



Access® Online Cardholder Guide

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Introduction

Whether you are a cardholder or a Program Administrator, getting started in Access Online is quick and easy. This user guide provides important background information about Access Online, as well as procedures to help you log in and use the system.

Access Online is a web-enabled tool that lets your organization manage your card program. Our team worked with you to implement the Access Online features and functionality that best support and enhance your processes.

How we gather and manage transaction data in Access Online

When a cardholder makes a purchase, the merchant's bank, known as the *acquiring bank*, processes the transaction by requesting funds from the bank issuing the card (known as the *issuing bank*).

The issuing bank approves or denies the authorization to complete the transaction. If the issuing bank approves the authorization, then the merchant can complete the transaction.

The Visa and MasterCard networks transfer the transaction data from bank to bank.

The payment processing system at our bank retrieves the transaction data from Visa and MasterCard via a nightly upload. We then upload the transaction data into Access Online.

Cardholders and Program Administrators log in to Access Online to access the transaction data.

Available tasks

The Access Online user interface is specific to each user, displaying links only to the functions the Program Administrator assigned to the user ID. For example, cardholders can view statements, review their account information, manage transactions, and run reports. Program Administrators can set up and manage accounts and users, manage allocation information and rules, manage approval processes, run reports, and perform other tasks to manage their programs.

Cardholder-initiated account setup, cardholder process

With the Cardholder-initiated setup process, your organization's Program Administrator sends systemic emails to a cardholder to enter their information into Access Online so that they can get a card.

To increase the efficiency of creating accounts, your organization may let you specify your contact information for your account.

In this document, you will learn how to initiate your own account setup and specify your information.

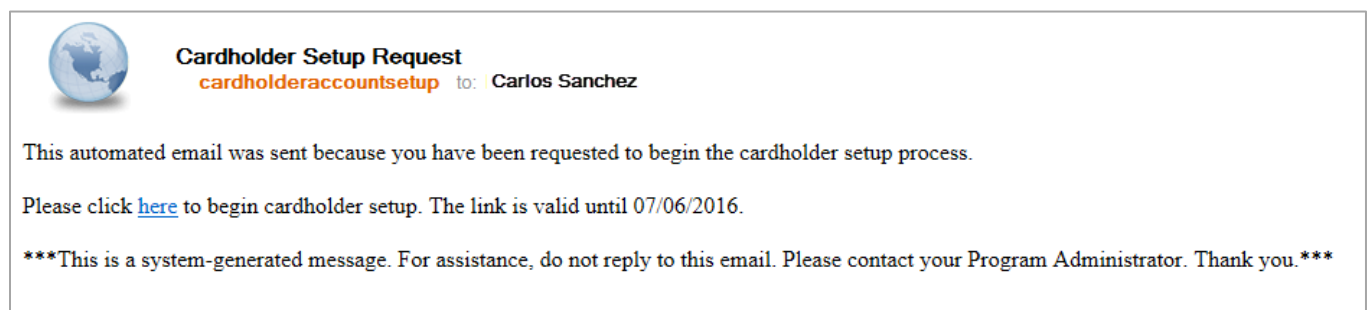
You receive two emails:

- **First email:** The first email has a link to the site (valid for 14 days).
- **Second email:** The second email has an access code.

After you finish your part of the account setup, your Program Administrator finishes the rest, such as your account limits and default accounting code.

Your Program Administrator specifies in Access Online to have the system send you two emails that you need to start the process.

Click the **here** link in the first email.



The link is valid for only 14 days.

Note the authorization code in the second email.



Cardholder Setup Request

cardholderaccountsetup to: Carlos Sanchez

This automated email was sent because you have been requested to begin the cardholder setup process.

The following is the authorization code that will allow you access to the site.

654321

If you enter the authorization code incorrectly three times, the link will be deactivated.

This is a system-generated message. For assistance, do not reply to this email. Please contact your Program Administrator. Thank you.

1. Type the authorization code.
2. Click **Submit**.

Account Setup Request

Enter the Authorization Code sent to your email address.

Authorization Code

Submit

The *Create New Account, Enter Account Information* screen displays. The fields to enter will be different depending on the type of card you will be using (e.g., a purchasing card to buy office supplies, a corporate card to purchase travel). Fields are required unless they say optional above the field.

Account Owner's Information section

Enter your demographic information. A Program Administrator may have created and applied a template to your account setup. In that case, you may find that some fields are already populated with information (e.g., a street address). You can change the information, if needed.


1. Type your last name, first name (required) and middle initial (optional).
2. Type your Social Security Number. The last 4 digits of whatever is in this field will be used when you activate your card or for verification when you call customer service. This number will be masked to only display the last 4 digits everywhere in the system.
3. Specify your mailing address. The system automatically validates the address you enter. The system displays error messages with instructions if you use invalid characters. For example, if your card mailing address is in Santa Barbara, but the ZIP code you type is for Santa Monica, then an error message displays with instructions for correcting the address.
4. Specify your email address.
5. Specify your work phone number, personal phone, and additional phone and fax numbers.
6. Type information in any of your organization's optional fields. Some organizations use one of these fields for an employee ID.
7. Type any comments. Any comments that you type are visible to your Program Administrator and any other user with access to your account. Also, any comments you type are visible on your account profile after your account is active in Access Online.

Create New Account


Enter Account Information

Account Owner's Information

Required Fields (unless noted as optional)

First Name 

MI (optional)

Last Name 

Social Security Number

Mailing Address 

Country

Address Line 1

Address Line 2 (optional)

City

State

ZIP Code

Email Address

Work Phone

Personal Phone (optional)

Additional Phone (optional)

Fax Number (optional)

Optional 1 (optional)

Employee ID (optional)

Account Owner's Information Comments (optional)


Legal Information section

Federal government regulations require banks to collect cardholder's legal information. So enter the following information. The system requires you to enter either a date of birth or legal residential address.

1. Legal first, middle and last name.
2. Date of birth
3. Legal residential address. You can use the same mailing address you entered in the prior section or a different address. Or you can select Not provided (if you enter a Date of Birth).
4. Enter comments if desired.

Legal Information

Required Fields (unless noted as optional)

Legal Name 


Legal First Name


Legal Full Middle Name (if applicable)

Legal Last Name

Date of Birth *(optional)*

mm/dd/yyyy



Legal Residential Address 

☒ Not Provided

☐ Use Mailing Address

☐ Enter a Different Address

Legal Information Comments *(optional)*

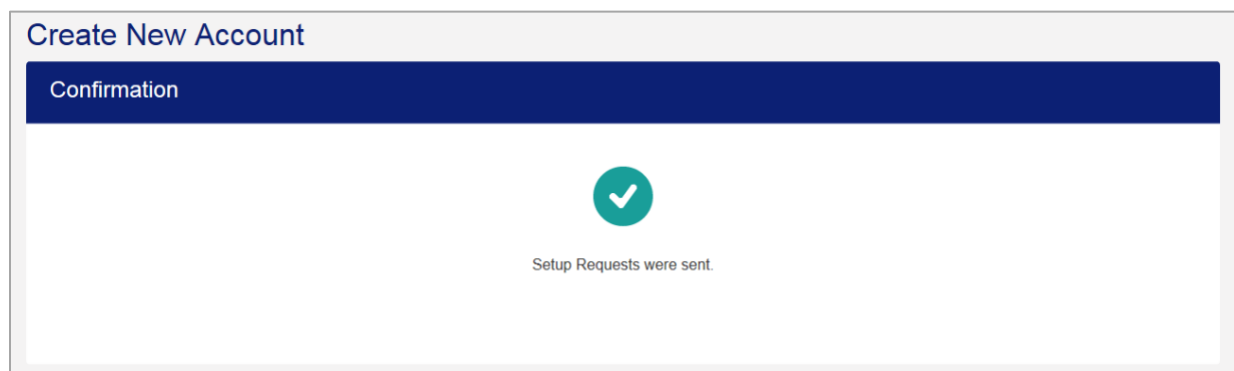
Submit

Click **Submit**. The system automatically validates the address you enter. The system displays error messages with instructions if you use invalid characters. For example, if your card mailing address is in Santa Barbara, but the ZIP code you type is for Santa Monica, then an error message displays with instructions for correcting the address.

Your organization may require you to select whether you will authorize a credit check before processing your account setup for certain types of cards (e.g., a travel card that you will be personally liable for). By selecting to authorize a credit check, you give the bank permission to obtain information about your personal credit history.

A Confirmation message displays.

Your Program Administrator can now access this information to complete your account setup. Your Program Administrator communicates your account information, including your account number, to you when the process is complete.



Card activation

Cardholders can activate their cards online or over the phone.

Card activation online

You can easily activate your card online without having to call us. If you have a card that uses a PIN, you can also specify your PIN during the activation process. You need to have a valid email address on your cardholder account in Access Online before you begin. If you do not, contact your Program Administrator. If you have three unsuccessful attempts at activating your card online, you are locked out of the process for 24 hours.

1. Get the Access Online url from your Program Administrator, from the activation sticker on your card or from your card mailer. You can also complete an internet browser search for Access Online.
2. On the Access Online login screen, click **Activate your card**.

Access Online

Contact Us
Login

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*

Login

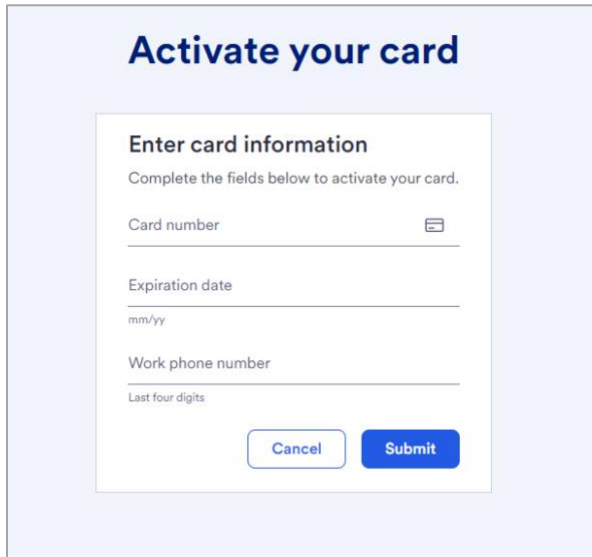
[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) [Change Your PIN](#)

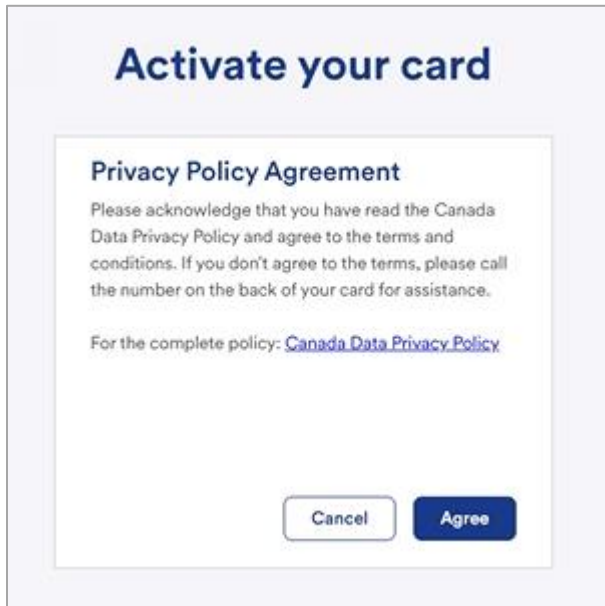
The *Activate your card* screen displays.

1. Type your 16-digit account number.
2. Specify the expiration date.
3. Specify the last four digits of your work telephone number that is listed on your cardholder account in Access Online. The last four digits of your work telephone number are ***not your PIN***.
4. Click **Submit**.



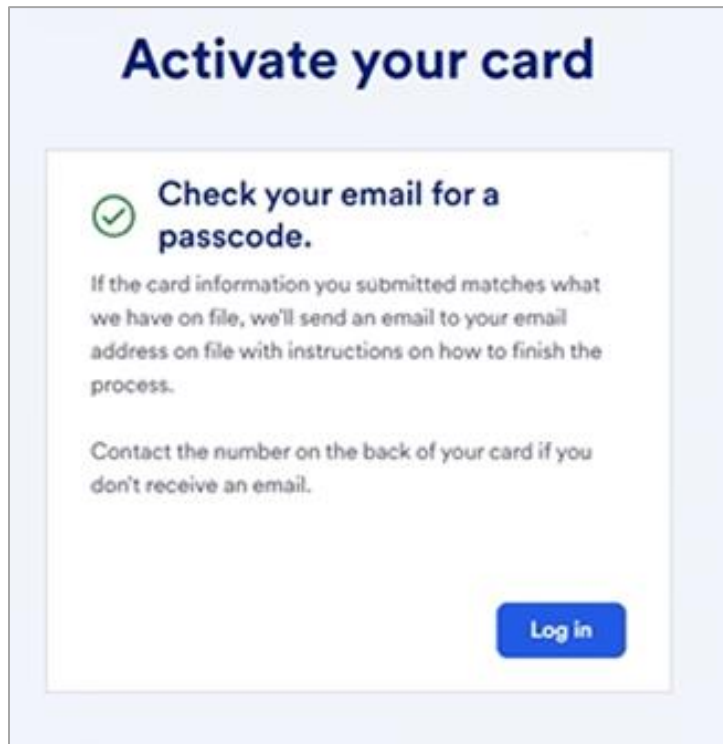
The screenshot shows a light blue rectangular frame containing a white form titled "Activate your card" in bold blue text. Below the title is a section titled "Enter card information" with the instruction "Complete the fields below to activate your card." There are three input fields: "Card number" with a card icon, "Expiration date" with a placeholder "mm/yy", and "Work phone number" with a placeholder "Last four digits". At the bottom of the form are two buttons: "Cancel" (white with blue border) and "Submit" (solid blue).

