

C.A.R.E.

BILLING OFFICIAL INSTRUCTIONS TRANSACTION MANAGEMENT MODULE (TMM) PROCEDURES

COMPUTER REQUIREMENTS TO RUN C.A.R.E

Internet access

Pentium 133 MHz or higher

36MB memory or higher

Explorer browser - must be 4.01 w/service pack 1 or higher with 128 bit or

Netscape browser - must be 4.5 or higher encryption

Windows 95, 98 or NT

C.A.R.E. TECHNICAL SUPPORT HELP DESK: 800-254-9885

ACCESSING C.A.R.E.: Access C.A.R.E. secure web site by typing the following address: <https://care.usbank.com>. Be sure you type the "s" after http.

Click "**I agree**" at the bottom of the U.S. Bank C.A.R.E. License Agreement. Declining the License Agreement denies you access to C.A.R.E.

Type in your userid and password correctly. Click **Logon**. The system will prompt you to change your password the first time you log on. Your new password must be 8-12 characters, with a minimum of one numeric and one alphabetic character. Your username and password are not case sensitive. You are given three attempts to log in successfully. After three failed attempts, you will be required to contact U.S. Bank for a password reset. *It is your responsibility to keep your username and password confidential.* For security reasons, passwords must be changed every 30 days. You will be prompted when to change your password.

The next screen will have selections listed on the left side (High Level Tasks). To work with your statement, click **Transaction Management Module** and be patient. It will take several minutes to load. You may receive a message asking if you wish to load the Transaction Management Module. Click **Yes**. The **Transaction Management** allows real-time viewing and approval of cardholder transactions.

C.A.R.E. accepts data in any format, upper and /or lower case. When a file is successfully submitted, all alpha characters are saved and display as upper case.

SELECTING A MANAGING ACCOUNT

After loading the **Transaction Management Module**, you will receive a message stating "*There are too many managing accounts to select from.*" Click "**Okay**" and the message box will disappear. Click **Search Accounts**. Another box will appear asking you to enter your account number and/or your name. Type in your sixteen-digit managing account number. If you do not know you can find it on one of your previous billing statements. The first eight digits are 47163045. Do not enter your cardholder's account number and **DO NOT ENTER YOUR NAME!** Click **Search** and the system will locate your account and bring it up on the screen. Check the name on the account.

Note: For security purposes, the **Back** and **Forward** buttons on your browser are not functional. If you attempt to use these buttons, it will be necessary to log back into C.A.R.E. Always verify the data you enter carefully for accuracy. Data from one **Sub Task** may pre-populate fields in another **Sub Task**. Corrections to data cannot be done by moving backwards in C.A.R.E.

If you do not submit your work in C.A.R.E and are interrupted, the data you entered is not automatically filed and will need to be re-entered.

After the **Transaction Management Module** loads, you are presented with a list of **Managing Accounts**. Click the **Managing Accounts** to select. Once a **Managing Account** is selected, a list of **Cycle Dates** displays. Selecting a Cycle Date activates the **Cardholder Accounts** tab. Click this tab to display a list of Cardholder accounts associated with the Cycle Date and your Managing Account.

Select a Cardholder account number to display Account Summary information which will display at the bottom of the screen. Selecting a Cardholder account also activates the **Transactions** and **Transaction Log** tabs. Click the **Transactions** tab to view, dispute, and/or reallocate a transaction. To view a transaction detail, select a transaction from the list. Detail will display in the lower portions of the screen. The **Additional Transaction Detail Tab** includes merchant information.

Use the **Log Detail** and **Log Line Item Detail** to define a transaction. All field marked with an (*) are required. Click the **Save Log** to save the entry.

Cardholder's statement must be reviewed and approved prior to certifying the billing statement.

RETURNING A CARDHOLDER STATEMENT/REJECTING A TRANSACTION

After Cardholders have approved their statements, the Billing Official/

Certifying Official has the option of reviewing their Cardholders statement before certifying the cycle. To review Cardholder's statement, select a Cardholder and Cycle Date. If, while reviewing a Cardholder's statement, the Billing Official/Certifying Official notices something is incorrect about the about the way the Cardholder maintained one or more transactions (for instance an incorrect reallocation or some missing detail) the Billing Official/Certifying Official can reject that Cardholder transaction which will unapprove the statement. Then the Cardholder needs to retrieve that statement and correct the mistake. You may use the **Log Detail** tab to record a comment explaining why the transaction has been rejected. Once comments are entered, click Save Log. Click the **Transaction Detail** tab to reject the transaction. Click **Reject** to reject the selected transaction.

