ACCESS ONLINE

USER GUIDE

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FINANCIAL SERVICES
ACCESS ONLINE USER GUIDE

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GETTING STARTED

LOGGING IN:

1. Open your web browser and navigate to Access Online (https://access.usbank.com).

2. Type uofmb in the Organization Short Name field.
3. Type your User ID in the User ID field (not case sensitive).
4. Type your password in the Password field.
5. Click the Login button.
Note: The first time you log in you must also view and respond to the licensing agreement. Click I Accept to continue.

Tips!
- For security reasons, do not use the browser back button. You will receive a message that your “Web page has expired”.
- If you forget your User ID, please contact the Visa Card Coordinator at 474-6090.
1. At the Login page, type uofmb.
2. Type your UserID in the UserID field.
3. Click the **Forgot your password?** Link. The Forgot Password page displays.

4. Type the answer to your authentication question in the Enter the Response to Your Authentication Question field.
5. Click the **Continue** button. The New Password page displays.
6. Type a new password in the Enter New Password field.
   - Your password must be 8-20 alpha/numeric characters with 1 alpha and 1 numeric character.
   - You cannot reuse a previous password for 12 months.
7. Confirm your new password by typing it a second time in the Re-enter New Password field.
8. Click the Save button.

Tips:
- Click on forgot your Password link. If you have three consecutive failed attempts to log in to Access online, then your account will become inactive. Contact US Bank support desk (1-888-994-6722) to reset your password.
- Every 60 days the Login: New Password screen displays and you must change your password.
LOGGING OUT:

1. On any screen, click the **Logout** button in the right right-hand corner of the screen. The Login page displays.

**Tip!** For security reasons, if you do not perform any task in Access Online for 15 minutes a warning message displays that lets you resume your session or log out. The system will log you out automatically if you do not respond to the warning message.
1. On the Left-Column Navigation Bar on any screen, click **My Personal Information**.
2. Click the **Password** link on the Left-Column Navigation Bar or on the screen.

3. Type your current password in the Current Password field.
4. Type a new password in the Enter New Password field (8 – 20 alpha/numeric characters that have not been used in the last 12 months).
5. Confirm new password by typing it a second time in the Re-enter New Password field.
6. Click the **Save** button.
1. On the Left-Column Navigation Bar on any screen, click **My Personal Information**.
2. Click the **Password** link on the Left-Column Navigation Bar or on the screen.

![My Personal Information](image)

3. Select an authentication question from the Authentication Question dropdown list.

![Authentication](image)

4. Type the response to the authentication question in the Authentication Response field.
5. Click the **Save** button.
1. On the Left-Column Navigation Bar on any screen, click **My Personal Information**.
2. Click the **Contact Information** link on the Left-Column Navigation Bar or on the screen.
3. Review and update any fields that are not correct.
4. Click the **Save** button.
EMAIL NOTIFICATION

2. Click the Email Notification link under Contact information in the center of the screen.

3. Enter your email address in the email address field to receive email notification.
4. Click the drop down box under Status. Click **Enabled** to receive email notifications when a statement is available on Access Online.

5. Click the **Save** button.

### Statement Notification
Select accounts below to receive email notification when a statement is available in Access Online.

Accounts associated directly to this user id:

<table>
<thead>
<tr>
<th>Status</th>
<th>Account Number</th>
<th>Account Name</th>
<th>Account Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td>4715</td>
<td>DIANNE A DUGAL</td>
<td>Cardholder</td>
</tr>
</tbody>
</table>

Accounts viewed through assigned hierarchies: [Add Managing Accounts][1]  
[Add Cardholder Account][2]

Remove Account Number Account Name Account Type

Save
1. On the Left-Column Navigation Bar on any screen, click **My Personal Information**.
2. Click the **Account Access** link in the Left-Column Navigation Bar or on the screen.

3. The following information is available:
   - **Organization Short Name** – Identifies your company in Access Online using a unique code.
   - **Functional Entitlement Group** – Determines the Access Online functions that are assigned to your UserID.
   - **Accounts** – Lists cardholder accounts that are assigned to you.
   - **Hierarchy** – Lists your processing and reporting hierarchy.

4. Click the **Back to Personal Information** link at the bottom of the screen.
ADD CARDHOLDER ACCOUNTS

2. Click the Account Access link in the Left-Column Navigation Bar or on the screen.
3. Click the Add Accounts link.

4. Type the account number in the Account Number field.
5. From the Account Expiration Date drop-down menu, select the month and year that the card expires.
6. Click the Add Account button.
2. Click the Manage Favorites link in the Left-Column Navigation Bar or click Manage Accounting Code Favorites on the screen.
3. Enter a number of FOAP(AL)’s to add and click the Add button.
4. Enter the information into the required fields.
5. Click the Save button.
TRANSACTION MANAGEMENT

SUMMARY OF A TRANSACTION

1. Click the account number link, if available via the Account Activity box on the Client Home page.

-OR-


2. Click the Billing Cycle Close Date for the statement you wish to view.
3. Click the Search button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the date of the transaction you would like updated.

