

Billing/Approving Official Guide

Purchasing



Government Services

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Introduction

Welcome to the U.S. Bank® Government Services Purchasing Card Program. U.S. Bank is the world's largest and most experienced issuer of purchasing cards and is committed to helping Federal Government agencies/organizations achieve program success. This guide will help Approving Officials and Billing Officials with the administration of their purchasing card program. It includes valuable information about the technologies that make the program work most efficiently, and the latest tools to help the agency/organization effectively manage the payment process. Please read this guide thoroughly and retain it as a reference tool when questions arise.

Contacts at U.S. Bank

U.S. Bank Government Services
P.O. Box 6347, Fargo ND 58125-6347

Contact us 24 hours-a-day, seven days-a-week

Toll-free:	888-994-6722
Outside the U.S., call collect:	701-461-2232
Fax:	866-457-7506
Outside the U.S, fax to:	701-461-3466

U.S. Bank Government Services has a highly specialized service team to help Billing/Approving Officials manage their purchasing card program responsibilities and to provide superior ongoing service. The team can help with the following aspects of an agency's/organization's purchasing card program.

Payments

The Payment Services team processes all payments received for the U.S. Bank Purchasing Card program and ensures that payments are posted to the appropriate invoice.

Reconciliation

The Reconciliation team assists with questions regarding outstanding Billing Statements and can help with questions or concerns regarding a Billing Statement. When calling, ask to be connected to an Invoice Services Representative.

Collections

U.S. Bank Government Services offers support in collecting balances on past due Billing Statements. The Collections team makes contacts regarding past due Billing Accounts. The team also works with the Billing/Approving Official to resolve past due situations, and prevent further escalation such as account suspension.

Disputes

The Disputes team can answer questions or concerns regarding transaction dispute initiation and can also provide information regarding the progress or resolution of a disputed item. Disputes may be filed by phone or in writing. Many agencies may also submit disputes online using the U.S. Bank electronic access system.

Other resources to assist the Agency/Organization

U.S. Bank Electronic Access System — A web-based electronic access tool designed to be the single source for purchasing card program management and related data. The U.S. Bank electronic access system enhances program management capabilities and streamlines the billing and payment processes.

U.S. Bank Government Services website — An exclusive training and communication website tailored to support U.S. Bank Government Services Purchasing Card customers. Visit **www.usbank.com/gov_forourclients** to access communication updates, training resources, and reference materials to successfully implement and manage the purchasing card program. For a username and password, contact the Agency/Organization Program Coordinator (A/OPC).

Contacts at the Agency/Organization

Agency/Organization Program Coordinator

Name: _____

Phone: (_____) _____

Transaction Dispute Contact

Name: _____

Phone: (_____) _____

Other Contacts

Name: _____

Organization: _____

Role: _____

Phone: (_____) _____

Name: _____

Organization: _____

Role: _____

Phone: (_____) _____

Billing/Approving Official Responsibilities

Depending upon an agency's/organization's structure, the Billing/Approving Official has responsibility for managing the billing, payment and approval processes of the purchasing card program.

Specific responsibilities may include:

- Receiving and reconciling the official invoice (the Billing Statement) at the cycle date via paper or electronically via the U.S. Bank electronic access system
- Ensuring that cards issued under their area of responsibility are properly utilized
- Verifying that Cardholder purchases made are for official government use only
- Ensuring that purchases are necessary for accomplishing the mission of your agency/organization
- Reviewing and reconciling Cardholder statements to ensure that receipts and documentation are in order
- Ensuring that reconciled statements, transaction logs and associated charge slips/receipts are received for each purchasing account, or certified electronically via the U.S. Bank electronic access system, in accordance with agency/organization procedures
- Receiving information from each Cardholder, including backup documentation for each transaction, and matching the information to the Billing Statement
- Identifying and communicating billing discrepancies to the Transaction Dispute Office (TDO)
- Approving and/or certifying that the Billing Statement is in order to make payment to U.S. Bank Government Services in accordance with the Prompt Payment Act
- Being aware of all incentives in place under the task order to compensate for payment made earlier than mandated by the Prompt Payment Act
- Working with U.S. Bank Government Services to resolve payment issues
- Notifying the A/OPC, in a timely fashion, when there is a billing/approving office change or when a new Billing/Approving Official is assigned
- Verifying appropriate agency/organization personnel involved in the billing and payment processes receive training and policy manuals
- Providing quarterly feedback to A/OPC on U.S. Bank Government Services performance
- Ensuring that appropriate steps are taken to mitigate suspension or cancellation
- Identifying and analyzing whether faster payment of official invoices in order to take advantage of productivity refunds are in the best interests of the Government, and if so, effectuate payment on the proper date
- Processing agency/organization refunds as designated by the agency/organization
- Ensuring that if payment exceeds Prompt Payment Act timeframes that the proper interest penalty is also provided
- Analyzing and monitoring US Bank reports on invoices, invoice status, payment performance, and delinquencies
- Ensuring the agency/organization task order is adequately funded, if applicable
- As necessary, conduct site visits of US Bank's facility
- Authorizing and effectuating split disbursements (travel card only), if applicable

