

PROCARD CARDHOLDER QUICK GUIDE

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U.S. Bank Access® Online

Our Payment Products

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Please enter the information below and login to begin.

Organization Short Name:

User ID:

Password:

Login

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[Register Online](#)
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Viewing and Approving Procard

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usbank Message(s) from Access Online

Transaction Management
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Welcome to Access Online! Stretch your program limits and streamline payment processes with Access Online, our innovative program management and reporting tool. This web-enabled tool offers a feature-rich platform that can be easily configured and deployed to meet your unique needs. Access your payment solutions anytime, anywhere with Access Online.

Effective July 1, 2010, there will be sales tax changes in Canada. Access Online Canadian default tax tables have been updated. Any client using a custom tax table will need to update them. If you have any questions, please contact the Helpdesk at (877) 332-7461.

Bienvenue sur Access Online! Repoussez les limites de votre programme et simplifiez les processus de paiement avec Access Online, notre outil novateur d'établissement de rapports et de gestion de programme. Cet outil Internet offre une plate-forme riche en fonctionnalités qui peut être aisément configurée et déployée pour répondre à vos besoins particuliers. Accédez à vos solutions de paiement en tout temps, où que vous soyez, avec Access Online.

À compter du 1er juillet 2010, la taxe de vente subira des changements au Canada. Les tables d'impôt canadiennes par défaut d'Access Online ont été mises à jour. Tous les clients qui utilisent une table d'impôt habituelle devront suivre ces mises à jour. Si vous avez des questions, veuillez communiquer avec le Centre d'assistance en composant le 1 (877) 332-7461.

Language Selection:
English

Account Activity
Select an Account
Purchasing Card
*****3150

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PROCARD CARDHOLDER QUICK GUIDE

Viewing and Approving Procard

Transaction Management

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usbank Transaction Management

Transaction Management
• Transaction List
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[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.

Click View Pending Transactions for a list of all charges ready to be approved.

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Viewing and Approving Procard

Card Account Summary with Transaction List

Transaction Management
Card Account Summary with Transaction List

Card Account Number: *****3150

» Trans List

[-] Card Account Summary

Account Number: 3150
Account Name: Suzie Sunshine

Billing Cycle Close Date: All Search

Open Account

[+] Search Criteria Return to top

[-] Transaction List Return to top

Records 1 - 1 of 1
Check All Show | Uncheck All Show

| Select | Status | Approval Status | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
|--------------------------|---------|-----------------|------------|--------------|------------|----------------|---------|--------|------------------|--------------------------|
| <input type="checkbox"/> | Pending | | 06/22 | 06/24 | OFFICE MAX | NORTHRIDGE, CA | \$49.92 | | XXXXXXXXXXXX3150 | 680003485011100299999111 |

Disputed Reallocated Trans Detail Level

Check All Show | Uncheck All Show

Records 1 - 1 of 1

Reallocate Mass Reallocate Approve Pull Back

The Card Account Summary with Transaction List is the default view.

PROCARD CARDHOLDER QUICK GUIDE

Viewing and Approving Procard

[-] Search Criteria
[Return to top](#)

[Advanced Search](#)

Transaction Amount: \$

Purchase ID:

Approval Status:

Pull Back Eligibility:

Order Match Status:

Disputed Transactions:

Reallocated Transactions:

Reviewed Transactions:

Display Transactions per page

Search

Reset & Search with Defaults

In the **Search Criteria** from the **Card Account Summary**, use any of the fields to narrow search, if needed.

Click **Search**.

[-] Transaction List
[Return to top](#)

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Viewing and Approving Procard

Card Account Summary with Transaction List
Page Safety Tools

Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****3150

[Trans List](#)

[-] Card Account Summary
[Return to top](#)

Account Number: + ...3150

Account Name: Suzie Sunshine

Billing Cycle Close Date: Search

+ Open Account

[+] Search Criteria
[Return to top](#)

[-] Transaction List
[Return to top](#)

Records 1 - 1 of 1

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

| Select | Status | Approval Status | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
|--------------------------|---------|-----------------|------------|--------------|------------|----------------|---------|--------|------------------|------------------------|
| <input type="checkbox"/> | Pending | | 08/22 | 08/24 | OFFICE MAX | NORTHRIDGE, CA | \$49.92 | | XXXXXXXXXXXX3150 | 86000348501110029/9999 |

Ⓧ Disputed Ⓜ Reallocated Ⓜ Trans Detail Level

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

Records 1 - 1 of 1

Reallocate
Mass Reallocate
Approve
Pull Back

Click on one of the following links to reallocate and/or add a requisition number:

Approval Status
Trans Date
Account Code

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Viewing and Approving Procard

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usbank tMTransLineItems.transaction_management
Transaction Detail

Card Account Number: *****2269, LAURA LAU-PHUNG
Trans List

Transaction Summary

| Status | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
|--------|------------|--------------|------------------------|------------------|----------|--------|--------------------|------------------------------------|
| 07/06 | 07/07 | | OFFICEMAX CT*IN#179618 | 800-472-6473, IL | \$277.00 | | 000000000000000000 | 660003 48501 10180 9999 G10-110 |

Disputed Trans Detail Level Reallocated Reallocated

Summary Allocations Transaction Line Items Comments Approval History

The Transaction Line Items tab shows the details provided by the merchant of all line items with the transaction. This tab will only appear if the merchant has passed the level 3 data about the transaction.

Records 1 - 7 of 7

| Product Code | Item Description | Qty | Unit of Measure | Unit Cost | Line Item Total | % of Trans Amount | Item Commodity Code |
|--------------|----------------------|---------|-----------------|-----------|-----------------|-------------------|---------------------|
| A8136 | TPE,DBL STICK,1/2X25 | 10.0000 | RL | 2.7000 | 27.00 | 9.75% | A8136 |
| A8137 | TPE,DBL STICK,1/2X45 | 5.0000 | RL | 4.4800 | 22.40 | 8.09% | A8137 |
| A8307969 | TAPE,ELCTRCL,75*X12 | 1.0000 | PK | 1.3400 | 1.34 | 0.48% | A8307969 |
| J113012 | 12"STEEL RULER | 1.0000 | EA | 2.5200 | 2.52 | 0.91% | J113012 |
| J113862 | RULER,12"NON-SHATTER | 1.0000 | EA | 1.2200 | 1.22 | 0.44% | J113862 |
| K6T139578 | LINER,TRSH,60GL,50CT | 3.0000 | CT | 60.5100 | 181.53 | 65.53% | K6T139578 |
| P435762 | ROLL,2-1/4"X165'3PK, | 3.0000 | PK | 5.4600 | 16.38 | 5.91% | P435762 |

Records 1 - 7 of 7

<< Back to Transaction List

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The Transaction Summary will display. Tabs can be selected to view information. The Transaction Line Items tab was selected to see detail information from an Office Max order.

