Introducing Access Online: Approver Training

Access Online is a web-enabled program tool that gives you the ability to view cardholder statements, transaction information, and account profile information. You can easily change your password, authentication question and email address. One of the more impressive features is the cardholder statement email notification. Once your statement is available in Access Online, you can receive an email notification of the statement's availability and transaction pending approval.
Access Online Lessons

Logging In
Forgot Your Password
Navigation Basics
My Personal Information
Account Administration

Account Information:
Account Profile
Viewing Statements
Transaction Management
Web-based Training

Access Online Lessons
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Access Online Lessons
Logging In
You will be receiving a user id and password for access to Access Online in the upcoming weeks. These need to be distributed individually.

The first time you log in to Access Online, and every 60 days after that, you must change your password. The first time you log in, you must also view and respond to the licensing agreement. Simply click the I Agree button to continue.

Instructions:

- Type your organization short name, your user ID, and your password in the corresponding fields. Your organization short name is a code that identifies your company in Access Online.
- Click the Login button.

Tip! Remember to use the Forgot your password? link to reset your password after your second failed login attempt to avoid being locked out. Also, if you do not know your organization short name, contact the Procurement Card Administrator Stephanie LeBlanc via email at Stephanie.m.leblanc@maine.edu.
Logging In

Instructions:
- Type in your temporary password
- Enter New Password
- Re-enter New Password
- Click the Login button.

Tip! Remember to use the Forgot your password? link to reset your password after your second failed login attempt to avoid being locked out. Also, if you do not know your organization short name, contact the Procurement Card Administrator Stephanie LeBlanc via email at Stephanie.m.leblanc@maine.edu.
Logging In

Instructions:
- Select your Security Questions and enter in your response.
Logging In

Instructions:

- Review the agreement, and then click the I Accept button to proceed with the online registration process.

The Online Registration: Password and Contact Information screen displays.

Tip! If you click the I Decline button, the system stops the online registration process.
Access Online Lessons

- Logging In
- Account Information:
- Forgot Your Password
- Account Profile
- Navigation Basics
- Viewing Statements
- My Personal Information
- Transaction Management
- Account Administration
- Web-based Training
Forgot Your Password

If you have forgotten your password, you can reset your password via the **Forgot your password?** link to answer your authentication question and reset your password.

**Instructions:**

- Type your org short name.
- Type your user ID.
- Click the **Forgot your password?** link.

The *Login: Forgot Password* screen displays.

**Tip!** After your third failed login attempt, the system locks you out. So, after your second failed login attempt, remember to use the **Forgot your password?** link to reset your password. Otherwise, you must contact the U.S. Bank support desk to reset your password for you. You can find these numbers on the *Contact Us* screen.
Forgot Your Password

Instructions:
- Type your answer to the question.
- Click the Continue button.

The Login: New Password screen displays.
Forgot Your Password

Instructions:

- Type your new password in each field. Your password must be 8 – 20 alphanumeric characters. Your password must contain at least one alpha character, one numeric character, and one special character. You cannot use more than eight consecutive numbers. You cannot reuse a password for 12 months. Passwords are case-sensitive.
- Click the Save button.
Forgot Your Password

The *Client Home* page displays. You are now in Access Online and your password is reset.

**Tip!** The *Contact Us* screen displays telephone numbers for the U.S. Bank support desk for different users and issues. Print out or write down the numbers in case you cannot access the *Contact Us* screen.
Access Online Lessons
Navigation Basics
Navigation Basics

The following screen elements are important navigational features.

**Disabled browser Back button**—The browser Back button is disabled for security reasons. If you use the Back button, the browser stores the web pages in a temporary internet folder on your hard drive. To protect your information, you do not want pages stored in this folder.

**Message area**—The Home page displays bulletin-board-type messages, such as new functions available.

**Left-Column Navigation Bar**—This main menu bar contains links to all functions and tasks available. Below the high-level tasks are the Home page link (available from any screen to return to the screen displayed on this slide) and the Contact Us link.

**Tip!** For security reasons, if you are not active in Access Online for 15 minutes, the system logs you out of your session automatically.
Navigation Basics

To access messages, you simply click the messages link.
Navigation Basics
The messages display. Simply close the window to continue.
Access Online Lessons

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My Personal Information

Managing your personal information in Access Online is quick and easy. Keep in mind that you need to change your password every 60 days.