Procedures

As a Billing/Approving Official, it is important to understand how the purchasing card program works in accordance with the agency/organization standard procedures.

Cardholders are sent a U.S. Bank Purchasing Card after a Cardholder Setup has been completed by the agency's/organization's A/OPC and processed by U.S. Bank Government Services. The Cardholder acknowledges receipt of the card by calling U.S. Bank Government Services to activate the account.

Purchasing cards may be used at the types of merchants designated by the agency/organization, that accept purchasing cards for payment. Cardholders are advised to retain receipts for verification against their statement and are also asked to verify that no sales tax has been included in the order. Tax cannot be reversed later by U.S. Bank Government Services.

Authorized Uses & Exclusions

The purchasing card is for OFFICIAL GOVERNMENT USE ONLY and must not be used for personal purchases. Since authorized uses of a purchasing card vary between agencies/organizations, Cardholders are instructed to refer to the agency's/organization's policies and procedures for specific guidelines and authorized purchase information. The purchasing card program is designed to replace a variety of processes including petty cash, expensed purchases and certain purchase orders.

Examples of purchases for which the card usually may be used include:

- Books, subscriptions
- Catering or dining services
- Cellular phones/pagers
- Computer hardware, software, maintenance expenses
- Copier leasing, maintenance and repair
- Electrical supplies
- Equipment leasing
- Film and film processing
- Fire extinguisher maintenance
- First aid/nurse supplies
- Florists
- Government commissaries
- Hardware supplies
- Industrial supplies
- Inventory items
- Laundry of uniforms, lab coats, etc.
- Miscellaneous maintenance requirements
- Office supplies and medical supplies
- Photo shoots

- Postage, express mail services
- Project cards
- Safety supplies
- Seminars/classes
- Stationary
- Temporary help
- Tool crib supplies
- Trade shows
- Variety store items
- Video tapes
- Window washing

The following list includes some example situations where purchasing card use is prohibited:

- Security brokerage services
- Betting, casino gaming chips, off-track betting
- Political organizations
- Court costs, alimony, child support
- Fines
- Bail and bond payments
- Tax payments
- Automated referral service
- Cash advances (unless permitted by agency/organization selected, value-added option)
- Long-term rental or lease of land or buildings
- Travel or travel-related expenses (excluding conference rooms, meeting spaces, and local transportation services, e.g., metro farecards, subway tokens, etc.)

Agencies/organizations may further restrict the type of purchases Cardholders are authorized to make using the purchasing card. Cardholders have been advised to check the internal policies and procedures for more information regarding authorized purchases.

Cardholder Statements

Paper Statements. At the close of each billing cycle, the agency's/organization's Cardholders may receive a paper "Cardholder Statement of Account." A sample is included in this Billing/Approving Official Guide. The statement itemizes each transaction posted to the Cardholder's purchasing card account during the past billing cycle. Upon receipt of the statement, Cardholders complete each of the actions listed below in accordance with their internal agency/organization procedures.