Viewing and Approving Procard

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K Transaction Management
Transaction Detail

Card Account Number: *****3389, |
Trans List

Transaction Summary

| Status | Trans Date | Posting Date | Merchant | City, State/Province | Amount | Detail | Purchase ID | Accounting Code |
|--------|------------|--------------|------------------------|----------------------|---------|--------|--------------------|-------------------------|
| 07/20 | 07/21 | | OFFICEMAX CT*IN#319930 | 800-472-6473, IL | \$83.21 | | 000000000000000000 | 660003 48501 10035 9999 |

Disputed Trans Detail Level Reallocated

Summary Allocations Transaction Line Items Comments Approval History

The Comments tab provides the ability to enter comments specific to your organization that enable the gathering of additional information about a transaction.

Comments

Save Comments

<< Back to Transaction List

Use the Comments tab to enter more detail about the transaction.

PROCARD CARDHOLDER QUICK GUIDE

Viewing and Approving a Transaction

Transaction Management - Summary Tab

Reporting
My Personal Information

Home
Contact Us

Transaction Summary

| Status | Trans Date | Posting Date | Merchant | City, State/Province | Amount | Detail | € | Purchase ID | Accounting |
|--------|------------|--------------|----------------------|----------------------|----------|--------|---|-------------|------------|
| | 05/28 | 06/30 | VERIZON WRL 18063-01 | 800-9220204, CA | \$287.03 | III | | 033960 | 6048921463 |

Disputed (D) (II) (III) Trans Detail Level (A) Reallocated (L) Reallocation Locked

Summary Allocations Comments Approval History

The Summary tab shows high-level transaction information.

The review status cannot be changed because the review day limit has been reached. To initiate a dispute, click the "Dispute" button.

Transaction
 Date: 05/28/2010
 Purchase ID: 033960
 Total Amount: 287.03
 Memo Post: Yes
 Sales Tax: 0.00
 Freight:

Reference Information
 Billing Cycle: 07/14/2010
 Posting Date: 06/30/2010
 Reference Number: 24498040180169123290108
 Authorization Number: 031410

Merchant
 Name: VERIZON WRL 18063-01
 City, State/Province: 800-9220204, CA
 Transaction Type: SALES DRAFT
 MCC Code: 4814

Extract Date(s)
 Most Recent Standard
 Financial Extract:
 General Ledger Extract:
 Payment Extract:

Currency
 Billing Currency: U.S. Dollar

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

Sales Draft Requests
 none

[+] Dispute History

<< Back to Transaction List

High level information about the transaction is located in the **Summary** tab.

Single Line Reallocating a Transaction

Transaction Summary

| Status | Trans Date | Posting Date | Merchant | City, State/Province | Amount | Detail | € | Purchase ID |
|--------|------------|--------------|------------------------|----------------------|---------|--------|---|----------------|
| | 07/20 | 07/21 | OFFICEMAX CT*IN#319930 | 800-472-6473, IL | \$83.21 | III | | 00000000000000 |

Disputed (D) (II) (III) Trans Detail Level (A) Reallocated

Summary Allocations Transaction Line Items Comments Approval History

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

Allocation Source: Default Acct Code Last Changed by: System

| Remove | Amount | Percent | Accounting Code - Segment Name (Length) | | |
|--------------------------|----------|-------------|---|----------|----------------|
| | | | ACCOUNT (6) | FUND (5) | DEPARTMENT (5) |
| <input type="checkbox"/> | \$ 83.21 | OR 100.00 % | 660003 | 48501 * | 10035 * |

Search

Remove

Total Allocated: \$ 83.21 100.00 % Apply Accounting Code: [] Apply

Amount Remaining: \$ 0.00 0.00 % Additional Allocation: []

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining

Save Allocations

Use the magnifying glass to change the chartfield.
Click **Save Allocation**.

PROCARD CARDHOLDER QUICK GUIDE

Multi Line Reallocating a Transaction

Transaction Summary

| Status | Trans Date | Posting Date | Merchant | City, State/Province | Amount | Detail | Purchase ID |
|--------|------------|--------------|------------------------|----------------------|---------|--------|---------------|
| | 07/20 | 07/21 | OFFICEMAX CT*IN#319930 | 800-472-6473, IL | \$83.21 | III | 0000000000000 |

Disputed (D) Trans Detail Level (II, III) Reallocated (A)

Summary Allocations Transaction Line Items Comments Approval History

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100%. After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

Allocation Source: Default Acct Code Last Changed by: System

| Remove | Amount | Percent | Accounting Code - Segment Name (Length) | | |
|--------------------------|--------|----------|---|----------|----------------|
| | \$ | % | ACCOUNT (6) | FUND (5) | DEPARTMENT (5) |
| <input type="checkbox"/> | 83.21 | 100.00 % | 660003 * | 48501 * | 10035 * |

Search

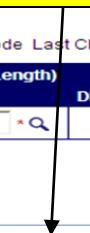
Remove

Total Allocated: \$ 83.21 100.00 % Apply Accounting Code: Apply
 Amount Remaining: \$ 0.00 0.00 % Additional Allocation(s): Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations

To add an additional chartfield string, Click Add.



Multi Line Reallocation Transaction

Transaction Management - Mass Reallocation

Information establishing the new accounting information and percentage. The reallocation can be to one or multiple accounting codes. To allocate to additional accounting codes, click the "Add" button.

When replacing allocations, the new Total Allocated amount must equal 100%. When adding allocations, the new Total Allocated amount must be less than 100%.

After establishing the new allocation, click the "Save Allocations" button to save changes. Exclude transactions from the save by selecting "Remove Transaction(s)" checkboxes and optionally clicking the "Remove Transaction(s)" button.