Instructions:

- Click the My Personal Information link in the Left-Column Navigation Bar.
- To change any of your personal information, click the appropriate link. For example, to change your password, click the Password link.
My Personal Information

The contact information you provide is for your manager to contact you or for the bank to email updates regarding Access Online. Because your organization relies on this information, you should keep the information current. **This contact information is different from the billing information the bank assigned to your account.**

**Instructions:**
- Click the **Contact Information** link. A screen displays that lets you update your contact information.
My Personal Information: Change Your Contact Information

Fields with a red asterisk are required by Access Online

Instructions:

- Review and update any fields that are not correct.
- If you make a mistake while making your changes, you can click the **Reset** button to set the fields back to the values that displayed when you first accessed the screen. (You will lose all your changes.)
- Click the **Save** button to save your changes.
My Personal Information: Change Your Contact Information

If you are a Cardholder, at the bottom of the Contact Information screen is the Cardholder Account Address.

**Cardholder Account Address.** This address is the address used when creating your card account in Access Online. This is the billing address for your account.
My Personal Information: Email Notification

The email notification function sends you an email when statements are available in Access Online. The notification is NOT automatically enabled for you. If you want to be notified, you must enable the function in Access Online.

Instructions:

- Click the Email Notification link. The My Personal Information: Email Notification screen displays.
My Personal Information: Email Notification

Instructions:

- Verify or type your email address.
- Select the **Preferred Output Language**
- **Data Exchange** is used for reporting
- Select **Pending Transaction Approval**
  - Option to Select Daily or Weekly
  - Option to Select whether or not you want notification only when there are transactions to approve

**Tip!** You can only enable email notification for accounts you are entitled to access.
My Personal Information: Email Notification

Below transaction email notification is Statement Notification to receive an email notification when a statement is available in Access Online.

Instructions:
• Click Add Cardholder Account

Tip! You can only enable email notification for accounts you are entitled to access.
My Personal Information: Email Notification

• Search by Account Number, if known, Last Name or Social Security Number
• Please note the Social Security Number within Access Online is 00 (zero, zero) plus the employee's identification number. i.e. 009876543.

Instructions:
• Enter in Search Criteria
• Click Search

Tip! You can only enable email notification for accounts you are entitled to access.
My Personal Information: Email Notification

• The accounts to which you have access will appear.

Instructions:

• Simply click on the Product Name Link

Tip! You can only enable email notification for accounts you are entitled to access.
My Personal Information: Email Notification

- Now, you are back at the Email Notification Screen. You can see that Stephanie LeBlanc has been added for Statement Notification.
- You can continue to add other accounts.
- The Managing Account is the consolidated account for the business unit/campus. You will not have access to this.
- Click Save
- When finished, I would simply click Back to Personal Information

Tip! You can only enable email notification for accounts you are entitled to access.
My Personal Information: Account Access

The account access function lets you know which accounts you currently have access to in Access Online.

Click the Account Access link to see which accounts you currently have access to.

If there are accounts which you need access or removal of access, please contact the Procurement Card Administrator Stephanie LeBlanc 207-621-3099 or send detailed information via email to Stephanie.m.leblanc@maine.edu.

Since the systems were quite different between U.S. Bank and JP Morgan Chase, we are anticipating that changes will be necessary. We appreciate your patience with this process.
Account Access

Account access information includes:

**Organization Short Name**—Identifies your organization in Access Online using a unique code.

**Functional Entitlement Group**—Determines the Access Online functions that assigned to your user ID.

**Accounts**—Lists the accounts assigned to you.

**Hierarchy**—Lists the Hierarchy's which you have access to. Every cardholder is assigned to a hierarchy. The hierarchy determines which card accounts you have access to.

**Tip!** The account information on this screen is view-only. To change this information, you must contact the Procurement Card Administrator Stephanie LeBlanc 207-621-3099 or send detailed information via email to Stephanie.m.leblanc@maine.edu.
My Personal Information: Manage Accounting Code Favorites

The Manage Accounting Code Favorites enables you to set chartfield combination favorites based upon the cardholder to which you have access.
My Personal Information: Managing Account Code Favorites
You can search for an account using last name or social security number.