- Review the statement for accuracy
- Provide a complete description of each item purchased in the "Description" line, if required by the agency/organization
- Attach copies of sales receipts to the statement
- Review the middle portion of the statement on page one for any messages provided by U.S. Bank Government Services, the GSA, the agency/organization or A/OPC
- Sign the Certification Statement located on the back of the statement, if required by the agency/organization, and promptly forward it to the Billing/Approving Official

If Cardholders are not available to sign and forward the statement of account because of leave or travel, sales receipts and credit vouchers should be forwarded to the Billing/Approving Official before departure. Upon return, the Cardholder signs the original Cardholder Statement of Account, if required, and forwards it to the Billing/Approving Official.

Note: It is the Cardholder's responsibility to contact U.S. Bank Government Services if the Cardholder Statement of Account is not received within 10 business days of the cycle date.

Electronic Access to Transactions. As an alternative to paper statements, some agencies/organizations will access transaction information using the U.S. Bank Internet-based electronic access system. Cardholders can view transactions in the U.S. Bank electronic access system, including details about the transaction such as status, transaction date, merchant name, city, state, purchase ID, and other transaction detail. Cardholders may also search for a specific transaction (e.g. office supply purchase on October 1, 200X) or group of transactions (e.g. all transactions over \$500 during September 200X).

Based on the agency/organization policies and procedures, Cardholders may also use the U.S. Bank electronic access system to:

- Review and approve transactions
- Initiate transaction disputes
- Reallocate charges to specific accounting codes
- Manage transactions rejected by the Billing/Approving Official or A/OPC
- Log additional information about transactions

Cardholders should follow the internal agency/organization policy procedures for review and approval of electronic statement data. Please refer to the U.S. Bank Government Services Communications and Training website (www.usbank.com/gov_forourclients) and login to access the link to the web-based training for the U.S. Bank electronic access system. Cardholders can obtain a username and password to the site from their A/OPC. The web-based training provides valuable information about the U.S. Bank electronic access system capabilities — including an explanation of access screens, as well as necessary key sequences and functions for reviewing purchases and disputing a transaction electronically.

Billing Account Statements & Invoicing

U.S. Bank Government Services offers the agency/organization both paper and electronic billing/invoicing options. All invoicing is done on a billing cycle predetermined by the agency/organization. Billing cycle dates vary between agencies/organizations and are established at program rollout.

Paper Statement. A paper-based Billing Statement is available for each billing account established by the agency/organization. A sample is included in this Billing/Approving Official Guide. The Billing Statement is the official invoice for the agency/organization. This statement should be date stamped upon receipt and certified within the time specified by the agency/organization.

Note: If the agency/organization does not receive its paper-based statement within 10 business days of the cycle date, it is the responsibility of the Billing/Approving Official to call U.S. Government Services at 888-994-6722 to secure a duplicate copy.

The Billing Statement summarizes the cycle transaction activity and provides detailed transaction totals posted for each Cardholder in the billing reporting structure (including posting dates, merchant name, city and state, and debit/credit amounts).

The Billing/Approving Official will receive the Billing Statement and verify the transactions are valid and consistent with the internal agency/organization policy and procedures. The Billing/Approving Official will also approve and/or the Billing Statement for payment to U.S. Bank Government Services.

Upon receipt of the statement, the Billing/Approving Official should complete each of the actions listed below in accordance with the internal billing/approving procedures for the agency/organization:

- Verify Cardholder purchases are for official government use only
- Receive information from each Cardholder, including backup documentation for each transaction and match the information to the Billing Statement
- Review and reconcile Cardholder statements to ensure receipts and documentation are in order
- Collect original Cardholder statements and receipts/sales drafts, in accordance with the agency/organization policy and procedures
- Ensure reconciled statements, transaction logs, and associated charge slips/receipts are received for each Cardholder account, in accordance with the agency/organization procedures
- Approve and/or certify the Billing Statement in preparation for payment to U.S. Bank Government Services

Electronic Access to Billing Information. As an alternative to paper Billing Statements, the agency/organization may have access to billing information using the U.S. Bank electronic access system. Using the transaction management functionality, Billing/Approving Officials can review, approve and/or certify transactions and Billing Statements. Enhanced data such as purchase identifier and quantity is available for use in approval and/or certification when provided by the merchant.