The Privacy Policy Agreement displays. Click **Agree**.

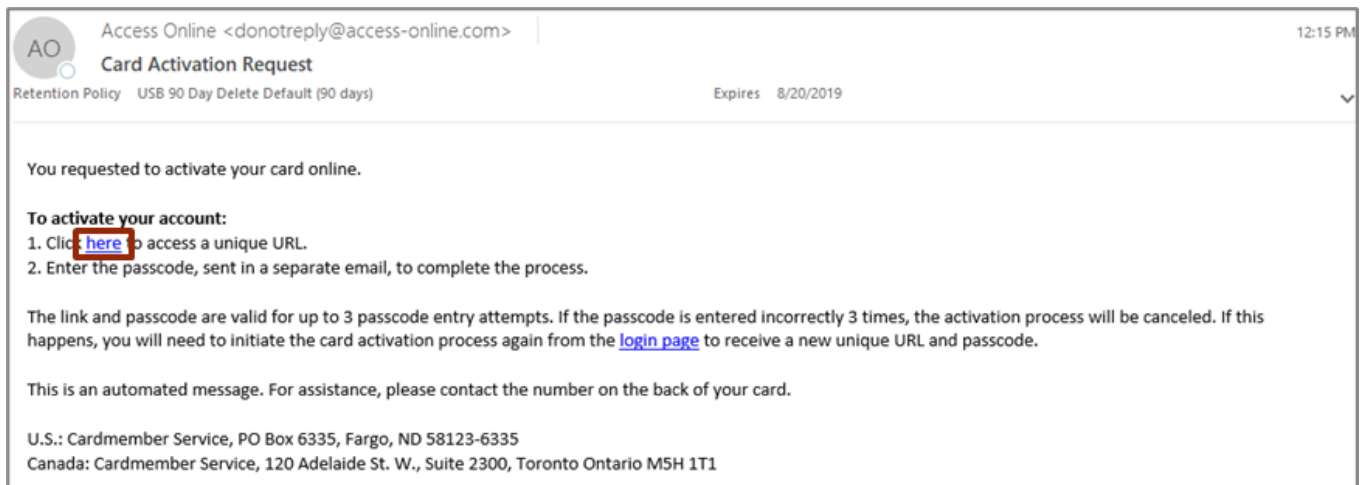


The screenshot shows a light blue rectangular frame containing a white form titled "Activate your card" in bold blue text. Below the title is a section titled "Privacy Policy Agreement" with the text: "Please acknowledge that you have read the Canada Data Privacy Policy and agree to the terms and conditions. If you don't agree to the terms, please call the number on the back of your card for assistance." Below this text is a link: "For the complete policy: [Canada Data Privacy Policy](#)". At the bottom of the form are two buttons: "Cancel" (white with blue border) and "Agree" (solid blue).

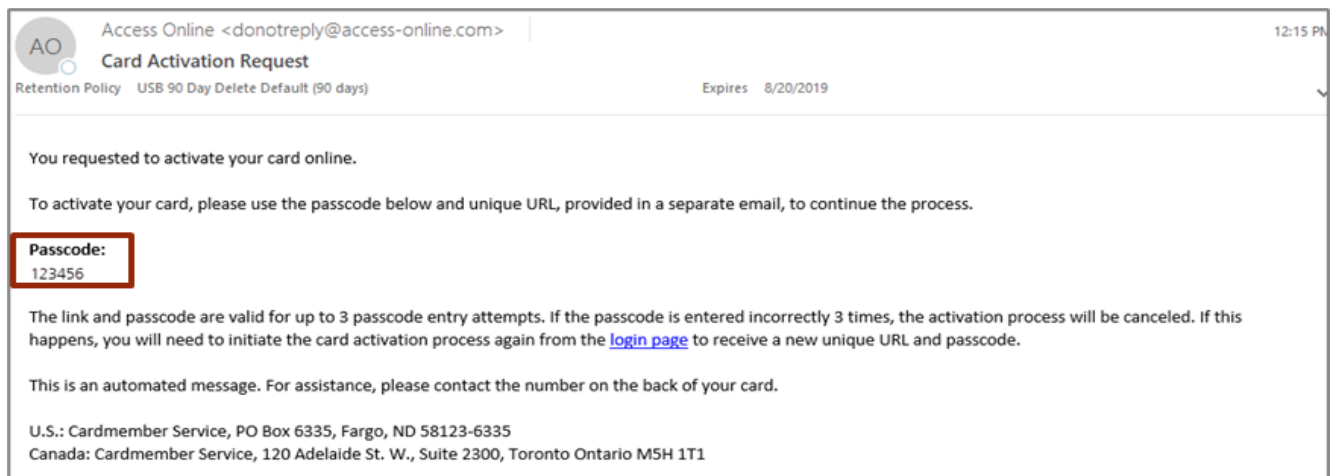
A message indicates to check your email for a passcode. Wait for two email messages to arrive.



Open the first email. Click the **here** link.



Open the second email. Copy the passcode. The passcode is a temporary passcode that you use only one time during card activation. The passcode ***is not your PIN***.



When you click the link in the email, the *Enter passcode* screen displays.

Paste the passcode. The passcode is valid to use for 20 minutes. If this time lapses, begin the process again.

Click **Submit**.

The image shows a web interface for activating a card. The main heading is 'Activate your card' in a large, bold, dark blue font. Below this is a white box containing the title 'Enter passcode' and the instruction 'Enter the passcode sent to your email address.' There are two input fields: 'Card number' which is pre-filled with '**0709', and 'Passcode' which is empty. At the bottom of the white box are two buttons: a light blue 'Cancel' button and a dark blue 'Submit' button.

The *Set PIN* screen displays.

If your card requires a PIN (e.g., you are authorized to withdraw cash or your card is an EMV card), then specify your new 4-digit PIN two times. Your PIN cannot be all zeros. It is a best practice to set up a PIN at this time even if your card will not use it much.

Click **Set PIN**.

Activate your card

Set PIN

Enter a new 4-digit PIN number to complete the activation of your card.

New PIN Show

Confirm PIN Show

[Set PIN](#)

The system displays a message that your card is now activated and can be used for purchases.

Click **Log in** if you want to log into Access Online.

Activate your card

✓ **Your card is now activated.**

Your card can now be used for purchases.

[Log in](#)

Program Administrators can track the status of card activation by running an Account List report.

Card activation by phone

You can activate your card via the Interactive Voice Response IVR system (automated phone system) by calling the phone number on the back of the card.

1. Enter your 16-digit account number.
2. Enter the 5-digit zip code that is on the cardholder account in Access Online.
3. Press 1 to activate account.
4. Enter the 4-digit activation code, last four of SSN, or last four of your employee ID that is on the cardholder account in Access Online.
5. Enter your phone number with area code to update the system records.
6. Press 1 or 2 to accept or decline terms to be sent messages on your phone.
7. Enter and confirm a 4-digit PIN.

Cardholder online registration

Cardholders can click the Register Online link on the Access Online login page to create their own user ID and password to log into Access Online. There are also other methods for cardholders to gain system access.

When you register online, you specify your user ID, specify your password, specify your contact information, and register your accounts. After you complete this process, you are ready to begin using Access Online.

Your organization may have enabled enhanced security for both the Access Online web site and the mobile app. When you register online, you may enroll in or decline the enhanced security option, as described in *Enrolling in Enhanced Security Authentication*.

If your program *does not* use online registration, then your Program Administrator has already registered you, and you can log in to Access Online right away. (Refer to the *Access Online: Navigation Basics* user guide for procedures on logging in.)

Click **Register Online**.

Access® Online

Contact Us
Login

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*

Login

[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) | [Change Your PIN](#)

The *Online Registration, Account Information* screen displays.

1. Type your organization short name.
2. Specify your account number.
3. Enter the card expiration date.
4. Click **Send a Code**.

Online Registration

Account Information

Please enter the account information below and select Send a Code. We'll use your email address on file to send you a passcode. To register additional accounts, go to My Personal Information.

* = required

Organization Short Name: *

Account Number: *

Account Expiration Date:

Month * Jan ▾ **Year *** 2019 ▾

Send a Code

[<<Back to Login Page](#)

If you make a mistake in typing your information, then Access Online displays an error message. If you receive this error message, then check your entries for formatting (e.g., that you do not have spaces in your account number), correct the information, and continue. If you cannot continue, then contact the Help Desk or your Program Administrator for assistance. If you become locked out of the registration, then your Program Administrator can unlock you.

If you do not complete a required field (designated with an asterisk on the screen), then Access Online displays the following error message: "A required field has been left blank, please complete." If you receive this error message, then check the required fields and complete the blank ones.

Wait for the passcode to arrive to your email inbox.

From: Access Online <donotreply@access-online.com>
Sent: Wednesday, August 7, 2019 9:50 AM
To: Smith, Carlos <cpsmith@acme.com>
Subject: Access® Online Passcode

Here's your passcode.

To register your account, please enter the following passcode on the Online Registration: Passcode page. The code will be active for 10 minutes.

Passcode:

123456

If you didn't request a passcode, please contact us at 800.523.9078.

We accept relay calls.

This is an automated message. For assistance, please [Contact Us](#).

U.S.: Cardmember Service, PO Box 6335, Fargo, ND 58123-6335
Canada: Cardmember Service, 120 Adelaide St. W., Suite 2300, Toronto Ontario M5H 1T1

Enter the passcode on the *Online Registration Passcode* screen. The passcode will expire in 10 minutes. You can request another passcode after one minute. If the email address on the screen does not look correct, contact your Program Administrator at your organization for assistance. A link to Send me another code lets you request a different code.

Click **Continue**.

Online Registration Passcode

A passcode was sent to your email address on file:

c****h@acme.com

The passcode will expire in 10 minutes. You may request another passcode after one minute. If this email address doesn't look correct, please contact your organization.

* = required

One-Time Passcode *

[Send me another code](#)

Continue

[<<Back to Login Page](#)

The *Licensing Agreement* displays.

1. Review the licensing agreement.
2. Click the **I Accept** button.

Licensing Agreement

Please read and accept the Licensing Agreement to continue.

Access Online Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by _____ Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by _____ Bank. The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and _____ Bank and supersedes all prior

commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

I Decline

I Accept

The *Password and Contact Information* screen displays. Required fields have red asterisks.

1. Type a user ID between 7 – 20 alphanumeric characters.
2. Your organization may use passwords or password phrases. Click the **Information** icon to find out which option your organization uses and to get suggestions and requirements.
3. Specify your password/password phrase by typing your password/password phrase two times.
4. Specify your three authentication questions and responses.
5. Specify your contact information. This includes your first name, last name, middle initial, address, city, state, zip, country, phone, fax and email.

Online Registration

Password and Contact Information

Organization Short Name: BLAFS
Functional Entitlement Group: CHF001

User ID & Password

* = required

User ID: * (7 to 20 alpha-numeric characters)

Password: *



Confirm Password: *

Authentication

Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

Authentication Question 1:

Authentication Response 1: *

Authentication Question 2:

Authentication Response 2: *

Authentication Question 3:

Authentication Response 3: *

Contact Information

First Name: *

Last Name: *

MI:

Address 1: *

Address 2:

City: *

State/Province: * Zip/Postal Code: *

Country: *

Phone Number: *

Fax Number:

Email Address: *

Continue

Cancel Registration

Passwords and password phrases

Your organization determines the expiration and complexity of your passwords. Your organization may also use password phrases instead of passwords.

Password expiration: Depending on your organization's requirements, your password may expire from every 30 days to every 365 days, or your password may not ever expire.

