US BANK
CARDHOLDER GUIDANCE

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ACTIVATING AND REGISTERING YOUR CARD

Now that you have received your PCard, it's time to activate and register your card. Activation does just that – activates the card for use.

Registering your card gives you online access to your card account information and statements. You can complete both of these actions using the US Bank Access Online website. The URL for the website is: www.access.usbank.com.

Here's the home page.:

You will use this area to log in and access your account after you have registered your card.

The Organization Short Name is: CO

Step One: Activating the card

You have two options to activate your card:

- Call the number on the activation sticker on your card. Follow the prompts:
    - Provide the card number and expiration date.

- Zip Code – This is where the card was mailed.
- Last four of SSN – You will enter **9999** (The State has elected not to use SSN in any capacity.)
- Enter business phone number.
- Access and Accept the terms. (THIS IS OKAY.)
- Enter 4-digit PIN (Please note Purchasing will never have access to this information.)

OR

- Go to Access Online and click on "Activate Your Card".
  - Provide the card number, expiration date, and last 4 digits of your work phone number.
  - An email confirmation will be sent to you with a Passcode. Enter the Passcode.
  - Follow the prompts to set up a PIN.

Step Two: Registering the card

From the Access Online website,

1. Click on the Register Online link
2. Registration Home Page
   - Enter the Organization Short Name: CO
   - Enter the card account number and the expiration date.
   - Click on "Send a Code". The code will be sent to your RRCC email address.
3. Passcode screen: Enter the One-Time Passcode from the email and click "Continue"
   - Access Online Terms of Service screen: Review and accept the terms. (THIS IS OKAY.)
   - Click "I Accept"
4. Password and Contact Information screen:
   - Enter the UserID you want to use.
   - Enter the Password you want to use following the required parameters.
   - Choose your Authentication questions.
   - Enter your Contact Information using the **RRCC business address, phone and email**.
   - Click "Continue"
5. Enhanced Security Authentication screen: This is where you will set up your 2-factor authentication preferences. A secondary passcode will be sent to you each time you access your account.
   - For Text Me a Passcode, it will be sent to the number you provide.
   - For Email Me a Passcode, it will be sent to your RRCC email.
6. You should now be on your account home page. It looks something like this:
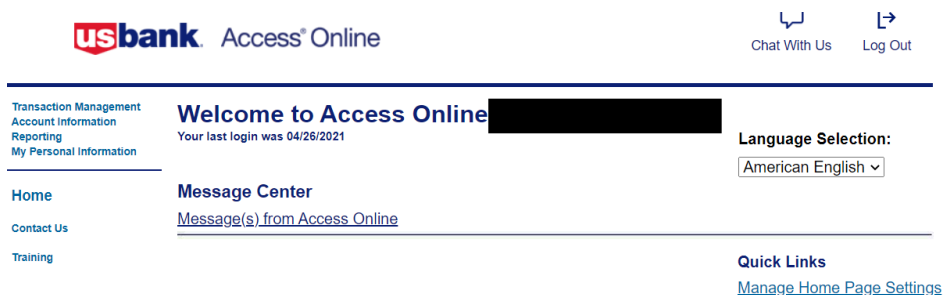
7. Log out
8. Bookmark the log-in page

USING ACCESS ONLINE

US Bank's online system is called Access Online. You can access your statements, see transactions and set up preferences for notifications using the links found on the left side of the home screen.

Transaction Management is where you find your individual transactions*.*

- Choose Transaction Management, then Transaction List to see your transactions

NOTE: You may see references, buttons and links for reallocating transactions, but this is not the case for RRCC. You will continue to allocate your PCard using Banner.

Account Information is where you find your statements and account profile.

My Personal Information is where you set up your account preferences.

Please note the following regarding changes to "My Personal Information":

- Contact Information – DO NOT change unless you need to fix something, this should be your RRCC address and work phone number.
- Manage Account Access – Is to be used if you have multiple card accounts.
- Manage Accounting Code Favorites – DO NOT USE, not applicable to RRCC.
- Account Alerts – Set up alerts and notifications using text/email.

Setting up Alerts
- Enter the email and mobile phone number you want to use.
- Choose when you want to receive alerts. You can choose to receive them at any time, or during a specified time period, such as during business hour only.
- Choose the alerts types under each tab that you want to receive and the method (email or text).
  - If you elected to receive text alerts, you will receive a confirmation text. Respond back with "Agree" to complete the set up.
- Review and accept the Terms and Conditions.
- Submit.

Alert Types

	Email	Text
Fraud Alerts	**Event Alerts**	**Purchase Alerts**

Enrolling into an alert prevents others from enrolling into same alert for this account.

Alert Type	Email	Text
Suspicious activity is detected on enrolled accounts	☐	☐

Suggested alert types:
- Under the Fraud tab:
  - Suspicious activity (the only option)
- Under the Event tab:
  - Card is requested
  - Credit limit is changed
  - Personal Information is changed
  - PIN on my card is changed
- Under the Purchase tab:
  - Purchase is declined
  - Purchase is made outside the selected country (choose US)

You may choose others that you think would be helpful in the management of your card.

MONTHLY STATEMENTS

Cardholders are responsible for downloading their own monthly statement from US Bank. Monthly statements are available the *26th day of each month. Purchasing will send out the PCard Monthly Tidbits the day that statements are accessible on the banks' website.

> *Note that if this falls on the weekend, it may be late the following Monday or even Tuesday before statements are prepared and ready for download.

The cardholder shall reconcile the statement and provide it their Approving Official (AO) for their review and approval within 5 business days. The fully reconciled statement is due to Purchasing for auditing by the 15th of the subsequent month. For example, a statement with a cycle close of July 25th would be due to Purchasing no later than August 15th.

DISPUTE A TRANSACTION

Transaction Management is where you find your individual transactions as well as any you need to dispute*.*

- Choose Transaction Management, then Transaction List to see your transactions
- Click the Trans Date of the charge to dispute from the Transaction List
- Click Dispute at the bottom of the screen and follow any additional prompts

US BANK ONLINE TRAINING MODULES

Have any additional questions on what you can do or how to do it? Check out the US Bank online training modules provided in the menu option of your home screen under "Training".