When you have rejected a transaction there will be a **Y** in the **Rejected** column and the statement status displays as **Pending** on the **Managing Account** and the **Cardholder Account** tabs.

CERTIFYING AN INVOICE FOR PAYMENT

An invoice will be available for certification once all Cardholder Accounts within the cycle have been approved. If all accounts have been approved the **Certify Invoice** button will be active.

Click on the **Managing Account** tab to certify the managing account. If all cardholder statements assigned to your managing account have been approved, and you have confirmed that all criteria have been met for certification, click the **Certify Invoice** button to certify your managing account for obligation of payment. After an invoice has been certified the status will read **Certified**.

If you have reviewed your cardholder's file, are comfortable that the purchases meet regulatory requirements, and the invoice amount in C.A.R.E. matches your receipts, you may click the **Certify Invoice** button. The system will process the statement and the status will change from **Unapproved** to **Certified**. Once this happens, you may log out by clicking the **X** in the upper right corner of the screen and **Log Out** on the bottom left of the next screen. You may receive a message saying, "You are about to be redirected to an insecure site". Click **Okay** and **X** in the top right corner of the next screen.

CERTIFYING A CONSOLIDATED INVOICE FOR PAYMENT

After the **Transaction Management** applet has initialized the **Managing Account Summary** is displayed.

Select a **Hierarchy Level** (determines what information a user has access to) to view summary information.

Selecting a Hierarchy Level displays the list of available **Cycle Numbers**.

Select a **Cycle Number**.

Selecting a Cycle Number displays the list of available **Cycle Dates**.

Selecting a Cycle Date displays the **Account Summary Information** at the bottom of the screen. You can accept or reject individual accounts, or accept or reject all accounts. Once the accounts have been selected, click **Submit**.

An **Accept Invoice** statement will appear once the invoice has been submitted as follows:

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

Click **Certify** or **Cancel**.

ACTING ON BEHALF OF THE CARDHOLDER

A Billing Official has the option to act on behalf of a Cardholder. This choice allows the Billing Official to take all actions a Cardholder would make regarding their transactions.

Select a **Managing Account** and **Cycle Date** before you can select a Cardholder's account. Once a Managing Account Number and Cycle Date have been selected, you can view the progress for the selected account for that cycle.

To review the cardholder's transactions or act on behalf of the cardholder (because they are on leave, TDY, or did not approve their statement after cycle cutoff date), continue as follows:

After selecting the cycle date on the **Management Accounts** tab, click the **Cardholder Accounts** tab. Select the cardholder account and click the **Statements** tab. In the upper right corner of the **Statements** tab, you will see **Acting on cardholder's behalf?** If you need to approve the transactions and statement for the cardholder prior to certifying your statement, you will change the answer to **Yes**. After doing this you may select a statement and begin working with the transactions the same way a Cardholder would. Remember to change it back to **NO** after you complete the approvals. Select the cycle date of the current statement and the cardholder account to be worked and click the **Transactions** tab. The system will retrieve the transactions for the selected statement. Work each transaction separately using the following instructions.

APPROVING A CARDHOLDER TRANSACTION

NOTICE: Cardholders must approve their statement within 3 calendar days following the cycle cutoff date (23d of each month). If you fail to do this, your billing official will have to act on your behalf. You will still be able to access your statement, but the system will not allow you to approve. Before beginning the approval process, each cardholder needs to ask their Budget Analyst if they are to reallocate to an alternate line of accounting. Most Cardholders will NOT have to reallocate. However, a few do have the authority to reallocate. You will need to know this when you begin approving your transactions.

After you have confirmed that this transaction is valid, select the **Approve** button to approve the selected transaction.

After the transaction has been updated, the transaction status will read **Approved**.

APPROVING A CARDHOLDER STATEMENT

Under **Cardholder Accounts** tab highlight the desired account by clicking.

Once you have selected the account to view, the Transaction Management will retrieve all the statements associated with that account.

Once the statements have been loaded the **Statements** tab will become active and a list of all the statements associated with the account are displayed.

Select the statement you want to approve from the list.