Using the U.S. Bank electronic access system, the Billing/Approving Official is also able to:

- Search, select and view individual Cardholder transactions, including line item detail when provided by the merchant (e.g. freight/shipping, unit of measure/code, item descriptor, quantity)
- Perform Cardholder functions on behalf of Cardholders
- Reallocate transactions by dollar amount or percentage
- Review, modify or reject Cardholder transactions while entering comments as needed
- Reallocate transactions to multiple lines of accounting
- Initiate disputes
- Approve Cardholder cycle activity
- Approve and/or certify invoices and Billing Statements

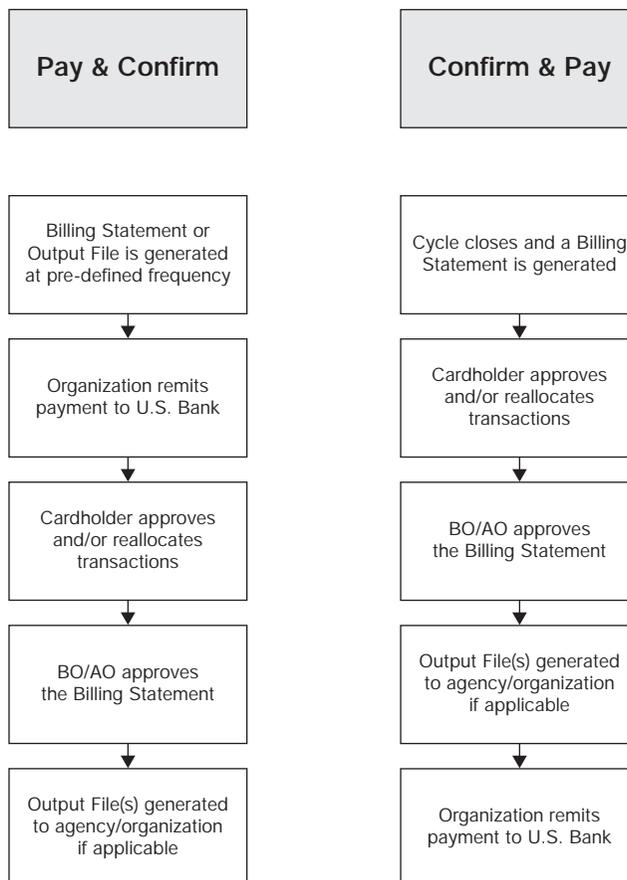
Payment Models

Each agency/organization may use one of two available payment models:

Pay and confirm — In this model, the agency/organization first remits payment to U.S. Bank Government Services and then Cardholders and Billing/Approving Officials review, reconcile and approve and/or certify transactions and statements.

Confirm and pay — In this model, the agency/organization Cardholders and Billing/Approving Officials manage individual transactions (e.g., approve, reallocate) before payment is remitted to U.S. Bank Government Services.

Billing/Approving Officials perform different tasks at different stages, depending on which model is used. Refer to the Billing/Approving Official internal payment procedures. The overall process for each payment model is illustrated in the chart below. Specific procedures for Billing/Approving Officials using the U.S. Bank electronic access system are included in the web-based training User Guides found on the U.S. Bank Government Services Communications and Training website (www.usbank.com/gov_fourclients), where users can login to access the link to the web-based training. Cardholders and Billing/Approving Officials can obtain a username and password to the site from their A/OPC.



Payments

U.S. Bank Government Services accepts payments via electronic funds transfer (ACH/EDI), wire transfer or by check.

Automated Clearing House (ACH). An ACH transmission is an electronic funds transfer from the agency's/organization's paying office to its billing office's 16-digit billing account number. Funds are routed from the agency's/organization's paying office to U.S. Bank Government Services, utilizing the Automated Clearing House process. *Please reference our ACH Support Manual for all required specifications and process coordination efforts for the set up and implementation of the ACH/EDI file format.*

Payment through ACH is initiated for the agency/organization by completing the agency/organization portion of the government form AF-3881. Once completed this form should be forwarded to the originating financial institution.

