

Revision

2.0

U.S. BANK®

Agency/Organization Program Coordinator (A/OPC)

C. A. R. E. User Manual – CPP

Purchase & Travel Card

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Getting Started in C.A.R.E.

Before you can start working in C.A.R.E., you need to be familiar with using this manual, the web address, minimum system requirements, C.A.R.E. navigation and accessing C.A.R.E. with your user ID and password.

ICON KEY



Tip



Learn More

Using This Manual

This reference manual provides an overview of the business concepts of C.A.R.E. and the procedures for performing tasks in C.A.R.E. As you move through this document, you will notice icons that highlight additional information that will either teach you more about a business concept or give you a tip to help you complete your work more efficiently.

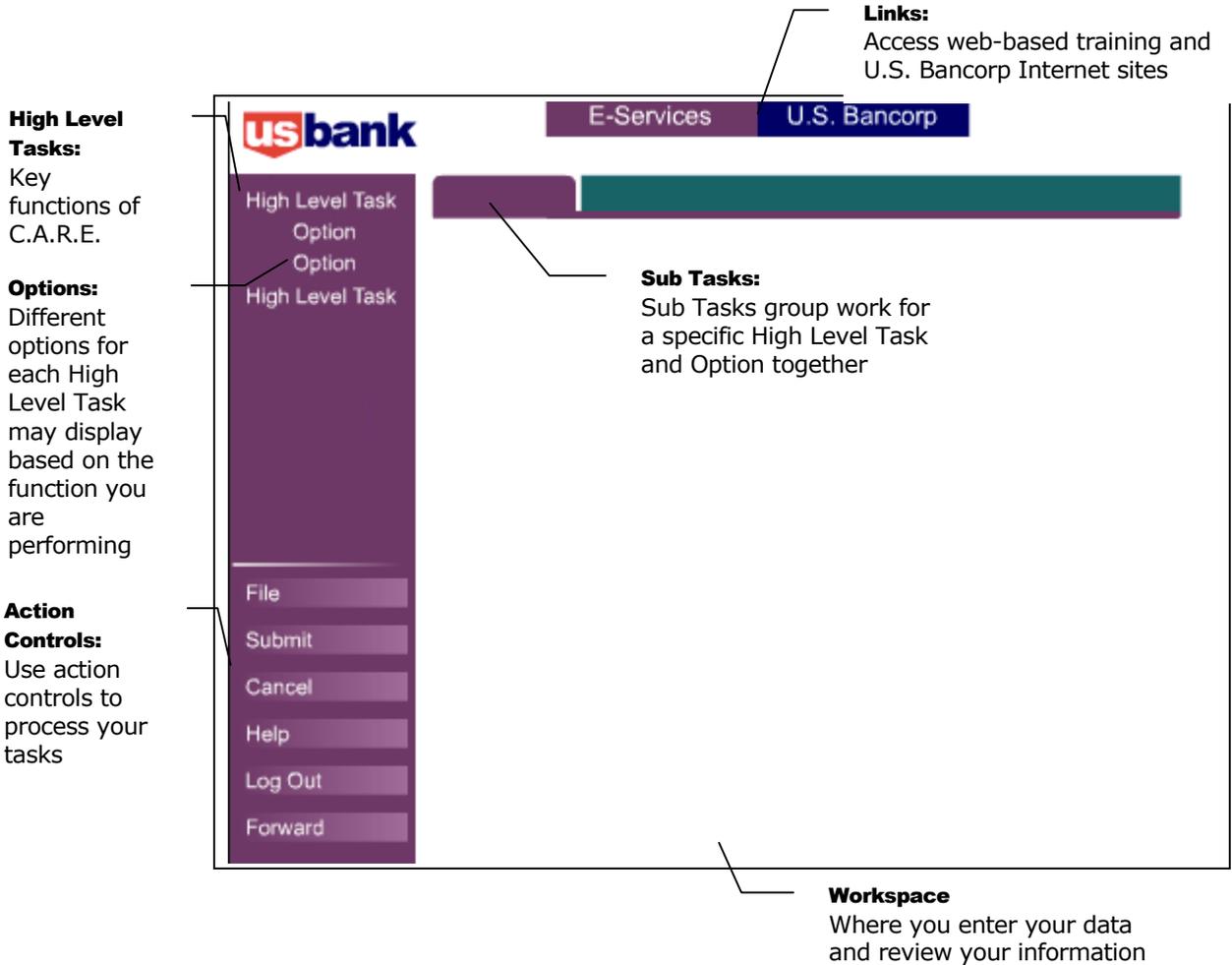
C.A.R.E. Web Address

<https://care.usbank.com>

System Requirements

- Internet Explorer 4.01 or higher, or Netscape Communicator 4.50 or higher with 128 bit data encryption
- Pentium 120 MHz or faster
- 32 MB memory
- Windows 95, 98, NT 4.0 or higher
- 33.6 modem or higher, or a LAN connection

C.A.R.E. Navigation



Tip !

The first time you log into the system, you are prompted to change your password. Passwords must be 8–12 characters long with at least one alpha and one numeric character. A new password is good only for an initial login, and then you are prompted to change it within the parameters described above.

If, after three attempts, you are not successful logging in to C.A.R.E., contact the Help Desk (1-800-254-9885 opt 1.1.3 - A/OPC reserved number) for a password reset. If Cardholders need assistance, they may call Customer Service at 1-888-994-6722.

For security purposes, while you are in C.A.R.E., the **Back** button in your browser will not work. Using the **Back** button logs you out of C.A.R.E.; if this happens you must go through the login process again.

Setting up Accounts in C.A.R.E.

Overview

Creation of new accounts takes place online in C.A.R.E. New account requests post nightly for use the next business day.

Managing Account Setup

A managing account controls all of the funding between U.S. Bank and an organization. All Cardholder transactions pass through the managing account to ensure that appropriate funds are available for each Cardholder transaction. A managing account must be established before any Cardholder Accounts can be set up. The managing account defines the basic parameters for each Cardholder account (e.g., billing information, spending limits). In addition, the managing account establishes the overall spending limits for Cardholder accounts placed under it and many fields default from the managing account to the Cardholder account.

Cardholder Account Setup

Cardholder accounts are built for each person who is authorized to purchase goods or services online, via telephone or in a store. The organization's team builds the Cardholder accounts, which are designed to meet the specific needs of each individual Cardholder. Cardholder accounts reside under managing accounts, which define many aspects of the Cardholders account (e.g., demographic information, billing information, spending limits).

Setting up a Managing Account



Tip !

Depending on your organization, you may set up the entire managing account or just a part of it; consequently, you may see some or all of the following screens. Please use the information that pertains to the task you are performing.

Accessing Managing Account Setup

1. Click the **Account Setup** High Level Task.
2. Click the **Managing** option.

Assigning a Managing Account to a Product

The first step in setting up a managing account is to assign the account to a product type (purchasing or travel card).

The product type identifies the managing account in the overall hierarchy of C.A.R.E. as well as populating some of the defaults for the account; therefore, you must assign the managing account to the correct product.

To assign a managing account to a product type, you must select the correct product number. To make identification easier, product numbers have meanings associated to them (see example below).

Product Number Example:

T	3058	6123
The Processing Platform TSYS	Bank Number: the level of the processing hierarchy, which identifies a product type (purchasing or travel card).	Agent Number: the level of the processing hierarchy where many of the controls are established (card mailers, PIN mailers, exception tables, etc.).

1. Click **See List** next to the product field to display a list of available product numbers.
2. Click the (+) sign to expand the list and repeat until the appropriate product displays.
3. To select a product, click the appropriate radio button next to the product number.
4. Click **OK**.

Assigning a Managing Account to a Hierarchy Node

The next step in setting up a managing account is to assign the managing account to a hierarchy node. A hierarchy node is an organizational hierarchy that is attached at or below a relationship node (the highest level node in C.A.R.E.). Each node can contain any of the following information: relationship, organization, managing account, Cardholder, and user name or ID. Your organization's team, appropriate members of U.S. Bank's team or Cardholders can be attached to hierarchy nodes. The purpose of assigning managing accounts to hierarchy nodes is to determine who can view or access information pertaining to a particular account.

Available managing account nodes display for new managing account setup. Only one managing account can be assigned per new managing account node. Because nodes are assigned to new accounts, U.S. Bank adds additional managing account nodes to C.A.R.E.



Tip!

Since the selection of the product type and hierarchy node **permanently** attaches the new managing account to a specific place in your relationships' structure (within C.A.R.E.), you must assign the managing account correctly. If you assign the managing account to the wrong product type or hierarchy node, the account will need to be closed and set up again under the correct product type and hierarchy node. If you are unsure of any information, or if you have questions, contact either your organization's team or the U.S. Bank team **before** assigning the account.

1. Click **See List** next to the *C.A.R.E. Hierarchy Node* field to display a list of available hierarchy levels.
2. Locate the correct hierarchy node.
3. Use the radio button to select a NEW MA NODE # (the number at the end of NEW MA NODE can range from 1–20). Do not select a node such as 00000547, because these nodes are already assigned to a managing account. If you need additional NEW MA NODEs, contact the Help Desk.
4. Click **OK**.

Assigning a Managing Account to an Agent Number

The third step in setting up a managing account is to assign the managing account to an agent number. The agent number in the CPP processing hierarchy establishes many controls. C.A.R.E. pre-populates the agent number from the product you previously selected. Do not modify the agent number. If you attempt to modify the agent number, you will receive an error message. If an incorrect agent number displays, you must go back to the main account setup screen and select a different product.

1. Click **OK** on the agent number page to move to the Billing Official Sub Task.

Entering Billing Official Information

Once the managing account is attached to the correct product type, hierarchy node, and agent number, you can tailor the information and parameters of the account.

First, you enter demographic information about the billing official. This person is designated by an agency to receive the official invoice, approve Cardholder statements, consolidate statements and/or authorize payments. The billing official reviews and approves the transaction activity of Cardholders.



Tip!

Formatting information:

- If a suite number or mail station is part of the address, type this information in the first *Address* field. Type the street address in the second *Address* field. This practice is per U.S. Postal Service regulations; if a suite number or mail station is entered in the incorrect field, mail related to the account may be delayed.
- You may abbreviate street addresses, but only use periods (.) and dashes (-). Other forms of punctuation are not accepted in C.A.R.E. Invalid characters in C.A.R.E. are: *, / # = + \$ < > ; ? ! [] { }
- For phone numbers, do not use dashes, parenthesis or spaces (e.g., 6121234567).

1. Enter demographic information about the billing official on this sub task. Fields that require data are identified with an asterisk (*).

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Billing Official	Account Information	Financial Control	Cardholder Defaults	Forwarding Information
Bank number:	3058	Agent:	6118	
First name:*	OLIVA			
Middle initial:				
Last name:*	ORGANIZATION			
Address:*	FBTT0202			
	1010 SOUTH 7TH STREET			
City:*	MINNEAPOLIS			
State/Province:*	MN			
Country:*	UNITED STATES			
Zip code:*	55415	-		
Foreign postal code:				
Phone:*	6121234567	Fax:		
Alternate phone:			E-mail address:	

Entering Account Information

The information entered on this sub task helps define the administrative details of the managing account.

You can perform the following tasks:

- Set the identification number, agency/organization number and tax exempt information
 - The identification number is also known as the employee ID. The agency/organization number is a 10-digit alphanumeric Federal Information Processing Standards (FIPS) code that identifies the billing office within the government. The tax exempt number is a 15-digit code that is also known as the tax ID code.
- Set the account status
 - The account status defines the status of the account (both in C.A.R.E. and in the payment processing platform). When opening an account the default status is *Open*.
- Set electronic data exchange (EDI) information
 - EDI helps organizations transmit information and carry out transactions with trading partners electronically.
 - The message standards that U.S. Bank uses to transmit data are:
 - The invoice (810)
 - The credit invoice (820)
 - The obligation file (821)
 - The cost transfer file (821CT) (currently available only with the pay and confirm payment model)
 - By using message standards, U.S. Bank can electronically route charge card activity to an organization's internal accounts payable and/or general ledger system, as opposed to having the organization manually enter the charge card data each month.
 - During managing account setup, select the routing numbers for the 810 and 821. The routing numbers you choose enable the message that comes from U.S. Bank to be delivered to the correct location in your organization's accounting and payment systems.
- Set On – line Registration
 - On – line Registration allows Cardholders to create their own C.A.R.E. user IDs and passwords. You can enable or disable this functionality for the Cardholders attached to the managing account. The default option when setting up a managing account is *Yes*.
- Designate reports distribution
 - You can designate the address for the distribution of reports.

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Billing Official

Account Information

Financial Control

Cardholder Defaults

Forwarding Information

Bank number: 3058 Agent: 6118

Identification number:

Agency/organization identification number*:

Tax exempt number:

Organization name*:

C.A.R.E. hierarchy node: 59585

Account status:

<input type="checkbox"/> Send Invoice	Invoice Routing Number: <input style="width: 80px;" type="text"/>	See List
<input type="checkbox"/> Send Credit Invoice	Credit Invoice Routing Number: <input style="width: 80px;" type="text"/>	See List
<input type="checkbox"/> Send Obligation	Obligation Routing Number: <input style="width: 80px;" type="text"/>	See List
<input type="checkbox"/> Send Cost Transfer	Cost Transfer Routing Number: <input style="width: 80px;" type="text"/>	See List

On-line registration enabled:

Reports Distribution

Report recipient:
Reporting hierarchy: 47163 00021 00065 09786

Alternate Address

Address:

City:

State/Province:

Country:

Zip code: -

Foreign postal code:

1. Type the appropriate identification, agency/organization number, tax exempt number and the organization name.
2. The default account status when opening a new account is *Open*. However, if you need to change the status, use the drop-down menu. The other account status choice is *Closed*, which will close the account.

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3. If you wish to receive EDI files for the managing account, select the file(s) you want (invoice, credit invoice, obligation, or cost transfer) and then type the correct routing number for the file.
4. If you want the Cardholder(s) under this managing account to have the On – line Registration functionality enabled, leave the default status to Yes.
5. Type the address where reports should be distributed.
6. Once you finish with the Account Information Sub Task, you can move to the Financial Control Sub Task.

Entering Financial Control Information

You establish default spending limits for the managing account on the Financial Control Sub Task.

- The following fields constitute the Purchasing Limits section:
 - Maximum Credit: Maximum credit is the cycle dollar amount assigned to the Cardholder for authorized spending.

The Maximum Credit defined at a managing account level will influence the Cardholder limits. Technically, a Cardholder's maximum credit limit may be higher than that defined at the managing account level. However, once the sum of all Cardholder transaction amounts (under the managing account) reaches the maximum credit for the managing account, all subordinate cardholder accounts are blocked until the managing account cycles.
 - Single Purchase: The single purchase limit (SPL) is the maximum amount allowed per transaction/purchase. Note that if you define an SPL at the managing account level (which is not recommended), the SPL at the managing account governs the SPL at the Cardholder account. The SPL should always be less than or equal to the maximum credit limit.
 - % of Cash: This field defines the percentage of maximum credit that a Cardholder can use against cash advances and/or convenience checks.
- The following limits are generally referred to as *velocity limits*.
 - Daily Dollar: This field defines the maximum amount allowed on one managing and/or Cardholder account on one day. The daily dollar limit should always be less than or equal to the monthly dollar limit (see below).
 - Daily Transactions: This field defines the maximum number of transactions allowed per managing and/or Cardholder account on one day.
 - Cycle Dollar: This field is also known as the *office limit*. This field specifies the cycle dollar amount assigned to the managing account for authorized spending. For Cardholder accounts, this field defines the maximum amount allowed on the Cardholder account in one cycle period.
 - Cycle Transactions: This field defines the maximum number of transactions allowed per Managing and/or Cardholder account in one cycle period.
 - Monthly Dollar: This field defines the maximum amount allowed on one managing and/or Cardholder account in one calendar month (as opposed to a cycle).
 - Monthly Transactions: This field defines the maximum number of transactions allowed to the managing and/or Cardholder account in one calendar month.
- Year Limits: These limits define the dollar amounts and/or transactions allowed for the account on a quarterly or annual basis.
- Additional Limits: These limits are additional user-defined controls that can be placed on an account.

These limits are used if a billing official seeks to define limits at the managing and/or Cardholder account for periods other than daily, monthly or cycle.

For example, this practice enables a limit to be set for a period of 18 days. After 18 days, the limit refreshes. This period is defined in the *Days in Refresh Cycle* field. The *Other Dollar* field defines the maximum dollar amount allowed for the 18-day period. The *Other Transactions* field defines the maximum number of transactions allowed in the 18-day period.