Remember that social security number is 00 (zero, zero) plus the employee's identification number. i.e. 009876543

Instructions:
• Type in the search criteria
• Click Search
My Personal Information: Managing Accounting Code Favorites
For Card Holder Account LeBlanc, a favorite chartfield combinations is not saved.
My Personal Information: Managing Accounting Code Favorites

To add a favorite for Card Account LeBlanc

Instructions:

• Enter 1 in Additional Favorites
• Click Add
My Personal Information: Managing Accounting Code Favorites

Now, I have the ability to Enter in a Favorite Name, enter in the chartfield combination and click Save.
Access Online Lessons

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Access Online Lessons: Account Administration

With Account Administration you have the ability to unlock a cardholder account if it was locked out during online registration.
Access Online Lessons: Account Administration
Search by account number, if known. Otherwise search by last name.

The social security number would be 00 (zero, zero) plus the cardholder's employee identification number. i.e. 009876543

Click Search
Access Online Lessons: Account Administration

If there was a locked account for LeBlanc it would appear for you to unlock. In this case, there were no locked accounts found with the last name LeBlanc.
Access Online Lessons

- Logging In
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Account Information:
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Account Profile

- With the new U.S. Bank, it is no longer required to issue a new PCard when a cardholder changes departments and/or business units. Transactions can now be charged to chartfield combinations across all eight business units.

- However, it is required that a Change of Account form is completed and returned to the Procurement Card Administrator so that the cardholder’s account can be moved, if necessary, to another business unit, and default chartfield information can be updated.
Cardholder Account Profile: Account Summary

The cardholder account profile gives you access to information about accounts. All account profile information is view-only.

Instructions:

- Click the **Account Information** link in the *Left-Column Navigation Bar*.
- Click the **Account Profile**
- Click Cardholder Account Profile – Or Switch Accounts

Without Administrator rights, you will not have access to the Managing Account or the Diversion Account.
Cardholder Account Profile: Account Summary

The account profile links include:

**Demographic Information**—Cardholder name, address and contact information

**Authorizations Limits**—Account status and authorization limit information (e.g. credit limit, single purchase limit, available credit)

**Account Information**—Additional information about the account (e.g. cycle day, open date, and hierarchy information)

**Account Authorizations**—Information about transactions recently occurring on the account

**Default Accounting Code**—Default accounting code assigned to the account

**Financial History**—Detailed history on the account’s financial events (e.g., number of payments, times past due)
Cardholder Account Profile: Account Summary

Instructions:

- Click the Demographic Information link.
Cardholder Account Profile: Demographic Information

The *Demographic Information* screen lists:

- Cardholder name
- Date of birth
- Address
- Contact information, including phone, fax and email address

The demographic information, like all account profile information, is view-only.
Cardholder Account Profile: Authorization Limits

Authorization limits are also referred to as *velocity limits*.

Instructions:

- Click the **Authorization Limits** link.
Cardholder Account Profile: Authorization Limits

Authorization limits are the limits which were approved on the cardholder’s application or matches the limits on the old JP Morgan account.

Typically, authorization limit information includes:

- Account status (e.g., open, closed)
- Limits (e.g., credit limit, cycle limit, single purchase limit)
- Any assigned merchant authorization controls (e.g., office supplies are enabled for purchases)

The authorization limits information, like all account profile information, is view-only.

If you need to request a temporary or permanent increase to the limits, please contact the Procurement Card Administrator Stephanie LeBlanc 207-621-3099 or send detailed information via email to Stephanie.m.leblanc@maine.edu for the appropriate form.
Cardholder Account Profile: Account Information

Instructions:
- Click the Account Information link.
Cardholder Account Profile: Account Information

- The account information screen displays general account information, such as cycle day and open date. The screen also displays the processing hierarchy position for the account.

- The managing account number is the centralized account number for the business unit. This is not the cardholder account number.

- The open date is not the date the card was activated, but the date which the card account was generated.

- The account information data, like all account profile information, is view-only.

- The hierarchy position is used to determine a user’s access to accounts and the company aka business unit the cardholder is assigned to. With transition from JP Morgan Chase to U.S. Bank there may be a need to add, remove or modify the hierarchy for account access. Please contact the Procurement Card Administrator Stephanie LeBlanc 207-621-3099 or send detailed information via email to Stephanie.m.leblanc@maine.edu.