* = required

Mass Reallocation Action:

- Replace Existing Allocations
- Add Common Allocations

| Remove Alloc | Alloc % | Accounting Code - Segment Name (Length) | | | | | |
|--------------------------|---------|---|----------|----------------|-------------|-----------|--------------|
| | | ACCOUNT (6) | FUND (5) | DEPARTMENT (5) | PROGRAM (4) | CLASS (5) | PROJECT (15) |
| <input type="checkbox"/> | 0.00 % | 660003 * | 48501 * | 10029 * | 9999 * | | |
| <input type="checkbox"/> | 0.00 % | 660003 * | 48501 * | 10029 * | 9999 * | | |

Search

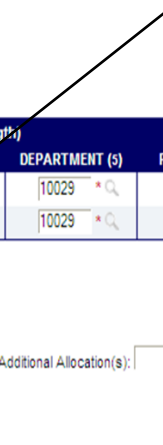
Remove Allocation(s)

Total Allocated: Additional Allocation(s): Add

Save Allocations

An additional line(s) will display with the default chartfield. Make necessary changes.

Click Save Allocation.



PROCARD CARDHOLDER QUICK GUIDE

Approve a Transaction

Transaction Management
Card Account Summary with Transaction List ★ Log Out

Card Account Number: *****5678, JANE SMITH Switch Account

[Create](#) [Manage](#) [Trans List](#) [Manager's Queue](#) [Extract Queue](#)

[-] Card Account Summary

Account Number: ..5678 Outstanding Orders: \$15,949.59 5
 Account Name: JANE SMITH Unmatched Transactions: \$7,333.08 56

Billing Cycle Close Date: All Search

Total Transactions: \$7,383.49 58 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: \$50.41 2 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 0.6% 3.4%

Open Account

[+] Search Criteria [Return to top](#)

[-] Transaction List [Return to top](#)

Records 1 - 25 of 58
Page: 1 | 2 | 3

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

| Select | Status | Approval Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | | | |
|--------------------------|---------|-----------------|-------|------------|--------------------------|------------------|------------|--------|---------------------------|--|--|
| <input type="checkbox"/> | Pending | CC | 05/29 | 06/01 | JIMMY JOHNS | CEDAR RAPIDS, IA | \$7.06 | | | | Order - Manual Winter, Kay |
| <input type="checkbox"/> | Pending | | 05/29 | 06/01 | MCDONALD'S M6719 OF IA | DUBUQUE, IA | \$4.70 | | 07637976719VP1Y7000025468 | | Default Acct Code System |
| <input type="checkbox"/> | Pending | | 05/24 | 05/26 | HYATT REGENCY RIVERFRONT | ST. LOUIS, MO | \$337.98 | | 0 | | Default Acct Code System |
| <input type="checkbox"/> | Pending | | 05/24 | 05/26 | HYATT REGENCY RIVERFRONT | ST. LOUIS, MO | \$365.70 | | 0 | | Default Acct Code System |

Rejected Disputed Matched Exception Reallocated Trans Detail Level

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

Records 1 - 25 of 58
Page: 1 | 2 | 3

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

From the *Transaction List*, select the checkbox next to the transaction(s) to be approved.

Click **Approve** to complete the transaction.

Note: The **Check All Shown** link can be used to approve all transactions.

Approve a Transaction

Transaction Management
Approve Transaction(s)

Please select an approver to forward these transaction(s) to or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approver's Name:* Select Approver

Click **Select Approver to Search and Select** a default approver from list.

Summary of Transactions to be Approved

Number of Transactions: 1
Total Dollar Amount: \$80.93

[Approve](#) [Cancel](#)

PROCARD CARDHOLDER QUICK GUIDE

Approve a Transaction

Approve Transaction(s)

Search & Select an Approver

Enter the approvers full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name: First Name:



Enter all or part of the Approver's name.

Click **Search** for results.

Use the **Back to Approve Transactions** to navigate back to **Approve Transactions**.

[<< Back to Approve Transactions](#)

Approve a Transaction

Approve Transaction(s)

Search & Select an Approver

Enter the approvers full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name: First Name:



Please select an approver from the results list below.

Records 1 - 7 of 7

| Select | Approver Name | Email Address |
|-----------------------|-------------------|---------------|
| <input type="radio"/> | Jones, Kate | |
| <input type="radio"/> | Anderson, Richard | |
| <input type="radio"/> | Lopez, Mark | |
| <input type="radio"/> | Johnson, Donald | |
| <input type="radio"/> | O'Malley, Erin | |
| <input type="radio"/> | Schmidt, Henry | |
| <input type="radio"/> | James, Anne | |

Select an **Approver** by clicking on the radio button.

Click **Select Approver**.

Records 1 - 7 of 7

Set selection as your default approver



Note: Select **Set selection as your default approver** or the system will automatically generate a default approver after approver is used 4 times consecutively.

[<< Back to Approve Transactions](#)

PROCARD CARDHOLDER QUICK GUIDE

Approve a Transaction

Transaction Management

Approve Transaction(s)

Please select an approver to forward these transaction(s) to or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approver's Name:* Anderson, Richard [Switch Approver](#)

Summary of Transactions to be Approved

Number of Transactions: 1

Total Dollar Amount: \$80.93

To forward the transaction to the approver.
Click **Approve**.

Approve a Transaction

Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****5678, JANE SMITH [Switch Accounts](#)

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

Card Account Summary

Account Number: 5678 Outstanding Orders: \$15,949.59 5
 Account Name: JANE SMITH Unmatched Transactions: \$7,333.08 56

Billing Cycle Close Date: All [Search](#)

Total Transactions: \$7,383.49 58 Final Approved Transactions: \$0.00 0
 Reallocated Transactions: \$50.41 2 % Final Approved Transactions: 0.0% 0.0%
 % Reallocated Transactions: 0.6% 3.4%

[Search Criteria](#) [Return to top](#)

Transaction List [Return to top](#)