Note: The limits defined here are always subject to the maximum credit limit.

- Temporary Authorization Dates: These dates are applied to short-term accounts. For example, a billing official relocates and needs an account for only 30 days.
- Merchant category code (MCC) groups define:
 - A type of business (e.g., supplier)
 - Where funds may (or may not) be spent (e.g., an employee is not allowed to make a purchase at a jewelry store).
- Cost Allocation: If your organization is using C.A.R.E.'s Transaction Management, you can define your allocation or reallocation methods during the managing account setup.
 - Select a pre-built CARS
 - Choose a reallocation method
 - Create a default accounting code
 - Create alternate accounting code(s), if necessary

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Billing
Official

Account
Information

Financial
Control

Cardholder
Defaults

Forwarding
Information

Account number: 1234567891012345 Bank number: 3058 Agent: 5473 Account status: ✔

Card expiration date: 22/02
Cycle date: 23

Purchasing Limits	Totals	Additional Limits	Totals
Maximum credit:* <input style="width: 100px;" type="text" value="30,000"/>		Other dollar: <input style="width: 100px;" type="text" value="0"/>	0
Single purchase: <input style="width: 100px;" type="text" value="0"/>		Other transactions: <input style="width: 100px;" type="text" value="0"/>	0
Days in refresh cycle: <input style="width: 100px;" type="text"/>			
Daily dollar: <input style="width: 100px;" type="text" value="0"/>		Temporary Authorization Dates	
Daily transactions: <input style="width: 100px;" type="text" value="0"/>		Start date: <input style="width: 100px;" type="text"/>	
Cycle dollar: <input style="width: 100px;" type="text" value="0"/>		End date: <input style="width: 100px;" type="text"/>	
Cycle transactions: <input style="width: 100px;" type="text" value="0"/>		Merchant Category Code Groups	
Monthly dollar: <input style="width: 100px;" type="text" value="0"/>		Set MCC Groups	
Monthly transactions: <input style="width: 100px;" type="text" value="0"/>		Cost Allocation	
Cost allocation rule set name:* <input style="width: 150px;" type="text" value="None"/>			
Reallocation method:* <input style="width: 150px;" type="text" value="None"/>			
Default accounting code: <input style="width: 300px;" type="text"/>			
<div style="background-color: #4a4a8a; color: white; padding: 5px; display: inline-block; margin-right: 10px;">Create/Edit Default Accounting Code</div> <div style="background-color: #4a4a8a; color: white; padding: 5px; display: inline-block;">Delete Default Accounting Code</div>			
Year Limits			
Beginning month: 1			
Quarterly dollar: <input style="width: 100px;" type="text" value="0"/>		Alternate accounting code descriptions: <input style="width: 100px;" type="text"/>	
Quarterly transactions: <input style="width: 100px;" type="text" value="0"/>		<div style="background-color: #4a4a8a; color: white; padding: 5px; display: inline-block;">Alternate Accounting Code</div>	
Yearly dollar: <input style="width: 100px;" type="text" value="0"/>			
Yearly transactions: <input style="width: 100px;" type="text" value="0"/>			

Spending Limits

1. Set the maximum credit limit high enough to accommodate all Cardholder spending under this managing account.
2. A single purchase limit is not recommended at the managing account level; it is more appropriate at the Cardholder level.
3. We do not recommend that you place additional limits (e.g., dollar and/or transaction limits for a daily, cycle, monthly, yearly period) at the managing account level. These limits are more appropriate at the Cardholder level.

Merchant Category Code (MCC) Groups



Learn More

By assigning MCC groups to a managing account, all Cardholder accounts that reside below the managing account will have the same MCC groups assigned to them.

MCC group codes are six- or seven-digit alphanumeric codes that begin with the letters MAT. When selecting a seven-digit code, you must also select the corresponding six-digit code to get a complete MCC group. For example, on the screen below, select both MAT000 and MAT000A to have full access to the MAT000 MCC group. We recommend that you leave the access to MCC groups unrestricted at the managing account level; you can place more restrictions at the Cardholder level.

For a list of available codes consult the A/OPC manual or the I.M.P.A.C. web site.



1. Click the check boxes beside the MCC groups.
2. Click **Add**. The MCC groups you selected will populate under the *Assign to Account* heading.
3. To assign the MCC groups to the account, click the check boxes beside the groups under the *Assign to Account* heading.
4. Click **OK** to return to the Financial Control Sub Task.

Assigning Separate Spending Limits to a MCC Group

Ensure the single purchase limit set for the MCC group does not exceed the single purchase limit (if assigned) set for the managing account.

1. Click the check boxes beside the MCC groups.
2. Click **Add**. The MCC groups you selected will populate under the *Assign to Account* heading.
3. Click on the name of the MCC group, for which you want to specify spending limits.
4. The *Assign MCC Group Limits* page displays.

5. Enter the limits.
6. Click **OK**.
7. Click **OK** to return to the Financial Control Sub Task.

Cost Allocation

The only time your organization needs to define allocation methods is when you are setting up a default accounting code or you choose to use C.A.R.E.'s Transaction Management.

Cost allocation rule sets (CARS) are defined when your organization is going to use Transaction Management or default accounting codes. Transaction Management has two main components:

- CARS, which defines the accounting parameters
 - Transaction Management, which C.A.R.E. users access to review, approve, dispute, reallocate, or log their transactions
1. Select the rule set that you wish to use. You must select a pre-built CARS name before building a default accounting code. If you are not using C.A.R.E.'s Transaction Management functionality, choose the *Temporary Pre-Rollout Rule Set*.
 2. Choose a reallocation method. Reallocation provides Cardholders with a method to reallocate transactions to accounting codes other than the default. Select from one of the following reallocation methods:
 - **None** – All transactions are allocated to the default accounting code. Reallocation is not allowed. If you are not using C.A.R.E.'s Transaction Management functionality, choose *None* as a reallocation method.
 - **Rule Set** – You may reallocate transactions by selecting various valid values from pre-defined lists, or by entering your own values. Your agency may or may not use rule sets. Contact your finance office to determine your reallocation method.
 - **Alternate Accounting Code** – Transactions may be reallocated by choosing from valid, pre-built accounting codes. Your agency may or may not use alternate accounting codes. Contact your finance office to determine your reallocation method.

Default Accounting Codes



Tip!

- All accounts (new, existing, EDI and non-EDI) **must** have a default accounting code built in order for account maintenance to be performed.
- To create a default accounting code, do not type data into the default accounting code field. Instead, click the **Create/Edit Default Accounting Code** button.

- If you need further assistance building a default accounting code, contact the Help Desk.

A default accounting code is the line of accounting to which an organization wants the majority of its transactions to post. The CARS to which the managing account is assigned controls the rules and values of the default accounting code. You can assign default accounting codes to both individual Cardholder accounts and managing accounts (all Cardholders attached to the managing account will default to that default accounting code).

Keep in mind that the default accounting code is always attached to a transaction when it posts; the only way to change where the transaction is allocated is through reallocation in C.A.R.E.'s Transaction Management.

Segment name is pre-defined by the rule set

Yes = value required
No = value is optional

Yes = pick value from a list
No = type in your own value that meets the requirements for segment length

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OK

C.A.R.E. hierarchy node: 12345
Rule set name: SOMARDS
Product type: TSYG Government Purchasing (3058)

Segment name: ▼

Segment length: 2

Required: No

Validate: Yes

Segment length is based on your accounting system; the maximum length of this field is 135 characters

Identify Values - Descriptions

Valid value:

Value description:

Show assigned
Show available
Add value
Remove value
Search

Assigned Values

Value	Description

Work Area

Value	Description	Action

Building a Default Accounting Code

Using the Temporary Pre-Rollout Rule Set

1. Click **Create/Edit Default Accounting Code** button.
2. Type the appropriate value in the *Valid value* field.
3. If desired, type in a description of the value in the *Value description* field.
4. Click **Add Value**. The added value and description displays in the *Work Area* field.
5. Once finished with the default accounting code page, click **OK**.

Using a Rule Set Established for Your Organization

1. Click **Create/Edit Default Accounting Code** button.
2. Select a segment name from the drop down list.
3. The *Segment length*, *Required* field, and *Validate* field pre-populate with information. This information is set at the rule set level and cannot be changed from this screen.
4. To assign a segment to the default accounting code do one of the following:
 - 4.1. Use available values (the *Validate* rule can be **Yes** or **No**).
 - 4.1.1. Select a segment name.
 - 4.1.2. Click **Show available**.
 - 4.1.2.1. Highlight the value you want to use.
 - 4.1.2.2. Click **Add Value** to assign the value.
 - 4.1.2.3. Repeat this process for each segment.
 - 4.2. Search for a value. (The *Validate* rule can be **Yes** or **No**).
 - 4.2.1. Select a segment name.
 - 4.2.1.1. Click in the *Valid value* or *Value description* field and type the full (or partial) value or description. (You must know at least part of the value to perform a successful search.)
 - 4.2.1.2. Click **Search**.
 - 4.2.1.3. The value(s) display in the *Assigned Values* field.
 - 4.2.1.4. Highlight the value you want to use.
 - 4.2.1.5. Click **Add Value** to assign the value.
 - 4.2.1.6. The value displays in the *Work Area* field.
 - 4.2.1.7. Repeat this process for each segment.
 - 4.3. Assign a value if no value is assigned. (The *Validate* rule must be **No**).
 - 4.3.1. Click in the *Valid value* field and type your own value. If desired, add a description in the *Value description* field.
 - 4.3.2. Click **Add Value** to assign the value.
 - 4.3.3. The value and description display in the *Work Area* field.
 - 4.3.4. Repeat this process for each segment.

5. If you add an incorrect value and need to remove it, highlight the value in the *Work Area* field and click **Remove Value**.
6. After you finish with the Default Accounting Code page, click **OK**.

Default Accounting Codes - Searching for a Value If There Are Too Many Values to Display

1. Select a segment name.
2. Click in the *Valid value* or *Value description* field and type the full (or partial) value or description. (You must know at least part of the value or description to perform a successful search.)
3. Click **Search**.
4. The value(s) display in the *Assigned Values* field.
5. Select the value you wish to use by highlighting it with your cursor.
6. Click **Add Value** to assign the value to the default accounting code.
7. The value displays in the *Work Area* field.
8. Repeat this process for each segment that you need to build.

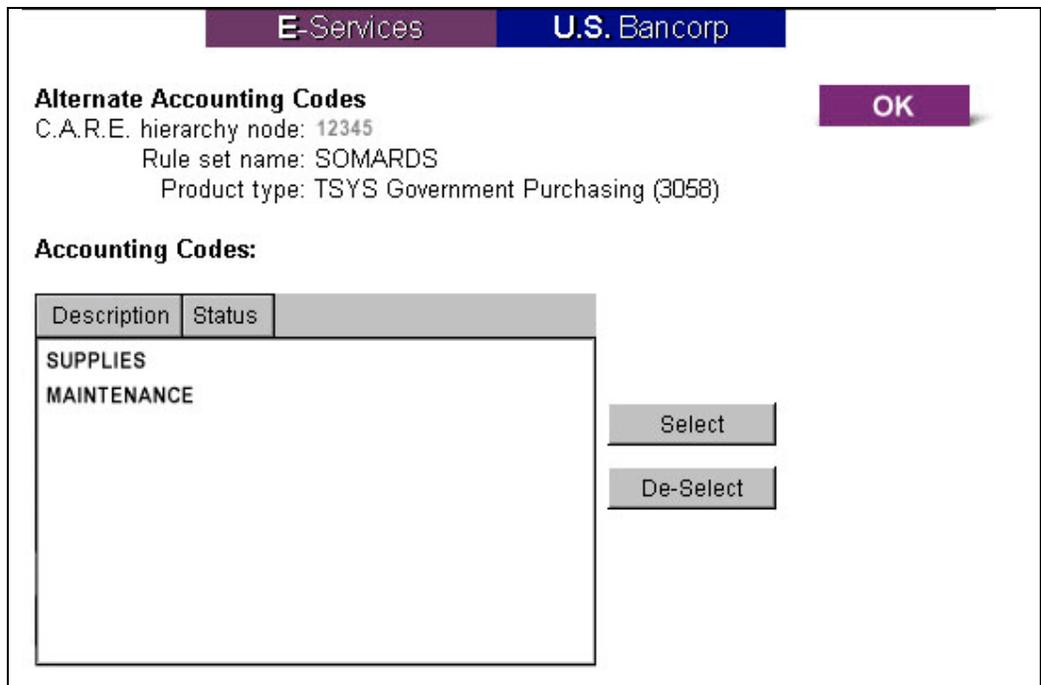
Selecting Alternate Accounting Code(s)



Tip !

Similar to a default accounting code, alternate accounting codes are a subset of values established at the rule set level. The difference between default and alternate accounting codes is that alternate accounting codes are pre-built (based on the rule set), creating a single code that is used reallocate transactions to a certain area of the organization. The advantages of alternate accounting codes are that they are easier to understand and Cardholders are limited to specific reallocation options, which may reduce errors.

Only select alternate accounting codes if Cardholders are going to reallocate transactions using an alternate accounting code. If you are using the Temporary Pre-Rollout Rule Set for cost allocation, you do not need to define alternate accounting codes.



Description	Status
SUPPLIES	
MAINTENANCE	

1. Click the **Alternate accounting code** button.
2. From the list of alternate accounting codes, choose the code(s) you want and then click **Select**.
3. If you accidentally select the wrong code, highlight the code and click **De-Select**.
4. When finished, click **OK**.

Verifying Billing Information



Learn More

The information displayed on the Billing Information Sub Task is generated from information you specified during managing account setup. This information is used as the default information for all Cardholder accounts associated to this managing account.

Information on this page is read-only and cannot be changed. If you notice incorrect information, go back to the appropriate sub task and correct it as necessary.

1. Click the **Billing Information** Sub Task.
2. Verify the displayed information.
3. If you notice incorrect information, go back to the appropriate sub task and correct it as needed.

Forwarding Information

Access to this sub task depends upon the level of functionality your organization determines. The Forward functionality permits more than one C.A.R.E. user to set up accounts. For example, you may be responsible for specifying demographic information and another person from your organization may be responsible for specifying financial information. You would enter the demographic data and forward the account setup to the appropriate person. That person can forward the setup to another C.A.R.E. user for completion or, if that person has the appropriate information, that person can finish the setup and submit it for immediate processing. Only C.A.R.E. users who have the Forward capability turned on have access to this functionality.



Tip!

If you know the user ID of the person to whom you are forwarding the account setup, your work will process more quickly.

1. Enter a full or partial user ID, or leave the field empty.
2. Click **See List**.
3. Leaving the field empty returns a full list of all user IDs, up to the relationship level, who have the Forward functionality enabled. A partial entry returns all associated user IDs.
4. From the list of user IDs and names, select the correct user ID.
5. If you receive an error message after you search for a user ID, check the person's exact C.A.R.E. user ID and ensure that the person is enabled to use the Forward functionality. Only users who have this function turned on are included in the list of user IDs. Re-enter the correct user ID.
6. Once the correct user ID is entered in the *User ID* field, click **OK**.
7. Click the **Forward** action control on the left navigation bar.
8. You will receive a confirmation that the account setup was forwarded to the user you requested.

9. Contact the user and notify the user that you forwarded the account setup. This notification is the **only** notification that the setup is waiting. The user can retrieve the account setup under the Status High Level Task. The user has 15 days to complete the setup or to forward it to another C.A.R.E. user. Each time the information is forwarded to another C.A.R.E. user, a new 15-day period starts.

Submitting the Account Setup



Learn More

If you have specified all of the information for the managing account setup you must "submit" or "file" your work to process the new account setup.

Once you submit the managing account information, U.S. Bank processes it immediately. The new managing account number is under the Status High Level Task once the account is successfully processed. The account number batches overnight and is available for use the next business day.

1. Enter all required information on each sub task.
2. Click **Submit**.

Setting up a Cardholder Account



Tip !

Depending upon your organization, you may set up the entire Cardholder account or just a part of it; consequently, you may see some or all of the following screens. Please use the information that pertains to the task you are performing.

Accessing Cardholder Account Setup

1. Click the **Account Setup** High Level Task.
2. Click the **Cardholder** option.

Assigning a Cardholder to a Managing Account



Tip !

To set up a new Cardholder account, a managing account (also known as the billing official account number) must exist. Information from the managing account populates certain fields of the Cardholder's account in C.A.R.E.

Keep a list of your 16-digit managing account numbers nearby. Entering the managing account number, rather than searching by

See List, helps you locate your accounts much more quickly.