Note: The Summary tab shows the transaction information, which includes the currency and merchant information.
1. Click the account number link, if available via the Account Activity box on the Client Home page

-OR-

On the Left-Column Navigation Bar on any screen, click **Transaction Management**. The Transaction List screen displays. Click the **Transaction List** link on the screen.
2. Click the Billing Cycle Close Date for the statement you wish to view.
3. Click the **Search** button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.

![Card Account Summary](image)

4. Click the date of the transaction you would like updated.

![Transaction List](image)

**Tip!** You can sort a transaction list by any of the underlined column headings. Click on a column heading link to sort the table by that column (i.e. click on the **Merchant** link to sort the transaction list by the merchant name from A – Z). Click the same tab a second time to sort in reverse order.
5. Click the **Tax and Allocations** tab. The Transaction Default information will appear.
6. Update the information as required e.g. Comment, FOAP (AL), 2 Alpha, 4 digits Reference number and Tax Default.

Tax Options

- Click on the magnifying glass beside Tax Default box. The Transaction Detail Search & Select Valid Value screen appears.
- Delete the contents of the box named Value.
- Click on the **Search** button. The tax options will appear on the bottom of the screen.
- Select the desired Tax Default. The result will appear in the Tax Default field on the Allocation screen.

![Select Tax Default Table]

7. Click on **Save Allocations** button at the bottom of the screen to save the changes. A message appears at the top of the screen – Request has been successfully completed.

8. Click on **Back to Transaction List** located at the bottom of the screen.

![Allocation Details]

**Tips!**

- If you make a change, always click on the **Save Allocation** button prior to leaving the screen to save your changes or you will lose all changes performed.

- For security reasons, do not use the browser back button. You will receive a message that your “Web page has expired”.
Note: A (Allocated) symbol displays in the reallocated column for the transaction.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Net Amount</th>
<th>National Tax</th>
<th>Regional Tax</th>
<th>Detail</th>
<th>Purchase ID</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,375.92</td>
<td>$1,375.92</td>
<td>$0.00</td>
<td>$0.00</td>
<td>📋</td>
<td>VQFC5A3DF2CE</td>
<td>🔄 31193</td>
</tr>
<tr>
<td>$310.14</td>
<td>$310.14</td>
<td>$0.00</td>
<td>$0.00</td>
<td>📋</td>
<td>4064162</td>
<td>🔄 31025</td>
</tr>
<tr>
<td>$310.14</td>
<td>$310.14</td>
<td>$0.00</td>
<td>$0.00</td>
<td>📋</td>
<td>4088717</td>
<td>🔄 31228</td>
</tr>
</tbody>
</table>
SPLIT A TRANSACTION TO MULTIPLE FOAP(AL)’S

1. Click the account number link, if available via the Account Activity box on the Client Home page.

-OR-


2. Click the Billing Cycle Close Date for the statement you wish to view.
3. Click the Search button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the date of the transaction you would like updated.

5. Click the **Tax and Allocations** tab. The Transaction Default information will appear.

6. Enter the number of additional lines required in the additional allocation(s) field and click **Add**. The number of additional lines requested will appear.
7. Change the dollar amount that you want to allocate to the first FOAP (AL). Update the required information (Comment, FOAP (AL), 2 alphas, 4 digits Reference number and Tax Default).

8. Enter the dollar amount you want to allocate to an additional FOAP(AL). Update the required information (Comment, FOAP(AL), 2 alpha, 4 digit Reference number and Tax Default). Repeat as required.
9. Click on the **Save Allocations** button to save the changes.
10. Click on **Back to Transaction List**.

**Tip!** Your amount remaining should always be 0.00 when complete.

**Note:** A message appears at the top of the screen that the request has been successfully completed.

**Tip!** For security reasons, do not use the browser back button. You will receive a message that you’re “Web page has expired”.
ALLOCATE MULTIPLE TRANSACTIONS TO THE SAME FOAP(AL)

1. Click the account number link, if available via the Account Activity box on the Client Home page.

   -OR-

   On the Left-Column Navigation Bar on any screen, click **Transaction Management**. The Transaction List screen displays. Click the **Transaction List** link on the screen.

2. Click the Billing Cycle Close Date for the statement you wish to view.

3. Click the **Search** button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the **Select** box(s) on the transaction(s) indicating that you want the transaction(s) reviewed.

5. Click the **Mass Reallocate** button located at the bottom of the screen.

6. Enter **100%** under the heading Alloc %. Update the required information (FOAP(AL), 2 alpha, 4 digit Reference number, Tax Default and Comment)

7. Click on **Save Allocations** button to save the changes.
8. Click on the **Yes, Save Allocations** button. The Card Account Summary with Transaction List displays.
QUICK METHOD – ALLOCATE A SINGLE OR GROUP OF TRANSACTIONS

1. Click the account number link, if available via the Account Activity box on the Client Home page

-OR-

On the Left-Column Navigation Bar on any screen, click **Transaction Management**. The Transaction List screen displays. Click the **Transaction List** link on the screen.

