

# C.A.R.E.

## CARDHOLDER 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.

Note: Your **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.

The next screen will have selections listed on the left side. 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.

**Transaction Management** provides **Cardholder** transaction viewing, approval, reallocation, transaction logging, and the capability to initiate disputes. A Cardholder only has access to the transactions associated with their 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 account number. If you do not know you can find it on one of your previous billing statements. The first eight digits are 47163000. **DO NOT ENTER YOUR NAME!**

### **SELECTING CARDHOLDER ACCOUNT AND TRANSACTION**

After the **Transaction Management** module is finished loading, you will be presented with your account. To select an account, highlight the account by clicking on it in the list.

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

When the statements have been loaded the **Statements** tab becomes active and a list of all the statements associated with the account are displayed. In this tab you are able to view the statement **Status, Cycle Status, Cycle Date** and **Total Statement Amount**.

Select a statement you want to view or edit from the list. Once you have selected a statement, the **Account Progress** for that statement will display in the lower portion of the screen. Here you can see the current status of individual transactions on the statement as well as their corresponding dollar amounts. The **Transactions** tab is also now available.

To view and/or edit the transactions associated with a statement, select the **Transactions** tab.

To view any transaction detail you need to select a transaction from the list above. By default the first transaction of the list is selected and its detail is shown in the lower portion of the screen.

The **Transaction Detail** and **Additional Transaction Detail** tabs show detail passed from the merchant for that transaction. The **Log Detail** and **Log Line**

**Item Detail** tabs are for user-entered detail. Cardholder is required to enter information for these tabs.

Note: No part of the logging process ever overwrites any transaction information passed on from the merchant.

To append user-entered detail to a transaction, first select the transaction and then select the **Log Detail** tab. On this screen you can append other data to further define this particular transaction. The small buttons beside the **Transaction Date** and **Date Received** fields will show you a calendar from which you may select a date for the field. Fields marked with an asterisk (\*) are required.

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

### **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 past 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 after you have selected your reason. 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 update, the transaction status will read **Disputed**.

### **REALLOCATING A CARDHOLDER TRANSACTION**

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.

### **CREATING AND MAINTAINING A SEPARATE TRANSACTION LOG**

If you want to record details 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.

### **RECONCILING A CARDHOLDER'S TRANSACTION**

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).