Records 1 - 25 of 58
 Page: 1 | 2 | 3

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

| Select | Status | Approval Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Allocation Source | Last Changed By |
|-------------------------------------|----------|-----------------|-------|------------|--------------|---------------------|------------------|----------|--------|--------------------|-------------------|-----------------|
| <input checked="" type="checkbox"/> | Approved | | | 10/10 | 10/13 | MAID RITE OSKALOOSA | OSKALOOSA, IA | \$38.95 | | 1 | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 10/10 | 10/12 | WENDY'S #4410 Q25 | OSKALOOSA, IA | \$7.79 | | 091010 131658 | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 10/10 | 10/12 | HYVEE 1162 | DUBUQUE, IA | \$15.06 | | | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 10/07 | 10/12 | FIRST TO THE FINIS | 800-747-9013, IL | \$30.90 | | 2000000 | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 10/10 | 10/12 | SUBWAY 00074674 | OSKALOOSA, IA | \$15.52 | | 140315410006810540 | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 10/01 | 10/05 | SUBWAY 00063990 | URBANA, IL | \$7.90 | | 140115390001214591 | Default Acct Code | System |
| <input type="checkbox"/> | Pending | | | 09/25 | 09/29 | RUNDE CHEVROLET | EAST DUBUQUE, IL | \$139.00 | | | Default Acct Code | System |

A confirmation of approval will appear on the *Transaction Management* page.

Approved will display in **Approval Status** next to the transaction.

PROCARD CARDHOLDER QUICK GUIDE

Approve a Transaction

Transaction Management

Approve Transaction(s)

No approver has been selected. Please select an approver and resubmit.

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approval Action

- Approver's Name:* [Select Approver](#)
- No further approval needed for these transactions

If no approver is selected, the following error will display.

Summary of Transactions to be Approved

Number of Transactions: 3

Total Dollar Amount: \$5.92

[Approve](#)

[Cancel](#)

Pull Back (reopen) a Transaction

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Transaction Management

Card Account Summary with Transaction List

Card Account Number: *****3150

[Trans List](#)

[-] Card Account Summary

Account Number: ...3150
Account Name: CYNTHIA PAULL

Billing Cycle Close Date: All [Search](#)

[Open Account](#)

[-] Search Criteria

Transaction Amount: All \$ Purchase ID:

Pull Back Eligibility:

Disputed Transactions: Reallocated Transactions:

Display 25 Transactions per page

[Search](#)

[Reset & Search with Defaults](#)

Approval Status: Pending
All
Approved
Awaiting Your Action
Final Approved
Pending
Pulled Back
Rejected

There are two ways to retrieve a Pull Back Transaction:

1. From **Search Criteria**, use the **Approval Status** drop down to select transaction that are **Pulled Back**.

Click **Search**.

PROCARD CARDHOLDER QUICK GUIDE

Pull Back (reopen) a Transaction

Transaction Management
Card Account Summary with Transaction List

Card Account Number: *****670, JANE SMITH

Request has been successfully completed.

Card Account Summary

Account Number: 5678
Account Name: JANE SMITH
Billing Cycle Close Date: All

Outstanding Orders: \$15,949.59
Unmatched Transactions: \$7,333.05

Total Transactions: \$7,383.49
Reallocated Transactions: \$50.41
% Reallocated Transactions: 0.6%

Final Approved Transactions: \$0.00
% Final Approved Transactions: 0.0%

Transaction List

| Select | Trans | Approval Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Allocation Source | Last Changed By |
|-------------------------------------|-------|-----------------|-------|------------|--------------|--------------------------|------------------|----------|--------|---------------------------|-------------------|-----------------|
| <input checked="" type="checkbox"/> | 99 | Approved | | 10/10 | 10/13 | MAID RITE OSKALOOSA | OSKALOOSA, IA | \$38.95 | | 1 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | WENDYS #4410 025 | OSKALOOSA, IA | \$7.79 | | 091010 131650 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | HY VEE 1162 | DUBUQUE, IA | \$15.08 | | | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/02 | 10/12 | FIRST TO THE FINIS | 806-747-9013, IL | \$30.90 | | 2000000 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | SUBWAY 00074674 | OSKALOOSA, IA | \$15.52 | | 140315410006910540 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/01 | 10/05 | SUBWAY 00063990 | URBANA, IL | \$7.90 | | 140115390001214591 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 09/25 | 09/29 | RUNDE CHEVROLET | EAST DUBUQUE, IL | \$139.00 | | | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 05/22 | 06/01 | JIMMY JOHN'S | CEDAR RAPIDS, IA | \$7.06 | | | Order - Manual | Winter, Kay |
| <input type="checkbox"/> | | Pending | | 05/22 | 06/01 | MCDONALD'S M6719 OF IA | DUBUQUE, IA | \$4.70 | | 07637976719VP1Y7000025468 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 05/24 | 05/26 | HYATT REGENCY RIVERFRONT | ST. LOUIS, MO | \$337.98 | | 0 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 05/24 | 05/26 | HYATT REGENCY RIVERFRONT | ST. LOUIS, MO | \$365.70 | | 0 | Default Acct Code | System |

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Buttons: Reallocate, Mass Reallocate, Match To Order, Change Review Status, Approve, **Pull Back**

2. Select the check box next to the approved transaction .
Click **Pull Back**.

Manage a Rejected Transaction

U.S. Bank Access® Online

Transaction Management
Card Account Summary with Transaction List

Card Account Number: *****3150, CYNTHIA PAULL

Account Number: 3150
Account Name: Suzie Sunshine_

Billing Cycle Close Date: All

Search Criteria

Transaction Amount: All
Purchase ID: \$
Approval Status: Pending

Pull Back Eligibility:
Disputed Transactions:
Reallocated Transactions:
Display 25 Transactions per page

Buttons: Search, Reset & Search with Defaults

From the **Search Criteria** in *Transaction Management: Card Account Summary*, select **Rejected** in the **Approval Status**.
Click **Search**.
Note: Rejects can be retrieved through the *Transaction Management* page like **Pull Backs**.