1. If the 16-digit managing account number is known, enter it in the designated field.
2. If you do not know the managing account number, click **See List** to search for a list of available accounts. Use the radio button to select the appropriate managing account number.
3. If you do not know your managing account number, contact Customer Service.
4. If your managing account does not display, contact the Help Desk.
5. Click **OK**.

Assigning a Cardholder to a C.A.R.E. Hierarchy Node



Learn More

C.A.R.E. hierarchy nodes determine where, in your agency, a Cardholder account is attached. This assignment also determines the access level the Cardholder has within C.A.R.E. If you assign the hierarchy node incorrectly, the Cardholder, or the Cardholder's manager, may not be able to view account information. When you properly assign a hierarchy node,

Cardholders have access to only their account(s).

1. Click the **See List** button next to the C.A.R.E. hierarchy node.
2. Locate the correct hierarchy node.
3. Click the (+) sign to expand the hierarchy node selection list. Repeat this process until the appropriate hierarchy node displays; use the radio button to select the hierarchy node.
4. Click **OK**.

Assigning an Existing User ID to a New Cardholder Account



Learn More

The *Name* field is optional; the *Name* field is used to assign an existing C.A.R.E. user ID to a new Cardholder account. This assignment is done when a Cardholder uses multiple accounts and wants the C.A.R.E. user ID to remain the same for all accounts.

1. Click **See List** to display a list of names.
2. Select the correct user ID.
3. Click **OK**.
4. Click **OK** to move onto the Cardholder Information Sub Task.

Entering Cardholder Information



Tip!

Formatting information:

- If a suite number or mail station is part of the address, type this information in the first *Address* field. Type the street address in the second *Address* field. This practice is per U.S. Postal Service regulations; if a suite number or mail station is entered in the incorrect field, mail related to the account may be delayed.
- You may abbreviate street addresses, but only use periods (.) and dashes (-). Other forms of punctuation are not accepted in C.A.R.E. Invalid characters in C.A.R.E. are:
*, / # = + \$ < > : ; ? ! [] { }
- For phone numbers, do not use dashes, parenthesis or spaces (e.g., 6121234567).

1. On the Cardholder Information Sub Task, type demographic information about the Cardholder. Fields that require data have an asterisk (*). You cannot successfully set up a Cardholder without the required information.

The screenshot shows the 'E-Services' interface for U.S. Bancorp. At the top, there are navigation tabs: 'Cardholder Information' (highlighted), 'Organization Information', 'Financial Control', 'Account Options', 'Billing Information', and 'Forwarding Information'. Below the tabs, the form contains the following fields:

- First name*:
- Middle initial:
- Last name*:
- Address*:
- City*:
- State/Province*:
- Country*:
- Zip code*: -
- Foreign postal code:
- Home phone:
- Work phone*:
- Alternate phone:
- Cell phone:
- Fax:
- E-mail address:

Entering Organization Information



Learn More

Some fields are pre-populated with information from the managing account. Verify the information on this page to ensure that the Cardholder account is assigned to the level numbers. Incorrect information indicates that you may have selected the wrong managing account number for the Cardholder account. Correct the information by canceling the setup and returning to the managing account number field on the main Account Setup page. You will need to re-enter all previously entered data.

1. Click the **Organization Information** Sub Task.
2. Enter the employee identification number and tax exempt number, if necessary.
3. Verify and, if necessary, change the organization name. This name is embossed on the second line of the Cardholder’s plastic card.
4. Verify that the Cardholder is linked to the appropriate C.A.R.E. hierarchy node.
5. Verify the reporting levels for your organization. U.S. Bank sets up these reporting levels and populates them with information from the managing account. If you need to change reporting levels, contact your Account Coordinator.

E-Services		U.S. Bancorp			
Cardholder Information	Organization Information	Financial Control	Account Options	Billing Information	Forwarding Information
Identification number:	<input type="text"/>				
Tax exempt number:	<input type="text"/>				
Bank number:	3058				
Agent number:	6256				
Company number:	66695				
Organization name:*	<input type="text"/>				
C.A.R.E. hierarchy node:	66695				
Reporting levels:	1.	47163			
	2.	00097			
	3.	00007			
	4.	01000			
	5.	66695			
	6.	<input type="text"/>			
	7.	<input type="text"/>			

Entering Financial Control



Learn More

As part of the initial implementation process with U.S. Bank, the majority of controls and limits that apply to a new Cardholder account are preset by the managing account. However, you can change any of the preset data to establish new spending limits and allocation information for the Cardholder.

Establish spending limits and allocation information for the individual Cardholder account.

You can perform the following tasks:

- Purchasing limits establish dollar and/or transaction limits on a daily, cycle or monthly basis.

The following fields constitute the purchasing limits section:

- **Maximum Credit:** Maximum credit is the cycle dollar amount assigned to the Cardholder for authorized spending. The maximum credit defined at a managing account level will influence the Cardholder limits. Technically, a Cardholder's maximum credit limit may be higher than that defined at the managing account level. However, once the sum of all Cardholder transaction amounts (under the managing account) reaches the maximum credit for the managing account, all subordinate Cardholder accounts are blocked until the managing account cycles.
- **Single Purchase:** The single purchase limit (SPL) is the maximum amount allowed per transaction/purchase. Note that if you define an SPL at the managing account level (which we do not recommend), the SPL at the managing account governs the SPL at the Cardholder account. The SPL should always be less than or equal to the maximum credit limit.
- **% of Cash:** This field defines the percentage of maximum credit that a Cardholder can use against cash advances and/or convenience checks.
- The following limits are generally referred to as *velocity limits*.
 - **Daily Dollar:** This field defines the maximum amount allowed on one managing and/or Cardholder account on one day. The daily dollar limit should always be less than or equal to the monthly dollar limit (see below).
 - **Daily Transactions:** This field defines the maximum number of transactions allowed per managing and/or Cardholder account on one day.
 - **Cycle Dollar:** This field, also known as the *office limit*, specifies the cycle dollar amount assigned to the managing account for authorized spending. For Cardholder accounts, this field defines the maximum amount allowed on the Cardholder account in one cycle period.
 - **Cycle Transactions:** This field defines the maximum number of transactions allowed per managing and/or Cardholder account in one cycle period.

- Monthly Dollar: This field defines the maximum amount allowed on one managing and/or Cardholder account in one calendar month (as opposed to a cycle).
- Monthly Transactions: This field defines the maximum number of transactions allowed to the managing and/or Cardholder account in one calendar month.
- Year Limits define the dollar amounts and/or transactions allowed for the account on a quarterly or annual basis.
- Additional Limits: These limits are additional user-defined controls that can be placed on an account. These limits are used if a billing official seeks to define limits at the managing and/or Cardholder account for periods other than daily, monthly or cycle.

For example, these limits allow you to set a limit for 18 days. After the 18 days, the limit refreshes. You define this period in the *Days in Refresh Cycle* field. The *Other Dollar* field defines the maximum dollar amount allowed for the 18-day period. The *Other Transactions* field defines the maximum number of transactions allowed in the 18-day period.

Note: The limits you define are always subject to the maximum credit limit.

- Temporary Authorization Dates: These dates are applied to short-term accounts. For example, a billing official relocates and needs an account for only 30 days.
- Merchant category code (MCC) groups define:
 - A type of business (e.g., supplier)
 - Where funds may (or may not) be spent (e.g., an employee is not allowed to make a purchase at a jewelry store).

Default Accounting Codes



Tip !

- **All** accounts (new, existing, EDI and non-EDI) **must** have a default accounting code built for account maintenance to be performed.
- To create a default accounting code, do not type data into the default accounting code field, instead click the **Create/Edit Default Accounting Code** button.

- If you need further assistance building a default accounting code, contact the Help Desk.

A default accounting code is the line of accounting to which an organization wants the majority of its transactions to post. The CARS associated to the account control parameters of the default accounting code.

E-Services		U.S. Bancorp	
Cardholder Information	Organization Information	Financial Control	Account Options
<p>Purchasing Limits</p> <p>Maximum credit: <input type="text" value="0"/></p> <p>Single purchase: <input type="text" value="0"/></p> <p>% of cash: <input type="text" value="100"/></p>		<p>Totals Additional Limits</p> <p>Other dollar: <input type="text" value="0"/> 0</p> <p>Other transactions: <input type="text" value="0"/> 0</p> <p>Days in refresh cycle: <input type="text" value="0"/></p>	
<p>Daily dollar: <input type="text" value="0"/> 0</p> <p>Daily transactions: <input type="text" value="0"/> 0</p> <p>Cycle dollar: <input type="text" value="0"/> 0</p> <p>Cycle transactions: <input type="text" value="0"/> 0</p> <p>Monthly dollar: <input type="text" value="0"/> 0</p> <p>Monthly transactions: <input type="text" value="0"/> 0</p>		<p>Temporary Authorization Dates</p> <p>Start date: <input type="text"/></p> <p>End date: <input type="text"/></p>	
<p>Year Limits</p> <p>Beginning month: 10</p>		<p>Merchant Category Code Groups</p> <p>Set MCC Groups</p>	
<p>Default accounting code: *</p>		<p>Create/Edit Default Accounting Code</p> <p>Delete Default Accounting Code</p>	

Editing Default Accounting Codes

1. When a default accounting code already exists, you can delete the entire code and build a new code from the beginning or you can edit the existing code.
2. To delete the code, click **Delete Default Accounting Code**.
3. To create a new code (once the previous code is deleted) or to edit an existing code, click the **Create/Edit Default Accounting Code** button.

Segment name is pre-defined by the rule set

Yes = value required
No = value is optional

Yes = pick value from a list
No = type in your own value that meets the requirements for segment length.

Default Accounting Codes – Using the Temporary Pre-Rollout Rule Set

1. Click **Create/Edit Default Accounting Code** button.
2. Select the segment name.
3. Type the value in the *Valid value* field.
4. If desired, enter a description in the *Value description* field.
5. Click **Add Value**.
6. After you finish with the Default Accounting Code page, click **OK**.

Default Accounting Codes – Using the Transaction Management Functionality

Creating a Default Accounting Code

Only create a new default accounting code for the Cardholder if you want the Cardholder to have a different default accounting code than the one the Cardholder inherited from the managing account.

1. Click **Create/Edit Default Accounting Code** button.
2. Select the segment name.

3. Click **Show assigned** to find the value currently assigned to that segment. The value will display in the *Assigned Values* window.
4. Determine if you want to keep the value that is currently assigned.
 - 4.1. If you want to keep the value as it is, move onto a segment you wish to change.
 - 4.2. If you do not want to keep the value, highlight the value in the *Assigned Values* window and click **Remove value**. You must remove the old value before assigning a new value; if you do not, your work will not successfully process. The removed value will display in the *Work Area* window.
5. To assign a new value:
 - 5.1. If the validate rule is **No**, type a value in the *Valid values* field. If desired, type a description in the *Value description* field.
 - 5.2. If the validate rule is **Yes**, click **Show available** to view all available values. Highlight the value you wish to use, click **Add value**.
 - 5.3. The value will display in the *Work Area* window.

Default Accounting Codes - Searching for a Value If There Are Too Many Values to Display

1. Select a segment name.
2. Click in the *Valid value* or *Value description* field and type the full (or partial) value or description. (You must know at least part of the value or description to perform a successful search.)
3. Click **Search**.
4. The value(s) display in the *Assigned Values* field.
5. Select the value you wish to use by highlighting it with your cursor.
6. Click **Add Value** to assign the value to the default accounting code.
7. The value displays in the *Work Area* field.
8. Repeat this process for each segment that you need to build.

Spending Limits

1. Type the maximum credit limit (the cycle dollar amount assigned to the Cardholder for authorized spending).
2. Type the single purchase limit (the maximum amount allowed per purchase).
3. If necessary, type the percent of cash. If convenience checks are an option for the purchasing card program, set the percent of cash to 100 to allow checks to post.
4. If necessary, type the other purchasing limits to establish the dollar and/or transaction limits on a daily, weekly, monthly, or quarterly basis.

Merchant Category Code (MCC) Groups



Learn More

Once you assign MCC groups to a managing account, all Cardholder accounts that reside below the managing account will have the same MCC groups assigned to them.

MCC group codes are six- or seven-digit alphanumeric codes that begin with the letters MAT. When selecting a seven-digit code, you must also select the corresponding six-digit code to get a complete MCC group. For example, on the screen below, select both MAT000 and MAT000A to have full access to the MAT000 MCC group.

For a list of available MAT codes consult the A/OPC manual, the I.M.P.A.C. web site or call Customer Service.

1. Click the check boxes beside the MCC groups.
2. Click **Add**. The MCC groups you selected populate under the *Assign to Account* heading.
3. To assign the MCC groups to the account, click the check boxes beside the groups under the *Assign to Account* heading.
4. Click **OK** to return to the Financial Control Sub Task.

Assigning Separate Spending Limits to a MCC Group

Ensure the single purchase limit set for the MCC group does not exceed the single purchase limit set for the Cardholder account. For example, if the single purchase limit set for the Cardholder account is \$2,500, the single purchase limit for the MCC group must be \$2,500 or less.

1. Click the check boxes beside the MCC groups.
2. Click **Add**. The MCC groups you selected will populate under the *Assign to Account* heading.
3. Click on the name of the MCC group, for which you want to specify spending limits.
4. The *Assign MCC Group Limits* page displays.
5. Specify the limits.
6. Click **OK**.
7. Click **OK** to return to the Financial Control Sub Task.

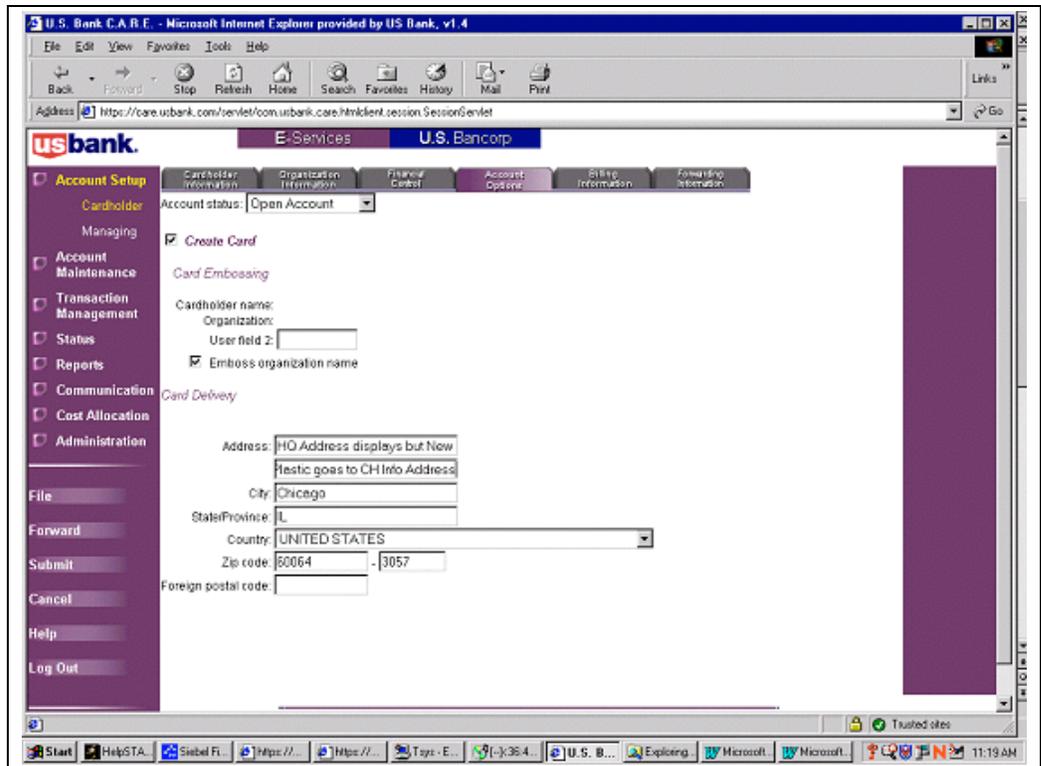
Entering Account Options

On the Account Options Sub Task, you can change the account status, order a plastic card, and order convenience checks for the Cardholder.

1. The default status when opening a new account is *Open*. However, if you need to change the status, use the drop-down menu.
2. Verify that the information in the *Card Embossing* area is correct.
3. If the Cardholder requires a plastic card, click the *Create Card* check box. The billing address displays in the *Card Delivery* area. The card will be addressed according to the information in the *Cardholder Information* tab.

Note: The system will ignore edits on this screen for account setup. These fields are reserved for account maintenance (card reorders).