Once the statement is displayed, the **Account Progress** for that statement will display in the lower portion of the screen. As a Cardholder, you can only approve a statement if the following criteria are met: (1) the statement is currently Unapproved; (2) the current date is not greater than 15 days pass the cycle date, (3) there are no pending transactions on the statement (this information is all displayed in the **Account Progress** area). The **Approve** button will be available if you can approve the selected statement.

To approve this statement, select the **Approve** button.

After the statement has been updated, the statement status will read **Approved**.

DISPUTING A CARDHOLDER TRANSACTION

After you have confirmed that a transaction is not valid and needs to be disputed, select the **Dispute** button.

Select a reason for your dispute and fill out the form. Fields marked with an asterisk (*) are required.

After you have completed the required information for the dispute form the **Submit** button will be available.

After you submit the dispute, you will be presented with a form that you can print for your records. Some types of disputes will require you to print and sign this form to be returned with supporting documentation. Please read the dispute reasons thoroughly. After you have viewed and/or printed this form, close it to return to the dispute.

After the transaction has been updated, the transaction status will read **Disputed**.

REALLOCATING A CARDHOLDER TRANSACTIONS

Reallocation of a transaction is performed by the method of **Alternate Accounting Code**

Check with your budget analyst as to whether you will need to reallocate your transactions to a different line of accounting. If you are NOT to reallocate, you will use the **Default Accounting Code** and simply check the data for each transaction against the receipt(s) in your file. If the data is correct, click the **Approve** button.

Once you have confirmed that a transaction needs to be reallocated, select the **Reallocate** button.

You may reallocate the entire transaction to an Alternate Accounting Code listed in the drop-down menu, or you can split a transaction between multiple Accounting Codes.

When splitting transactions, you may split by dollar or percentage. The system will automatically calculate the amount of the transaction you have left to reallocate. You will not be able to submit a transaction until the entire amount has been reallocated.

Once the transaction is reallocated, the **Submit** button becomes available.

Once the transaction is successfully reallocated, the status reads **Approved** under the **Transaction** tab.

All transactions must be either approved or disputed and the cycle date must have passed.

TRANSACTION LOGGING: APPENDING TRANSACTION DETAIL

If you want to record detail about a transaction that has not yet posted (such as a purchase you just made via the telephone or the web) you will use the **Transaction Log** tab in the upper right portion of the lower portion of the screen.

On this screen you create data to define a transaction that has not yet posted to your account. Use the **Calendar** buttons next to **Transaction Date**, **Date Received**, **Need Date** and **Due Date** to select a date. Fields marked with an asterisk (*) are required.

Click **Enter** when you have completed entering the information.

After you have entered all the required information the **Add** button is available. Enter any other information you would like to and use the **Add** button to save.

To view and/or edit your log entries at a later time, click on the **Transaction Log** tab and select the log entry from the list that you want to maintain.

TRANSACTION LOGGING: CREATING, MAINTAINING AND REALLOCATING A SEPARATE TRANSACTION LOG ENTRY

To reconcile a posted transaction against a transaction log entry you must first select the transaction to be reconciled from the list.

The system will attempt to match your selected transaction with the best transaction log entry in your list of available entries. If the system does not select the desired log entry, you can remove the incorrect entry and manually select the correct log entry from the list of *Available log entries* by using the **Add** and **Remove** buttons.

When the desired log entry has been selected for the transaction you would like to reconcile, use the **Reconcile** button to complete the reconciliation.

After a transaction has been updated the transaction status will be Approved.

REBATES

Quarterly rebates will appear at the Cardholder level. To approve your transaction in C.A.R.E., you will see the rebate appear as a credit on the Transactions screen within **Transaction Management Module**. Under the **Merchant** description, the rebate is described as “**IMPAC REBATE – THANK YOU**”.

PRINTING IN CARE

There is no print button in C.A.R.E. To print in C.A.R.E., use the Windows “print screen” capabilities. When you are viewing your transactions you may “capture” the data on your screen by pressing the “Alt”, “Shift” “Print Screen” buttons simultaneously, “Print Screen” individually or a combination depending on your particular system – this will place a copy of what you are viewing on your “clipboard”. Open another document, such as Word, Notepad, etc. and then “paste” into the document – however you normally do a copy and paste. Print as you would any document. Your electronic statement will be available in TMM for up to six months (current cycle plus 5 previous cycles).