PROCARD CARDHOLDER QUICK GUIDE

Reject Transaction

Check All Shown | Uncheck All Shown

| Select | Approval Status | Match | Trans Date | Merchant | City/State | Amount | Account Number | Cardholder Approver | Last Approver | Accounting Code |
|--------------------------|-----------------|-------|------------|------------------------|--------------|----------|----------------|---------------------|---------------|-----------------|
| <input type="checkbox"/> | Rejected | | 03/06 | LA BTTRY WHSL 30600340 | W MONROE, LA | \$500.44 | *****55123456 | | | |

Matched (Manual) Matched (Auto) Exception Reallocated

Check All Shown | Uncheck All Shown

Records 1 - 1 of 1

Transaction Management

Transaction Detail

Account Number: 471655512345676, JANE SMITH

Transaction Summary

| Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|--------------------------|------------|--------------|--------------------------|-----------------|----------|------------------|-----------------|
| <input type="checkbox"/> | <input type="checkbox"/> | 01/13 | 01/13 | MINNESOTA WILD - TICKETS | MINNEAPOLIS, MN | \$268.12 | 1211010180000412 | EPMNBOFD |

Reviewed Disputed Matched (Auto) Matched (Manual) Exception Reallocated Reallocation Locked

Summary | Matched Order | Allocations | User Line Items | Tax Data | Comments | Approval History

The Approval History tab displays approval actions taken on a transaction.

Cardholder Approver: Smith, Jane
Current Pending Approver: Smith, Jane

Approval Actions

| Approver | Date/Time | Approval Action | Approver Modifications |
|-------------------|-------------------|-----------------|------------------------|
| Anderson, Richard | 03/18 1:21 PM CST | Rejected 1 | (Reallocate to Sales) |
| Smith, Jane | 01/20 2:51 PM CST | Forwarded | |

Key for Rejection Reasons:

- 1 Incorrect accounting code allocation
- 2 Incorrect approver sequence / additional approval needed
- 3 Incorrect or insufficient transaction comments information
- 4 Incorrect or not enough user line item data
- 5 Unauthorized / non-preferred vendor
- 6 Incorrect order match
- 7 Other

Key for Approver Modifications:

- A Changed Allocation
- C Changed Transaction Comments
- U Changed User Line Items

Click on **Reject** to display the **Transaction Detail**. The approver will have selected a reason for the reject. Make changes and resubmit for approval.

Use the **Back to Transaction list** to return to the **Card Account Summary Transaction List**.

Dispute a Transaction

[Return to top](#)

Records 1 - 4 of 4

Check All Shown | Uncheck All Shown

| Select | Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
|--------------------------|--------|-------|------------|--------------|---------------------------|------------------|----------|---------------------------------------|------------------|--------------------|
| <input type="checkbox"/> | | | 01/18 | 01/19 | MR NEWSPAPER MAN | 908-6680202, NJ | \$128.10 | <input type="button" value="Detail"/> | 1 | P22562501001 42396 |
| <input type="checkbox"/> | | | 01/18 | 01/19 | MR NEWSPAPER MAN | 908-6680202, NJ | \$37.35 | <input type="button" value="Detail"/> | 1 | P22562501001 42396 |
| <input type="checkbox"/> | | | 01/08 | 01/09 | NEJIM MASS MED SOCIETY #3 | 781-893-3800, MA | \$98.00 | <input type="button" value="Detail"/> | 00022302 | P22562501001 42396 |
| <input type="checkbox"/> | | | 12/27 | 12/28 | REPELSEVIER HEALTH SC | 800-654-2452, FL | \$193.00 | <input type="button" value="Detail"/> | 0541806600019653 | P22562501001 42396 |

Reviewed Disputed Matched Exception Reallocated Trans Detail Level

Check All Shown | Uncheck All Shown

Records 1 - 4 of 4

From the **Transaction List**, click on the **Transaction Date** next to the transaction to be disputed. The **Transaction Detail—Summary** tab will display.

PROCARD CARDHOLDER QUICK GUIDE

Dispute a Transaction

Transaction Management

Transaction Detail

Product: Purchasing Card
Card Account Number: *****1234, CHRIS DOE

Tran Date: 01/18/2007 Statement Date: 01/22/2007 Merchant: MR NEWSPAPER MAN Amount: 128.10 Reference Number: 24755427018730181473186

Transaction Summary

| Status | Match | Tran Date | Posting Date | Merchant | City/State |
|----------|---------|-----------|--------------|------------------|-----------------|
| Disputed | Matched | 01/18 | 01/19 | MR NEWSPAPER MAN | 908-6680202, NJ |

Summary | Matched Order | Allocations | Tax Data

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.
To initiate a dispute, click the "Dispute Transaction" button.

Transaction
Date: 01/18/2007
Purchase ID: 1
Total Amount: 128.10
Memo Post: Yes
Sales Tax: 0.00
Freight:

Merchant
Name: MR NEWSPAPER MAN
City/State: 908-6680202, NJ
Transaction Type: SALES DRAFT
MCC Code: 5994
MCC Description: NEWS DEALERS/NEWSSTANDS

Reference Information
Billing Cycle: 01/22/2007
Posting Date: 01/19/2007
Reference Number: 247554270
Authorization Number: 081985

Extract Data(s)
Most Recent Standard Financial Ex
General Ledger Extract:
Payment Extract:
Currency: U.S. Dollar
Source Currency Amt: 128.10

Dispute

Dispute information only reflects the
for this transaction. More information
Dispute History

Dispute

Dispute History

[Back to Transaction List](#)

Transaction Management

Select a Dispute Reason

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

My account was charged for this transaction and...

| Reason | Additional Items Required |
|---|---------------------------------|
| <input type="radio"/> Unauthorized I did not authorize the charge. | Print, Signature |
| <input type="radio"/> Unrecognized I do not recognize the charge. | Print, Signature |
| <input type="radio"/> Merchandise Returned I have not received credit for the returned merchandise. | Print, Signature |
| <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

[Back to Transaction Detail](#)

Click **Dispute**.
A list of reasons for
dispute will display.
Choose one.

Click **Select**.

Dispute a Transaction

Transaction Management

Dispute Reason: Unauthorized

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

| Tran Date | Statement Date | Merchant | Amount | Reference Number |
|------------|----------------|------------------|--------|-------------------------|
| 01/18/2007 | 01/22/2007 | MR NEWSPAPER MAN | 128.10 | 24755427018730181473186 |

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

This dispute reason requires a physical signature of the Cardholder. After completing this form, click "Continue" for a printable version of the form.

* = required

Requestor Name:*
Chris Doe

Requestor Phone Number:*
6121231234

Comments:*
I did not authorize this charge. I cancelled my subscription in November

Continue

[Back to Select a Dispute Reason](#)

Type requestor's name and
phone number in fields. Enter
any additional comments.

Click **Continue**.