4. To order convenience checks, select the *Order Convenience Checks* check box. The checks will be delivered to the address in the *Convenience Check Delivery* area unless you click the *Send to Card Delivery Address* check box. In that case, the checks will be delivered to the billing address that displays in the *Card Delivery* area.



Verifying Billing Information

1. Click the **Billing Information** Sub Task.
2. Verify that the information displayed is correct. The data displayed is view only and is generated from the managing account. The billing official name and address identifies the recipient of the managing account invoice.
3. If you notice incorrect information, verify that the Cardholder is attached to the correct managing account or correct the information in managing account maintenance.

Forwarding Information

Access to Sub Task depends upon the level of functionality your organization determines. The Forward functionality permits more than one C.A.R.E. user to set up accounts. For example, you may be responsible for specifying demographic information and another person from your organization may be responsible for entering financial information. You would specify the demographic data and forward the account setup to the appropriate person. That person can forward the setup to another C.A.R.E. user for completion or, if that person has the appropriate information, that person can finish the setup and submit it for immediate processing. Only C.A.R.E. users who have the Forward capability turned on have access to this functionality.



Tip!

If you know the user ID of the person to whom you are forwarding the account setup, your work will be processed much more quickly.

E-Services U.S. Bancorp

Cardholder Information Organization Information Financial Control Account Options Billing Information Forwarding Information

Please enter a User ID to forward any information

User ID:

OK
See List

1. Enter a full or partial user ID, or leave the field empty.
2. Click **See List**.
3. Leaving the field empty will return a full list of all user IDs, up to the relationship level, who have the Forward functionality enabled. A partial entry will return all associated user IDs.
4. From the list of user IDs and names, select the correct user ID.

5. If you receive an error message after you search for a user ID, check the person's exact user ID and ensure that the person is enabled to use the Forward functionality. Only users who have this filter turned on are included on the list of user IDs. Re-enter the correct user ID.
6. Once the correct user ID is entered in the *User ID* field, click **OK**.
7. Click the **Forward** action control on the left navigation bar.
8. You receive a confirmation that the account setup was forwarded to the user you requested.
9. Contact the user and notify the user that you forwarded information. This notification the **only** notification that the setup is waiting. The user can retrieve the account setup under the Status High Level Task. The user has 15 days to complete the setup or to forward it to another C.A.R.E. user. Each time a user forward the information another C.A.R.E. user, a new 15-day period starts.

Submitting the Account Setup



Learn More

If you have entered all of the information for the Cardholder account setup you must "submit" or "file" your work to process the new account setup.

Once you submit the Cardholder Account information, U.S. Bank processes it immediately. The new Cardholder Account number can be located under the Status High Level Task once the account has successfully processed. However, because this account number needs to batch overnight, it is not available for use until the next business day.

1. Enter all required information on each Sub Task.
2. Click **Submit**.

Account Maintenance

Overview

On the Account Maintenance Sub Task, you can perform a number of maintenance tasks, such as changing the overall spending limits for a managing account or changing the demographic information for a Cardholder account. You can only perform account maintenance on open accounts.

Once you update your information in account maintenance, check to make sure the information has posted correctly by accessing the Status High Level Task. Changes made during Account Maintenance are real-time.

Maintaining a Managing Account



Tip !

If you have multiple tasks to complete while maintaining a managing account, you can work on each task individually. Then once you are finished, either click **Submit** to immediately process the changes or click **File** to save the changes for later submission.

Accessing Managing Account Maintenance

1. Click the **Account Maintenance** High Level Task.
2. Click the **Managing** option.

Locating a Managing Account



Tip !

Keep a list of your 16-digit managing account numbers nearby. Entering the managing account number, rather than searching by hierarchy node, helps you quickly locate your accounts.

1. Enter the 16-digit managing account number or the billing official (approving official) last name in the designated fields.
2. If you know neither the managing account number nor the billing official last name, click the (+) sign to search for a list of available accounts.
3. Use the radio button to select the appropriate managing account number.
4. Click **OK**.

Changing Billing Official Information



Tip !

Formatting information:

- If a suite number or mail station is part of the address, type this information in the first *Address* field. Type the street address in the second *Address* field. This practice is per U.S. Postal Service regulations; if a suite number or mail station is entered in the incorrect field, mail related to the account may be delayed.
- You may abbreviate street addresses, but only use periods (.) and dashes (-). Other forms of punctuation are not accepted in C.A.R.E. Invalid characters in C.A.R.E. are: *, / # = + \$ < > ; ; ? ! [] { }
- For phone numbers, do not use dashes, parenthesis or spaces (e.g., 6121234567).

1. Once the managing account is located, the system automatically takes you to the Billing Official Sub Task.
2. Enter the information to be changed and/or updated in the designated fields.
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Changing Account Information

1. Click the **Account Information** Sub Task.
2. Enter the information to be changed and/or updated in the designated fields (e.g., *Agency/Organization Number, Account Status, EDI Information, On -Line Registration, Reports Distribution*).
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Changing Financial Control Information

1. Click the **Financial Control** Sub Task.
2. Enter the information to be changed and/or updated in the designated fields (e.g., *Spending limits, MCC Groups, Reallocation methods, create or edit the default accounting code, or select new alternate accounting codes*).
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Forwarding Information



Tip!

Know the user ID of the person to whom you are forwarding the account maintenance information. By typing the user ID rather than searching by *See List*, your work will be processed more quickly.

1. Enter a full or partial user ID, or leave the field empty.
2. Click **See List**.
3. Leaving the field empty will return a full list of all user IDs, up to the relationship level, who have the Forward functionality enabled. A partial entry will return all associated user IDs.
4. From the list of user IDs and names, select the correct user ID.
5. If you receive an error message after you search for a user ID, check the person's exact user ID and ensure that they are enabled to use the Forward functionality. Only those users who have this filter turned on are included in the list of user IDs. Re-enter the correct user ID.
6. Once the correct user ID is entered in the *User ID* field, click **OK**.
7. Click the **Forward** action control on the left navigation bar.
8. You will receive a confirmation that the account maintenance information was forwarded to the user you requested.
9. Contact the user and notify the user that you forwarded information. This notification is the **only** notification that the information is waiting. The user can retrieve the account information under the Status High Level Task. The user has 15 days to complete the information or to forward it to another C.A.R.E. user. Each time a user forwards the information to another C.A.R.E. user, a new 15-day period starts.

Maintaining a Cardholder Account



Tip !

If you have multiple tasks to complete while maintaining a Cardholder account, you can work on each task individually. Once you are finished, either click **Submit** to immediately process the changes or click **File** to save the changes for later submission.

Access Cardholder Account Maintenance

1. Click the **Account Maintenance** High Level Task.
2. Click the **Cardholder** option.

Locating a Cardholder Account



Tip !

Keep a list of your 16-digit Cardholder account numbers nearby. Typing the Cardholder account number, rather than searching by hierarchy node, helps you locate your accounts much more quickly.

1. Enter the 16-digit Cardholder account number or the Cardholder's last name in the designated fields.
2. If neither the account number nor the last name are known, click the (+) sign beside the C.A.R.E. hierarchy node to see a list of available accounts.
3. Use the radio button to select the appropriate Cardholder account.
4. Click **OK**.

Changing Cardholder Information



Tip !

Formatting information:

- If a suite number or mail station is part of the address, type this information in the first *Address* field. Type the street address in the second *Address* field. This practice is per U.S. Postal Service regulations; if a suite number or mail station is entered in the incorrect field, mail related to the account may be delayed.
- You may abbreviate street addresses, but only use periods (.) and dashes (-). Other forms of punctuation are not accepted in C.A.R.E. Invalid characters in C.A.R.E. are: *, / # = + \$ < > ; ? ! [] { }
- For phone numbers, do not use dashes, parenthesis or spaces (e.g., 6121234567).

1. Once the Cardholder account is located, the system automatically takes you to the Cardholder Information Sub Task.
2. Enter the information to be changed and/or updated in the designated fields.
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Changing Organization Information

1. Click the **Organization Information** Sub Task.
2. Enter the information to be changed and/or updated (e.g., organization name, identification number, tax exempt number, reporting levels).
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Changing Financial Control Information

1. Click the **Financial Control** Sub Task.
2. Enter the information to be changed and/or updated (e.g., create or edit the default accounting code, adjust purchasing limits, adjust the MCC group).
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Changing Account Options

1. Click the **Account Options** Sub Task.
2. Enter the information to be changed and/or updated (e.g., account status, order a plastic card). The plastic card will go to the address you type here. You may change the default.
3. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.

Forwarding Information



Tip !

Know the user ID of the person to whom you are forwarding the account maintenance information. By typing the user ID rather than searching by *See List*, your work will be processed more quickly.

1. Enter a full or partial user ID, or leave the field empty.
2. Click **See List**.
3. Leaving the field empty will return a full list of all user IDs, up to the relationship level, who have the Forward functionality enabled. A partial entry will return all associated user IDs.
4. From the list of user IDs and names, select the correct user ID.
5. If you receive an error message after you search for a user ID, check the person's exact user ID and ensure that the user is enabled to use the Forward functionality. Only users who have this filter turned on are included in the list of user IDs. Re-enter the correct user ID.
6. Once the correct user ID is entered in the *User ID* field, click **OK**.
7. Click the **Forward** action control on the left navigation bar.
8. You will receive a confirmation that the account maintenance information was forwarded to the user you requested.
9. Contact the user and notify the user that you forwarded information. This notification is the **only** notification that the information is waiting. The user can retrieve the account information under the Status High Level Task. The user has 15 days to complete the information or to forward it to another C.A.R.E. user. Each time a user forwards the information is forwarded to another C.A.R.E. user, a new 15-day period starts.

Moving a Cardholder Account



Tip!

- You can move multiple Cardholders simultaneously as long as they are going to the same destination.
- If multiple Cardholders are going to different destinations, you must move them individually.

1. Click the **Account Maintenance** High Level Task.
2. Click the **Move Cardholder** option.
3. Locate the Cardholder account(s) you want to move by entering the C.A.R.E. hierarchy node.
4. If you do not know the hierarchy node, click the (+) sign to expand the hierarchy node list. Repeat this process until the appropriate hierarchy node displays.
5. Use the radio button to select the appropriate hierarchy node.
6. Click the **Move Cardholder Account** button.
7. Expand the hierarchy node selection list by clicking the (+) sign.
8. Click the check box to select the account(s) you want to move.
9. Click the **Change Organization Node** button.
10. Select the destination hierarchy target node where you want to move the Cardholder account(s).
11. Click **Change Managing Account** (the managing account that you are going to associate to the Cardholder account[s]).
12. Click **Go To Summary** to review the changes you have made. On this screen, you can change the Cardholder's default accounting code.
13. To process the changes, click **Submit**. To save the information without submitting it, click **File**. To exit completely, click **Cancel**.



Learn More

Hierarchy node movement changes are queued up in C.A.R.E. for upload once a month. This upload takes place on the first business day after the cycle date.

Checking the Status of Accounts

Overview

The status functionality helps you more easily manage your work in progress and verify that tasks you performed in C.A.R.E. were processed correctly. For every task you perform in account setup and account maintenance you are given the option of:

- Filing the information so it can be retrieved and processed later
- Forwarding an account setup or maintenance to another user (if your organization has selected to use the Forward functionality)
- Submitting the information for immediate processing

Records of incomplete and complete work are stored in Status for 14 days. Records of submitted work are stored for seven days. Records of forwarded information are stored for 15 days.



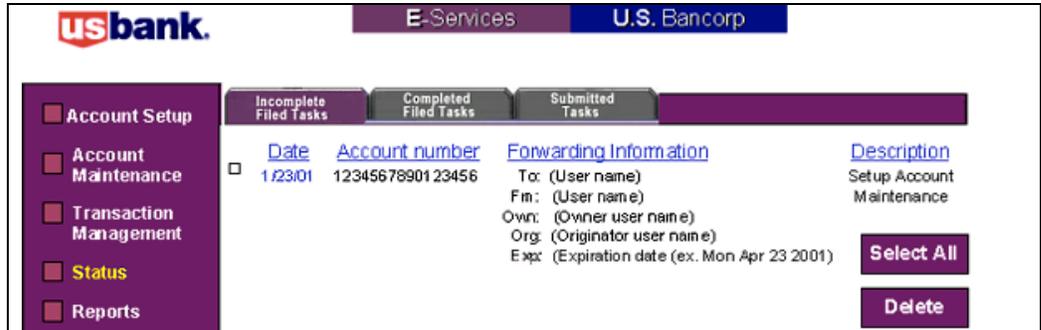
Learn More

The three primary status type classifications listed in the Status type column are:

1. **Success** – Indicates that the account has successfully posted to the C.A.R.E. database. You may click a specific date associated with the *Success* status type and view a message informing you that the account was successfully submitted.
2. **Partially Successful** – Specific to account maintenance, indicates that maintenance done to an account was partially successful in posting to the C.A.R.E. database. For example, the telephone number for a Cardholder processed successfully, but the ZIP code of the address did not post. Therefore, the address portion of the account maintenance was not successful. To resolve the problem, the system takes you to the Account Maintenance screen to re-enter the information that did not successfully post.
3. **Failed** – Indicates the account setup or maintenance failed to post to C.A.R.E. To resolve the issue, locate the account number associated with the error message. Return to account maintenance, correct the problem(s), verify the information and then click **Submit**. If a new account setup fails, start the account setup process from the beginning. Once finished, check the Status to confirm that the information successfully posted.

Viewing Forwarded Tasks

1. Click the **Incomplete Filed Tasks** Sub Task.
2. View the information that was forwarded to you. Use the account number provided to locate the account that needs further work.
3. If you are to complete a task for the account setup, you have 15 days to do so. After 15 days (i.e., the expiration date) the system purges the entire account setup from the system and you will need to re-enter all previously entered information.



Removing a Task

1. Select the appropriate sub task.
2. Select the check box(es) of the tasks to be removed from C.A.R.E.
3. To delete all of the tasks, click **Select All**.
4. Click **Delete**.
5. Once you complete your deletions, click **Submit**. To exit completely, click **Cancel**.

Communication

Overview

C.A.R.E. provides a secure communication mechanism for sending and receiving messages and attachments between your agency and key U.S. Bank contacts. All messages store in C.A.R.E. for up to 90 days before purging from the system.

Setting up File Transfer Capability

**Tip !**

If you have never saved an attachment using C.A.R.E. Communication, follow the steps below (depending on your browser version) to enable your browser to save file attachments. If you do not set up your browser with the following steps, you will be logged off C.A.R.E. when you attempt to save a file attachment.

Both Internet Explorer and Netscape

1. From the **Start** button, select **Programs >Windows Explorer**.
2. Select **View > Options**.
3. Click the **File Types** tab.
4. Choose file types depending on the types of files you expect to receive through C.A.R.E. Some common file types you may receive include: doc, xls, zip, exe (batch version only), html (or htm), ppt, rtf, txt.
5. Click **Edit**.
6. Check the box marked *Confirm open after download*. Ensure the box marked *Enable quick view* is not checked.

Repeat steps 4 through 6 for all the file types you expect to receive through C.A.R.E.

File Extension “txt” for Netscape

1. In the Netscape browser, click **Edit > Preferences**.
2. Click **Applications**. A list of available applications displays.

3. Choose *Plain Text* from the applications list.
4. Click **Edit**.
5. Choose the *Save to Disk* option and close the window.

File Extension “txt” for Internet Explorer

1. Internet Explorer does not currently generate a download prompt for txt files; it automatically opens txt files in the browser.
2. To return to your C.A.R.E. session, click the **Back** button and click **Refresh**.

Accessing Messages

1. Click the **Communication** High Level Task.
2. Click the **Messages** option. You are automatically brought to the Received Messages Sub Task.

Viewing a Message

1. Click the **Received Messages** Sub Task.
2. Click on the person’s name to select the message you wish to view.
3. Once you have viewed the message, you can reply to the sender or remove the message.

Replying to a Message

1. Click the **Received Messages** Sub Task.
2. Click the person’s name to select the message you wish to view.
3. Click **Reply**.
4. Type your reply in the designated space above the line named *Reply Separator*.
5. Click **Submit** to send your response or click **Cancel** to exit.

Creating or Replying to a Message with an Attachment



Tip !

- You are allowed a maximum of 18 contacts (people with C.A.R.E. user IDs) at a relationship level within C.A.R.E. to whom you can send messages.
- If you require additional contacts, contact your account coordinator or relationship manager.

1. Click the **Create Messages** Sub Task
2. Click **Search** to display a list of available C.A.R.E. recipients.
3. Click the check box(es) next to the recipient(s) of your message.
4. Click **OK**.