If the agency/organization is interested in implementing ACH payments, contact the U.S. Bank Government Services Account Manager. Prior to implementation, all new ACH agency/organization set-ups require testing with the U.S. Bank Government Services Electronic Payment Department to validate and certify the ACH file formatting and data.

Wire Transfer. Payments by wire are initiated by the government agency/organization utilizing the government disbursing office. Refer to the internal Billing/Approving Official procedures and documents for initiating a wire transfer. Note: The effective date of the payment is the date on the wire transfer.

Information such as billing account number or interest penalty information should be given in the Free Form Text fields that are available. These fields are called the Originator to the Bank Information (OBI) or the Bank to Beneficiary Information (BBI) field. Both fields are approximately 30 characters in length.

Check. When remitting checks to U.S. Bank Government Services for the agency/organization, the 16-digit billing account number must be included on the check. When submitting payments for multiple Billing Statements on one check, each 16-digit billing account number and amount to be applied to each account must be on the check, an attached document or remittance advice. If the payment includes an interest penalty charge, this amount must also be clearly identified.

Remittance payments should be mailed to:

U.S. Bank Government Services
P.O. Box 6313
Fargo, ND 58125-6313

Express mail (overnight) payments should be mailed to:

U.S. Bank Government Services
4325 17th Avenue SW
Fargo, ND 58103

Late Notices. A Late Payment Notice is intended to alert an agency/organization that a problem has arisen in the payment area of the program, and that a payment has not been received. Should the agency/organization receive a Late Payment Notice, it is important to be proactive in reviewing the Late Payment Notice in a timely manner to determine its cause and to inform U.S. Bank Government Services.

Account Suspension & Cancellation. In the event that prompt payment is not made to U.S. Bank Government Services, the Agency/Organization is subject to Prompt Payment Act interest penalties and is also subject to account suspension and account cancellation actions.

It is not the desire of, nor is it advantageous for U.S. Bank Government Services to suspend accounts of any agency/organization. However, if a billing account for the agency/organization becomes delinquent in its payment obligations, and all efforts have been exhausted, U.S. Bank Government Services will use suspension procedures authorized in the GSA master contract or those agreed to with the agency/organization.

The following outlines the most aggressive suspension procedure that is allowed by the GSA master contract.

Please review the following carefully:

45 Days —

For suspension purposes, an account is considered past due if payment for undisputed principal amounts has not been received 45 calendar days from the billing date.

If the account has not been suspended in the last 12 months, or if it has only been suspended once, the first Late Payment Notice will be sent. This Late Payment Notice notifies that the account is past due and requests full payment of undisputed principal amount.

If the account has been suspended twice within the last 12 months, the account will be automatically suspended again. A Late Payment Notice will be sent notifying that the account is past due again, and that it will be canceled if no payment is received within 5 calendar days.

55 Days —

If payment has not been received at 55 calendar days from the billing date, U.S. Bank Government Services will send a second Late Payment Notice. The second Late Payment Notice notifies that the account will be suspended within 5 calendar days if no payment is received.

61 Days —

If payment has not been received at 61 calendar days from the billing date, U.S. Bank Government Services will suspend the account.

120 Days —

If payment has not been received at 120 calendar days from the billing date, a third Late Payment Notice is sent. This Late Payment Notice informs that the account is now 120 days past due and the account will be canceled if payment is not received within 5 calendar days.

Account Suspension Prevention

It is the objective of U.S. Bank Government Services to assist the agency/organization with payment concerns when they arise and to assist in their prevention. Please review the following suggestions to avoid account suspension situations:

- Be familiar with the agency's/organization's general billing and payment procedures
- Assist with agency/organization education regarding the U.S. Bank Government Services Purchasing Card Program and associated billing and payment procedures
- Clearly communicate Cardholder, Billing/Approving Official and A/OPC responsibilities regarding the billing and payment processes
- Engage and secure cooperation from the payment office or National Finance Center
- Promptly review, reconcile, and approve and/or certify Billing Statements for the agency/organization enabling prompt payment to U.S. Bank Government Services
- Keep track of dispute initiation and resolution; approve and/or certify payment upon dispute resolution
- Take immediate action when a Late Payment Notice is received
- Contact U.S. Bank Government Services immediately if it appears that an error has been made

