supplementary report in Access Online that provides additional transaction information, including the traveler's name.

In which report can we find the hotel guest name on the VCA account?

The Payment Instruction Detail report provides the hotel guest name associated with the VCA. You can download the report by navigating to 'Reporting,' then 'Financial Management.' Scroll down to 'Payment Instruction,' where you will find the 'Payment Instruction Detail' report.

Can we customize a report that would identify if the transaction was for OS or IS travel and include the Fiscal IDs of employees (even if it doesn't include the program coding)?

If you need to capture specific custom coding, you must first work with CI Azumano to have this information added to your Concur site. To begin this process, please reach out to StatewideTravelProgram@dgs.ca.gov with clear instructions on what you are trying to achieve, so we can connect you with CI Azumano to initiate the process.

Will we see past due fees on the Past Due reports?

No, the Past Due report is designed to show outstanding past due balances that your agency still owes U.S. Bank. According to our Travel Payment Services contract, we are not required to pay any late fees (with the exception of individual-billed government travel cards).

Can we setup a payment report on Data Exchange with U.S. Bank to have them separate payment by hierarchy or department number?

U.S. Bank can assist with creating custom reports that will fit your needs. In order to start the process, you will need to contact the U.S. Bank Client Services Team email at CPSPublicSectorClientServices@usbank.com or phone 877-846-9302; Option 3 for further assistance.

Where can I locate an invoice from a hotel charge?

You will need to contact the hotel property for any hotel invoice/receipts.

Are we able to see the specific purchase transactions on the report or account when an employee used the meeting card? We would like to know that the employee is not using the card for any other purposes.

Yes, you can always review transaction charges for any credit card in Access Online before the statement closing date. Keep in mind that the meeting card (MTG) will not have a traveler's name attached to the transaction; so, it's highly recommended to keep the meeting card within the accounting or travel unit and track the travelers who request to use it. If you would like to assign individual-billed government travel cards to specific travelers, we recommend considering the Individual Billed Travel (IBT) card program.

Where can I locate declined transaction? I don't see any declined transactions under 'Managing Account Profile.'

The 'Managing Account Profile' allows you to view details about the managing account. To check declined transactions, access 'Cardholder Account Profile' and enter the last 4 digits of the affected credit card. After locating the card, click on it and select 'Account Authorizations' to view the current declines on your account. You can also download a report titled 'Declined Transaction Authorizations' under 'Program

Management' to see all declines associated with your cardholder account. For more information about declines, please visit our resource page [here](#).

If the CTA account is being used for lodging instead of the VCN, is there a way to have the traveler's name on a report?

No, there is no way to retrieve the traveler's name on the report for the CTA account if it was used for lodging. You will need to contact the hotel property to obtain the receipt to identify the traveler's name.

How do you get to the 'Travel Airline Itinerary' report?

To get to the 'Travel Airline Itinerary' report, you need to go to the 'Reporting' page in Access Online, then click on 'Supplier Management' and you should see the 'Airline Itinerary Detail' report under 'Travel Expenses.'

CI Azumano fees on U.S. Bank statements do not match values on excel sent to me - how do I handle this?

CI Azumano bills agent fees one month in arrears; so, you'll need to refer to the previous month's agent fees report to reconcile the current U.S. Bank statement period.

Why does the report sent by CI Azumano (CC details) sometimes not match the U.S. Bank statement?

The reason is that the report from CI Azumano contains only booking data, while the U.S. Bank statement captures the actual transaction charges from those bookings.

Our SUA/VCN account does not show transactions available for disputes or any transactions, is this normal?

To view the Virtual Card Number (VCN) transactions, select the 'Pre-auth Payment Display Account' (PMT). To view the VCN statement, select either the 'Virtual Card Account' (VCA) or the 'Single Use Account' (SUA).

3. Disputes

How long does the account closure last for a fraud referral and how does it affect card users?

The account will remain closed until your agency reaches out to the fraud team to resolve the fraudulent charges. Yes, this will affect the card users because the card has been temporarily closed due to potentially fraudulent activity.

What if there are unauthorized charges on our department card?

If there are unauthorized charges or other agency charges on your card that you suspect do not belong to your agency, notify us first at StatewideTravelProgram@dgs.ca.gov so we can ask CI Azumano to correct the billing. However, if CI Azumano determines that the charges were not due to their agent's error, we will advise the agency to work with U.S. Bank to dispute the charges as fraud.

A merchant overcharged a traveler on their hotel invoice by $100 because they said there were damages in the room. The traveler said that upon check in, the front desk was rude and gave her a hard time. Upon check out she said the front desk purposely charged her for the $100 incidental after she left the hotel. Do we dispute these charges with the merchant? The merchant took pictures of the damaged room and said it was the traveler, it became a "she said," "he said" problem.

If you encounter this type of issue with a hotel property, please let us know at StatewideTravelProgram@dgs.ca.gov. Be sure to provide as much information as possible, including the traveler's details, so our hotel specialist can reach out to the hotel and attempt to resolve the issue before escalating it to U.S. Bank for a dispute.