5. Enter the subject of your message in the designated field. To move your cursor to the next field, use the **Tab** key.
6. To find the file you want to attach, click **Browse**.
7. Select the drive, open the file folder, and then choose the individual file you wish to attach. Click **Open**.
8. Click the **Attachments** button to attach your file to the message.
9. Repeat steps 6–8 for any additional attachments.
10. Type your message in the designated space.
11. Click **Submit** to send your message with the attachment(s).
12. To exit completely click **Cancel**.

Saving an Attachment

1. Click the **Received Messages** Sub Task.
2. Click the person's name to select the message you wish to view.
3. Click the radio button next to the attachment you want to save.
4. Click **OK**.
5. Click **Save**.
6. Choose the location where you want to save the attachment.

Deleting a Message

1. Once you have read and/or responded to a message and you do not wish to keep it, click **Remove**.
2. To remove multiple messages at the same time, go to the Received Messages Sub Task and click the check boxes beside the messages you wish to delete, then click **Remove**.
3. To remove all the messages from your system click **Select All** and then click **Remove**.
4. To process the deletion(s) click **Submit**.
5. To exit completely click **Cancel**.

Reporting

Overview

The Reporting High Level Task in C.A.R.E. has two reporting types:

- **Standard reports** – A collection of commonly used reports that have a pre-defined layout
- **Ad-hoc reports** – Customized reports that you create and save using tools provided in the WebFOCUS Managed Reporting Environment (MRE)

Access to the different reporting types is based upon the level of reporting functionality your organization chose.

Standard Reports

C.A.R.E. standard reports are a collection of commonly used purchasing and corporate/travel reports with a pre-defined layout. Once you select a standard report, you have a list of options that help you define the parameters of the report (e.g., sort orders, date ranges, output types, reporting levels). After your report is compiled, you can view it online or in Excel, print it, or save it to your computer.

Ad Hoc Reports

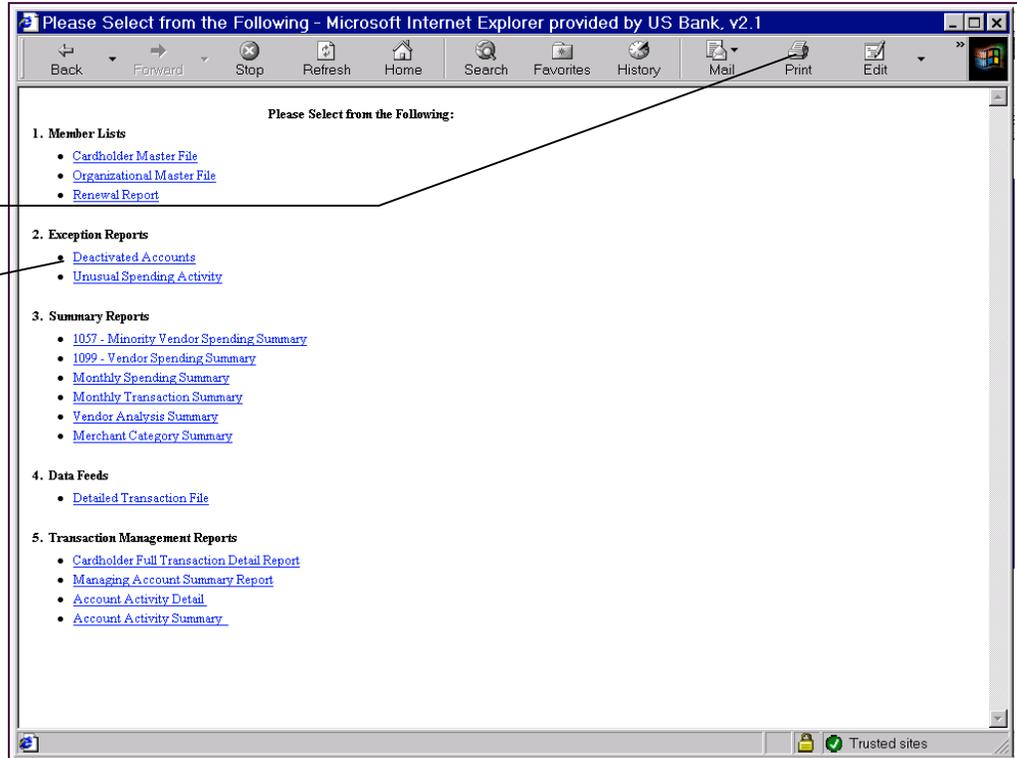
WebFOCUS Managed Reporting is a set of tools that enable a U.S. Bank system administrator to build controlled reporting environments, specific for different C.A.R.E. users, called *MREs*. The system administrator then defines distinct reporting objects and places them in a database.

You use these reporting objects in the MRE to create your own ad hoc reports, which you can save and reuse later.

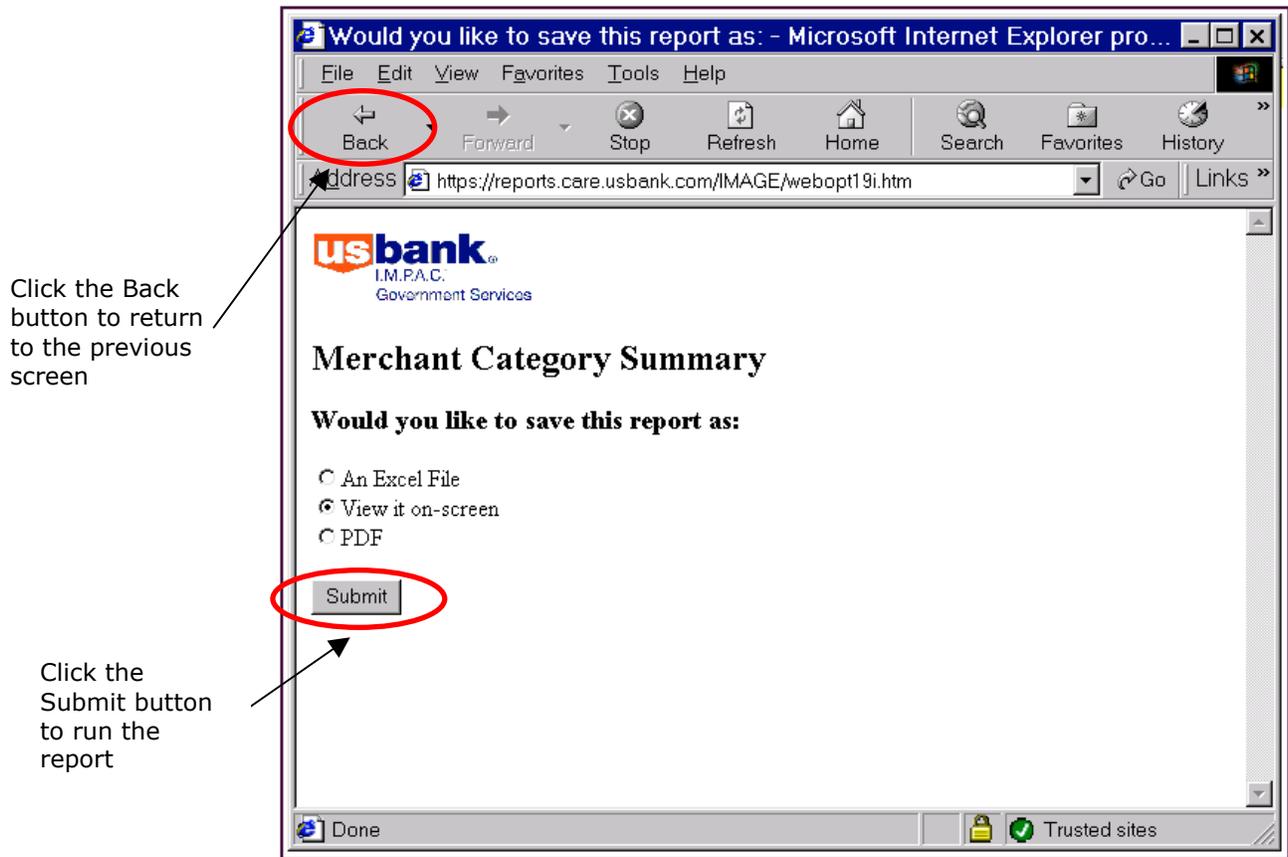
Running Standard Reports

1. Click the **Reports** High Level Task. A new browser window opens with a list of standard report categories.
2. Click the (+) symbol to navigate to the lists of specific reports.

Click the Run button or double-click the report name to run the report.



3. Double-click the report name or click the **Run** button. A new browser window opens where you define the parameters of your report (e.g., sort orders, date ranges, output types, reporting levels).



4. Click the **Submit** button. You may need to specify additional data to further define the parameters of your report.
5. View the report in your web browser or save it to your computer.
6. If you want to print the report, then click the **Print** button in your browser.
7. If you want to go back to the previous report parameter screen, then use the **Back** button in the WebFocus browser window.



Tip!

The browser's **Back** button only works while using the Reporting function.

8. When you are finished with the Reports window, click the **X** in the upper right corner of the window.

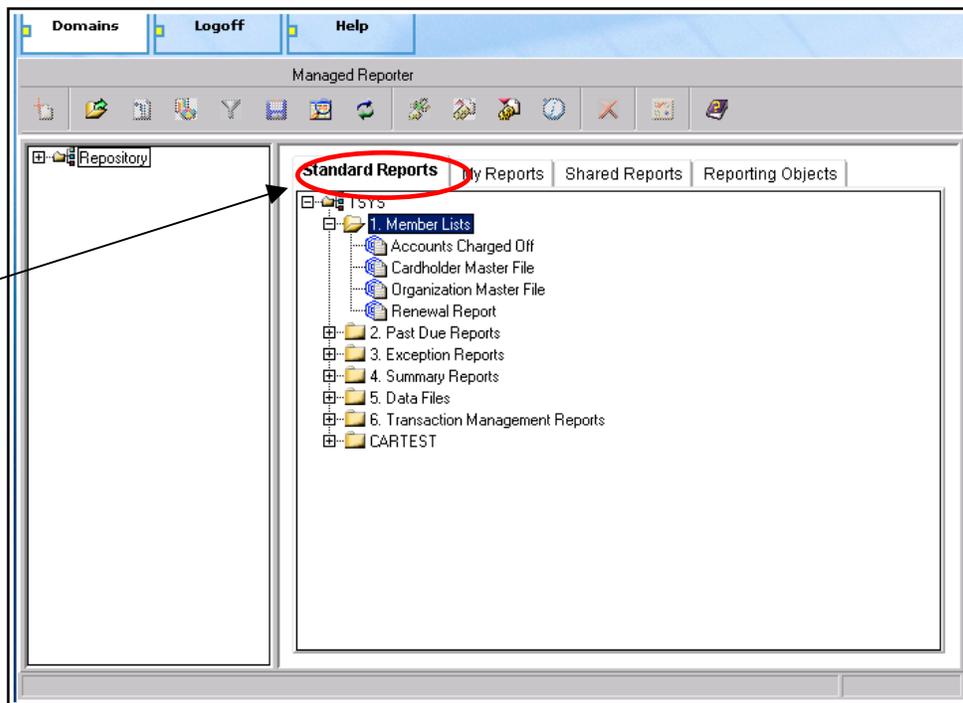
The WebFocus Managed Reporting Environment (MRE) Overview

Ad hoc reporting with the WebFocus tool is additional functionality and requires a separate setup, for more information about this tool please contact your Relationship Manager.

The WebFocus Managed Reporting Environment does not include transaction-based data.

Note: Any tool dimmed on the toolbar is not available for use.

The reports and graphs that the U.S. Bank team created for your organization are located under the Standard Reports tab.



Note: You must use Internet Explorer version 4.01 or higher for full compatibility and functionality with WebFOCUS operation.

The other tabs that you will use are:

The My Reports Tab– Once ad hoc reports are created and saved they are placed under the My Reports tab. From this tab, you can run your ad hoc reports and graphs with current data.

The Shared Reports Tab – Shared Reports allows you to view and use report templates created by other C.A.R.E. users. While the templates themselves can be viewed, no data in the reports can be viewed. Report data is always stored under the user ID of the person who created the report.

The Reporting Objects Tab – Reporting Objects are data sources that are pre-built for your organization by the U.S. Bank team. The Reporting Objects tab houses tools (Report Assistant and Graph Assistant) you use to create ad hoc reports.



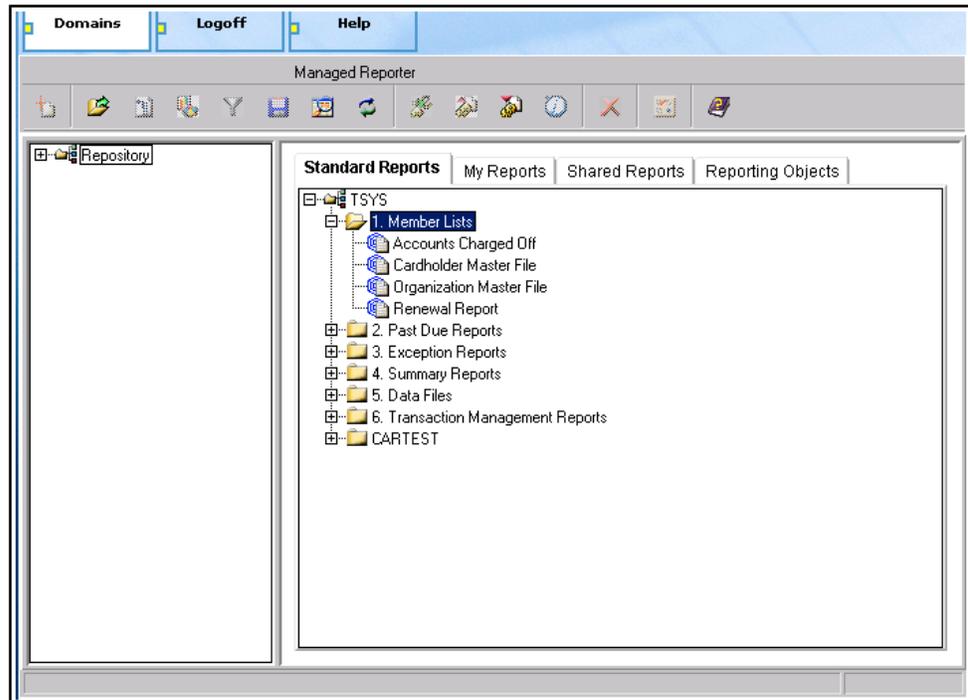
Use the options available on the Managed Reporter toolbar to manipulate reports. The following table gives a brief description of the toolbar options.

Button	Description
	Create a new My Reports
	Open existing folders or reports
	Access the Report Assistant
	Access the Graph Assistant
	Select filters – not available. The U.S. Bank System Administration team pre-defines filters. You do not need to create additional filters.
	Save a My Report
	Search within a Domain tab (Standard Reports, My Reports or Reporting Objects) for a particular string
	Refreshes the screen back to the last screen image
	Run the report
	Run deferred (run at a later date) – not available
	Check the status of deferred reports – not available
	ReportCaster – not available
	Delete existing reports
	Check the properties of reports
	Request help

Running a Standard Report Using the WebFocus Managed Reporting Environment (MRE)

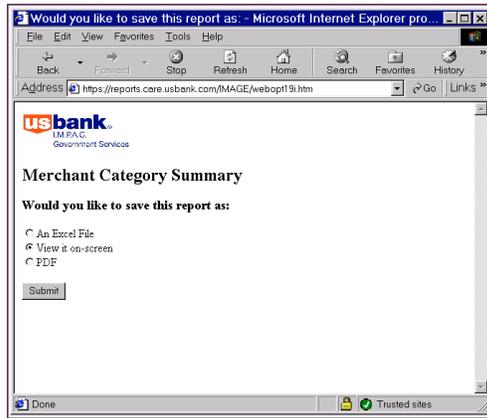
Note: Instructions for creating ad hoc reports are not covered in this user manual. Please refer to the *C.A.R.E. Ad Hoc Reporting User Manual* for detailed instructions on how to create ad hoc reports.

1. Click the (+) sign next to TSYS.
2. Click the (+) sign next to the type of report you wish to run.



3. Click the **Run** button or double-click on the report name. A new screen displays on which you select your report parameters. Each standard report has different attributes (e.g., sort orders, date ranges, output types, reporting levels).
4. Choose the attributes you want.
5. Click the **Submit** button.

C.A.R.E. USER MANUAL - CPP



6. View the report in your web browser or save it to your computer.
7. If you want to print the report, then click the **Print** button in your browser.
8. When you are finished with the Reports window, click the **X** in the upper right corner of the window.