PROCARD CARDHOLDER QUICK GUIDE

Dispute a Transaction

Transaction Management

Dispute Reason: Unauthorized

Request has been successfully completed.

Print, sign and fax or mail this form to the following address. This dispute will not be processed if this form is not received within 21 days of the dispute date.

Fax Number:
701-461-3463

Mailing Address:
U.S. Bank National Association, ND
C/O U.S. Bancorp Service Center, Inc.
P.O. Box 6344
Fargo, ND 58125-6344

When finished printing, you can go to the [transaction detail](#).

Print, Sign and Fax or mail to US Bank.

Send a copy of the dispute to Accounts Payable with monthly statement.

Account Number: 4246040011253475

| Dispute Date | Tran Date | Statement Date | Merchant | Amount | Reference Number |
|--------------|------------|----------------|------------------|--------|-------------------------|
| 03/02/2007 | 01/18/2007 | 01/22/2007 | MR NEWSPAPER MAN | 128.10 | 24755427018730181473186 |

Unauthorized

My account was charged for this transaction and I did not authorize the charge.

Requestor Name: Chris Doe
Requestor Phone Number: 6121231234

Comments:
I did not authorize this charge. I cancelled my subscription in November 2006.

Cardholder Signature (required to process this dispute)

Cancel a Dispute

[\[-\] Transaction List](#) [Return to top](#)

Records 1 - 4 of 4

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

| Select | Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
|--------------------------|--------|-------|------------|--------------|--------------------------|------------------|----------|--------|-------------|--------------------|
| <input type="checkbox"/> | D | | 01/18 | 01/19 | MR NEWSPAPER MAN | 908-6680202, NJ | \$128.10 | U | 1 | P22562501001 42396 |
| <input type="checkbox"/> | | | 01/18 | 01/19 | MR NEWSPAPER MAN | 908-6680202, NJ | \$37.35 | U | 1 | P22562501001 42396 |
| <input type="checkbox"/> | | | 01/08 | 01/09 | NEJM MASS MED SOCIETY #3 | 781-893-3800, MA | \$98.00 | U | 00022302 | P22562501001 42396 |
| <input type="checkbox"/> | | | 12/27 | 12/28 | REI*ELSEVIER HEALTH SC | 800-854-2452, FL | \$193.00 | | | 42396 |

[R](#) Reviewed [D](#) Disputed [C](#) Matched [A](#) Exception [R](#) Reallocated [U](#) Trans Detail Level

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

Records 1 - 4 of 4

[Match To Order](#)

[Change Review Status](#)

From the Transaction List, click on the **Transaction Date** link, the **Transaction Detail—Summary** will display.

Note: the **D** in status field indicates disputed.

PROCARD CARDHOLDER QUICK GUIDE

Cancel a Dispute

Summary **Matched Order** Allocations Tax Data

The Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Reviewed" button.
To view the dispute's details, click the dispute reason link.

| | | | |
|--------------------|------------|------------------------------|-------------------------|
| Transaction | | Reference Information | |
| Date: | 01/18/2007 | Billing Cycle: | 01/22/2007 |
| Purchase ID: | 1 | Posting Date: | 01/19/2007 |
| Total Amount: | 128.10 | Reference Number: | 24755427018730181473186 |
| | | Authorization Number: | 081985 |

Memo Post: Yes

Sales Tax: 0.00

Freight:

Merchant

Name: MR NEWSPAPER MAN
City/State: 908-6680202, NJ
Transaction Type: SALES DRAFT
MCC Code: 5994
MCC Description: NEWS DEALERS/NEWSSTANDS

Extract Date(s)

Most Recent Standard Financial Extract:
General Ledger Extract:
Payment Extract:
Currency: U.S. Dollar
Source Currency Amt: 128.10

Mark as Reviewed

| | |
|---|-----------------------------|
| Dispute | Sales Draft Requests |
| Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History. | • none |
| Dispute Reason: Unauthorized Dispute Date: 03/02/2007 Dispute Post Date: Resolution Date: Requestor Name: Chris Doe Dispute Status: Unresolved | |

Cancel Dispute

[+] Dispute History

Make sure the transaction is still unresolved.

Click **Cancel Dispute**.

Cancel a Dispute

Are You Sure?

You have chosen to cancel the dispute filed for the following transaction:

| Dispute Date | Tran Date | Posting Date | Merchant | Amount | Reference Number |
|--------------|------------|--------------|------------------|--------|-------------------------|
| 03/02/2007 | 01/18/2007 | 01/19/2007 | MR NEWSPAPER MAN | 128.10 | 24755427018730181473186 |

Unauthorized

I did not authorize this charge. I cancelled my subscription in November 2006.

Cancellation Comments:

PSmith okayed renewal cost

Yes, Cancel Dispute **No**

In **Cancellation Comments**, type in an explanation.

Click **Yes, Cancel Dispute**.

PROCARD CARDHOLDER QUICK GUIDE

View Approval History

Transaction Management ★ Log Out

Card Account Summary with Transaction List

Card Account Number: *****5678, JANE SMITH [Switch Accounts](#)

[Create](#) [Manage](#) [Trans List](#) [Manager's Queue](#) [Extract Queue](#)

[-] Card Account Summary

Account Number: 5678, Outstanding Orders: \$15,949.59
 Account Name: JANE SMITH, Unmatched Transactions: \$7,333.08

Billing Cycle Close Date: All [Search](#)

Total Transactions: \$7,383.49
 Reallocated Transactions: \$50.41
 % Reallocated Transactions: 0.6%

58 Final Approved Transactions: \$0.00
 2 % Final Approved Transactions: 0.0%
 3.4%

[Open Account](#)

[+] Search Criteria [Return to top](#)

[-] Transaction List [Return to top](#)

Records 1 - 25 of 58
 Page: 1 | 2 | 3
[Check All Shown](#) | [Uncheck All Shown](#)

| Select | Status | Approval Status | Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Allocation Source | Last Changed By |
|--------------------------|--------|-----------------------|-------|------------|--------------|---------------------|------------------|---------|--------|--------------------|-------------------|-----------------|
| <input type="checkbox"/> | | Final Approved | | 10/10 | 10/13 | MAID RITE OSKALOOSA | OSKALOOSA, IA | \$38.95 | | 1 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | WENDY'S #4410 Q25 | OSKALOOSA, IA | \$7.79 | | 091010 131658 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | HYVEE 1162 | DUBUQUE, IA | \$15.06 | | | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/07 | 10/12 | FIRST TO THE FINIS | 800-747-9013, IL | \$30.90 | | 2000000 | Default Acct Code | System |
| <input type="checkbox"/> | | Pending | | 10/10 | 10/12 | SUBWAY 00074674 | OSKALOOSA, IA | \$15.52 | | 140315410006810540 | Default Acct Code | System |

Select Final Approval for a history of approval.