Disputed Items

A dispute is a questionable purchasing card transaction posted to the Cardholder statement. There are several reasons why a dispute might occur. Some examples include:

- Merchandise/service not received — The purchasing card account has been charged for a transaction(s), but the merchandise or service has not been received.
- Merchandise returned — The purchasing card account has been charged for a transaction(s), but the merchandise has been returned.
- Unauthorized purchases — A charge on the purchasing card account that the Cardholder did not participate in and did not authorize.
- Duplicate processing — A charge on the purchasing card account that represents a multiple billing to the account. Only one charge from the merchant has been authorized.
- Unrecognized — A charge on the purchasing card account that is not recognized. A copy of the documentation received from the merchant to approve and/or the charge (sales draft) will be sent to the Cardholder for review.

Items that cannot be disputed include:

- Convenience checks
- Items not charged directly to the purchasing card account

If Cardholders encounter any of the above situations regarding their U.S. Bank Government Services Purchasing Card account, they need to take action immediately.

INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

Before disputing or questioning a charge on the Cardholder statement, the Cardholder should validate that they have taken the following actions:

- Reviewed receipts for the amount in question as it may have posted to their Cardholder statement with a different merchant name
- Attempted to contact the merchant in an attempt to resolve the issue

If the above actions have been taken and the Cardholder still desires to dispute the transaction, disputes may be filed by phone or in writing using the Cardholder Statement of Questioned Item form (CSQI). Many agencies will also file disputes online using the U.S. Bank Government Services electronic access system.

For the quickest and most convenient service, Cardholders should phone U.S. Bank Government Services and have the following information available:

- The date and dollar amount of the transaction in question
- An explanation of why the Cardholder believes there is an error or why they need additional information, along with any documentation to support their claim
- The date the Cardholder contacted the merchant to attempt to resolve the issue and the merchant's response

Many inquiries can be corrected over the phone; however, phoning alone does not preserve the Cardholder's rights. There may be circumstances where written correspondence is required. In these instances, complete CSQI form. This form is available online or from the Cardholder's Approving Official or A/OPC. The Cardholder should pay particular attention to:

- Describing the attempted merchant resolution
- Signing the form
- Providing the contact name and corresponding daytime telephone number including area code
- Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipt or UPS receipts, etc.

Return the original form to: U.S. Bank Government Services
P.O. Box 6347, Fargo, ND 58125-6347

The CSQI form must be returned to U.S. Bank no later than 60 days after the statement date on which the transaction appeared, in order to preserve the Cardholder's rights to dispute the transaction. Cardholders should be sure to retain a copy for their files and forward a copy with their certified Cardholder Statement of Account to their Approving Official, if indicated by your agency's/organization's procedures.

U.S. Bank Government Services either must correct the error or explain why the charge was correct. If there is a correction, it will be reflected on the Cardholder's next statement.

If a Cardholder has questions concerning disputing a transaction, the Cardholder is encouraged to call U.S. Bank Government Services at 888-994-6722 for assistance.

Sample Cardholder Statement of Questioned Item (CSQI) Form

CARDHOLDER STATEMENT OF QUESTIONED ITEM

Purchasing

(Please print or type in black ink)

CARDHOLDER NAME (please print or type) _____

ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____

DATE _____

(AREA CODE) TELEPHONE NUMBER _____

The transaction in question as shown on Statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date
_____	_____	_____	_____	_____

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 888-994-6722. We will be more than happy to advise you in this matter.

1. UNAUTHORIZED MAIL OR PHONE ORDER
 I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
2. DUPLICATE PROCESSING— THE DATE OF THE FIRST TRANSACTION WAS _____
 The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____
 My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement detailing the merchant contract, and the expected date to receive the merchandise).
4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____
 My account has been charged for the above listed transaction, but the merchandise has since been returned.
 Enclosed is a copy of my postal or UPS receipt.
5. CREDIT NOT RECEIVED
 I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence).
6. ALTERATION OF AMOUNT
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The Difference of amount is \$ _____.
7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE
 I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.
8. COPY REQUEST
 I recognize this charge, but need a copy of the sales draft for my records.
9. SERVICES NOT RECEIVED
 I have been billed for this transaction, however, the merchant was unable to provide the services.
 Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card, or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.)
10. NOT AS DESCRIBED
 (Cardholder must specify what goods, services, or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint). _____
11. If none of the above reasons apply—please describe the situation: _____

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement).