Cost Allocation

Overview

You can use the cost allocation function to build and maintain child rule set(s) and alternate accounting codes. Child rule set(s) and alternate accounting codes are the foundation for the allocation methods used in Transaction Management.

Rule Sets

Rule sets are created for two main reasons:

1. To provide a common platform on which to define accounting code structures consistent with an organization's general ledger system.
2. To provide options to control the values and/or procedures that may be used during the transaction reallocation process.

Rule sets, as U.S. Bank uses them, are divided into parent and child rule sets. All cost allocation rule sets (CARS) are defined as one of these two types. Every rule set is made up of one to many segments and each segment has the following four components:

1. **Segment Name** – The name associated to the segment (different from the CARS name)
2. **Segment Length** – The length of the segment within the CARS/accounting code structure
3. **Required** – A designation used for validation to determine whether a value must be entered for the segment
4. **Validate from List** – A designation used for validation to determine whether a value entered for a segment must be validated against a list of pre-built valid values specific to that segment

The parent rule set (built by the U.S. Bank team) defines the structure, validation rules, and master list of valid values for each segment of the rule set. Parent rule sets are typically built without many constraints.

Child rule sets are used to further control or restrict the values available to specific groups of Cardholders. The child rule set inherits the same basic characteristics as its parent, meaning the number and length of segments at the child level will always match the parent.

Items that you can define at the child rule set level include:

- Segments defined as not required at the parent level can be defined as required at the child level.
- A subset of the parent's valid values can be defined at the child level.
- A new set of valid values can be defined at the child level, if no values were defined at the parent level.

Alternate Accounting Codes

Once you have established a rule set, your organization's team can create one or more alternate accounting codes to be used for transaction reallocation. Similar to a default accounting codes, alternate accounting codes are a subset of the rule sets' values.

In an effort to reduce the number of potential accounting codes, your organization's team can set up multiple values for a segment within one alternate accounting code. This process enables Cardholders to define a valid accounting code as needed during reallocation.

The advantages of alternate accounting codes are:

- The named description makes them easier for Cardholders to understand.
- Cardholders are limited to specific reallocation options, which may reduce errors.

Creating a Child Rule Set

When creating a child rule set, you must determine where to attach the rule set within C.A.R.E.'s hierarchy (a child can be associated a hierarchy level) and provide a name for the rule set.

1. If you know it, type the complete or partial C.A.R.E. hierarchy node.
2. If you do not know it, click the (+) sign to expand the list, repeat until the appropriate node displays. The purple arrow on the left points to the node you have selected.
3. Once you have located the correct hierarchy node, type the name of the rule set in the *Child rule set name* field.
4. Once the rule set is attached to a hierarchy node and named, click **Set-Up Rule Set**.
5. The new child rule set must be associated to a parent rule set. The parent rule set menu is pre-populated with the available parent rule sets for the C.A.R.E. hierarchy node you selected. If the appropriate parent rule set is not listed, click **Cancel** and begin again by selecting a different hierarchy node. Select the appropriate parent rule set.
6. Click **OK**.
7. You are brought to the Accounting Code Structure Sub Task; here you can review the structure of the parent rule set.
8. To begin building the child rule set, click on the **Accounting Code Values** Sub Task.
9. Select the first segment from the *Segment name* drop-down menu.
10. Note the length, whether it is required and if you need to validate the values.
11. To populate valid values for a segment, you must first determine if valid values exist at the parent level. Click **Show available**.
12. If a list displays in the *Available Values* window, then you know that values exist at the parent level. You can only select from these values; you cannot establish any additional values for this segment.
 - 12.1. To assign values to the segment, select the values from the *Available Values* list.
 - 12.2. Click **Add value**.
 - 12.3. The added value will populate the *Work Area* window.
 - 12.4. If you want to assign additional values, repeat steps 12.1 and 12.2.
13. If no list displays in the *Available Values* window (validate field is *No*), then:
 - 13.1. Type the value in the *Valid value* field and type a description in the *Value description* field.
 - 13.2. Click **Add value**.
 - 13.3. The added value will populate in the *Work Area* window.
 - 13.4. If you want to add additional values and descriptions repeat steps 13.1 and 13.2.

14. If you add an incorrect value, highlight the value in the *Work Area* window and click **Remove value**.
15. Once you have added all necessary values to the rule set, click the **Submit** action control to save the new child rule set.

Searching for a Value If There Are Too Many Values to Display

1. Select a segment name.
2. Click in the *Valid value* or *Value description* field and type the full (or partial) value or description (you must know at least part of the value or description to perform a successful search).
3. Click **Search**.
4. The value(s) display in the *Assigned Values* field.
5. Select the value you wish to use by highlighting it with your cursor.
6. Click **Add Value** to assign the value to the default accounting code.
7. The value displays in the *Work Area* field.
8. Repeat this process for each segment that you need to build.

Maintaining a Child Rule Set



Tip!

A few rules to remember when maintaining child rule sets:

- You cannot add new segments to the structure.
- The only modifications you can make to a child rule set are the requirement and validation rules.
- A child rule set is subject to the same or greater constraints as those defined at the parent level.

Validation Field	If the Value at the Parent Level Is...	Then the Value at the Child Level Can Be...
Required?	Y or Yes	Y
	N or No	Y or N
Validate from List?	Y or Yes	Y
	N or No	Y or N

1. If known, type the complete or partial C.A.R.E. hierarchy node.
2. If the hierarchy node is not known, click the (+) sign to expand the list and repeat until the appropriate child rule set displays.
3. Click on the **Child rule set name**.
4. Maintaining the structure of the child rule set:
 - 4.1. Click the **Maintain Structure** button.
 - 4.2. Under the Accounting Code Structure Sub Task, and in the *Accounting Code Structure* window, highlight the segment you want to modify.
 - 4.3. Modify the validation rules (*Required, Validate*) as necessary.
 - 4.4. Click **Modify Segment**.
 - 4.5. If necessary, highlight the next segment you want to modify and repeat steps 4.1 through 4.4.
5. Maintaining the values of the child rule set:
 - 5.1. After you maintain the accounting code structure, you can maintain the values for the segments.
 - 5.2. Click the **Accounting Code Values** Sub Task or click the **Maintain Values** button on the main child rule set page.
 - 5.3. For a given segment, you can add new values (if values do not exist at the parent level). Remember, if a segment for a parent requires a value or requires validation from a list, the child requires the same controls.
 - 5.4. Select the segment name that has the values you want to modify.
 - 5.5. To see if values exist at the parent level, click **Show available**.
 - 5.5.1. If the *Validate* field displays **Yes**, you can select one or more of these values. (You cannot establish new values.)
 - 5.5.2. If the *Validate* field displays **No**, you can select one or more of the available values, and/or add new values.
 - 5.5.3. Click **Add Value** to assign the values.
 - 5.5.4. Once you have finished modifying the rule set, click **Submit** to save the modifications.

Creating Alternate Accounting Codes



Tip!

Alternate accounting codes provide an easy-to-identify mechanism to ensure that the Cardholder reallocates to a valid accounting code.

Segment name is pre-defined by the rule set

Yes = value required
No = value is optional

Yes = pick value from a list
No = type in your own value that meets the requirements for the segment length

E-Services
U.S. Bancorp

Alternate Accounting Code

C.A.R.E. hierarchy node: **GOVERNMENT DEPARTMENT OF TRAINING**

Rule set name: **TRAINING RS1**

Product type: **TSYS Government Purchasing (3058)**

Accounting Code Description:

Segment name:

Segment length:

Required: Yes

Validate: No

Identify Values - Descriptions

Valid value:

Value description:

Show assigned
Show available
Add value
Remove value
Search

Assigned Values

Value	Description

Work Area

Value	Description	Action

Segment length is based on your accounting system; the maximum length of this field is 135 characters

1. Click the **Cost Allocation** High Level Task.
2. Click either the **Parent Rule Set** or **Child Rule Set** option, depending upon where you want to build the alternate accounting codes.
3. If the hierarchy node and rule set name is known:
 - 3.1. Enter the hierarchy node in the designated field.
 - 3.2. Enter the rule set name in the designated field.
4. If the hierarchy node is not known:
 - 4.1. Click the (+) sign to display a list of nodes. Use the radio button to select the appropriate hierarchy node.
 - 4.2. Under the correct hierarchy node, available rules sets attached to the node display. Rule sets with blue text indicate a valid node and rule set name.
 - 4.3. To select a rule set, click on the name of the rule set.
 - 4.4. The *hierarchy node* and *Rule Set* fields populate with the information you select.
5. Click the **Alternate Accounting Codes** button.
6. Click **Add** to begin setting up alternate accounting codes.
7. Depending on the validation rules (*Required, Validate*) established for the rule set, you can choose to associate values at the rule set level or to add new values.
8. To assign a segment to the alternate accounting code segment do one of the following:
9. Use available values. (The *Validate* rule can be **Yes** or **No**.)
 - 9.1. Select the segment name from the drop-down list.
 - 9.2. Click **Show available**.
 - 9.3. Highlight the value you wish to use.
 - 9.4. Click **Add value** to assign the value to the alternate accounting code.
 - 9.5. The added value displays in the *Work Area* window.
 - 9.6. Repeat this process for every value you wish to add for this segment.
 - 9.7. Repeat this process for every segment.
10. If no value is assigned (the *Validate* rule must be **No**):
 - 10.1. Check the segment length.
 - 10.2. Click in the *Valid value* field, type in your own value.
 - 10.3. Click in the *Value description* field and type a description for the value.
 - 10.4. Click **Add Value**.
 - 10.5. The added value displays in the *Work Area* window.
 - 10.6. Repeat this process for every value you wish to add for this segment.
 - 10.7. Repeat this process for every segment.
11. Once finished with the Alternate Accounting Code page, click **Submit** to save your new alternate accounting code.

Maintaining Alternate Accounting Codes

1. Click the **Cost Allocation** High Level Task.
2. Click either the **Parent Rule Set** or **Child Rule Set** option, depending upon where the alternate accounting code you want to maintain is located.
3. If you know the hierarchy node and rule set name:
 - 3.1. Type the hierarchy node in the designated field.
 - 3.2. Type the rule set name in the designated field.
4. If the hierarchy node is not known:
 - 4.1. Click the (+) sign to display a list of nodes. Use the radio button to select the appropriate hierarchy node.
 - 4.2. Under the correct hierarchy node, available rules sets attached to the node display. Rule sets with blue text indicate a valid node and rule set name.
 - 4.3. To select a rule set, click on the name of the rule set.
 - 4.4. The *hierarchy node* and *Rule Set* fields populate with the information you select.
5. Click the **Alternate Accounting Codes** button.
6. Click **Update** to begin maintaining the alternate accounting code(s).
7. Select the segment name that you want to maintain.
8. Click **Show assigned** to find the value currently assigned to that segment. The value will display in the *Assigned Values* window.
9. Determine if you want to keep the value that is currently assigned.
10. If you want to keep the value as it is, move onto a segment you wish to change.
11. If you do not want to keep the value, highlight it in the *Assigned Values* window and click **Remove value**. You must remove the old value before assigning a new value, if you fail to do so your work will not successfully process. The removed value will display in the *Work Area* window.
12. To assign a new value:
 - 12.1. If the validate rule is **No**, type a value and a description in the *Valid values* and *Value description* fields.
 - 12.2. If the validate rule is **Yes**, click **Show available** to view all available values. Highlight the value you wish to use, click **Add value**.
 - 12.3. The value will display in the *Work Area* window.
13. After you are finished with the Alternate Accounting Code page, click **Submit** to save your new alternate accounting code.

Transaction Management

Overview

Your access to Transaction Management functionality depends upon the level of functionality your organization determines. Transaction Management enables C.A.R.E. users access to review, approve, dispute and reallocate transactions. Transaction Management also enables users to create or reconcile transaction log entries.

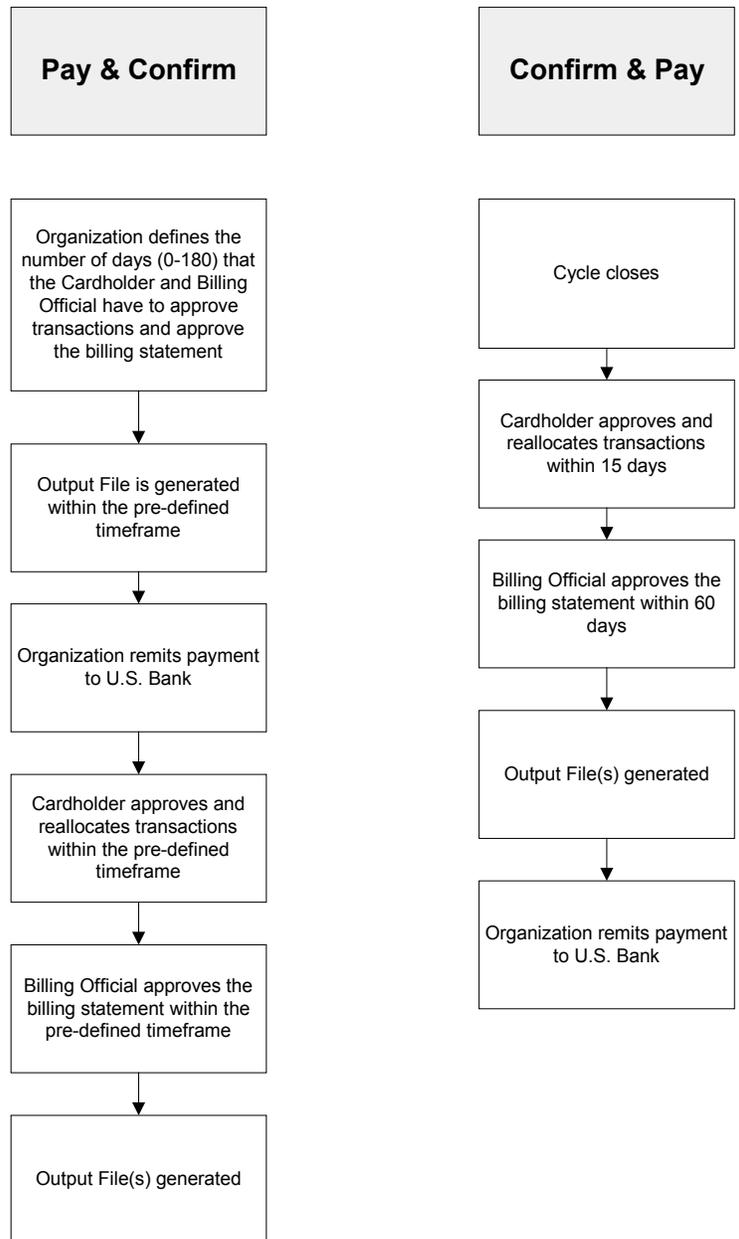
Transaction Management is a tool for both Cardholders and your organization's team.

- Cardholders can approve transactions, or if they disagree with a charge, they can dispute the transaction online. Cardholders can also reallocate a transaction that has been automatically allocated to their default accounting code, to either a rule set or an alternate accounting code. Further, Cardholders can enhance transactions with supplementary data through transaction logging and reconciliation.
- The organization's team can approve a billing statement/certify an invoice (a group of statements) once the Cardholder has approved, reallocated or disputed all of the transactions within a statement. Members of the organization's team can also perform Cardholder functions by acting on behalf of the Cardholder.

While using Transaction Management organizations, choose one of two available payment models:

1. Pay and confirm
2. Confirm and pay

Base your selection on the one that best fits your organization's payment structure. These models define how much time (before, during or after the cycle closes) that Cardholders and others have to perform Transaction Management. Depending on which model your organization uses, you may have more or less time to perform your Transaction Management tasks.



Managing Account Summary Tab

Access to this tab depends upon the level of functionality your organization determines. Authorized users can view managing account summary information and can approve or reject accounts on this tab.

Additional information is available using the scroll bar to view all options

Status	Account Number	Account Name	Total Dollars	Default Account Co...
Pending	4716304555821535	BAILOR, JOHN	145.86	57200120103236 326546 ABCD04 01
Pending	4716304555821543	LEKINS, GREGORY R	1103.00	57200120103236 326546 ABCD04 01
Pending	4716304555821558	CARREN, LINDA	279.29	57200120103236 326546 ABCD04 01
Rejected	4716304555821617	JONAS, JESSICA	7321.66	
			1594.28	06A
			1681.82	06A013
			25449.85	13

Certifying a Consolidated Invoice for Payment

1. Select the **Hierarchy Level** to display a list of available cycle numbers.
2. Select a **Cycle Number** to display a list of cycle dates.
3. Select a **Cycle Date** to display the account summary information in the lower portion of the screen.
4. Highlight the account(s) with which you want to work.
5. Click **Certify** or **Certify All** depending on the task you need to perform.
6. Click **Submit**.
7. A legal statement appears confirming that the statement is ready for certification.
8. Click **Certify** on the legal statement.
9. Once the invoice is certified the status displays as *Approved*.