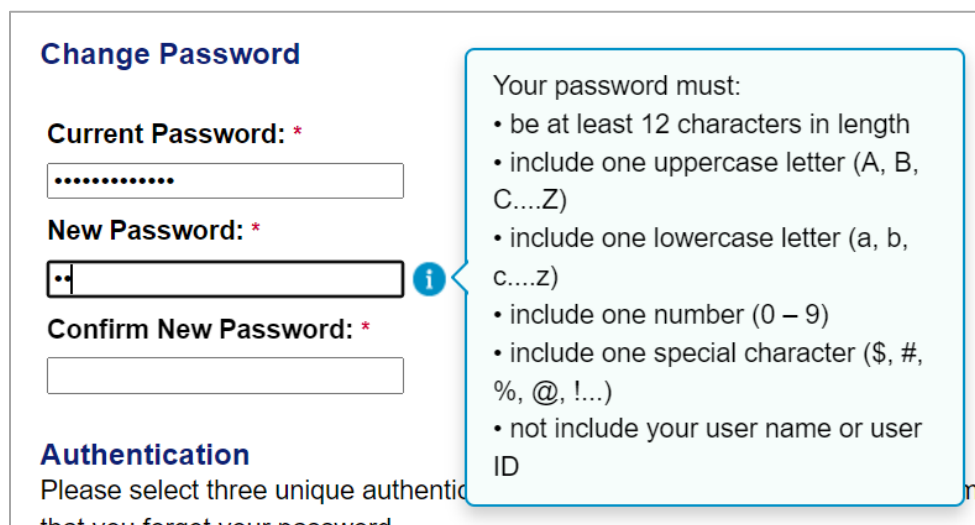
Password complexity: Your organization also controls how complex your password must be. Below are two examples.

Client A may require a password with 8 to 100 characters, including one or more letters in either upper or lower case, one or more number and one or more special character if no numbers are used. The password is case sensitive.

Client B may require a password with 12 to 100 characters, including one or more upper case and one or more lower case letter, one or more number, and one or more special character. The password is case sensitive.

All organizations use the following password restrictions. The password/password phrase:

- Must not contain four consecutive characters from your first name or your last name (not case sensitive)
- Must not contain four consecutive characters from your user ID (not case sensitive)
- Must not contain two consecutive blank spaces or a single space at the beginning or end
- The best way to find your organization's list of requirement is to hover over the information icon.



Change Password

Current Password: *

New Password: *

Confirm New Password: *

Authentication
Please select three unique authentications from the list below that you forget your password.

Your password must:

- be at least 12 characters in length
- include one uppercase letter (A, B, C....Z)
- include one lowercase letter (a, b, c....z)
- include one number (0 – 9)
- include one special character (\$, #, %, @, !...)
- not include your user name or user ID

Allowed special characters for passwords

`	-	=	'	;	/	.
'	!	@	#	\$	%	*
()	_	+	{	}	
:	?	<	>	^	~	&

Password phrases

Password phrases are phrases, instead of single words. You can include multiple words with or without spaces, but do not put a space at the beginning or end of the password phrase and do not put two spaces together. Your password phrase must be at least 14 characters long, but longer is better. Your password phrase can include numbers and special characters, but they are not required. Your password phrase should be unique, so do not use lyrics, quotations, or aphorisms.

Allowed special characters for password phrases

For password phrases, the system allows *all* special characters without restrictions.

Authentication questions and answers

Access Online requires all users to set three authentication questions and answers. This practice increases the security of system access and thus protects the account information in Access Online. If you registered online, then you set your authentication questions answers then. You can update your questions and answers at any time using the My Personal Information function. You also answer one of your questions if you use the Forgot Your Password function. Program Administrators can view, but not edit, your questions. Program Administrators cannot view your answers. Help desk staff can also see your questions, but not your answers. Help desk staff can only validate as correct/incorrect the answers you give them on the telephone.

When you are done, click **Continue**.

Online Registration

Password and Contact Information

Organization Short Name: BLAFS
Functional Entitlement Group: CHF001

User ID & Password

* = required

User ID: * (7 to 20 alpha-numeric characters)

Password: *



Confirm Password: *

Authentication

Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

Authentication Question 1:

Authentication Response 1: *

Authentication Question 2:

Authentication Response 2: *

Authentication Question 3:

Authentication Response 3: *

Contact Information

First Name: *

Last Name: *

MI:

Address 1: *

Address 2:

City: *

State/Province: * Zip/Postal Code: *

Country: *

Phone Number: *

Fax Number:

Email Address: *

Continue

Cancel Registration

Enrolling in enhanced security authentication

When you register online, you must enroll in Enhanced Security Authentication. With Enhanced Security Authentication, you request and enter a single-use passcode every time you log in to Access Online, for additional security.


Your organization may let you choose to use either your mobile telephone or your email address to receive the one-time passcode. Your organization may also have only one of those options available.

If your organization lets you choose between mobile phone and email, then you have the option to pick which one. If you select to use email, the system uses the email address already in the system. If you do not already have an email address in the system, the system prompts you to specify an email address during enrollment. Your one-time passcode arrives at your email inbox each time you log in.

Our example shows mobile phone enrollment. No matter which option you use, the overall process for enrolling is the same.

On the *Enhanced Security Authentication, Enrollment Preferences* screen:

1. Select which Enhanced Security Authentication option you want to use, text or email.
2. Click **Continue**.

A screenshot of a web form titled "Enhanced Security Authentication Enrollment Preferences". The form has a light blue header with the title. Below the title, there is a paragraph of text: "Please choose an additional method to verify your identity. You can update your preferences on the My Personal Information page." followed by a note: "Note: Mobile phone must be a U.S. or Canadian number." Below this, there is a section titled "Verify me using the following method:" with two radio button options: "Text Me a Passcode" (which is selected) and "Email Me a Passcode". At the bottom left of the form is a blue button with the word "Continue" in white text.

A screen displays for you to enter your mobile phone number or email address. It also has links to review the Privacy Policy and Terms and Conditions. These open in a new window for you to review.

Click the **Privacy Policy** link.

Enhanced Security Authentication

Text Me a Passcode

Please enter your mobile number below.

* = required

Mobile Number (U.S. and Canada only): *

By providing your mobile number, you expressly consent to receiving text messages. Message and data rates may apply and you are responsible for any such charges. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

☐ I have read and agree to the Terms and Conditions agreement. *

[Continue](#)

[<<Back](#)

The Privacy Policy displays. Review the privacy policy

Return to the Enhanced Security Authorization screen.

[Online & Mobile](#) [Checking & Savings](#) [Credit Cards](#) [Mortgage & Refinance](#) [Loans & Credit Lines](#) [Investing & Retirement](#)

Privacy

At U.S. Bancorp®, trust has always been the foundation of our relationship with customers. Because you trust us with your financial and other personal information, we respect your privacy and safeguard your information. In order to preserve that trust, the U.S. Bancorp family of financial service providers pledges to protect your privacy by adhering to the practices described below.

Consumer Privacy Policy

- [Consumer Privacy Pledge](#)
- [Exercise Your Privacy Choice](#)
- [Want to know more about Consumer Privacy Pledge](#)
- [Online Privacy and Security](#)
- [Email Preferences](#)
- [How we use your cellular phone number](#)

Contact us

[Call 800.473.6372](#)

[Find a branch](#)

On the *Enhanced Security Authentication* screen, click **Terms and Conditions**.

Enhanced Security Authentication

Text Me a Passcode

Please enter your mobile number below.

* = required

Mobile Number (U.S. and Canada only): *

By providing your mobile number, you expressly consent to receiving text messages. Message and data rates may apply and you are responsible for any such charges. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

☐ I have read and agree to the Terms and Conditions agreement. *

[Continue](#)

[<<Back](#)

The *Terms and Conditions* screen displays.

1. Review the terms and conditions for Enhanced Security Authorization
2. Click **Back to Enrollment** at the bottom of the screen.

Enhanced Security Authentication

Terms and Conditions

By providing us with a telephone number for a mobile device, including a number that you later convert to a mobile device number, you are expressly consenting to receiving communications-including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system-from us and our affiliates and agents at that number. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls for non-marketing purposes. Calls and messages may incur access fees from your mobile services provider.

Message frequency depends on your account usage. You may opt out at any time by replying STOP to the text message. By sending STOP, you agree to one additional confirmation message stating that you've opted out and will no longer receive messages from this Access Online Enhanced Security Authentication service. You must be the mobile phone account holder or have permission from the account holder to use this service. You are not required to sign this agreement as a condition of purchasing any property, goods or services. Bank and your wireless provider are not liable for any delayed or undelivered messages. Messages may be delayed or not delivered due to factors outside of the carrier's control and Bank's control. Standard text messaging fees and data rates may apply and are governed by your mobile provider.

You can manage your mobile phone and email preferences online in the My Personal Information area of Access Online. Receive additional support or help by calling 888-994-6722. Please review our [Privacy Policy](#).

[<<Back to Enrollment](#)

On the *Enhanced Security Authorization* screen:

1. Type your mobile telephone number. If you selected to use your email address, then the system uses the email address in the system or prompts you to specify your email address.
2. Select **the I have read and agree to the Terms and Conditions** agreement check box.
3. Click **Continue**

Enhanced Security Authentication

Text Me a Passcode

Please enter your mobile number below.

* = required

Mobile Number (U.S. and Canada only): *

By providing your mobile number, you expressly consent to receiving text messages. Message and data rates may apply and you are responsible for any such charges. Please review our [Privacy Policy](#)

You must view and agree to the [Terms and Conditions](#) before continuing.

☒ I have read and agree to the Terms and Conditions agreement. *

Continue

[<<Back](#)

The *Enhanced Security Authentication Passcode* screen displays with a field to enter the one-time passcode. The passcode expires in 10 minutes. You can click the Send me another code link to send another code after one minute.

Wait for the passcode to arrive to your mobile telephone or your email inbox.

Enhanced Security Authentication Passcode

Please enter the code we sent to your mobile number. It will expire in 10 minutes. You may request another code after one minute.

*= required

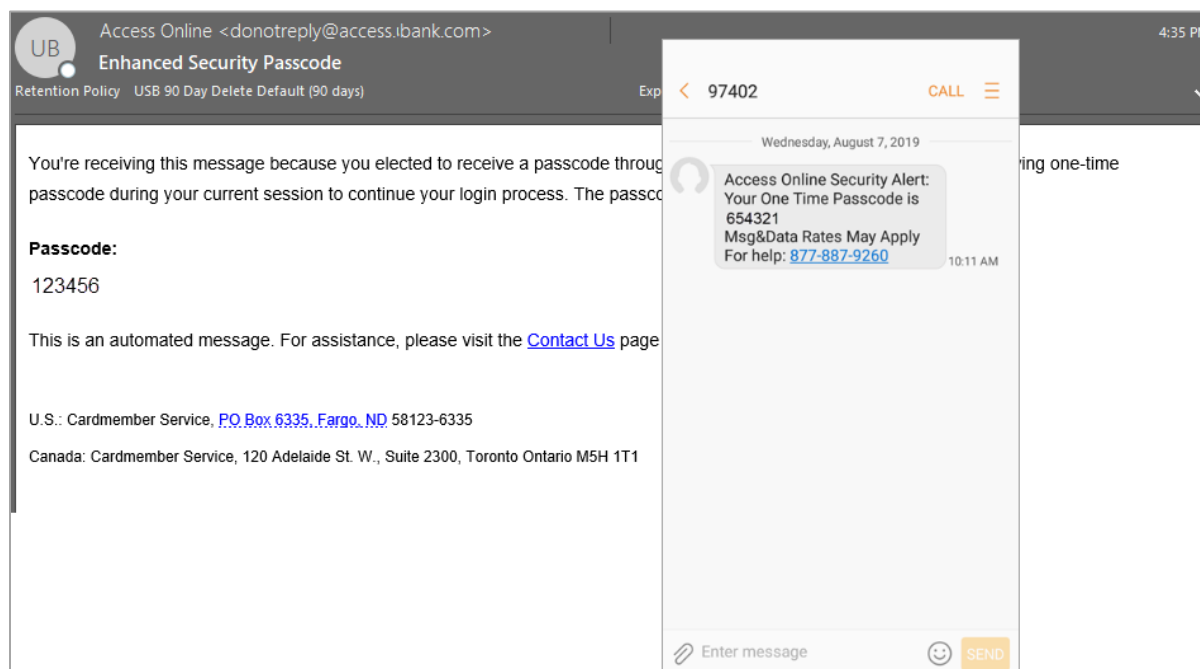
One-Time Passcode:*

[Send me another code](#)

[Continue](#)

[<<Back](#)

Go to your email or text and locate the email from Access Online. Note the passcode.



Return to the *Enhanced Security Authentication Passcode* screen and enter the passcode.

Click **Continue**

Enhanced Security Authentication Passcode

Please enter the code we sent to your mobile number. It will expire in 10 minutes.
You may request another code after one minute.

*= required

One-Time Passcode:*

[Send me another code](#)

Continue

[<<Back](#)

The *Licensing Agreement* screen displays. Read the content. Click the **I Accept** button to accept the terms of the licensing agreement and continue.

Access® Online

Log Out

Licensing Agreement

Please read and accept the Licensing Agreement to continue.

Access Online Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by Bank. The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and Bank and supersedes all prior agreements between the parties regarding the subject matter contained herein. By logging on to Access Online and clicking the "I Accept" button, you are indicating Customer's agreement to be bound by all of the terms and conditions of the ATS and that you have the authority to so agree on behalf of Customer.

If any provision(s) of the ATS is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

Bank's failure to exercise or enforce any right or provision of the ATS shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Bank in writing.

Customer and Bank agree that any cause of action arising out of or related to this Access Online must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

I Decline

I Accept

Your Access Online dashboard screen displays. After you enroll in Enhanced Security Authorization, you request a single-use passcode each time you log in.