Send To:

U.S. Bank Government Services, P.O. Box 6347, Fargo, ND 58125-6347

Fax: 866-457-7506.



Government Services

CSQICPPUR (10/03)

Program Management and Reporting

Comprehensive reporting is vital to effective purchasing card program management. The U.S. Bank electronic access system provides agencies/organizations with online-access to purchasing card transaction data. An extensive set of reports is also available to assist agencies/organizations in the areas of overall purchasing card program management, financial management, supplier management, and compliance management.

The U.S. Bank electronic access system provides Billing/Approving Officials with information and reporting to aid in administering the billing and payment aspects of their agency's/organization's purchasing card program. The system provides reports to review and monitor purchasing card activity to ensure Cardholders:

- Review, reconcile and approve transactions in preparation for payment
- Reallocate transactions to appropriate lines of accounting according to agency/organization procedures
- Initiate transaction disputes when appropriate

Online reporting is also available to help monitor:

- Accounts at risk for suspension or cancellation
- Past due balances
- Potential card misuse or fraudulent activity

Reports containing billing account information and Billing Statement approval and/or certification status are also provided. These reports assist Billing/Approving Officials in making payment to U.S. Bank Government Services in accordance with the Prompt Payment Act.

To learn more about reporting options and to review report samples, consult the U.S. Bank Government Services Communications and Training Website (www.usbank.com/gov_fourclients) to access the link to the web-based training for the U.S. Bank electronic access system.

Statement Sample
 Sample Cardholder Statement of Account

Page 2

JOHN DOE DIR OF LOGISTICS AFZH-DLM-RP MS 18L BOX 339500 FORT LEWIS WA 98433-9500						
STATEMENT DATE: <u>XX/XX/XX</u>						
TRAN DATE	MONTHLY ACTIVITY	MCC CODE	REFERENCE NUMBER	POSTING DATE	AUTH CODE	AMOUNT
03-27	CLARKLIFT OF WA, AK 208-762-7440 WA	5712	527039	03-31	036372	2,100.00
<i>Description:</i> _____						
03-26	SWIFT TOOL INC KENT WA	5261	927302	03-31	0211662	848.50
<i>Description:</i> _____						
03-28	PUGET SOUND INSTRUMENTS TACOMA WA	5733	100801	04-01	060234	365.35
<i>Description:</i> _____						
04-17	UNIFIRST CORPORATION 508-698-8888 MA	6884	205820	04-21	063503	1,552.70
TOTAL						5,456.63
Reviewed By: _____				Date: _____		
Page 2 of 2						

Statement Sample Sample Cardholder Statement of Account

Back

Cardholder (as Accountable Official)

"I certify that, except as may be noted herein or on supporting documents, the purchases and amounts listed on this statement:

- (1) Are correct and fulfill requirements of my organization.
- (2) Do not exceed approved spending limits.
- (3) Are not for my personal use or the personal use of the receiving individual.
- (4) Have not been split into smaller segments to avoid dollar limitations."

Authorized Cardholder Signature

INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

Before disputing or questioning a charge on your statement, please validate you have taken the following actions:

- Reviewed your receipts for the amount in question as it may have posted to your statement with a different merchant name.
- Attempted to contact the merchant in an attempt to resolve the issue.

If the above actions have been taken and you still desire to dispute the transaction, disputes may be filed by phone or in writing using the Statement of Questioned Item form (CSQI). Dispute filing may also be available by electronic submission for authorized users of the U.S. Bank Government Services Electronic Access System (EAS).

For the quickest and most convenient service, please phone U.S. Bank Government Services at: 1-888-994-6722 and have the following information available:

- The date and dollar amount of the transaction you are questioning.
- An explanation of why you believe there is an error or why you need additional information along with any documentation to support your claim.
- The date you contacted the merchant to attempt to resolve the issue and the merchant's response.