- Once again, we appreciate your patience with this process.
Cardholder Account Profile: Account Authorizations

Instructions:

- Current pending transactions which have not posted would be outlined here. At this time, there are none.
Cardholder Account Profile: Default Accounting Code

Instructions:

- The default account code assigned to this account can be found through this link.
Cardholder Account Profile: Default Accounting Code

Instructions:

- The default account code assigned to the account is displayed. This is view only.
- If a default accounting code does not display, then it has not been assigned a default accounting code. If this information needs to be updated please contact the Procurement Card Administrator Stephanie LeBlanc and provide the necessary chartfield combination via e-mail to Stephanie.m.leblanc@maine.edu.
Cardholder Account Profile: Financial History

Instructions:
- Click the Financial History link.
Cardholder Account Profile: Financial History

The Financial History tabs provide information about the history of the account, including 12-month history, seven-year historical analysis, and seven-year history.

- The 12 Month History tab contains financial history data for the past 12 months.
- The 7 Year History Analysis tab lists the number of times listed events occurred during each year (grouped by billing cycle).
- The 7 Year History tab provides a yes/no indication of the listed events by month/year.
Access Online Lessons

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Access Online Lessons
Viewing Statements

- U.S. Bank Statements are available online.
- Policy requires that cardholders, record keepers and approver managers review card account statement(s) on a monthly basis to verify the integrity of the statement and transactions.
- NEW: With approval of expenses at the transaction level and the inability of cardholders to self-approve, it is no longer required that cardholders and managers physically sign monthly statements.

Access Online Lessons
Viewing Statements
Viewing Statements

Statements are available the day after the cycle end day. Thus, statements will be available on the 26th, since the cycle end day is the 25th of every month.

Instructions:

- Click the **Account Information** link on the *Left-Column Navigation Bar*.
- Click the **Statement** link.
- Select the cycle date from the drop-down list.
- Click the **View Statement** button.

The statement displays in a new browser window as a portable document format (PDF) file.
Viewing Statements

You can save, print, and email a PDF file.

Print or save the statement by clicking on the Print or Save button in the Adobe® Acrobat Reader tool bar.
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Access Online Lessons
Transaction Management

Transactions over $125 require the approval of the supervisor.
Transactions over $500 require the approval of the supervisor, campus CFO/CBO and Procurement Card Administrator

If a department head wants to grant the ability of a cardholder to make purchases over $125 up to $500 without requesting approval for each transaction, a blanket preapproval can be written for the current fiscal year. The blanket written approval must be dated, contain the cardholder’s name, and the amount authorized. A copy of the written authorization must be kept on file with the department and a copy submitted to the Procurement Card Administrator.
Transaction Management

- Transactions which have not been final approved within 28 days will be reviewed for extraction into the general ledger using the existing chartfield combination on the transaction. Following extraction into PeopleSoft, it will then be the department’s responsibility to journal expenses, if necessary, to the proper chartfield combination(s).

- Why?
  - Transactions are only available for extract up to a limited number of days. After that period, they are not extractable and would require a manual journal into PeopleSoft.
Transaction Management

- Please note that transactions which require manual extraction following 28 days from the posting date will be audited and may result in the suspension and/or termination of a cardholder’s account.

- Receipt upload functionality will be coming. In the meantime, receipts must still be signed by cardholders and retained on file for each and every transaction. Once the receipt upload functionality is available more information will be provided.
Transaction Management

- New! Transactions can now be allocated across all eight business units.

- As reminder, all pending transactions within JP Morgan Chase PaymentNet must be reviewed and approved by August 17th. At which time, transactions will be extracted using the existing chartfield combination. It will be the department’s responsibility to journal exported transactions to the appropriate expense accounts.
Transaction Management

- An Approval Manager can delegate his/her approval authority to another individual. Within Access Online, this is a manual process by the Program Administrator. A form has been created and is available on the Procurement Card Information webpage.

- **IMPORTANT:** For final approval of transactions, the delegate can not report to nor be a subordinate of the cardholder.

- Cardholders can no longer final approve his/her own transactions.

Access Online Lessons
Transaction Management
Transaction List
The transaction list has three sections that you can navigate using the + icon (to open a section) and the – icon (to close a section). This feature lets you view only the section you want to.

The three sections are:

- **Card Account Summary**—Includes account number, account name, billing cycle selection and account status. You can select a specific cycle or all cycles.

- **Search Criteria**—Includes search fields that you can use to filter and view-only the transactions you want to see (e.g., only transactions over $1,000).

- **Transaction List**—Includes a list of transactions that meet the cycle selection and search criteria. The next slide shows your transaction list.

The transaction list displays a list of transactions, including approval status, transaction date, posting date, merchant name, transaction amount, and accounting code.