Access[®] Online

Partner sites ▾Need help? ▾Profile ▾Log out

DashboardAccounts ▾Transactions ▾Orders ▾Virtual payments ▾Reporting ▾

Welcome to Access Online MAE DOWD

Your last login was 01/11/2023

Message Center

Message(s) from Access Online

One Card

Account Name:MAE DOWD

Account Unique ID: ⓘ0441-9182-4760-4555

Account ID:017731777042

Account #:**3177

Account Status:Open

Current Balance:\$1,718.11

Credit Limit:\$1.00

Available Credit:\$1.00

Quick Links

[Manage Home Page Settings](#)

[Account Alerts](#)

[Manage Contact Information](#)

[Manage Email Notifications](#)

[Run Transaction Detail Report](#)

[View All Statements](#)

[View Last Cycle Transactions](#)

[View Open Transactions](#)

Current Balance is updated as of previous business day. Available Credit includes pending account activity.

Last 10 Transactions Posted

Posting Date	Merchant	Amount
07/27	MURPHY6822ATWALMRT	\$73.01
07/24	VALERO 1058	\$75.50
07/24	CHICKEN EXPRESS ROCKDALE	\$7.48
07/24	EL NOPALITO MEXICA	\$10.65
07/24	EXXONMOBIL 47624986	\$6.69
07/24	EXXONMOBIL 47624986	\$80.50
07/21	AMIGOS Y FAMILIA	\$10.11

?

1

Login process

Learn the steps for logging into Access Online and an explanation of passwords, authentication questions and enhanced security.

To log into Access Online, you need the URL address for the web application. You can search for Access Online using your internet browser. You also need your organization shortname, which is an abbreviation of your organization's name.

If a Program Administrator set up a user profile for you instead of having you set up your own through cardholder online registration, the first time you log in to Access Online, you must complete the following steps. For more information about these steps, refer to the Cardholder online registration section of this document.

- Change your password
- Specify authentication questions and answers
- Enroll in enhanced security
- View and respond to the licensing agreement

On the *Access Online Login* screen:

1. Type your organization short name.
2. Type your user ID.
3. Type your password.
4. Click the **Login button**.

If you do not remember your password/password phrase, use the **Forgot Your Password?** link as described in *Reset your password*. If you have three consecutive failed attempts to log in to Access Online, your account will become inactive. Contact your program administrator or the technical support desk to reset your login credentials.

Access® Online

Contact Us

Login

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*

Login

[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) | [Change Your PIN](#)

You may need to respond to an authentication question each time you log in.

Type the answer to one of your three authentication questions/responses, if needed.

Click **Continue**.

Login

Authentication Question

Enter the response to your authentication question. If you need assistance, please contact your program administrator.

* = required

User ID: tminerpa

Organization Short Name: blim

What was your dream job as a child? *

Continue

An *Enhanced Security Authentication* screen to verify your identity appears. It notifies you that it will either text or email you a passcode.

Click **Continue**.

Access® Online

Login
Enhanced Security Authentication

Please proceed to verify your identity.

Text Passcode
Mobile Number: *****6051

You expressly consent to receiving text messages. Message and data rates may apply and you're responsible for any such charges.

[Continue](#)

[<<Back](#)

Wait for a single-use passcode to arrive to your mobile telephone or email inbox and then go to the *Enhanced Security Authentication Passcode* screen and enter the code.

Note: The system prompts you for a single-use passcode every time you log in to the Access Online web site or the mobile app.

Click **Continue**.

Enhanced Security Authentication
Passcode

Please enter the code we sent to your mobile number. It will expire in 10 minutes.
You may request another code after one minute.

*= required

One-Time Passcode:*

[Send me another code](#)

[Continue](#)

[<<Back](#)

Your Access Online *Dashboard* screen displays. The content that displays on the cardholder *Dashboard* screen depends on your program's setup, your role, and which card type you use.

Click the **Log Out** link from any screen.

Access[®] Online

Partner sites ▾ Need help? ▾ Profile ▾ **Log out**

Dashboard ▾ Accounts ▾ Transactions ▾ Orders ▾ Virtual payments ▾ Reporting ▾

Welcome to Access Online MAE DOWD
Your last login was 01/11/2023

One Card
Account Name: MAE DOWD
Account Unique ID: ① 0441-9182-4760-4555
Account ID: 017731777042
Account #: **3177
Account Status: Open
Current Balance: \$1,718.11
Credit Limit: \$1.00
Available Credit: \$1.00
Current Balance is updated as of previous business day. Available Credit includes pending account activity.

Quick Links
[Manage Home Page Settings](#)
[Account Alerts](#)
[Manage Contact Information](#)
[Manage Email Notifications](#)
[Run Transaction Detail Report](#)
[View All Statements](#)
[View Last Cycle Transactions](#)
[View Open Transactions](#)

Last 10 Transactions Posted

Posting Date	Merchant	Amount
07/27	MURPHY6822ATWALMRT	\$73.01
07/24	VALERO 1058	\$75.50
07/24	CHICKEN EXPRESS ROCKDALE	\$7.48
07/24	EL NOPALITO MEXICA	\$10.65
07/24	EXXONMOBIL 47624986	\$6.69
07/24	EXXONMOBIL 47624986	\$80.50
07/21	AMIGOS Y FAMILIA	\$10.11

Cardholder dashboard

The cardholder dashboard displays for system users who have one or more cardholder accounts on their user profile.

The content that displays depends on your program's setup, your role, and which card type you use.

The screen displays a summary of your account information such as billing cycle close date, payment due date, balance, credit limit, and recent transactions.

Access[®] Online

Partner sites ▾Need help? ▾Profile ▾Log out

Dashboard ▾Accounts ▾Transactions ▾Orders ▾Virtual payments ▾Reporting ▾

Welcome to Access Online TONY PAULUS

Your last login was 07/18/2024

Purchasing

Switch Account

...4603 ▾

Account Name: ANTONIO T PAULUS

Account Unique ID: ⓘ 0142-5162-8003-2142

Account ID: 172246039088

Account #: **4603

Account Status: Open

Current Balance: \$0.00

Credit Limit: \$1.00

Available Credit: \$1.00

Current Balance is updated as of previous business day. Available Credit includes pending account activity.

Quick Links

[Manage Home Page Settings](#)

[Account Alerts](#)

[Manage Contact Information](#)

[Manage Email Notifications](#)

[Run Transaction Detail Report](#)

[View All Statements](#)

[View Last Cycle Transactions](#)

[View Open Transactions](#)

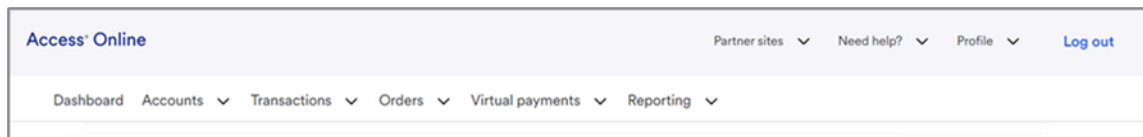
Last 10 Transactions Posted

Posting Date	Merchant	Amount
11/04	U.S. WIPING MATERIALS	\$259.08
11/04	WW GRAINGER	\$138.39
11/04	WW GRAINGER	\$559.83
11/04	WW GRAINGER	\$800.81
11/04	AMAZON MKTPLACE PMTS	\$247.35
11/04	SYX*GLOBALINDUSTRIALEQ	\$817.29
11/04	SPECIALIZED PRODUCTS CO.	\$2,986.98
11/04	SHRED IT WASHINGTON	\$198.00
11/04	WINEGARDNER MOTOR COMPANY	\$109.13
11/01	ULINE *SHIP SUPPLIES	\$168.90

Navigation menu

Depending on how your program is set up, you have different features on your dashboard.

The menu can be used to navigate to different functions within the system. The menu items you have available depends on your role and system access.



Account summary

A summary of your account displays current balance, credit limit and available credit. If you have more than one account, you can click the switch account menu and select a different account to display on the dashboard.

Purchasing		Switch Account
Account Name:	ANTONIO T PAULUS	...4603 ▼
Account Unique ID:	0142-5162-8003-2142	
Account ID:	172246039088	
Account #:	**4603	
Account Status:	Open	
Current Balance:	\$0.00	
Credit Limit:	\$1.00	
Available Credit:	\$1.00	

If you have an individually billed account, the statement balance, billing cycle close date and payment due date display. The system also provides a View Current Statement button and a Pay This Account button.

Statement Balance:	\$49.00	View Current Statement
Billing Cycle Close Date:	01/27/2025	
Payment Due Date:	02/17/2025	
Pay This Account ¹		

The last ten transactions that posted display in a table.

Last 10 Transactions Posted		
Posting Date	Merchant	Amount
11/04	U.S. WIPING MATERIALS	\$259.08
11/04	WW GRAINGER	\$138.39
11/04	WW GRAINGER	\$559.83
11/04	WW GRAINGER	\$800.81
11/04	AMAZON MKTPLACE PMTS	\$247.35
11/04	SYX*GLOBALINDUSTRIAL	\$817.29
11/04	SPECIALIZED PRODUCTS CO.	\$2,986.98
11/04	SHRED IT WASHINGTON	\$198.00
11/04	WINEGARDNER MOTOR COMPANY	\$109.13
11/01	ULINE *SHIP SUPPLIES	\$168.90

Quick links

Depending on how your program is set up, you can access key functions using quick links.

To update your settings, click the **Manage Home Page Settings** link.

Quick Links
Manage Home Page Settings
Account Alerts
Manage Contact Information
Manage Email Notifications
Run Transaction Detail Report
View All Statements
View Last Cycle Transactions
View Open Transactions

Switch the account to display as the default when you log in, if desired.

Select and deselect the options that you want to display as quick links on your home page.

Click the **Save** button.

Common quick links include:

- **Account Alerts:** quickly go to the area where you can set up to get email or text alerts for suspected fraud or other account events.
- **Manage Contact Information:** navigate to where you can update your contact information.
- **Manage Email Notification:** go to the page where you can set up to get system emails for events such as transactions waiting approval or statements available for viewing.
- **Run Transaction Detail Report:** go to the parameters page where you can run a report to get a list of transactions.

- **View All Statements:** navigate to the page that lists your last 24 statements.
- **View Last Cycle Transactions:** navigate quickly to view transactions from your last cycle date that passed.
- **View Open Transactions:** navigate quickly to view open transactions that occurred since your last cycle date.

Home Page Settings

Manage Settings

Select Account Default:

...4603 ▼

Select Quick Links:

- ☒ Account Alerts
- ☒ Manage Contact Information
- ☒ Manage Email Notifications
- ☒ Run Transaction Detail Report
- ☒ View All Statements
- ☒ View Last Cycle Transactions
- ☒ View Open Transactions

Save

For security reasons, if you do not perform any task in Access Online for 15 minutes, the system logs you out of your session automatically. A warning message displays that lets you resume your session or log out.

Resource Center

The question mark icon opens the Resource center. This icon is present on most pages and provides access to Announcements, How to guides and onboarding.

- Click **Announcements** to see system enhancement or process information. Note the number of unread announcements in red.
- Click **How-to guides** to open a list of help topics.
- Click **Onboarding** to view training information.

Welcome to Access Online TONY PAULUS

Your last login was 08/02/2024

Purchasing

Account Name: ANTONIO T PAULUS
Account Unique ID: ⓘ 0142-5162-8064-4511
Account ID: 172246039081
Account #: **4603
Account Status: Open

Current Balance: \$0.00
Credit Limit: \$1.00
Available Credit: \$1.00

Current Balance is updated as of previous business day. Available Credit is based on current account activity.

Last 10 Transactions Posted

Posting Date	Merchant	Amount
08/04	U.S. WIPING MATERIALS	\$259.08

Resource center

Announcements 1 >

How-to guides >

Quick tips

Onboarding >

When you click How-to guides, the list of topics displays. Search for a specific How-to topic or scroll the list. Click a topic link.

Welcome to Access Online TONY PAULUS

Your last login was 08/02/2024

Purchasing

Account Name:ANTONIO T

Account Unique ID: ⓘ 0142-5162-8

Account ID:1722460390

Account #: **4603

Account Status:Open

Current Balance:\$0.00

Credit Limit:\$1.00

Available Credit:\$1.00

Current Balance is updated as of previous bus account activity.

< How-to guides

Q Search

[Security questions](#)

[Email notifications](#)

[Attachments \(receipts\)](#)

[Cardholder account information](#)

[Cardholder account statement](#)

[Disputed transactions](#)

[Transaction detail report](#)

[Transaction list and details](#)

Last 10 Transactions Posted

Posting Date	Merchant	Amount
08/04	U.S. WIPING MATERIALS	\$259.08

1

?

The topic screen opens with step-by-step instructions.

The help text stays on the screen as you complete the steps.

Access® Online

DashboardAccounts ▾

Account Information

Card Account Number: ****
Card Account ID: 17224603

Statement

View account statements

▪ [Cardholder Account Statement](#)

Account Profile

View account demographic information

▪ [Cardholder Account Profile](#)

Cardholder account statement

To view a cardholder account statement:

1. On the left navigation pane, go to **Account Information**; or from the top navigation menu, open **Accounts**, and select **Account information**.