Many inquiries can be corrected over the phone, but phoning alone does not preserve your rights. There may be circumstances where written correspondence is required. In these instances, complete the Cardholder Statement of Questioned Item form (CSQI). This form is available from your Approving Official or Agency Program Coordinator. Pay particular attention to:

- Describing the attempted merchant resolution.
- Signing the form.
- Providing the contact name and corresponding daytime telephone number including area code.
- Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipt or UPS receipts, etc.

Return the original form to: U.S. Bank Government Services
P.O. Box 6347
Fargo, ND 58125-6347

The Statement of Questioned Item form must be returned to U.S. Bank no later than 60 days after the statement date on which the transaction appeared, in order to preserve your rights to dispute the transaction. Be sure to retain a copy for your files and forward a copy with your certified Statement of Account to your Approving Official as indicated by your agency's / organization's procedures.

If you have questions, concerning disputing a transaction, you are encouraged to call U.S. Bank Government Services at 1-888-994-6722 so we may assist you.

Statement Sample
Sample Billing Account Statement

Page 1



P.O. BOX 6347
FARGO ND 58125-6347

ACCOUNT NUMBER 4716 0000 0000 0000
STATEMENT CLOSING DATE XX XX XXXX
AMOUNT DUE \$31,566.01
ACCOUNT BALANCE \$0.00
PAYMENT DUE IN ACCORDANCE WITH PROMPT PAYMENT ACT

AMOUNT ENCLOSED

\$

Please make your payment to U.S. Bank

U.S. BANK NATIONAL ASSOCIATION ND
PO BOX 6313
FARGO ND 58125-6313

4716000000000000 00000000 00000000

Please see payment instructions on perforation.

BILLING ACCOUNT SUMMARY										
TEST ACCOUNT # 4716000000000000	Purchase Balance	Purchases And Other Charges	Self Interest Interest	Check + Funds + Over	Check + Fee	Credit + Credits	Current Activity	Payments	Account Balance	
Current Total	\$98,448.50	\$31,566.01	\$0.00	\$0.00	\$0.00	\$0.00	\$31,566.01	\$98,448.50	\$31,566.01	

NEW ACTIVITY				
John Q. Customer	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4716 0000 0000 0000	\$31,566.01	\$31,566.01	\$0.00	\$31,566.01
Accounting Code: 11111111111111111111 22222222222222222222 33333333333333333333				
Post Date	Tran Date	Reference Number	Transaction Description	Amount
10-28	10-27	74717000000000000000	ABC SUPPLY 210415071 CA	\$31,566.01

Department: 0000 Total: \$31,566.01
Division: 0000 Total: \$31,566.01

CUSTOMER SERVICE CALL 1-888-994-6722	ACCOUNT NUMBER 4716-0000-0000-0000		ACCOUNT SUMMARY	
	STATEMENT DATE XX/XX/XXXX	DEBITED AMOUNT .00	PREVIOUS BALANCE	AMOUNT DUE
SEND BILLING INQUIRES TO: U.S. Bank National Association ND C/O U.S. Bank Government Services P.O. Box 6347 Fargo, ND 58125-6347			\$98,448.50	\$31,566.01
			PURCHASES & OTHER CHARGES	.00
			NET DEPOSITED	.00
			INTEREST PENALTY	.00
			CHECKS	.00
			CHECK FEE	.00
			CREDITS	.00
		CURRENT BILLING ACTIVITY	\$31,566.01	
		PAYMENTS	\$98,448.50	
		ACCOUNT BALANCE	\$31,566.01	

If payments towards previous balances have been made, please deduct from the payment due.

Page 1 of 1

Statement Sample
Sample Billing Account Statement

Back

Purchase Card Reviewer

“Pursuant to authority vested in me, I certify this invoice (billing statement) is correct and proper for payment, except as noted herein or on supporting documents.”

Authorized Reviewer Signature

Or Where Approving Official is not Purchase Card Reviewer

“I certify that the items listed herein are correct and proper for payment from the appropriation(s) or funds designated thereon or supporting vouchers, and that the payment is legal, proper and correct, except as noted herein or on supporting documents.”

Authorized Approving Official Signature



Government Services

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