Can we email the dispute list instead of calling or faxing?

No, you must submit the dispute to U.S. Bank either by phone call or fax.

If we encounter issues with VCA transactions, is it advisable to pay the full balance due then dispute the charges later?

Yes, we encourage to always pay the balance in full to ensure that your agency's U.S. Bank account doesn't get suspended for having balances over 90 days or more. Always submit the dispute as soon as possible once you have all the information needed for the process.

For fraud transaction disputes and other transaction disputes, do we contact STP first or contact U.S. Bank?

You can contact STP first to help identify the charges and determine if it was an agent error before reaching out to U.S. Bank. If it is determined that it was not an agent's error, we will advise you to work directly with U.S. Bank to dispute it as a fraudulent charge.

Our agency is not part of the VCN program. We disputed two hotel charges on our CTA with U.S. Bank. U.S. Bank is asking for hotel receipts and more information regarding the two disputed hotel charges. The hotels are not providing us with the receipts or more information. Can DGS assist with this issue?

Yes, you can contact us at StatewideTravelProgram@dgs.ca.gov. Please provide as many details as possible. Additionally, in your dispute package, you should inform U.S. Bank that the hotel refused to provide receipts despite your efforts to obtain them.

It is also recommended to participate in the VCN program.

4. Card/Account Types

Can we use our CTA card for paying for lodging?

We do not recommend using your CTA card to pay for lodging due to several downsides. First, you won't be able to identify the traveler's name, which can complicate record-keeping. Additionally, if your CTA card information is compromised, it increases the risk of fraud. This can affect your agency's ability to book travel (air, rail and car rental) in Concur, as you would need to contact U.S. Bank to close the card, wait for a replacement, and notify CI Azumano of the new CTA card details. If you wish to direct bill lodging for your employees, we recommend using the VCN program instead.

How do we know if our agency is a VCN or MTG account type?

You can identify the account type based on the account name, as we have added the account type at the end of each account name. You can also view the product type on the 'Account Profile' page, which will indicate the type of account.

What's the difference between booking airfare/car rentals if using the CTA (booked through Concur) or MTG? Is there a preferred account to use (CTA or MTG)?

The Centralized Travel Account (CTA) is the required account type for paying for airfare, car rentals, rail, and agent fees booked through Concur or with a travel agent. The Meeting Card (MTG) is typically designed for hotel conferences or room block bookings.

We are having some of our hotels charged to our CTA account. How can this happen?

This could happen when your travelers book a hotel reservation with a travel agent. We recommend that when travelers call to book a hotel reservation, they specify the type of payment they want to use to ensure the agent applies the correct form of payment. If this issue persists, please bring it to our attention by emailing StatewideTravelProgram@dgs.ca.gov so we can inform CI Azumano and address the problem.

Recently, hotel charges are charged to the CTA. I have disputed to U.S. Bank, but I was told that U.S. Bank cannot dispute the charges, and I need to call the hotel to see if the charges belong to the agency or look for the receipts.

Correct, during the dispute process, U.S. Bank recommends working with vendors, such as the hotel and/or CI Azumano, first to resolve the issue before proceeding to dispute the charges with U.S. Bank.

We have been using our card for lodging (completing the hotel's credit card authorization form with our CTA card information). Is there a way to automatically submit payment to hotel?

Yes, the VCA program can automatically send a credit card authorization form to the hotel on the day of booking and again on the day of check-in. Contact us at StatewideTravelProgram@dgs.ca.gov if you'd like to learn more about the VCA program.

5. Suspended Account

Why are the transactions being declined when U.S. Bank does not receive payment within 45 days?

Based on the Travel Payment Services contract, your account will be suspended if you have an outstanding balance that is over 90 days past due. If you are experiencing any declines on your account, please review the cardholder's account in Access Online to check the decline reason or contact the U.S. Bank Client Services team at (877) 846-9302 or CPSPublicSectorClientServices@usbank.com for more information.

We have been told U.S. Bank wants the actual payment before the suspension is lifted, even if we give them the warrant number of check coming from SCO.

U.S. Bank requires payment details, including the estimated check arrival time, check amount, check number, and the address to which the check was sent, to submit a request to their credit team. The credit team will then determine whether the suspension on your account can be lifted. As a reminder, accounts will suspend at 90 days past due, so it is imperative that you pay the full statement balance each month.

6. Additional Resources

6.1 Statewide Travel Program (STP)

Training Resources Page

Travel Payment Services Resources Page

Virtual Payment and Virtual Card Number Resources Page

FAQs

Email STP at: StatewideTravelProgram@dgs.ca.gov

Call STP at: 916-376-3974

6.2 U.S. Bank

Travel Payment Services Contract

Access Online Live Training Guides and Videos

Access Online Log In Page

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

Call U.S. Bank at: 877-846-9302; Option 3