2. Select **Cardholder Account Statement**.

3. If you have access to more than one account, search for and select the account. Type % in the *Last Name* field to find all. Then select the account you want to view. If an account you have been viewing displays, skip this step or select Switch accounts and then search and select a different account.

4. Select the date link for the statement you want to view.

5. The statement pdf downloads. Locate the pdf from your computer *Downloads* folder.

6. At the top of the screen, select **Leave Account Statements** to exit.

Close

Account Alerts

Users with a cardholder account on their user profile can select to get text and email message alerts for potential fraud, account activity (e.g., credit limit change, personal information changed), and purchase alerts (e.g., mail or telephone order).

For text alerts, the user's mobile device must be connected to a US or Canadian cell phone network.

Go TO: To view and set your account alerts use your *navigation menu* and select **Profile**, then select **Notifications** and **Account Alerts**.

1. Type or update your email address in the *Email* field.
2. Type or update your mobile telephone number (for text alerts) in the *Mobile (U.S. and Canada Only)* field.
If you select alerts for your mobile number, wait for a confirmation text. Agree to the text within 72 hours to complete your enrollment.
3. Select the account you want to set the alerts for.
4. Select your preferred language.

Note: If you add your mobile number, read and accept the Terms & Conditions. If you do not accept the Terms & Conditions you will not receive mobile alerts.

Dashboard
Accounts
Transactions
Reporting
Program

Account alerts

Alert destination for all accounts

Email address is required for email alerts. Mobile number is required for text alerts. When you provide a mobile number, we'll send you a text message that needs to be confirmed within 72 hours. Fraud text alerts are sent as triggered. Event and Purchase alerts are sent between 8 a.m. and 9 p.m. CT.

Email address

Mobile number

U.S. and Canada only

To find out if your carrier is supported, [contact us](#).

Terms & Conditions

By providing your mobile phone number, you expressly consent to receiving text messages. Canadian phone numbers will automatically receive a monthly regulatory message via SMS text if they are enrolled into any text alerts. Message and data rates may apply and you are responsible for any such charges.

You must view and agree to the [Terms & Conditions](#) to submit alerts.

☐ I have read and agree to the Terms and Conditions agreement.

Account

SITHA TEST CH ALERT1 (Executive Card)

Language

American English

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

Alert type

Suspicious activity is detected on enrolled accounts

☐ Email ☐ Text

- Fraud
- Event
- Purchase
- Location

Save

Fraud alerts

Open the **Alert type** menu select **Fraud**.

Select the *Email* and/or *Text* check box to receive text and/or email alerts for an account when the system detects suspicious activity on the account.

Note: The text alerts are two-way so you can text back letting the bank know if it was you making the transaction or if it was not you making the transaction. The email alert is not two-way.

Fraud alerts include:

Suspicious activity is detected on enrolled accounts: Our systems detect any type of suspicious activity on the account.

Alert type	Suspicious activity is detected on enrolled accounts	<input type="checkbox"/> Email <input type="checkbox"/> Text
Fraud		
Event		
Purchase		
Location		
Save		

Event alerts

Open the **Alert type** menu select **Event**.

Select the *Email* and/or *Text* check box to get a notification when an event occurs on your account.

Event alerts include:

- **Card is activated:** Someone activates a card associated with this account.
- **Card is requested:** Someone requests a new card for your account.
- **Credit limit is changed:** Someone changes the credit limit in your account.
- **Daily account balance:** You want to get a daily notification of your account balance.
- **Payment is made:** Someone makes a payment on your account.
- **Personal information is changed:** Someone changes the personal information associated with your account (e.g., changes the mailing address, changes telephone number).
- **PIN on my card is changed:** Someone changes the PIN on your card.

Alert type	Card is activated	<input type="checkbox"/> Email <input type="checkbox"/> Text
Fraud	Card is requested	<input type="checkbox"/> Email <input type="checkbox"/> Text
Event	Credit limit is changed	<input type="checkbox"/> Email <input type="checkbox"/> Text
Purchase	Daily account balance	<input type="checkbox"/> Email <input type="checkbox"/> Text
Location	Payment is made	<input type="checkbox"/> Email <input type="checkbox"/> Text
	Personal information is changed	<input type="checkbox"/> Email <input type="checkbox"/> Text
	PIN on my card is changed	<input type="checkbox"/> Email <input type="checkbox"/> Text
Save		

Purchase alerts

Open the Alert type menu select **Purchase**.

Select the Email and/or Text check box to get notifications and specify notification parameters for additional alerts.

Specify any related parameters (e.g., purchase amount exceeds \$500, purchase made outside the United States or Canada).

Purchase alerts include:

- Purchase is declined: Your card is declined at purchase.
- Purchase amount exceeds: Someone makes a purchase above the limit you specify (e.g., someone makes a purchase above \$2,000).
- Balance reaches or exceeds: Your balance reaches or exceeds an amount you specify (e.g., my balance exceeds \$1,500).
- Payment is due in: Payment is due before the number of days you specify (e.g., payment is due in five days).
- Cash is withdrawn from my account: Someone withdraws cash from your account.
- Account balance is: Your account balance reaches or exceeds at amount you specify (e.g., balance exceeds \$5,000).
- Available credit is: Your available credit reaches or exceeds your specified balance (e.g., your available credit exceeds your specified balance of \$2,000).
- Purchase made via mail or telephone: Someone makes a purchase via mail or telephone (e.g., places an order for an airline ticket over the telephone).
- Purchase is made over the internet: Someone makes a purchase using the internet (e.g., purchases office supplies from a web site).
- Purchase merchant type: Someone makes a purchase at your specified merchant category groups (e.g., makes a purchase of legal services or liquor store).

Alert type

Fraud

Event

Purchase

Location

Purchase is declined

☐ Email ☐ Text

Purchase amount exceeds

☐ Email ☐ Text

Balance reaches or exceeds credit limit

☐ Email ☐ Text

Payment is due in

☐ Email ☐ Text

Cash is withdrawn from my account

☐ Email ☐ Text

Account balance is

☐ Email ☐ Text

Available credit is

☐ Email ☐ Text

Purchase is made via mail or telephone

☐ Email ☐ Text

Purchase is made over the internet

☐ Email ☐ Text

Purchase merchant type

☐ Email ☐ Text

Save

Location alerts

Open the Alert type menu select **Location**.

Select the Email and/or Text check box to get notifications and specify notification parameters for additional alerts.

Purchase alerts include:

- Purchase is made inside/outside selected states: Someone makes a purchase inside or outside your specified states (e.g., a purchase outside California, a purchase inside Hawaii).
- Purchase is made outside the selected countries: Someone makes a purchase outside your specified countries (e.g., a purchase outside the United States or outside Canada). Select up to 25 countries in which purchases are allowed.
- Purchase is made certain distance from postal code: Someone makes a purchase outside your specified distance from a specific postal code (e.g., a purchase more than 1,000 miles from 55402).

Purchase is made outside the selected countries ☐ Email ☐ Text

Search

American Samoa X Andorra X Anguilla X Antarctica X Antigua and Barbuda X Aruba X Bahamas X

Barbados X Belize X Bermuda X Bouvet Island X Cayman Islands X

Maximum of 25 countries allowed.

Purchase is made outside the selected states ☐ Email ☐ Text

This includes Canadian provinces, U.S. territories and military states

Search

Connecticut X Maine X Massachusetts X New Hampshire X New York X Rhode Island X Vermont X

Maximum of 25 states allowed.

When the user selects purchases made in the U.S., the description indicates Miles from a Zip code.

Purchase is made in ☐ Email ☐ Text

☒ U.S.

☐ Canada

Miles _____ from ZIP code _____

When the user then selects purchases made in Canada, the on-screen description changes to indicate Kilometers from a Postal code.

Purchase is made in ☐ Email ☐ Text

☐ U.S.

☒ Canada

Kilometers from Postal code

Submit your selections

Click the Privacy Policy and Terms and Conditions links and review the information.

Select the I have read and agree to the Terms and Conditions agreement checkbox.

Click the Submit button.

If you are using text message enrollment only, you can wait for a text message to arrive. Respond to the text message within 72 hours to confirm the alert setup.

You can return to **Account Alerts** screen to modify your alerts at any time. You must read and accept the terms and conditions every time you make a change. If you remove your email address or mobile telephone number, then you will deactivate all associated account alerts.

Check the **Enrollment Status Column** for the status of your enrollment:

- Pending: Your enrollment is processing in the system and is not yet complete.
- Enrolled: Your enrollment was successful.
- Enrolled by Another User: Another user with access to your account successfully enrolled you.

Cardholder account statements

You can use this quick reference guide as a fast reminder of the basic steps for viewing a statement in Access® Online. If you have access to more than one account, you can view the statements for each account you have access to.

GO TO Open **Accounts** then **Cardholder**. Click the **Cardholder account statement** link.

Program Administrators need to specify search criteria.

- Account name: Type either a partial or full account name
- Account number: Type the last 4 digits of the account number
- Filter by Purged status
- Filter by Account status

Once you have your search options entered click **Search**.

The screenshot shows a web interface titled "Cardholder statements". Below the title is a section labeled "SEARCH AND SELECT ACCOUNT". This section contains two input fields: "Account name" with the placeholder text "Partial or full account name" and "Account number" with the placeholder text "Last 4 digits". Below these fields are two dropdown menus: "Purged status" with "No filter selected" and "Account status" with "No filter selected". To the right of these dropdowns are two buttons: "Reset" and "Search". Below the search section, it says "SHOWING 0 OF 0 ITEMS". Underneath is a table header with columns: "Account", "Product (Bank)", "Status", and "Email". Each column has a sort icon (up arrow, down arrow, or double arrow). Below the table header is a light blue box with the text "Start a search to return results."

Results will appear on the bottom of the screen. Click the link of the account you want to view.

Cardholder statements

SEARCH AND SELECT ACCOUNT

Account name
Partial or full account name

Account number
Last 4 digits

Purged status
No filter selected

Account status
No filter selected

Reset
Search

SHOWING 25 OF 119 ITEMS

Account	Product (Bank)	Status	Email
Bw515 Blatest ...4024	8923	Open	marcus.d
It4596t2ocard Ch02 ...3538	4596	Open	shawna.m
It4596t2ocard Ch03 ...3546	4596	Open	shawna.m
It4596t2ocard Ch04 ...3553	4596	Open	shawna.m

Click the pdf to open a statement you would like to view or click the download option to download a copy of the statement.

Cardholder statements

Taylor Thompson ...1234 (Purchasing), Open [Switch account](#)

[Show less](#)

Account ID	Account unique ID	Managing account name	Managing account ID	Managing account unique ID
1234 1234 1234	1234 1234 1234 1234	Jewelliana Marquesaeziz...9998	1234 1234 1234	1234 1234 1234 1234

Statements can't be used for remittance of payment. Statements are for display purposes only.

2025

April 5

Download

February 5

Download

March 5

Download

January 5

Download

2024

December 5

Download

October 5

Download

August 5

Download

June 5

Download

April 5

Download

February 5

Download

November 5

Download

September 5

Download

July 5

Download

May 5

Download

March 5

Download

January 5

Download

December 5

Download

October 5

Download

August 5

Download

June 5

Download

November 5

Download

September 5

Download

July 5

Download

May 5

Download

Privacy

The statement displays as a PDF copy of the actual statement for viewing only (not payment). The statement contains:

- Cardholder account number
- Amount due
- Account activity, such as posting date, description, transaction reference number, and transaction amount
- Customer service information
- Account balance

Cardholder account profile

You can easily view information about your account using the account profile function. You can view:

- **Account Overview:** This section includes your account status, credit and balance information, and expiration date. This section also includes a button that lets you send the card security code to your secure email address. You can also view financial history and statements from this section.
- **Account Owner's Information:** This section shows your contact information.
- **Training Certificate:** This section lets you and your Program Administrator view and manage your training certificates.
- **Account Details:** This section shows the default cycle day and expiration date. This section also shows convenience check information, reporting hierarchy, and active dates for the account.
- **Default Accounting Code:** This section shows the default accounting code for the cardholder account.
- **Authorization Limits:** This section includes the credit limit, as well as optional velocity limits and merchant authorization controls (e.g., block airline purchases).

Your organization may have created custom fields to use in account administration and transaction management. If your organization has created these custom fields, then these fields display in your account profile in the section that your organization assigned them to.

Account Owner's Information

Social Security Number
--

Mailing Address
200 S 6TH ST
EP-MN-L28C
MINNEAPOLIS, MN 554021403
USA

Email Address
JEAN.ZETTERWALL@USBANK.COM

Work Phone
612-973-1504

Personal Phone
612-973-1504

Additional Phone (optional)
000000000

Fax Number (optional)
9999999999999999

Test (optional)
--

List 35 (optional)
--

Test Custom (optional)
--

BLA Numeric 10 (optional)
--

TestOpt1 (optional)
OPTIONAL 2

TestOpt2 (optional)
OPTIONAL 1

Identification Number (optional)
--

Account Owner's Information Comments (optional)

[Show Comments History](#)

Select an account

You can easily navigate to the accounts you have access to.