Viewing Transactions

1. Click the **Transaction Management** High Level Task. The Transaction Management applet loads.
2. If you are presented with Java Security screens, check the box marked *Remember this Decision* and click **Grant** until the Java applet loads. You may need to log out of the browser and your C.A.R.E. session. As updates occur, you may need to periodically update additional Java security screens.
3. Once Transaction Management loads, you are presented with a list of your managing accounts.
 - 3.1. To view managing account information, click the **Managing Account Number** and a **Cycle Date**.
4. Once you select a managing account number and cycle date, the **Cardholder Accounts** tab becomes active.
 - 4.1. To view Cardholder account information, click the **Cardholder Accounts** tab and select a **Cardholder Account**.
 - 4.2. When you select a Cardholder account number, account summary information displays in the lower portion of the screen.
5. Selecting a Cardholder account also activates the **Transactions** and **Transaction Log** tabs.
6. Click the **Transactions** tab to review, dispute, reallocate transactions and/or create or reconcile a transaction log.
7. To view transaction detail, select a transaction from the list. By default, the first transaction is highlighted and its transaction detail displays in the lower portion of the screen.

U.S. Bank C.A.R.E. Transaction Management

File View Help

Managing Accts Cardholder Accts **Transactions** Transaction Log

Select transaction to view detail. Selecting a Reject Reason Code will display the legend. Acting on behalf of Cardholder? No

Account Number: 4716300003821932 Account Name: CYCLETWENTYSIX, B2BCH B Cycle Date: 03/26/2002

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Approved	03/14/2002	HOLIDAY	EAGAN	MN	350.00			AUTONONEDA
Approved	03/11/2002	MOBIL	HUGO	MN	325.00			AUTONONEDA
Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MN	300.50			AUTOINDA1T3
Approved	03/07/2002	AUDIO KING	ROSEVILLE	MN	205.00			AUTOABVDA1
Approved	03/05/2002	BEST BUY	BURNSVILLE	MN	95.00			AUTOBELDA2
Approved	02/26/2002	BEST BUY	BURNSVILLE	MN	80.00			AUTOOUTAL1
Approved	02/26/2002	AUDIO KING	ROSEVILLE	MN	50.00			AUTOINAL1C1
Approved	02/26/2002	SUPER AMERICA	MINNEAPOLIS	MN	20.00			AUTOINAL1C1
Approved	02/26/2002	MOBIL	HUGO	MN	30.00			AUTOINAL1C2
Approved	02/26/2002	HOLIDAY	EAGAN	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	20.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	400.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	200.00			AUTOOUTAL1
Approved	02/26/2002	SHOPKO	ROCHESTER	MN	102.00			AUTOINAL1C2

Transaction Detail Additional Trans. Detail Trans. Line Item Detail Log Detail Log Line Item Detail

Status: **Approved** Merchant Name: **MOBIL**

Transaction Date: **03/11/2002** Dispute Reason:

Posting Date: **03/14/2002** VISA Description:

Processed By: **C26B2BCH01**

Transaction Amount: **325.00**

Allocation Details:

Accounting Code	Amount	Percent
Default	325.00	100.00

Approve Dispute Reallocate Reject

8. If a transaction has not been rejected, the *Rejected* column is blank. When a transaction is rejected, a "Y" displays in the *Rejected* column and a reject reason code displays in the *Reject Reason* column. Clicking on the reject reason code displays a pop-up window with a legend. When a transaction is rejected and later approved, an "N" displays in the *Rejected* column.

The first character of the reject reason code indicates the rejection method. Rejection methods include:

- M** – Manual Rejection
- A** – Automatic Rejection (not applicable)

Manual reject reasons (optional) include the following:

- IA** – Improper Allocation
- UV** – Unauthorized Vendor
- NPV** – Non-preferred Vendor
- NSD** – Needs supporting documents
- O** – Other

Clicking on a reject reason code displays a legend

The screenshot shows the 'U.S. Bank C.A.R.E. Transaction Management' interface. At the top, there are tabs for 'Managing Accts', 'Cardholder Accts', 'Transactions', and 'Transaction Log'. Below the tabs, there is a header section with 'Select transaction to view detail.' and 'Selecting a Reject Reason Code will display the legend'. The account number is 4716300003821932 and the account name is CYCLETWENTYSIX, B2BCH B. The cycle date is 03/26/2002.

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Approved	03/14/2002	HOLIDAY	EAGAN	MN	350.00			AUTONONEDA
Approved	03/11/2002	MOBIL	HUGO	MN	325.00	Y	M / NSD	AUTONONEDA
Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MN	300.50			AUTOINDA1T3
Approved	03/07/2002	AUDIO KING	ROSEVILI					AUTOABVDA1
Approved	03/05/2002	BEST BUY	BURNSVI					AUTOBELDA2
Approved	02/26/2002	BEST BUY	BURNSVI					AUTOOOTAL1
Approved	02/26/2002	AUDIO KING	ROSEVILI					AUTOINAL1C1
Approved	02/26/2002	SUPER AMERICA	MINNEAPOLIS					AUTOINAL1C1
Approved	02/26/2002	MOBIL	HUGO					AUTOINAL1C2
Approved	02/26/2002	HOLIDAY	EAGAN					AUTOOOTAL1
Approved	02/26/2002	WAL-MART	EDEN PR					AUTOOOTAL1
Approved	02/26/2002	WAL-MART	EDEN PR					AUTOOOTAL1
Approved	02/26/2002	K-MART	WOODDBL					AUTOOOTAL1
Approved	02/26/2002	K-MART	WOODDBL					AUTOOOTAL1
Approved	02/26/2002	SHOPKO	ROCHEST					AUTOINAL1C2

A 'Rejection Reasons' pop-up window is open, showing the following legend:

Rejection Methods

- M = Manual Rejection
- A = Automatic Rejection

Rejection Reasons

- IA = Improper Allocation
- UV = Unauthorized Vendor
- NPV = Non-preferred Vendor
- NSD = Needs supporting documents
- O = Other
- AOT = Out of tolerance above order amount
- BOT = Out of tolerance below order amount
- OAS = Order total and allocation sum out of balance

The 'Rejection Reasons' window has a 'Close' button. The main window has buttons for 'View All', 'Search', 'Approve', 'Dispute', 'Reallocate', and 'Reject'.

Rejecting a Cardholder Transaction



Learn More

Once a Cardholder approves a statement, the billing official can review the Cardholder's work before certifying the cycle. The billing official can reject a transaction if they notice an error in the maintenance of a transaction (e.g., an incorrect reallocation). The Cardholder then needs to retrieve the transaction and correct the mistake per the billing officials instructions.

1. To begin reviewing a Cardholder's work, select a **Cardholder Account** and a **Cycle Date**.
2. Select the transaction you want to reject. Detailed information regarding the transaction displays in the **Transaction Detail** tab.
3. Click the **Reject** button. The *Reject transaction* window opens in a new browser window.

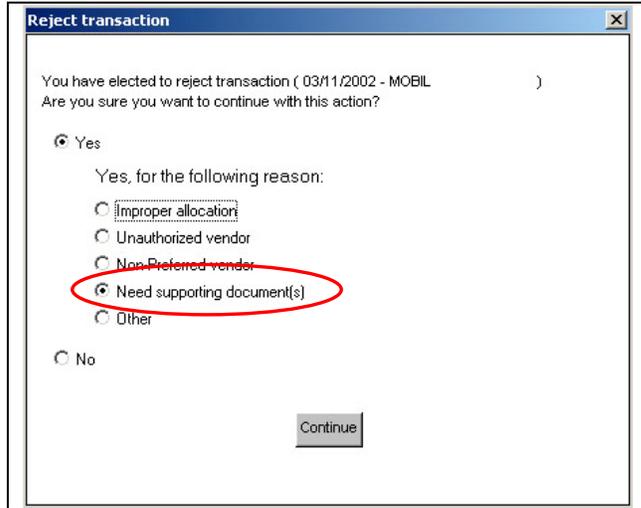
The screenshot shows the 'U.S. Bank C.A.R.E. Transaction Management' application window. The 'Transactions' tab is active, displaying a list of transactions. The selected transaction is highlighted in blue. Below the list, the 'Transaction Detail' tab is active, showing the details of the selected transaction. The 'Reject' button is highlighted with a red dashed box.

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Approved	03/14/2002	HOLIDAY	EAGAN	MN	350.00			AUTONONEDA
Approved	03/11/2002	MOBIL	HUGO	MN	325.00			AUTOINDA1T3
Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MN	300.50			AUTOABVDA1
Approved	03/07/2002	AUDIO KING	ROSEVILLE	MN	205.00			AUTOBELDA2
Approved	03/05/2002	BEST BUY	BURNSVILLE	MN	95.00			AUTOOUTAL1
Approved	02/26/2002	BEST BUY	BURNSVILLE	MN	80.00			AUTOINAL1C1
Approved	02/26/2002	AUDIO KING	ROSEVILLE	MN	50.00			AUTOINAL1C1
Approved	02/26/2002	SUPER AMERICA	MINNEAPOLIS	MN	20.00			AUTOINAL1C2
Approved	02/26/2002	MOBIL	HUGO	MN	30.00			AUTOOUTAL1
Approved	02/26/2002	HOLIDAY	EAGAN	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	20.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	400.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	200.00			AUTOOUTAL1
Approved	02/26/2002	SHOPKO	ROCHESTER	MN	102.00			AUTOINAL1C2

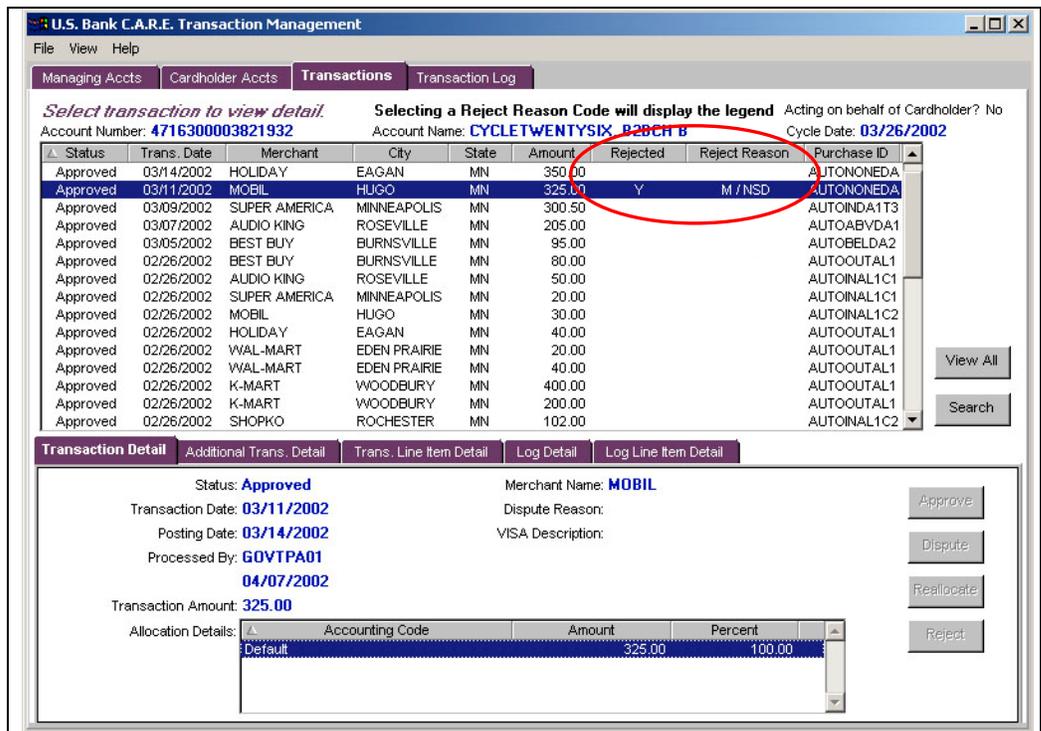
Status: Approved		Merchant Name: MOBIL	Approve
Transaction Date: 03/11/2002	Posting Date: 03/14/2002	Dispute Reason:	Dispute
Processed By: C26B2BCH01	04/01/2002	VISA Description:	Reallocate
Transaction Amount: 325.00			Reject
Allocation Details:			
	Accounting Code	Amount	Percent
	Default	325.00	100.00

C.A.R.E. USER MANUAL - CPP

4. To cancel the rejection, select the **No** radio button and click the **Continue** button.
5. To reject the selected transaction, select the **Yes** radio button, select the radio button next to the appropriate reason (optional), and click the **Continue** button.



6. When you reject a transaction, a "Y" displays in the *Rejected* column, your reject reason code displays in the *Reject Reason* column, and the statement status is *Pending* on the managing and Cardholder account tabs. If you later approve the transaction, an "N" will display in the *Rejected* column.



7. If you want to include instructions to the Cardholder, complete the following steps.
 - 7.1. On the **Cardholder Accounts** tab, select a Cardholder account and the appropriate choice in the *Acting of behalf of Cardholder* box.
 - 7.2. Click the **Transactions** tab.
 - 7.3. Select the transaction to which you want to add instructions. Detailed information regarding the transaction displays in the **Transaction Detail** tab.
 - 7.4. Click the **Log Detail** tab.
 - 7.5. Enter the transaction date.
 - 7.6. Enter a comment describing what action the Cardholder should take to correct the error.
 - 7.7. If necessary, enter any additional information.
 - 7.8. Click the **Save Log** button.

Certifying an Invoice (Confirm & Pay Model)



Tip!

Once all Cardholder accounts within a cycle are approved, an invoice is available for certification. For Cardholder accounts to be approved all of their transactions must be approved, disputed or reallocated and the cycle date must have passed.

1. Select a **Managing Account**.
2. Select a **Cycle Date** to see if it available for certification.
3. Confirm that all criteria are met for certification (i.e., all Cardholder statements are approved and the **Certify Invoice** button is activated).
4. Click the **Certify Invoice** button to complete the certification.
5. Once an invoice is certified, the cycle status displays as *Certified*.
6. After the invoice is certified, you can view transactions but no further actions (i.e., reallocate, or dispute) can be performed on the transactions. You can also view transactions by running the *Cardholder Full Transaction Detail Report*.

Approving a Billing Statement (Pay & Confirm Model)



Tip!

Once all Cardholder accounts within a cycle are approved, the statement is ready for the second level approval. For Cardholder accounts to be approved, all their transactions must be approved, disputed or reallocated and the cycle date must have passed.

1. Select a **Managing Account**.
2. Select a **Cycle Date** to see if it is available for approval.
3. Confirm that all criteria are met for approval (i.e., all Cardholder statements are approved and the **Approve** button is activated).
4. Click **Approve**.
5. A legal statement appears confirming that the statement is ready for approval.
6. Click **Approve** on the legal statement.
7. Once the billing statement is approved, the cycle status displays as *Approved*.
8. After the invoice is certified, you can view transactions but you cannot perform further actions (i.e., reallocate or dispute) on the transactions. You can also view transaction by running the *Cardholder Full Transaction Detail Report*.

Acting on Behalf of the Cardholder



Learn More

With Transaction Management, a billing official can act on behalf of a Cardholder. When a billing official uses the *Act on Behalf of a Cardholder* option, the system treats the billing official as a Cardholder. This option allows the billing official to maintain transactions. For example, if a Cardholder is going to be out of the office for an extended time, the billing official can act on behalf of the Cardholder and approve, dispute or reallocate the Cardholder’s transactions.

1. Select a **Managing Account** and a **Cycle Date**.
2. On the **Cardholder Accounts** tab, locate the *Acting on behalf of Cardholder* drop-down menu.
3. Change the menu option to **Yes**. If the option is left as **No**, the actions taken for individual transactions are dependent on regular billing official functionality.
4. Select a **Cardholder Account**. The billing official can now act on behalf of the Cardholder.

Help

accounts **Cardholder Accounts** Transactions Transaction Log

Click a cardholder account to view summary information.