View History Approval

Transaction Management ★ Log Out

Transaction Detail

Account Number: 471655512345678, JANE SMITH [Switch Accounts](#)

Transaction Summary

| Status | Match | Tran Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|----------|-------|-----------|--------------|-------------------------|-------------------|----------|------------------|-----------------|
| Reviewed | | 03/06 | 03/08 | MIDWEST TRANSIT SYSTEMS | PALOS HEIGHTS, IL | \$270.44 | 123301C200001966 | EPMNBGFD |

[Reviewed](#) [Disputed](#) [Matched \(Auto\)](#) [Matched \(Manual\)](#) [Exception](#) [Reallocated](#) [Reallocation Locked](#)

Summary [Match](#) [Order](#) [Allocations](#) [User Line Items](#) [Tax Data](#) [Comments](#) [Approval History](#)

The Approval History tab displays approval actions taken on a transaction.

Cardholder Approver: Smith, Jane
 Current Pending Approver: Final

Approval Actions

| Approver | Date/Time | Approval Action | Approver Modifications |
|-------------------|-------------------|-----------------|------------------------|
| Jones, Kate | 03/18 2:38 PM CST | Final Approved | |
| Anderson, Richard | 03/18 2:37 PM CST | Pulled Back | |
| Anderson, Richard | 03/18 2:20 PM CST | Rejected 1 | U |
| Smith, Jane | 03/18 2:14 PM CST | Forwarded | |

Key for Rejection Reasons:
 1 Incorrect accounting code allocation
 2 Incorrect approver sequence / additional approval needed
 3 Incorrect or insufficient transaction comments information
 4 Incorrect or not enough user line item data
 5 Unauthorized / non-preferred vendor
 6 Incorrect order match
 7 Other

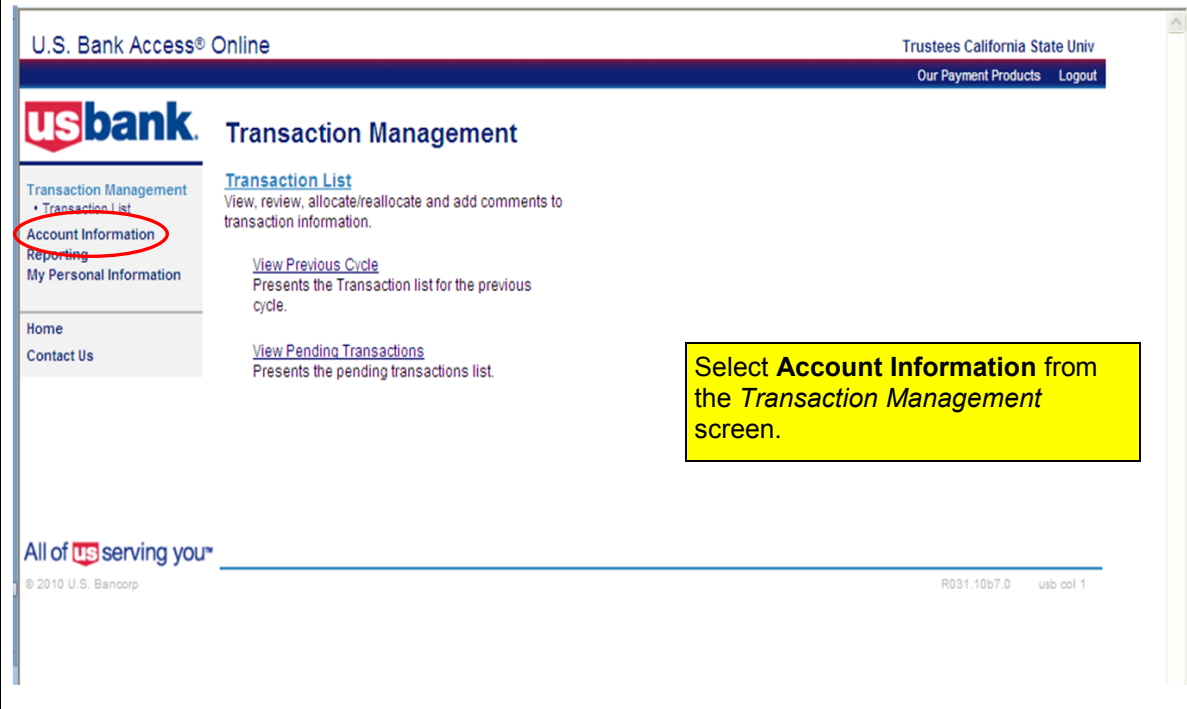
Key for Approver Modifications:
 A Changed Allocation
 C Changed Transaction Comments
 U Changed User Line Items

[Back to Transaction List](#)

A history of the actions will display.

PROCARD CARDHOLDER QUICK GUIDE

Print Statement



U.S. Bank Access® Online Trustees California State Univ
Our Payment Products Logout

usbank Transaction Management

Transaction Management
• Transaction List
Account Information
Reporting
My Personal Information

Home
Contact Us

[Transaction List](#)
View, review, allocate/reallocate and add comments to transaction information.