GO TO Open the Accounts menu, select Cardholder and then click the Cardholder account profile link.

The types of accounts that display depend on your role and access levels. If you have only one account, then you go to directly the profile for your account.

The *Search and Select an Account* screen only displays if you have access to more than one account.

1. Specify search criteria.
2. Click the product name link for the account you want to view.

Account Information

Search & Select a Cardholder Account

Cardholder Account Search

Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number.

You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number (Last 4):

Account Unique ID: 

OR

Last Name (or Vehicle Name): First Name:

OR

Social Security Number:

OR

[Search](#)

Records 1 - 4 of 4

Product Name	Cardholder Name	Account Number	Account Unique ID	Account Status	Status Description
Corporate Card	ADAM TESTER	*****3896	0142-3107-1868-0763	-OPEN	-OPEN
Corporate Card	ADAM TESTER	*****6695	0142-3107-1807-4290	-OPEN	-OPEN
Corporate Card	ADAM TESTER	*****6620	0142-3107-1828-9498	-OPEN	-OPEN
Corporate Card	STACEY L TESTER	*****8066	0142-3107-1803-2491	-OPEN	-OPEN

Records 1 - 4 of 4

View your account profile

The *Cardholder Account Summary* screen displays. Click **View Account Profile**.

Cardholder Account Profile

Cardholder Account Summary

Card Account Number: *****8485, PCARDR41 ADMINCTEST
Card Account ID: 212340000107

[Switch Accounts](#)

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

[View Account Profile](#)

View account information such as Account Owner Details, Account Details, Default Accounting Code, Authorization Limits.

[Account Authorizations](#)

View Account Authorization information such as Request Type, Request Source, MCC, and Transaction Amount.

Account Overview

Open the *Account Overview* area to view your account status, credit limit, available credit, and expiration date. The fields that display depend on the type of card (e.g., purchasing, corporate) and the fields that your organization selected to use.

Account overview section details:

- On any screen, click an *i* icon for additional information.
- Click **View Financial History** to view statistics on the account's financial history.
- You can also view payment information, including statement balance, current balance, and statement close date.
- Click **View Statements** to view a PDF of your statement.
- If you have a secure email address on file for your virtual (e.g., nonplastic) account, then click **Send Card Security Code** to have Access Online email you your card security code.

The Send Card Security Code button displays only if your account is virtual and does not have a plastic card.

Account Profile

[Switch Accounts](#)

ADAM TESTER

Product

Corporate Card

Account**Unique ID:** 0142-3107-1868-0763 ⓘ**ID:** 1173-1000-0090**Number:** **3896**Processing Hierarchy** ⓘ[Show All Hierarchy Names](#)

1423-0540-11517-00000-0000

Managing Account**Name:** 1423LMC CCARDBLATEST**Unique ID:** 0142-3108-1800-3100 ⓘ**ID:** 1121-5200-0261**Number:** **7457**Organization Name (optional)** ⓘ

BLLMC

Optional 1 (optional)

ALL LOWERCASE

Optional 2 (optional)

TEST3

Account Overview

Summary ⓘ

Account Status Open

Credit Limit \$1

Available Credit \$1

Single Purchase Limit \$0

Expiration Date 11/2021

[View Financial History](#)[Send Card Security Code](#)**Payment Information** ⓘ

Statement Balance --

Current Balance \$0.00

[View Statements](#)[+ Account Owner's Information](#)[+ Training Certificate](#)[+ Account Details](#)[+ Default Accounting Code](#)[+ Authorization Limits](#)[Cancel](#)[Submit](#)

Depending on your card type and organization, a **Pay This Account** button displays that lets you access the Account Pay function. You can use the Account Pay function to easily, quickly and securely make electronic payments without leaving the Access Online system. Refer to the *Account Pay* section for more information.

Account Profile

Switch Accounts

+

CARLOS SANCHEZ

-

Account Overview

Summary ⓘ

Account Status

Open

Credit Limit

\$1

Available Credit

\$1

Single Purchase Limit

\$1

Cash Withdrawal Limit

0 %

Expiration Date

02/2024

View Financial History

Send Card Security Code

Payment Information ⓘ

Statement Balance

\$0.00

due on 12/31/9999

Current Balance

\$0.00

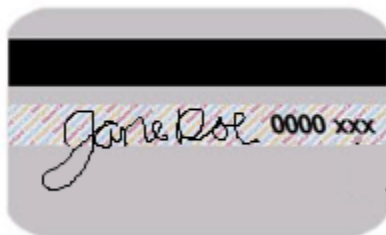
Statement Close Date

09/09/2020

Pay This Account¹

View Statements


You may have a **Send Card Security Code** button you can click if you have a cardless account and need the cvv, or security code. The card security code is a three- or four-digit code near the signature line on the plastic card. The merchant asks for this number to ensure that the user is the authorized cardholder.



When you need to have the card security code, you can simply click the **Send Card Security Code** button to have the system securely email the code to you. Your Program Administrator may have specified a secure email address if you will make purchases without presenting a plastic card (e.g., over the telephone, via the internet) or using a Virtual Pay pre-authorized limit account. This field is blank if your Program Administrator has not specified a secure email address for you.


Account Owner's Information

Open the *Account Owner's Information* area to view your contact information. Any comments that your Program Administrator has typed during the creation or modification of your account display.

 Account Owner's Information	
Social Security Number --	
Mailing Address 200 S 6TH ST EP-MN-L28C MINNEAPOLIS, MN 554021403 USA	
Email Address ADAM.TESTER@ACME.COM	
Work Phone 444-444-4444	Personal Phone 333-333-3333
Additional Phone (optional) 0000000000	Fax Number (optional) 9999999999999999
AZEIN --	
Identification Number (optional) --	
Account Owner's Information Comments (optional) <div></div>	

Account Details

Open the *Account Details* area to view details such as your cycle day, open date, organization name, convenience check status, maintenance date, and active dates.

 **Account Details**

Cycle Day ⓘ
19

Open Date
09/09/2013

Maintenance Date
04/10/2018 15:27:56
Update method: Online

Activated
No

Physical Card & PIN

Physical Card
No

Checks

Checks
No

Reporting Level ⓘ
[Show All Hierarchy Names](#)

Level 1 39709	Level 2 41453	Level 3 00000	Level 4 00000	Level 5 00000
Level 6 00000	Level 7 00000			

Account Active Dates ⓘ
Start Date (optional) ⓘ **End Date (optional)** ⓘ
-- --

Account Details Comments (optional)

[Show Comments History](#)

1. Select **Yes** from the *Order Checks* drop-down list.
2. Click **Submit**. After your Program Administrator approves or rejects your request, the system sends you an email update.

Default Accounting Code

The default accounting code is the accounting code the system assigns to your transactions when your transactions enter Access Online. The segment name, length, and values are entirely unique to your organization.

Open the *Default Accounting Code* area to view your default accounting code. The fields that display depend on your organization's accounting code structure.

Some organizations do not use this area in Access Online.

Authorization Limits

Open the *Authorization Limits* area to view the limits set on your account, such as single purchase limit and daily dollar.

You can also see any merchant authorization controls attached to your account, such as airline purchases being blocked.

Authorization Limits

Single Purchase Limit ⓘ Cash Withdrawal Limit (%) ⓘ
 \$1 0

Use Values from Managing Account? ⓘ
 Single Purchase Limit Velocity Limits Merchant Authorization Controls
 Yes Yes Yes

Velocity Limits ⓘ

Daily Dollar Amount Total
 \$0 \$0

Cycle Dollar Amount
 \$0 \$0

Monthly Dollar Amount
 \$0 \$0

Quarterly Dollar Amount
 \$0 \$0

Yearly Dollar Amount
 \$0 \$0

Daily Transaction Limit Total
 0 0

Cycle Transaction Limit
 0 0

Monthly Transaction Limit
 0 0

Quarterly Transaction Limit
 0 0

Yearly Transaction Limit
 0 0

First Fiscal Month
 January

Custom Velocity Limit ⓘ

Custom Dollar Amount Total Custom Transaction Limit Total
 \$0 \$0 0 0

Custom Start Date
 --

Define Cycle by: End Date
 --

Define Cycle by: #Days
 --

Merchant Authorization Control (MAC) : Existing Controls

Control and Description	Single Purchase Limit	Authorization Action	Use Managing Account MAC as MAC	Action
MCCG19 (Standard) MEMBERSHIPS, ETC	\$0	Approve	No	
MCCG14 (Standard) MISC. SERVICES	\$0	Approve	No	

Authorization Limit Comments (optional)

Cancel

Transaction management legacy view

You can easily use Access Online to view and manage your transactions. You can view a list of transactions for 13 months, including the current (open) billing cycle and the past 12 closed billing cycles. You can also view and modify the details of transactions. During the current cycle and for a number of days following the close of that cycle (established during program implementation), you can mark transactions as reviewed, reallocate transactions, enter line item data, and enter transaction comments. Only the functions you have access to display when you log in and access the transaction management function.

You begin all transaction management function on the transaction list. The information that displays in Card Account Summary area depends on your program setup and access rights. The columns, buttons, functions, and information that displays on the transaction list varies by organization. From the transaction list, you can review, approve and reallocate transactions.

Go to: Open the Transactions menu and select Transaction management.

Click **Transaction List** to view transactions for a cardholder account.

Transaction List
View, review, allocate/reallocate and add comments to transaction information.

[View Previous Cycle](#)
Presents the Transaction list for the previous cycle.

[View Pending Transactions](#)
Presents the pending transactions list.

[View Unmatched Transactions](#)
Presents the unmatched transactions list.

Search for cardholder account

If you have access to more than one account, you can easily search and select the cardholder account that you want to work with. If you have access to just one account, then you do not need to search and select an account. You go directly to your account when you navigate to **Transaction Management** and the **Transaction List** link

You can search for a cardholder account by using cardholder information.

On the *Transaction Management: Search and Select an Account* screen, specify search criteria. Choose from one method:

- Type the last four digits of the cardholder's account number in the *Account Number (Last 4)* field.
- Type the cardholder's last name and/or first name in the *Last Name* and/or *First Name* fields. You can enter a first name, but you cannot search by first name alone.
- Type the cardholder's social security number in the *Social Security Number* field.
- Type a % symbol in the Last Name field to list all cardholders.

Click the **Search** button.

Transaction Management

Search & Select an Account

Cardholder Account Search

Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number.
You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number (Last 4):

Account Unique ID: ⓘ
OR

Last Name (or Vehicle Name): **First Name:**
OR

Social Security Number:
OR

Search

A list of cardholder accounts that match your search criteria displays at the bottom of the screen. If only one account matches your criteria, you go directly to the transaction list for that account. Click the link in the *Product Name* column for the cardholder account you want.

Transaction Management

Search & Select an Account

Cardholder Account Search

Search for an account by Cardholder Account Number, Account Unique ID, Name, or Social Security Number.

You can also find a cardholder account by first [Searching for a Managing Account](#).

Account Number (Last 4):

Account Unique ID: [i](#)

OR

Last Name (or Vehicle Name): First Name:

OR

Social Security Number:

OR

Search

Records 1 - 4 of 4

Product Name	Cardholder Name	Account Number	Account Unique ID	Account Status	Status Description
Purchasing	MEGAN A ACKERMAN	*****4561	N/A		-OPEN
Purchasing	LISA ALFORD	*****4579	N/A		-OPEN
Pre-Auth Purchasing	PURCHASING WEST	*****7629	N/A		-OPEN
Purchasing	JAMES M ARENA	*****4587	N/A		-OPEN

Records 1 - 4 of 4

The *Transaction Management: Card Account Summary with Transaction List* screen displays.

Transaction Management

Card Account Summary with Transaction List

Product: Purchasing Card *****1234 SAMPLE ACCOUNT

[Switch Products](#)
[Switch Accounts](#)

[Trans List](#) | [Manager's Queue](#)

Card Account Summary

Account Number: ***1234

Account Name: SAMPLE ACCOUNT

Billing Cycle Close Date: Open [Search](#) [Print Account Activity](#)

☒ Open Account

[Search Criteria](#)

[Return to top](#)

[Transaction List](#)

[Return to top](#)

Records 1 - 6 of 6

[Check All Shown](#) | [Uncheck All Shown](#)

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID	Purchase ID	Attachment	Comments	Accounting Code
<input type="checkbox"/>	Pending		01/16	01/24	112 EATERY	DALLAS, TX	\$354.22		08203106188653202019-01-2400006			Add Allocation	
<input type="checkbox"/>	Pending		01/16	01/24	IDEAL DINER	ANAHEIM, CA	\$325.23		08203106188653202019-01-2400005			Add Allocation	
<input type="checkbox"/>	Pending		01/16	01/24	OFFICE DEPOT BLAT	FARGO, ND	\$87.59		08203106188653202019-01-2400004			Add Allocation	
<input type="checkbox"/>	Pending		01/16	01/24	112 EATERY	DALLAS, TX	\$354.22	CR	08203106188653202019-01-2400003			Add Allocation	
<input type="checkbox"/>	Pending		01/16	01/24	IDEAL DINER	ANAHEIM, CA	\$325.23	CR	08203106188653202019-01-2400002			Add Allocation	
<input type="checkbox"/>	Pending		01/16	01/24	OFFICE DEPOT BLAT	FARGO, ND	\$87.59	CR	08203106188653202019-01-2400001			Add Allocation	

☒ Reviewed ☐ Disputed ☐ Reallocated ☐ Trans Detail Level ☐ Upload Attachments

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 6 of 6

[Reallocate](#) [Mass Reallocate](#) [Change Review Status](#) [Approve](#) [Pull Back](#)

Card account summary with transaction list

When you select an account, the *Transaction Management: Card Account Summary with Transaction List* screen displays. There are three sections that you can expand and contract using plus and minus signs before each section heading.