Account Number: **4716304556172586** Managing Account Name: **ORGANIZATION, OLIVIA**

Acting on behalf of Cardholder? No

Cardholder Account Number	Cardholder Name	Total Amount	Status
4716300002927250	ORTEGA, JOSEPHINE V	52.81	Open
4716300002915384	COLOROSO, TONY S	7.50	Open

Cardholder Account Summary Information for Selected Cycle

Cardholder Account Number: Transactions Pending: Approve
 Cardholder Name: Total Amount Pending:
 Cycle Date: Transactions Approved:
 Statement Status: Total Amount Approved:

Disputing a Cardholder Transaction

1. Once you have selected a Cardholder account, click the **Transactions** tab.
2. Select the transaction you want to dispute.
3. Click **Dispute**, located on the **Transaction Detail** tab.
4. The *Dispute Transaction* form displays.
5. From the *Dispute Reason* drop-down menu, select a reason for your dispute.
6. Complete the rest of the form. Fields marked with an asterisk (*) are required.
7. Once the form is complete, click **Submit**.
8. The *Cardholder Statement of Questioned Item Dispute* form displays in a new browser window.
9. To print this form for your records, click **File** and then click **Print**. Unless otherwise specified, you do not need to fax the dispute form to U.S. Bank.
10. C.A.R.E. Communication routes the form to your account (available under **Received Messages**) and to the *Dispute* area in U.S. Bank.
11. After you are finished with the form, click the **(X)** in the upper right hand of the window to return to Transaction Management.
12. Once the transaction is updated, the transaction status on the Transactions tab displays as *Disputed*.

The screenshot shows the 'U.S. Bank C.A.R.E. Transaction Management' application window. The 'Transactions' tab is active, displaying a list of transactions. One transaction is highlighted in red, indicating it is selected for dispute.

Status	Trans. Date	Merchant	City	State	Amount	Rejected	Reject Reason	Purchase ID
Disputed	03/17/2002	WAL-MART	EDEN PRAIRIE	MN	398.00			MNBELDA1T6
Approved	03/17/2002	HOLIDAY	EAGAN	MN	350.00			AUTONONEDA
Approved	03/11/2002	MOBIL	HUGO	MN	325.00	Y	M / NSD	AUTOINDA1T3
Approved	03/09/2002	SUPER AMERICA	MINNEAPOLIS	MN	300.50			AUTOABVDA1
Approved	03/07/2002	AUDIO KING	ROSEVILLE	MN	205.00			AUTOBELDA2
Approved	03/05/2002	BEST BUY	BURNSVILLE	MN	95.00			AUTOOUTAL1
Approved	02/26/2002	BEST BUY	BURNSVILLE	MN	80.00			AUTOINAL1C1
Approved	02/26/2002	AUDIO KING	ROSEVILLE	MN	50.00			AUTOINAL1C1
Approved	02/26/2002	SUPER AMERICA	MINNEAPOLIS	MN	20.00			AUTOINAL1C2
Approved	02/26/2002	MOBIL	HUGO	MN	30.00			AUTOOUTAL1
Approved	02/26/2002	HOLIDAY	EAGAN	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	20.00			AUTOOUTAL1
Approved	02/26/2002	WAL-MART	EDEN PRAIRIE	MN	40.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	400.00			AUTOOUTAL1
Approved	02/26/2002	K-MART	WOODBURY	MN	200.00			AUTOOUTAL1

The 'Transaction Detail' tab is selected, showing the following information for the selected transaction:

- Status: **Disputed**
- Transaction Date: **03/17/2002**
- Posting Date: **03/20/2002**
- Processed By: **GOVTPA01**
- Transaction Amount: **398.00**
- Merchant Name: **WAL-MART**
- Dispute Reason: **UNAUTHORIZED**
- VISA Description:

Allocation Details:

Accounting Code	Amount	Percent
Default	398.00	100.00

Buttons for 'Approve', 'Dispute', 'Reallocate', and 'Reject' are visible on the right side of the detail view.

Reallocating a Cardholder Transaction to a Rule Set



Learn More

The transaction reallocation method you use (alternate accounting code or rule set) depends on the way the account was originally set up.

1. Once you have selected a Cardholder, click the **Transactions** tab.
2. Select the transaction you want to reallocate.
3. When reallocating a transaction, you can reallocate by dollar amount or percentage. The system automatically calculates the amount of the transaction you still need to reallocate. You are **not** allowed to submit a transaction until the entire amount is reconciled.
4. Click **Reallocate** on the **Transaction Detail** tab.
5. The *Reallocate Transaction* window opens in a new browser window.
6. If you want to allocate a portion of the transaction to the default accounting code, click **Default** under the *Accounting Code* heading.
7. Type the amount or percent to be allocated to that default accounting code.
8. Click **Update**.
9. To allocate the remainder of the transaction to the rule set, click **New Entry** to define the rule set.
10. If the rule set is known, enter it into the *Appropriation Data* field.
11. If the rule set is not known:
 - 11.1. Highlight the **Segment Name** located in the *Accounting Code* window.
 - 11.2. Click the **List All** button to display a list of available values.
 - 11.3. Highlight the correct value.
 - 11.4. Click **OK**.
 - 11.5. Repeat this process for each segment.
12. Once the rule set is complete (every segment has a value), type the amount or percent to be paid to the rule set.
13. Click **Add**.
14. Once the transaction is completely reallocated, the **Submit** button becomes active.
15. Click **Submit**.
16. Once the transaction is successfully reallocated the **Status** (on the **Transactions** tab) displays as *Approved*.

Detail about the transaction you are reallocating

Displays the Segments of the Accounting Code

Where you enter the reallocation amount or percentage

Reallocating a Cardholder Transaction to an Alternate Accounting Code

1. Once you have selected a Cardholder, click the **Transactions** tab.
2. Select the transaction you want to reallocate.
3. When reallocating a transaction, you can reallocate by dollar amount or percentage. The system automatically calculates the amount of the transaction you still need to reallocate. You are **not** allowed to submit a transaction until the entire amount is reconciled.
4. Click **Reallocate** on the **Transaction Detail** tab.
5. The *Reallocate Transaction* window opens in a new browser window.
6. If you want to allocate a portion of the transaction to the default accounting code, click **Default** under the *Accounting Code* heading.
7. Type the amount or percent to be allocated to that particular accounting code.
8. Click **Update**.
9. Select an alternate accounting code under the *Accounting Code* heading.
10. Enter the amount or percent to be allocated to that particular alternate accounting code.
11. Repeat this process until the entire transaction is reallocated.
12. Click **Submit**.
13. Once the transaction is successfully reallocated the **Status** (on the **Transactions** tab) displays as *Approved*.

Reallocating a Cardholder Transaction to an Alternate Accounting Code with Multiple Values

1. Once you have selected a Cardholder, click the **Transactions** tab.
2. Select the transaction you want to reallocate.
3. When reallocating a transaction, you can reallocate by dollar amount or percentage. The system automatically calculates the amount of the transaction you still need to reallocate. You are **not** allowed to submit a transaction until the entire amount is reconciled.
4. Click **Reallocate** on the **Transaction Detail** tab.
5. The *Reallocate Transaction* window opens in a new browser window.
6. If you want to allocate a portion of the transaction to the default accounting code, click **Default** under the *Accounting Code* heading.
 - 6.1. Enter the amount or percent to be allocated to that particular accounting code.
 - 6.2. Click **Update**.
7. If you do *not* want to allocate a portion of the transaction to the default accounting code, click **Default** under the *Accounting Code* heading.
 - 7.1. Click **Delete**.
8. Select an alternate accounting code under the *Accounting Code* heading.
9. *Segment name*, *Values* and *Required* fields populate with information.
10. If no values display for the alternate accounting code, you have more than one value from which to choose.
11. Select the value you want from the drop-down list.
12. Type the amount or percent to be allocated to that particular accounting code.
13. Repeat this process until the entire transaction is reallocated.
14. Click **Submit**.
15. Once the transaction is successfully reallocated the Status (on the **Transactions** tab) displays as *Approved*.

Transaction Logging: Appending Transaction Detail



Learn More

Append transaction detail if the transaction data passed from the merchant is insufficient.

1. Once you have selected a Cardholder, click the **Transactions** tab.
2. Select the transaction to which you want to append detail.
3. To add user-entered detail (e.g., sales tax, freight amount) to a transaction, click the **Log Detail** tab.
4. Enter the additional data in the fields provided. Fields marked with an asterisk (*) are required.
5. Once you have finished entering the additional information, click **Save Log** to save the entry.
6. To enter additional information (e.g., unit price, part number) about the transaction, click the **Log Line Item Detail** tab.
7. You must enter information in at least one field to create log line item detail.
8. Once you have finished entering the additional information, click **Enter**.
9. Click the **Log Detail** tab.
10. Click **Save Log**.

Transaction Detail	Additional Transaction Detail	Trans. Line Item Detail	Log Detail	Log Line Item Detail
Transaction Date: //	Need Date: //	Requestor Name:		
Date Received: //	Due Date: //	Trans. Method:		
Merchant:		Authorization #:		
Transaction Amt.: 0.00	Freight Amount: 0.00	Vendor Order #:		
Sales Tax: 0.00	Misc. Amount: 0.00	Other:		
Source Currency:		Shipped To:		
Source Amount: 0.00		Comment:		

Transaction Logging: Creating and Maintaining a Separate Log Entry



Learn More

You can record detail about a transaction that has not yet posted (e.g., a purchase made on the Internet) using the **Transaction Log** tab in Transaction Management.

1. Click the **Transaction Log** tab.
2. To add user-entered detail (e.g., sales tax, freight amount) to a transaction, click the **Log Detail** tab.
3. Enter the additional data in the fields provided. Fields marked with an asterisk (*) are required.
4. To enter additional information (e.g., unit price, part number) about the transaction, click the **Log Line Item Detail** tab.
5. You must enter information in at least one field to create log line item detail.
6. Once you have finished entering the additional information, click **Enter**.
7. To finish logging the transaction, click the **Log Detail** tab.
8. Click **Add** to save the entry.
9. To view and/or edit your log entries at a later time, click the **Transaction Log** tab and select the log entry you want to maintain.

Transaction Logging: Reconciling a Posted Transaction

1. Once you have selected a Cardholder, click the **Transactions** tab.
2. Select the transaction to reallocate.
3. Click the **Log Detail** tab.
4. Click the **Reconcile** button.
5. The *Reconcile Transaction with Log* window opens in a separate browser window.
6. The system attempts to match the selected transaction with the closest transaction log entry in the list of available entries. For automatic reconciliation to occur, an exact match of certain data (e.g., account number, purchase ID number) must occur. If no match occurs with the data, you have to manually reconcile the transaction.
7. If the system does not select the correct log entry, 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.
8. Once you select the desired log entry for the transaction you want to reconcile, click the **Reconcile** button.
9. Once the transaction successfully reconciles, the log entry information is copied to the **Log Detail** and **Log Line Item Detail** tabs. The transaction information passed by the merchant remains intact on the **Transaction Detail** and **Additional Transaction Detail** tabs. Note: no part of the logging process ever overwrites any transaction information passed from the merchant.
10. Once the transaction is successfully reconciled the **Status** (on the **Transactions** tab) displays as *Approved*.

Reconcile Transaction with Log

Posted Transaction to be matched:

Transaction Date	Merchant	Transaction Amount	Authorization Number
10/30/2000	JOHNSON COMPUTER	109.00	RES901

Best match from transaction log:

Transaction Date	Merchant	Transaction Amount	Authorization Number
10/30/2000	Johnson Computer	109.00	RES901

Available log entries:

Add Remove

Transaction Date	Merchant	Transaction Amount	Authorization Number
10/30/2000	Johnson Computer	109.00	RES901

Reconcile Cancel

Administration

Overview

The Administration High Level Task is where you can perform the following C.A.R.E. administrative tasks:

- Reset a Password – While C.A.R.E. passwords expire every 30 days, you can reset your password at any time, for any reason.
- Unlock an account – Unlocking an account is tied to the On – Line Registration functionality (which allows Cardholders to create their own C.A.R.E. user IDs and passwords).

The following information is available for you to view:

- C.A.R.E. nodes (view your hierarchy levels)

The following information is available to view if you have been given access:

- E-Partners

The following information is U.S. Bank System Administration functionality and cannot be viewed or edited:

- Products
- Filters
- Setup user
- Maintain user

Resetting a Password

**Tip !**

- When resetting your password, make sure that at least one character is different from your previous password.
- Your password must be 8–12 characters long with at least one alpha and one numeric character.
- Passwords are not case sensitive. However, all information that is returned by C.A.R.E. is displayed in uppercase.

1. Click the **Administration** High Level Task.
2. Click the **Password** option.
3. Verify that the *Name* and *User ID* are correct.
4. Click in the **Current Password** field.
5. Enter your current password, and press the **Tab** key.
6. Enter your new password, and press the **Tab** key.
7. To confirm the change, re-enter your new password.
8. To process the request, click **Submit**. To exit completely, click **Cancel**.

Unlocking a Cardholder's Account

If the Cardholder's first attempt at On – Line Registration failed, you can unlock the Cardholder's account, which gives the Cardholder another opportunity to register online.



Tip !

You have multiple ways to unlock a Cardholder account:

- Enter a specific 16-digit Cardholder account number.
 - Search by Cardholder name.
 - Search by managing account if there are many Cardholder accounts that need to be unlocked.
 - Locate an account by drilling down the hierarchy tree.
- To unlock all accounts under the managing account, click the **Select All** button. If there are more than 50 accounts associated with the managing account, the *Next Page* link appears at the bottom of the page, which allows you to view all of the unlocked accounts.
1. Click the **Administration** High Level Task.
 2. Click the **Unlock Account** option.
 3. If you have multiple accounts to unlock, type the managing account number.
 4. If you have a single account to unlock, type either the Cardholder's account number or the Cardholder's last name.
 5. Click **OK**.
 6. To unlock a single account or a few specific account(s), click in the box beside the Cardholder's name. A check mark displays in the box to show the account is selected.
 7. Once all the necessary accounts are selected, click **Submit**.
 8. Click **OK** in the *Selected Accounts have been unlocked* dialog box.
 9. The Unlock Account screen appears again if you need to unlock additional accounts under a different managing account, Cardholder's account number, or Cardholder's last name. If you are finished unlocking accounts, you can proceed to another area of C.A.R.E. or log out.

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To unlock all accounts under the managing account, click the **Select All** button. If there are more than 50 accounts associated with the managing account, **the Next Page** link appears at the bottom of the page, which allows you to view all of the unlocked accounts.

You can use the hierarchy tree to locate a Cardholder's account number. Once you locate the correct Cardholder account, manually type the account number in the *Cardholder Account* field. Next, erase any information in the *C.A.R.E. Hierarchy Node* field and click **OK**. Full functionality on this feature is not currently available, look for an update in a future release.

E-Links

Overview

At the top of every page in C.A.R.E. are two e-links:

- E-Services
- U.S. Bancorp

The E-Services link takes you to the following C.A.R.E. information:

- Contact information (phone numbers for the help desk and customer service)
- Additional C.A.R.E. documentation
- C.A.R.E.'s web-based training

The U.S. Bancorp link takes you to the U.S. Bancorp home page where you can learn more about personal and business solutions for your financial and investment needs, along with the following information:

- ATM locations
- Press releases
- Annual reports
- C.A.R.E.'s web-based training.

Help

Overview

C.A.R.E. Help allows you to quickly access multiple levels of information based upon the context of your workflow. When Help is selected, a new browser window opens making it possible to view the contents of Help, while also keeping your C.A.R.E. session open.

Help is divided into four sections, which are structured around questions commonly asked when performing an unfamiliar task:

- What is this? – Lists different topics related to the task you are performing
- How do I? – Lists different topics, which help you complete a particular task
- What if? – Lists alternate scenarios for completing tasks
- Glossary – Contains terms and definitions

Depending upon the type of information you require you can access any or all of the Help sections.

Accessing Help

1. Click **Help** from the action control menu.
2. A new browser window opens, so you may view the contents of Help while your C.A.R.E. session remains open. The information displayed is based on the work you are doing.
3. Based on the type of information you need pick one of the four questions in the top frame.
4. To close Help click (**X**), or to minimize Help, click the (**_**) at the top right-hand corner of the screen.

The screenshot shows a web browser window titled "U.S. Bank Corp Support - Microsoft Internet Explorer". The main content area features the C.A.R.E. logo and navigation buttons for "What is this?", "How do I?", "What if?", and "Glossary". The page content includes a "Welcome to the C.A.R.E." message and a list of links under the heading "What is the...".

Top Frame: Navigation, select a button to find information

Left Frame: List of topics for the section you have selected

Lists different topics related to the task you are performing

Lists different topics for completing tasks

Lists alternative scenarios for completing tasks

Contains terms and definitions

Right Frame: Displays the details of the selected topic

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