

State of Arizona

Purchasing Card (P-Card)
Travel Card

Program Administrator (PA)
Quick Reference Guide

January 2013

Introductory Notes

This document is intended to serve as a quick reference guide for agency P-Card and Travel Card Program Administrators (PAs). This document may be modified as necessary, so it is suggested that agencies refer to the GAO website periodically to ensure that they are using the most recent version. Agencies should refer to the following link for the any updated versions:

<http://www.gao.state.az.us/cardinfo/>

The *US Bank P-Card & Travel Card Admin Guide* is located under the section labeled “US Bank Contract”.

If additional information or clarification is needed, agencies may contact the GAO for assistance. All GAO contact information is included in the *Contact Information* section at the end of this document.

New Agency Set Up

Agencies that have not set up an existing account under the US Bank contract and need to issue P-Cards, Corporate Travel Cards, or Central Travel Accounts (CTAs) should contact the General Accounting Office (GAO) for assistance.

Additional Card Processing

Agencies that have existing US Bank cards and need to issue additional P-Cards, Corporate Travel Cards or CTAs, can issue additional cards through the *US Bank Access Online* website if the agency P-Card/Travel PA has been granted access. If the agency does not have access to the website or is in need of assistance with processing the transaction, they should contact the GAO.

Statewide Policy Reminders

State agencies must follow the policies and procedures for the P-Card and Travel Card programs. P-Card and Travel Card PAs must be familiar with the following GAO technical bulletins and related forms:

- Technical Bulletin 08-1, *Statewide Purchasing Card (P-Card) Policies and Procedures*
- Technical Bulletin 11-01, *Statewide Travel Card Program Policies and Procedures*

GAO technical bulletins may be found on the GAO website under the link:

<http://www.gao.state.az.us/publications/tb/>

- Form GAO-PC-101, *State of Arizona Purchasing Card (P-Card) Cardholder Agreement*
- Form GAO-TC-101, *State of Arizona Corporate Travel Card Cardholder Agreement*
- Form GAO-CTA-101, *State of Arizona Central Travel Account (CTA) Custodian Agreement*
- Form GAO-TC-CN, *Travel Card Account Cancellation Notification Letter (Template)*

Forms may be found on the GAO website under the link:

<http://www.gao.state.az.us/onlineforms/>

US Bank Access Online

Travel and P-Card PAs can utilize the US Bank Access Online website to

- View account information (demographics, etc)
- Issue new cards
- Cancel or inactivate existing cards
- Change card spending limits
- View reports

PAs must have a user ID and password to access the website. To get set up with a user ID and password, agency PAs should contact the GAO for assistance.

US Bank Access Online may be found under the following link:

<https://access.usbank.com>

There is web-based training available for Access Online. The training may be found under the following link:

<https://wbt.access.usbank.com>

Please contact the GAO for the most recent user ID and password for US Bank Access Online training. The training site also contains a user manual to assist with using Access Online.

Payments to US Bank

The vendor number to be used in AFIS when making payment to US Bank is 14118818960. ACH should be used for payments to US Bank. However, agencies must be notified by the GAO prior to making their first ACH payment. This will ensure that the ACH confirmation process has been completed for their account(s).

Agencies should contact the GAO with any questions related to the mail code that should be used to make payments. It is imperative that the correct mail code is used or the payment may not be posted to the correct account, or there may be delays in processing the payment.

Question:

What is a Managing Account vs. an account number?

Answer:

The Managing Account is the high level account that several P-Card or CTA account numbers roll up to. The account number is the actual credit card number used to make purchases. The Managing Account and account number may be found on the US Bank statement.

P-Card Payments via Warrant:

Agencies making P-Card payments must use the AFIS mail code that is set up specifically for that agency and Managing Account. The Managing Account number will be printed on the face of the warrant.

CTA Payments via Warrant:

Agencies making CTA payments must use AFIS mail code 002 and write the account number of the CTA on the face of the warrant. Payments to the CTA accounts are not posted at a Managing Account level, but rather are posted directly to the account number itself. As a result, due to security restrictions, the GAO was not able to establish separate mail codes for each CTA referencing the account number.

P-Card Payments via ACH:

Agencies making P-Card payments must use the AFIS ACH mail code that is set up specifically for that agency and Managing Account.

CTA Payments via ACH:

Agencies making CTA payments must use the AFIS ACH mail code that is set up specifically for that agency and account number.

Cancellation of Corporate Travel Cards

When employees leave state service, their corporate travel card must be cancelled within two (2) business days of the employee's separation date. This is very important!

Agencies that fail to cancel the cards of employees who have left State service will be responsible for any charges that the employee makes between the separation date and the date that US Bank is notified of the termination (if the former employee does not pay for all charges).

Cancellation of Corporation Travel Cards may be accomplished in one of two ways:

1. The agency can utilize the US Bank Access Online to cancel the card. The Account Number (credit card number), First/Last Name or Social Security Number (SSN) will be required to bring up the account information. The steps for cancelling a card online are as follows:
 - a. Log into Access Online.
 - b. Click on *Account Administration*.
 - c. Click on *Maintain Cardholder Account*.
 - d. Enter the Account Number, Last/First Name or SSN to bring up the account information.
 - e. Click on *Account Information*.
 - f. There is a drop down box next to Account Status. From this drop down, choose "T9-TERMINATED".
2. The agency or the cardholder can call US Bank Customer service at (800) 344-5696. This telephone line is open 24 hours per day, 7 days per week. If the cardholder cancels his or her own card, the PA should always follow up to be sure it is complete.

Agencies may contact the GAO at any of the telephone numbers listed below for assistance with cancelling cards. However, it is the agency's responsibility to ensure card cancellation is completed, not the GAO's. Email should never be sent to the GAO requesting the cancellation of Corporate Travel cards for employees who are leaving or who have left State service.

***Note: The above options for card cancellation also apply to the P-Card, except when utilizing the 24/7 Customer Service telephone line. Cancellation of P-Cards may only be completed by a PA and cannot be completed by a cardholder.

Contact Information

US Bank Contacts



Administrators & Cardholders:

- Corporate Customer Service (General Inquiries) (800) 344-5696
- Fraud Detection (Potential fraud on account) (800) 523-9078
- Fraud Prevention (Confirmed fraud on account) (866) 540-9904
- Access Online Help Desk (877) 887-9260

State of Arizona Account Coordinator:

- Matt Conn (612) 344-6036 Matt.Conn@usbank.com

Relationship Manager (for Program Administrators only):

- Peter Swenson (303) 395-7292 peter.swenson@usbank.com

State Procurement Office Contacts



Contract Administrator:

- Maureen McGovern (602) 542-9125 Maureen.McGovern@azdoa.gov

General Accounting Office Contacts



Program Implementation:

- Patti Ferreira (602) 542-5402 Patricia.Ferreira@azdoa.gov
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On-going Program Administration:

- Patti Ferreira (602) 542-5402 Patricia.Ferreira@azdoa.gov
- Laurie Gallick (602) 542-2593 Laurie.Gallick@azdoa.gov
- Brian Nguyen (602) 542-2122 Brian.Nguyen@azdoa.gov

The following email address may also be utilized for any questions related to US Bank:
cardservices@azdoa.gov

For updated information on the US Bank Program refer to:
<http://www.gao.state.az.us>

Click on the "Travel and Purchasing Cards" category (left side of the screen).