- **Card account summary:** The information that displays in Card Account Summary area depends on your program setup and access rights. The system provides high level information and counts of transactions and other data. By default, the current cycle displays. You can select up to the past 12 cycle dates from the drop-down menu.
- **Search criteria:** To filter the list of transactions, you can perform a basic transaction search or an advanced transaction search.
- **Transaction list:** The system lists the transactions filtered by cycle date or search criteria entered.

Transaction list

The transaction list displays a list of transactions based on filters or search criteria entered above on a table with various columns. The columns displayed depend on the features your organization has chosen for cardholders to use. You can click a table heading link to sort the table by that column.

Select: Use check boxes to select one or more transaction and use buttons at the bottom for transaction management.

Status: Displays a D icon for disputed transactions or an R icon for reviewed transactions.

Approval Status: Displays Pending if cardholders need to approve, Approved if a cardholder has approved, Final Approved when the last approver has approved, Rejected if an approver rejected it back to the cardholder and Pulled Back if a cardholder pulled it back after approving it. This is optional functionality. Click the approval status to go to an *Approval History* tab.

Trans Date: Date the transaction occurred. Click the transaction date to go to a *Summary* tab.

Posting Date: Date the merchant sent the transaction information to the bank, and the transaction posted in Access Online.

Merchant: Merchant name. If you use enhanced supplier information (ESI), then merchants with ESI data display as a link you can click for more information. You do not perform any transaction management work on these tabs.

City/State: Merchant location.

Amount: Dollar amount of the transaction. A CR next to the amount means the transaction is a credit.

Detail: This is the level of detail that the merchant sent to the bank along with the transaction. If there is level III detail, then line item detail was provided by the merchant.

Extract: An icon displays when a transaction has been extracted into another system.

Trans Unique ID: Each transaction has its own reference number following it through the bank.

Purchase ID: Displays a purchase ID if the merchant sends it through.

Allocation: An icon displays when a transaction has been reallocated.

Attachment: A paperclip displays if your organization has turned on the attachment feature. Click the paperclip to add a receipt, invoice or other document. A pdf icon displays after one or more documents have been uploaded. Click the pdf icon to display the document.

Comments: An icon displays if comments have been added to a transaction. Click the icon to go to a *Comments* tab.

Accounting Code: Displays the accounting code for the transaction. The system has functionality where a Program Administrator can set up a default accounting code so that each transaction is automatically allocated to it upon posting. Or other automatic allocations are available through Allocation Rules Engines and Merchant Allocation Rules. Then cardholders may be able to reallocate to a different accounting code if your organization allows it. Click the accounting code to go to an *Allocations* tab.

You have two navigation options. You can click a link to go to the transaction detail tabs, or you can select a transaction and click a button.

Card account summary

The top of the screen displays the cardholder name and last 4 digits of the account number and the account ID.

- If you have access to more than one account, you can click the **Switch Account** link to go to a different card.
- If you have access to both cardholder and approver roles, you can click **Switch Role** to go to a different role.

The *Card Account Summary* area displays high level information for the cycle date, including the total number and dollar amount of transactions, approved and final approved and reallocated transactions. If you use Order Management, it also displays the dollar amount of outstanding orders and the amount of unmatched transactions.

- From the *Billing Cycle Close Date* drop down menu, select the cycle date or All for the transactions you want to view and click **Search**. You can view the current cycle plus the past 12 cycles. The transactions display on the *Transaction List* below.
- Click the **Plus Sign** icon to open *Search Criteria* section.

Transaction Management

Card Account Summary with Transaction List

Product: Purchasing Card *****1234, SAMPLE ACCOUNT
Card Account Number:
Card Account ID: 416211000908

[Switch Products](#)
[Switch Accounts](#)

[Trans List](#) | [Manager's Queue](#)

[-] Card Account Summary

Account Number: ***1234
Account Name: SAMPLE ACCOUNT

Billing Cycle Close Date: Open ▼

Open Account

Search

Print Account Activity

Search or filter the transaction list

You can search or filter the transaction list to make it easier to display or find specific transactions.

You can search or filter the transaction list using these methods:

- Billing cycle close date filter
- Basic search criteria
- Advanced search criteria
- Billing cycle close date filter

You can view transaction lists for the current open cycle and the past 12 closed cycles.

To search for a specific transaction or group of transactions, select a different billing cycle from the *Billing Cycle Close Date* drop-down list. Using Open will show all the transactions since the last cycle.

Click the **Search** button. Transactions in your selected cycle display at the bottom of the screen.

Basic search criteria

Click the Plus Sign icon to open the Search Criteria area.

The search fields available to you depend on the functions your program uses. For example, only when you use the transaction approval process does the Approval Status field display.

- Transaction Amount: Filter by dollar amount. Select a mathematical operator (e.g., \leq , \geq) from the *Transaction Amount* drop-down list. Type an amount in the \$ field.
- Purchase ID: Filter by purchase ID.
- Approval Status: Filter by approval status to quickly find transactions Pending your approval.
- Order Match Status: If you use Order Management, you can filter to quickly find transactions that are not matched to an order.
- Disputed Transactions: Filter by dispute status.
- Reallocated Transactions: Filter by reallocation status.
- Display: Select the number of transactions to display per page from the drop-down list. It automatically defaults to display 25 per page.

Click the **Search** button. The transactions that meet your selected criteria display in a table at the bottom of the screen.

Click **Advanced Search** to display additional fields, such as to search by date range or merchant name or accounting code.

The screenshot shows a web form titled "Search Criteria" with a "Return to top" link in the top right corner. The form contains several filter sections: "Transaction Amount" with a dropdown menu set to "All" and a text input field preceded by a dollar sign; "Purchase ID" with a text input field; "Approval Status" with a dropdown menu set to "All"; "Pull Back Eligibility" with a dropdown menu and an information icon; "Order Match Status" with a dropdown menu set to "All"; "Disputed Transactions" with a dropdown menu; "Reallocated Transactions" with a dropdown menu; and "Reviewed Transactions" with a dropdown menu. At the bottom, there is a "Display" section with a dropdown menu set to "25" and the text "Transactions per page". Two buttons are at the bottom: "Search" and "Reset & Search with Defaults". A link for "Advanced Search" is located in the top right area of the form.

Advanced search criteria

You can narrow your search for transactions by performing an advanced search using additional, optional search fields. For example, you can search for only approved transactions between January 12 to February 12.

To perform an advanced search for transactions, click the **Advanced Search** link.

Additional search fields display. The advanced search fields available to you depend on the functions your program uses.

Enter search criteria:

- To filter by date, specify a date type, beginning date and/or ending date.
- To filter by transaction amount, specify an amount status and type a dollar amount or range in the \$ fields.
- Specify additional search criteria (e.g., merchant name, reallocated transactions, transaction unique identifier).
- To filter by allocation values, select a segment name and type a value. You can search by multiple values for the same segment. Your unique accounting code segments populate the drop-down list.
- Select the number of transactions to display.

Click the **Search** button.

Click **Reset & Search with Defaults** to reset the advanced search fields to the default parameters.

Click **Basic Search** to toggle back to the basic search.

[-] Search Criteria

Return to top

Basic Search

Transaction Date

01/12/2018

to

02/12/2019

Transaction Amount:

All

\$

to \$

Purchase ID:

Approval Status:

Merchant Name:

Pull Back Eligibility: ⓘ

All

Disputed Transactions:

Reallocated Transactions:

Reviewed Transactions:

Transaction Unique Identifier: ⓘ

Accounting Codes ⓘ

Select a Segment, then manually enter or search for the segment value.

Segment Name 1 (Length):

Segment Value 1:

Select Segment

Segment Name 2 (Length):

Segment Value 2:

Select Segment

Segment Name 3 (Length):

Segment Value 3:

Select Segment

Segment Name 4 (Length):

Segment Value 4:

Select Segment

Segment Name 5 (Length):

Segment Value 5:

Select Segment

Display

25

Transactions per page

Search

Reset & Search with Defaults

Transactions that match your advanced criteria display at the bottom of the screen. Click a date link to view details.

If you have trouble finding a transaction, make sure you don't have a filter turned on that would filter that transaction out of the list.

[-] Transaction List

Return to top

Records 1 - 6 of 6

[Check All Shown](#)
[Uncheck All Shown](#)

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID	Purchase ID	Attachment	Comments	Accounting Code
<input type="checkbox"/>		Pending	01/16	01/24	112 EATERY	DALLAS, TX	\$354.22		08203106188653202019-01-2400006				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	IDEAL DINER	ANAHEIM, CA	\$325.23		08203106188653202019-01-2400005				Add Allocation
<input type="checkbox"/>		Pending	12/04	12/05	HOLY LAND	WASHINGTON, DC	\$439.50		08203106188653202018-12-0500008				Add Allocation
<input type="checkbox"/>		Pending	12/04	12/05	RED STAG SUPPER CLUB	WASHINGTON, DC	\$201.86		08203106188653202018-12-0500007				Add Allocation
<input type="checkbox"/>		Pending	12/04	12/05	ELEMENT WOOD FIRE PIZZA	WASHINGTON, DC	\$396.21		08203106188653202018-12-0500006				Add Allocation
<input type="checkbox"/>		Pending	12/04	12/05	HAZELS NORTHEAST	WASHINGTON, DC	\$158.57		08203106188653202018-12-0500005				Add Allocation

Reviewed
 Disputed
 Reallocated
 Trans Detail Level
 Upload Attachments

[Check All Shown](#)
[Uncheck All Shown](#)

Records 1 - 6 of 6

Reallocate

Mass Reallocate

Change Review Status

Approve

Pull Back

Print account activity

You can view and print a summary of your account activity.

To print a summary of account activity:

1. Select the cycle from the *Billing Cycle Close Date* drop-down list.
2. Click the **Print Account Activity** button. The report opens in a new window.

Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****4793, RONALD WEBSTER

Card Account ID: 172247939071

Manage | » [Trans List](#) |

[-] Card Account Summary

Account Number: ...4793

Account Name: RONALD WEBSTER

Outstanding Orders: \$0.00 0

Unmatched Transactions: \$79,829.78 202

Note: Includes unmatched portion of partially matched transactions.

Billing Cycle Close Date: Open

Search

Print Account Activity

Total Transactions: \$323.79 3

Reallocated Transactions: \$0.00 0

% Reallocated Transactions: 0.0% 0.0%

Final Approved Transactions: \$0.00 0

% Final Approved Transactions: 0.0% 0.0%

Open Account

[+] Search Criteria

[Return to top](#)

[-] Transaction List

[Return to top](#)

If your organization is based in Canada, then Canadian tax values display.

The last page of the report has signature lines.

Cardholder Activity

Name: RONALD WEBSTER

Account Number: **4793

Cycle End Date: Open

Trans Date Posting Date	Merchant Name City, State/Prov.	Transaction Total Allocation Amount	Source Currency Accounting Code	Currency Amount
12/28/2018	STAPLES	\$3.73	USD	3.73
01/04/2019	CONTRA00710004 800-5824774, CO	\$3.73	444433388810230	
01/01/2019	STAPLES	\$284.70	USD	284.70
01/04/2019	CONTRA00710004 800-5824774, CO	\$284.70	444433388810230	
01/02/2019	DBC*BLICK ART	\$35.36	USD	35.36
01/04/2019	MATERIAL 800-447-1892, IL	\$35.36	444433388810230	
Activity Totals		\$323.79	Purchases	\$323.79
			Payments	\$0.00

Cardholder Name:

Signature:

Supervisor Name:

Signature:

View transaction details

You can easily review detailed information about a specific transaction. Your screen may display allocation source information.

To view additional information that is available for a transaction, click the transaction's date link.

Transaction List

Return to top

Records 1 - 6 of 6

[Check All Shown](#)
[Uncheck All Shown](#)

Select	Status	Approval Status	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique ID	Purchase ID	Attachment	Comments	Accounting Code
<input type="checkbox"/>		Pending	01/16	01/24	112 EATERY	DALLAS, TX	\$354.22		08203106188653202019-01-2400006				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	IDEAL DINER	ANAHEIM, CA	\$325.23		08203106188653202019-01-2400005				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	OFFICE DEPOT BLAT	FARGO, ND	\$87.59		08203106188653202019-01-2400004				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	112 EATERY	DALLAS, TX	\$354.22	CR	08203106188653202019-01-2400003				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	IDEAL DINER	ANAHEIM, CA	\$325.23	CR	08203106188653202019-01-2400002				Add Allocation
<input type="checkbox"/>		Pending	01/16	01/24	OFFICE DEPOT BLAT	FARGO, ND	\$87.59	CR	08203106188653202019-01-2400001				Add Allocation

Reviewed

Disputed

Reallocated

Trans Detail Level

Upload Attachments

[Check All Shown](#)
[Uncheck All Shown](#)

Records 1 - 6 of 6

Reallocate

Mass Reallocate

Change Review Status

Approve

Pull Back

The *Transaction Management: Transaction Detail* screen displays.