You can click the date link (in the **Trans Date** column) to access additional detail.

**Instructions:**
- Click the date link (e.g., 05/20) in the **Trans Date** column.
A series of tabs displays additional detail. (See next slide.)

**Approval History Tab:** Displays approval actions taken on a transaction.

**Comments Tab:** It is **required** that you enter in the Purpose of Purchase. If necessary, enter in the Emergency Justification. Click Save Comments.

**Allocation Tab:** This provides the ability to reallocate a transaction to a chartfield combination other than the default.

**Summary Tab:** Provides the ability to print, dispute and approve a transaction.
Access Online Questions?

Contact:
Stephanie M. LeBlanc
207-621-3099 / Stephanie.m.leblanc@maine.edu

Administrative Practice Letters:
http://www.maine.edu/about-the-system/system-office/finances/administrative-practice-letters/

Access Online:
https://access.usbank.com/

Access Online Web-based Training (WBT):
https://wbt.access.usbank.com/

Procurement Card Information Page:
http://www.maine.edu/about-the-system/system-office/strategic-procurement/procurement-card-information/
Dispute a Transaction

Instructions:

- Select the dispute reason radio button.
- Review the additional instructions (e.g., Print, Signature)
- Click the Select button.
- Follow the on-screen instructions for adding comments, signing and forwarding the dispute form to the bank.

Tip! The more detailed your comments, the better your chances of resolving the dispute quickly.
Disputes Demo

**Trainer:** Click the **Transaction Management** high-level task.
Disputes Demo

**Trainer:** Click the **Transaction List** link.
Disputes Demo

Trainer: Click the top-most transaction’s date link.
Disputes Demo

Trainer: Click anywhere on the screen to advance.
Disputes Demo

**Trainer:** Click the **Dispute** button.
Disputes Demo

Trainer: Click the radio button for *Unauthorized*. 
Disputes Demo

Trainer: Click anywhere on the screen to advance.
Disputes Demo

Trainer: Click the Select button.
Disputes Demo

Trainer: Click in the Requester Phone Number field.
Disputes Demo

Trainer: Click in the Comments field.
Disputes Demo

Trainer: Click the Continue button.
Disputes Demo

Trainer: Click the transaction detail link.
Disputes Demo
Disputes Demo

Trainer: Click the Cancel Dispute button.
Disputes Demo

Trainer: Click in the **Cancellation Comments** field.

**Tip!** The **Cancellation Comments** field lets the user add comments about why the user is cancelling the dispute.
**Disputes Demo**

**Trainer:** Click the **Yes, Cancel Dispute** button.
Disputes Demo
Disputes Demo

**Trainer:** Click the **Plus Sign** icon for *Dispute History.*
Disputes Demo
Trainer: Click the Back to Transaction List link.
Disputes Demo
The status now indicates that the transaction is in dispute.
Access Online Lessons

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The Access Online Web-Based Training

The web-based training (WBT) is a detailed training resource on Access Online functions. The WBT includes:

- Interactive lessons
- Detailed user guides
- Quick references
- Recorded instructor-led classes
- Interactive simulations
- Final exam and certification

Use the WBT to train yourself on the system and print user guides and quick references to use as your work. You can also bookmark the WBT to access when you need help. Passwords change every two months.

Instructions:

- New users need to register in order to participate in the certification process. To register, click the **Register Now!** link.
- Registered users log in by typing their e-mail address, personal password and current WBT password and clicking **Go**. Registered users can click the **Forgot your password?** link to use the WBT authentication to reset their personal WBT passwords.
- You can use the **Lesson Only Logon** field to access the lesson content only.
The Access Online Web-Based Training
You can build a learning plan by logging in as a registered user, selecting resources (e.g., lessons, guides). A learning plan lets you keep track of your progress. You can also click a topic link and the immediately open a resource (e.g., a quick reference) to get a quick answer.

Instructions:

- Click a **Question Mark** icon to learn more about a topic.
- Open a topic link to select training resources from each tab.
Access Online Web-Based Training

Review the *Announcements* section for information in content updates. Click a link to go directly to the updated content.

Select training resources from each of the tabs.

When you are done, click Finish and Go to My Learning Plan.
Access Online Web-Based Training

Your learning plan lists your selected resources, saved documents, and completed resources. From this screen, you start training and complete certification of completed topics.

You can also access user guides, quick references, and simulations.