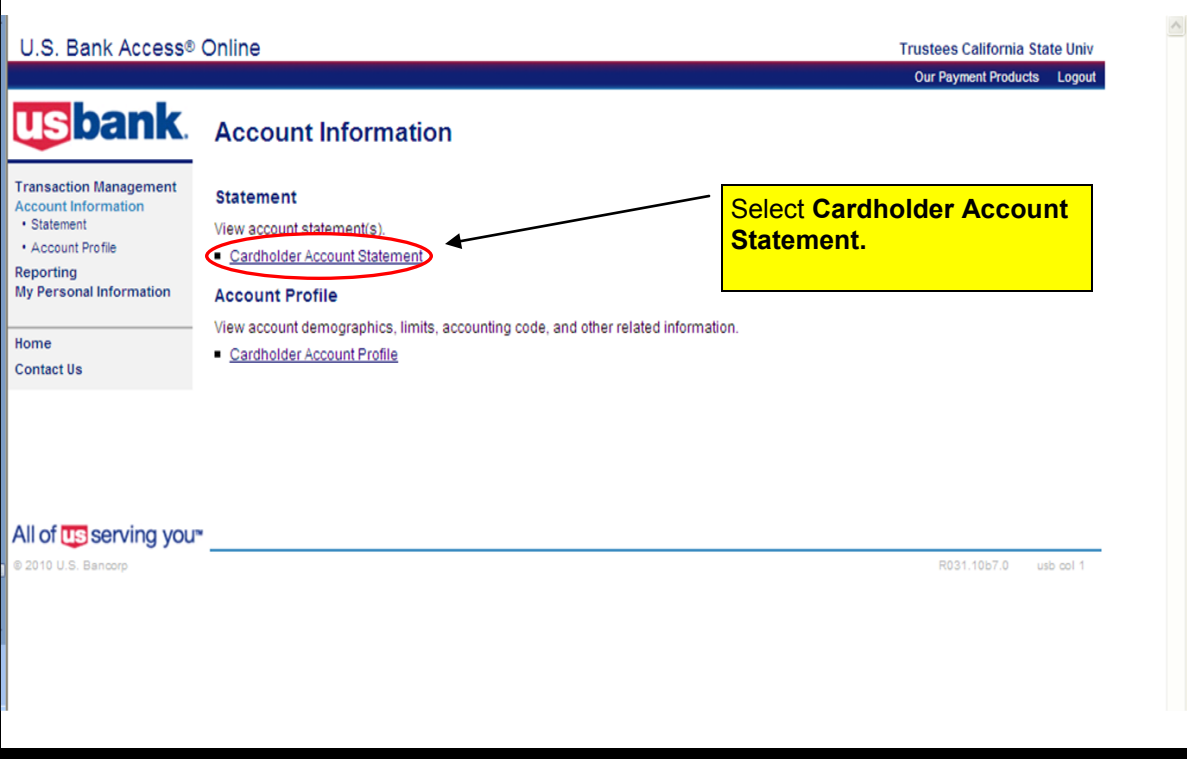
[View Previous Cycle](#)
Presents the Transaction list for the previous cycle.

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

Select Account Information from the Transaction Management screen.

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Print Statement



U.S. Bank Access® Online Trustees California State Univ
Our Payment Products Logout

usbank Account Information

Transaction Management
Account Information
• Statement
• Account Profile
Reporting
My Personal Information

Home
Contact Us

Statement
View account statement(s).
Cardholder Account Statement

Account Profile
View account demographics, limits, accounting code, and other related information.
▪ [Cardholder Account Profile](#)

Select Cardholder Account Statement.

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PROCARD CARDHOLDER QUICK GUIDE

Print Statement

Cardholder Statement

Select Cycle

Account Number: 4716123412341234, SANDRA M WEIR

[Switch Accounts](#)

Please select a cycle to view for the account selected. **Please note:** The statement display cannot be used for remittance of payment; it is for display purposes only.

Select Billing Cycle:

02/06/2004

Select a **Billing Cycle**.

Click **View Statement**.

View Statement

Print Statement



U.S. Bank
First Star Service Guaranteed
U.S. BANCORP SERVICE CENTER
P. O. Box 6343
Fargo, ND 58125-6343

6369032

SANDRA WEIR
222 S 7TH ST
EP - MN - TIT2C
MINNEAPOLIS MN 55454-1305

107

ACME CORPORATION
MEMO STATEMENT
ACCOUNT NUMBER 4716123412342234
STATEMENT DATE 03-26-07
TOTAL ACTIVITY \$ 144.00
AMOUNT DUE \$0.00
DO NOT REMIT

4716123412342234 00000000

| NEW ACCOUNT ACTIVITY | | | | | |
|----------------------|-----------|--|-----------------------------|------|--------|
| POST DATE | TRAN DATE | TRANSACTION DESCRIPTION | REFERENCE NUMBER | MCC | AMOUNT |
| 03-19 | 03-17 | UAT JOHNSONS PRINTING BOSTON MA | 74 79826 70 780 19111111178 | 2741 | 27.00 |
| 03-19 | 03-17 | UAT OFFICE FURNITURE TO GO ST LOUIS MO | 74 79826 70 780 19111111196 | 5021 | 45.00 |
| 03-26 | 03-15 | JOHNSONS PRINTING BOSTON MA | 74 79826 70850 19111111179 | 2741 | 27.00 |
| 03-26 | 03-19 | OFFICE FURNITURE TO GO ST LOUIS MO | 74 79826 70850 19111111187 | 5021 | 45.00 |

| | | | |
|--|---------------------------------------|---------------------------|------------------------------------|
| Default Accounting Code: 65555 | | 102300NUJ2743 | |
| CUSTOMER SERVICE CALL 1-800-344-5696 | ACCOUNT NUMBER 4716-1234-1234-2234 | | ACCOUNT SUMMARY |
| | STATEMENT DATE 03-26-07 | DISPUTED AMOUNT \$.00 | PREVIOUS BALANCE \$0.00 |
| SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 6344 FARGO, ND 58125-6344 | AMOUNT DUE \$ 0.00 | | PURCHASES & OTHER CHARGES \$144.00 |
| | DO NOT REMIT | | CASH ADVANCES \$0.00 |
| | | | CASH ADVANCE FEE \$0.00 |
| | | | CREDITS \$0.00 |
| | | | TOTAL ACTIVITY \$144.00 |

PROCARD CARDHOLDER QUICK GUIDE

Important Information:

Access Online Help Desk (877) 887-9260

Resetting User Ids

Resetting Passwords

24– Hour Customer Service (800) 344-5696

No personal information code needed 9999

Lost, Stolen, or Fraud

TUC PCard Coordinator: tuc.pcard@csun.edu

Billing Questions

Declined Purchases

Limit Adjustments (Approvers need to ask for increase)

Questions regarding appropriate use

Replacement cards

Updates to your account

Urgent matters, contact Dustin Abad at ext. 7077

or call the Main: (818) 677- 5298