To view additional details, select any of the other tabs.

Click the **Back to Transaction List** link (or the **Trans List** link to maintain your context) to return to the transaction list.

Transaction Management

Transaction Detail

Card Account Number: *****4603, ANTONIO T PAULUS

Card Account ID: 172246039071

Switch Accounts

Create

Manage

Card Acct List

Trans List

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Attachment	Accounting Code
		12/28	01/04	WW GRAINGER	877-2022594, PA	559.83		051199357		4444[333 888 10230]

Disputed

Matched

Exception

Trans Detail Level

Reallocated

Upload Attachments

Summary

Match

Allocations

Transaction Line Items

User Line Items

Tax Data

Comments

Approval History

Custom Fields

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.

To approve and forward the transaction, click "Approve."

To initiate a dispute, click the "Dispute" button.

Transaction

Date:

12/28/2018

Purchase ID:

051199357

Total Amount:

559.83

Memo Post:

Yes

Sales Tax:

31.69

Freight:

0.00

Reference Information

Billing Cycle:

Open

Posting Date:

01/04/2019

Reference Number:

24755423060730609203898

Authorization Number:

090207

Most Recent Extract Dates

Financial Extract:

01/05/2019

General Ledger Extract:

Payment Extract:

Merchant

Name:

WW GRAINGER

City, State/Province:

877-2022594, PA

Transaction Type:

SALES DRAFT

Merchant Category Code (MCC):

5085

MCC Description:

WHOLESALE INDUST SUPP

Currency

Billing Currency:

U.S. Dollar

Source Currency:

U.S. Dollar

Source Currency Amt:

559.83

Mark as Reviewed

Approve

Print Transaction

none

Dispute

Sales Draft Requests

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute

Dispute History

<< Back to Transaction List

Transaction detail tabs overview

The fields and tabs that display depend on your program setup (and the information the merchant passes with the basic transaction data):

Summary: This tab provides a quick overview of the transaction detail, including transaction, merchant, reference, extract, currency, and dispute information. You can dispute a transaction from this tab.

Match: This tab displays only if your organization uses order management or Virtual Pay. You can see if the transaction a user has matched the transaction to an order, payment request or payment instruction. You can also match on this tab.

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Allocations: This tab gives you information on the transaction's accounting code allocation. You can reallocate a transaction on the *Allocations* tab. If your organization has selected to display source information, then you can also view the allocation source (e.g., user, allocation rule) and more specific source information (e.g., user Jane Doe, system).

Tax and Allocations: This Canada-specific tab displays information in the transaction's accounting code allocations and lets you reallocate, manage tax, and add comments.

Transaction Line Items: This tab displays only if the merchant passed level III data, which includes line item details.

User Line Items: This U.S.-specific tab contains fields for you to add your own information about line items, including tax dollar values. If the merchant passed level III data (line item data), then you can use that data to automatically populate the line item fields on the *User Line Items* tab.

Tax Data: This U.S.-specific tab contains any tax information (e.g., shipping information, usage codes) the merchant passed. You can also add your own tax information. You use this tab only if your organization uses the U.S. tax management function in Access Online.

Comments: This tab lets you add comments on the transaction. Each organization customizes the available comments fields and grants access to different groups of users. You can view the history of comments for each field.

Approval History: This tab displays information on the approval history of the transaction. If you want to approve a transaction, use the *Summary* tab.

Custom Fields: If your organization has created custom fields, you can view those fields and values.












United States federal government users may be required to select values on the *Custom Fields* tab in the *889 Designation* field, the *Emergency Type Operation* field and the *Add'l Code or Event Info* field. Refer to your agency-specific documentation for details.

Dispute a transaction

You can dispute a transaction in Transaction Management.

To dispute a transaction:

Click the transaction date link for the transaction you want to dispute.

Transaction List											Return to top
Records 1 - 16 of 16											
Check All Shown Uncheck All Shown											
Select	Status	Approval Status	Match	Trans Date	Posting Date	Merchant	City/State	Amount	Detail	Trans Unique	
<input type="checkbox"/>	 	Pending	 	05/10	05/21	AIRPORT TERMINALSBLAT	HOUSTON, TX	\$303.52		0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	PERSONAL SERVICES BLAT	ANAHEIM, CA	\$65.88		0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	SPECIALTY MARKETS BLAT	DALLAS, TX	\$366.05		0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	DENTAL LABORATORY BLAT	WASHINGTON, DC	\$249.57		0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	AIRPORT TERMINALSBLAT	HOUSTON, TX	\$303.52	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	PERSONAL SERVICES BLAT	ANAHEIM, CA	\$65.88	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	SPECIALTY MARKETS BLAT	DALLAS, TX	\$366.05	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/21	DENTAL LABORATORY BLAT	WASHINGTON, DC	\$249.57	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	IMPERIAL LONDON HOTEL	BIRMINGHAM, AL	\$748.60		0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	COUNSELING SERVICES BLAT	DALLAS, TX	\$718.69		0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	GRANDE RESORT BLAT	SAN MATEO, CA	\$806.12		0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	ELECTRIC RAZOR BLAT	ANAHEIM, CA	\$371.47		0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	IMPERIAL LONDON HOTEL	BIRMINGHAM, AL	\$748.60	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	COUNSELING SERVICES BLAT	DALLAS, TX	\$718.69	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	GRANDE RESORT BLAT	SAN MATEO, CA	\$806.12	CR	0712910618	
<input type="checkbox"/>		Pending		05/10	05/17	ELECTRIC RAZOR BLAT	ANAHEIM, CA	\$371.47	CR	0712910618	
 Reviewed  Disputed  Matched  Exception  Reallocated  Trans Detail Level  Upload Attachments											
Check All Shown Uncheck All Shown											
Records 1 - 16 of 16											
Reallocate Mass Reallocate Match to Order Change Review Status Approve Pull Back											

The *Transaction Management: Transaction Detail* screen displays with the Summary tab open.

Click the **Dispute** button.

Transaction Management

Transaction Detail

Product: Purchasing Card

Card Account Number: ***** 1234, CHRIS SMITH

Card Account ID: 214035000611

Switch Products

Switch Accounts

Create

Manage

Card Acct List

Trans List

Manager's Queue

Extract Queue

Transaction Summary

Status	Match	Trans Date	Posting Date	Merchant	City, State/Province	Amount	Detail	Purchase ID	Attachment	Accounting Code
		05/10	05/21	AIRPORT TERMINALSBLAT	HOUSTON, TX	303.52				

Disputed

Matched

Exception

Reallocated

Upload Attachments

Summary

Match

Allocations

User Line Items

Tax Data

Comments

Approval History

Custom Fields

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.

To approve and forward the transaction, click "Approve."

To initiate a dispute, click the "Dispute" button.

Transaction

Date: 05/10/2019

Purchase ID: 303.52

Total Amount: 303.52

Memo Post: Yes

Sales Tax: 0.00

Freight:

Merchant

Name: AIRPORT TERMINALSBLAT

City, State/Province: HOUSTON, TX

Transaction Type: DEBIT TO PURCHASE

BALANCE

Merchant Category Code (MCC): 4582

MCC Description: AIRPORTS/TERMINALS/FIELDS

Reference Information

Billing Cycle: 05/24/2019

Posting Date: 05/21/2019

Reference Number: 74798269141141000127393

Authorization Number:

Most Recent Extract Dates

Financial Extract:

General Ledger Extract:

Payment Extract:

Fleet Information

Purchase Time: 12:00 a.m.

Purchase Type:

Service Type:

Fuel Type:

Odometer: 0

Vehicle Number: 000000

Driver Number: 000000

Currency

Billing Currency: U.S. Dollar

Source Currency: U.S. Dollar

Source Currency Amt: 303.52

Product Summary

	Qty	Unit	Gross	Net
			Price	Amount
			Amount	Amount
Fuel	0.0000		0.00	0.00
Non-Fuel			0.00	0.00

Mark as Reviewed

Approve

Print Transaction

none

Dispute

Sales Draft Requests

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.

Dispute

Dispute History

The *Transaction Management: Select a Dispute Reason* screen displays.

The *Additional Items Required* column tells you what additional information you will need to provide when you submit your dispute request, based on Visa and MasterCard dispute rules.

If you do not recognize a charge, then you should call the bank to report the charge as fraud.

1. Select the radio button for the appropriate dispute reason.
2. Click the **Select** button.

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Transaction Management

Select a Dispute Reason

The definition of a **fraud** transaction is defined as third party unauthorized use of a card. If the transaction in question is fraud, please call 1.800.523.9078.

The definition of a **dispute** transaction is defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their Issuer's assistance.

Product: Purchasing Card
Card Account Number: *****4603, ANTONIO T PAULUS
Card Account ID: 172246039071

[Switch Products](#)

Trans Date	Statement Date	Merchant	Amount	Reference Number
10/28/2023		ULINE *SHIP SUPPLIES	47.50	24692163059000373623130

Select a dispute reason from the list below.

i **Unrecognized transactions** should be treated as **fraudulent transactions**. If you don't recognize a charge, please call 1.800.523.9078.

My account was charged for this transaction and...

Reason	Additional Items Required
<input type="radio"/> Merchandise Returned ...I have not received credit for the returned merchandise.	
<input type="radio"/> Merchandise Not Received ...I have not received the merchandise.	
<input type="radio"/> Services Not Received ...I have not received the services.	
<input type="radio"/> Credit Not Received ...I have not received credit toward my account.	Print, Copy of Receipt
<input type="radio"/> Cash Not Received ...I did not receive cash from the ATM.	Print, Copy of Receipt
<input type="radio"/> Alteration of Amount ...the receipt does not match the amount posted.	Print, Copy of Receipt
<input type="radio"/> Inadequate Description ...the description does not give enough information.	
<input type="radio"/> Not As Described ...the merchandise I received does not match the description from the merchant.	Print, Copy of Documentation
<input type="radio"/> Quality of Service ...the service I received does not match the description from the merchant.	
<input type="radio"/> Duplicate Processing ...it has been charged for this transaction more than once.	
<input type="radio"/> Paid by Other Means ...I had paid by other means such as a cash or check.	Print, Copy of Receipt
<input type="radio"/> Credit Posted as a Purchase ...it should have been a credit to my account.	Print, Copy of Receipt
<input type="radio"/> Cancelled - Merchandise Returned ...I had cancelled the purchase. The merchandise has been returned to the merchant.	
<input type="radio"/> Cancelled - Recurring Transaction ...I had cancelled the purchase. This is a recurring transaction such as a monthly service.	
<input type="radio"/> Cancelled ...I had cancelled the purchase.	
<input type="radio"/> Transaction Posted to Closed Account - Recurring Transaction ...this account has been closed. This is a recurring transaction such as a monthly service.	
<input type="radio"/> Transaction Posted to Closed Account ...this account has been closed.	
<input type="radio"/> Defective - Shipped/Returned ...the shipped merchandise I received was defective. The merchandise has been returned to the merchant.	Print, Copy of Shipping Invoice
<input type="radio"/> Defective - Shipped ...the shipped merchandise I received was defective.	Print, Copy of Shipping Invoice
<input type="radio"/> Defective ...the merchandise I received was defective.	
<input type="radio"/> Other ...none of the above reasons fit my need to dispute this transaction.	

Select

The *Transaction Management: Dispute Reason* screen displays, listing your selected dispute reason.

The screen displays different fields based on the dispute reason you select. The example screen displays if you select the Services not received dispute reason.

Required fields have red asterisks.

1. Verify or type your name in the *Requestor Name* field.
2. Type your phone number in the *Requestor Phone Number* field.
3. Specify any additional required or optional information.
4. Click the **Dispute** button.

Follow the instructions to submit the form.

Disputed transactions display on the transaction list with a **D** icon to indicate that they were disputed. The **D** icon remains even after the dispute has been resolved or cancelled.

You can also cancel an unresolved dispute and view dispute history.

Transaction Management
Dispute Reason: Services Not Received

Product: Purchasing Card
Card Account Number: ***** 1234, CHRIS SMITH
Card Account ID: 21403000011

Switch Products

Trans Date	Statement Date	Merchant	Amount	Reference Number
05/10/2019	05/24/2019	AIRPORT TERMINALSBLAT	303.52	74798269141141000127393

Services Not Received
My account was charged for this transaction and I have not received the services.

* = required

Requestor Name:*
Chris Smith

Requestor Phone Number:*
6121231234

Expected Date of Delivery:

Expected Month:* **Expected Day:*** **Expected Year:***

Description of Services Not Received:*

Date of Merchant Contact:

Contact Month:* **Contact Day:*** **Contact Year:***

Merchant Response:*

Comments:

Dispute