2. Click the Billing Cycle Close Date for the statement you wish to view.
3. Click the **Search** button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the Select box(s) indicating the transaction(s) you would like to update or Click on the Check all shown on the bottom of the screen to view all transactions.
5. Click the Reallocate button located at the bottom of the screen.

6. Update the required information (FOAP(AL), 2 alpha, 4 digit Reference number, Tax Default and Comment)
7. Click on Save Allocations button to save the changes.
DISPUTE A TRANSACTION

**Important - Please contact the Visa Card Coordinator @ 474-6090 prior to placing a dispute with US Bank**

1. Click the account number link, if available via the Account Activity box on the Client Home page.

2. Click the Billing Cycle Close Date for the statement you wish to view.

3. Click the Search button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the date link for the transaction you want to dispute.

5. Click the **Dispute Transaction** button located at the bottom of the screen. The Transaction Management: Select a Dispute Reason screen displays.

6. Click the radio button next to the dispute reason from the list below. If you need more information about this transaction, you may request a sales draft.
7. Click the **Select** button. The Transaction Management: Dispute Reason screen displays...
8. Enter the appropriate information in the required fields.
9. Click the **Continue** button. The Transaction Management: Dispute Reason screen displays with a message at the top confirming that your request has been completed.

10. Follow the instructions on the screen to **print, sign and fax or mail** the form to US Bank.
11. Click on **Transaction detail** link on the screen.
CANCEL AN UNRESOLVED DISPUTE

1. Click the account number link, if available via the Account Activity box on the Client Home page.

2. Click the Billing Cycle Close Date for the statement you wish to view.
3. Click the Search button. The transactions posted for the selected cycle date will display in a table at the bottom of the screen.
4. Click the transaction date link for the dispute transaction you want to cancel. The Transaction Management: Transaction Detail screen displays with the Summary tab open.

5. Review the dispute detail and make sure the Dispute Status is **Unresolved**.
6. Click the **Cancel Dispute** button. A confirmation message displays.

7. Type your comments in the Cancellation Comments field.
8. Click the **Yes, Cancel Dispute** button. You return to the Transaction Management Transaction Detail screen with the Summary tab open. Request has been successfully completed.
2. Click the Billing Cycle Close Date for the statement you wish to view. Click the Search button.
3. Click the Print Account Activity button. Your statement displays in a new Adobe Acrobat window.
4. Click **Print**. Obtain the necessary signatures (Cardholder/One-over-One Signing Authority), attach original receipts and forward to Financial Services.

**Tip!** Pop-up Blockers: Various actions will open new browser windows. If you use a pop-up blocker, you will need to disable it in order to view those pop-up windows.

**Note:** The statement available to you through Access Online is for information only—not for making a payment.
CARDHOLDER ACCOUNT PROFILE

1. On the Left-Column Navigation Bar on any screen, click **Account Information**.

2. Click the **Account Profile** link on the Left-Column Navigation Bar or the **Cardholder Account Profile** link on the screen.
3. Click on any of the following links available:
   - **Demographic Information** – View account name, address, and contact information.
   - **Account Information** – View the account information such as Account Status, Hierarchy Position, Cycle Date, and Open Date.
   - **Default Accounting Code** – View the default accounting code assigned to the account.
   - **Authorization Limits** – View authorization limit information such as Credit Limit, Single Purchase Limit, and Available Credit.
   - **Financial History** – View the account 12-month history, 7 year-history analysis, and 7-year history.

![Cardholder Account Profile](image)
REPORTING

CREATE TRANSACTION DETAIL REPORT

As a cardholder, you can access information on your account through the Reporting function. Currently, you only have access to the Transaction Detail report. The Transaction Detail report provides you with detailed transaction information.

To run any report, you will perform these basic steps:

- Select a report to run
- Choose the report parameters
- Run the report


2. Click on Transaction Detail link on the screen and the Transaction Detail screen displays.
To set up your report, you must set parameters in three main areas:

- **Criteria** – Criteria for the report, such as date range, merchant name, account criteria, and transaction amount that filter transactions to include in or exclude from your report.
- **Sorting parameters** – The sorting fields for the data elements you wish to include.
- **Output parameters** – Your options for viewing, printing, or exporting the report.

Example of a Standard Report would include revisions to the following defaults:

- **Date**: Select start and end dates

![Date Section](image)

- **Additional Detail**: Click on Display Transaction Comments and Display Allocation Detail

![Additional Detail Section](image)

- **Report Output**: Choose PDF, Excel or Browser

![Report Output Section](image)
3. Click the **Run Report** button. Your report displays in the output format you have selected.

**Tip!** If no data is available for the parameters you have chosen, Access Online displays a message screen. If this message screen displays, then click the X in the upper right hand corner of the message window to close the window and reset your report parameters.