TRAINING GUIDE

TRAVEL AND EXPENSE CARD
US Bank Access® OnLine

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# Table of Contents

**TRAINING GUIDE** .......................................................................................................................... 1
**TRAVEL AND EXPENSE CARD US Bank Access® OnLine** .......................................................... 1
**Table of Contents** .......................................................................................................................... 1
**Introduction** .................................................................................................................................. 2
**Logging on to Access Online** ....................................................................................................... 2
**Menus Available for Cardholders** ............................................................................................... 3
  1. Transaction Management: ........................................................................................................... 3
  2. My Personal Information: ............................................................................................................. 3
**Transaction Management** ............................................................................................................ 4
**Monthly Statements** ..................................................................................................................... 5
**Additional Information** .................................................................................................................. 6
  Transaction Dispute ............................................................................................................................ 6
  Forgot your password ........................................................................................................................ 8
  Help – General Inquiries .................................................................................................................. 8
  Email Notification ............................................................................................................................. 9
Introduction

This guide is provided for reference to users of the York University Travel & Expense Card to assist them in accessing their online US Bank Visa card account.

This guide is not intended to provide Concur Expense training. The following options are available for Concur Expense training:

- In-lab training courses for Concur Expense are available on a regular basis. You may view upcoming training dates for Concur Expense courses on the [York Employee Learning Calendar](#).

- If you are unable to attend one of the available training sessions, you may access the [online training materials](#) using your Passport York account.

Logging on to Access Online

The Access Online website is: [https://access.usbank.com](https://access.usbank.com)

- When you log in to Access Online for the very first time only, you will be asked to reset your default password and answer three (3) authentication questions.

- **Licensing Agreement** - When you log in to Access Online for the very first time only, you will be asked to accept the Licensing Agreement. Procurement Services has reviewed the agreement on behalf of the University. Cardholders are required to accept in order to access the system.

All login fields are mandatory and NOT case-sensitive.

1. **Enter Organization Short Name: yorku or YORKU** (Diagram 1)

2. **Enter your personal User ID:*

   User ID: Minimum seven (7) characters in length, maximum 20 characters. ID is provided by Procurement Services.
3. **Enter Password:**

   Password: Must be at least eight (8-20) characters in length consisting of letters, numbers and special characters. All passwords have been defaulted to password1.

   When you log onto Access Online for the first time, you will be asked to change your password. Your password will expire every 45 days. You cannot reuse a password for 12 months.

**Menus Available for Cardholders**

Upon successfully logging in the main page will show the most recent transactions posted.

![Diagram 2](image)

There are two (2) menus available for a Cardholder

1. **Transaction Management:** Allows you to view transaction information.

2. **My Personal Information:** Allows you to do the following:
   - **Password** - Change your system password and create or modify an authentication response that will be used when resetting a password
   - **Contact Information** - Cardholders are NOT to modify/add any information
   - **Account Access** - Cardholders are NOT to modify/add any information
Managing Accounting Code Favourites – Cardholders are NOT to add favourites or reconcile through Access Online. All transactions are automatically submitted through Concur.

Email Notification – notifies cardholders of statement availability.

Transaction Management

To view the monthly transactions, Cardholders are to select the Transaction Management menu then the Transaction List (Diagram 3).

U.S. Bank Access® Online

1. To view transaction, the cardholder is required to select the Billing Cycle Close Date (i.e. usually the 20-22 of the month) then select “Search”. (Diagram 4) This will generate a list of transactions for the current billing cycle.

Cardholders may search transactions for the past six (6) months. The cycle dates vary each month depending on weekends. (i.e. If the 20th falls on the weekend or a stat holiday, the statement will be posted on the following Tuesday.) The “Billing Cycle Close Date” dropdown box also makes available to the cardholder the following options:

“All” – Generates a transactions list for the past six months including open items.

“Open” – Generates a transaction list of items posted since the last cycle
Monthly Statements

Monthly statements provide cardholders with account details such as new balances, late payment charges, previous balance, and current transactions.

To view current monthly statement click on the View Current Statement button on the homepage.

![Diagram 5]

To view previous monthly statements:

1. Click on Account Information (Diagram 6)

2. Click Cardholder Account Statement (Diagram 7)
3. A list of all your previous monthly statements (Diagram 8) will appear. **Note:** Only statements with transactions will be available for viewing.

**Additional Information**

*Transaction Dispute*

Items charged on your monthly statement that do not accurately reflect the transactions made by the cardholder (i.e. merchant errors such as wrong amount, incorrect account number, multiple postings of the same items etc.) are considered to be disputed items.
Cardholders must identify the disputed items to the US Bank within 2 days of receiving the cardholder statement for investigation.

This can be done by either:

1. The cardholder can contact US Bank via telephone at 1-800-588-8065. You will require your 16 digit Purchasing Card Number

   OR

2. The cardholder can contact US bank using https://access.usbank.com. Once in Access On-line, select Transaction Management, Transaction List. Search for the cardholder name (if other than yourself), select the transaction date of the disputed transaction and then go to the Summary Tab. At the bottom of the Summary Tab there is a Dispute button. Select the Dispute button and complete the required information. (Diagram 9)
**Forgot your password**

If you forget your password, select the prompt – “Forgot your password?” on the initial screen. (Diagram 10)

You will be prompted to answer the following:

Authentication Question: Pet’s Name
Authentication Response: FIDO – Please change this question and response to something more meaningful to you.

To change your password or the authentication question and response, go to

⇒ My Personal Information
⇒ Password

This will allow you to change either or both, your password or authentication question. (Diagram 11)

**Help – General Inquiries**

If you have General Inquiries concerning your account or are having problems with your password, please contact US Bank directly by clicking on the Contact Us link on the homepage. (Diagram 12)
Email Notification

When the email notification functionality is enabled cardholders will be notified of statement availability. By default notifications are enabled. (Diagram 13)

To disable email notification functionality cardholders are required to select My Personal Information then click on the Email Notification link. From the Status dropdown menu select Disabled and Save.