Departmental Travel Card Training Guide

Updated on 01/22/2016
Departmental Travel Card

• This is a US Bank Departmental Travel Card (Corporate Card). This is not a US Bank personal liability Travel Card.

• Only airline tickets (for business travel), registration fees, and lodging are allowed on the US Bank Departmental Travel Card. (Lodging payments must be supported by receipt(s) provided from the hotel at the end of your stay.)

• SFSU will pay US Bank on your behalf.

• Each month cardholders are responsible for reconciling all charges made on the Dept Travel Card. Also cardholders need to make sure the correct ChartFields are used.

• Monthly report should include:
  – 1. US Bank Statement. (This statement must be signed by cardholder & approver.)
  – 2. ProCard Statement. (This statement must be signed by cardholder & approver.)
  – 3. Itinerary, itemized receipts
  – 4. Request for Authorization to Travel /Travel Advance Form(s). One form is required for each traveler.
Airfare (Domestic & International)

a. You can book airfare through the University, Fell Travel, or through an online website.
b. You must select the lowest basic fare that meets the traveler’s needs. No first class airfare is allowed.
c. No special/preferred seating, seat upgrades, or meals are allowed.
d. Airfare receipt must include itemized breakdown of charges and total cost.
e. Baggage fees are dependent on length of trip. Fees must be justified.
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Airfare (Domestic & International)

f. A memo of justification is required for fees resulting in change of flight. (Cardholder & approver must sign the memo.)

g. Seat upgrading/Preferred seating for traveler’s with disability must be pre-approved by the University Disability Resource Center (DRC). Cardholders must provide documentations that they have received approval from DRC.

h. Length of travel should only be duration of university business.
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Airfare (Domestic & International)

i. No meals are allowed.
j. No transportation (car rental, buses, taxis, shuttles)
k. No first class airfare is allowed
l. No personal purchases
m. No Travel Insurance.
n. No credit card service fee(s).
o. No special seating/seat upgrades/Preferred seating.
p. No business airfare combined with personal travel.
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Registration fees

- Registration fees include fees for workshops, conferences, seminars & conventions may be paid using the Dept Travel Card. No meals are allowed.

- All travelers (staff/faculty, students, and non-SFSU employees) must complete a Request for Authorization to Travel (RAT Form) before any travel arrangements are made.

- You must attach the RAT form to your monthly report. (Each RAT form is required for each traveler.)

- Also, you must include a registration form, receipt, and/or conference brochure.
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Lodging (Hotel)

• Be sure to obtain receipt(s) from the hotel at the end of your stay.

• You must include your hotel receipts to the monthly reconciliation report package.
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*Important Information*

Any exception to this Departmental Travel Policy must be preapproved by the AP manager.
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• Your Departmental Travel Card cycles on the 20\textsuperscript{th} (or the next business day) of each month. You will receive 2 emails (monthly reminders) from our office.

• First email is sent after the cycle ends. Upon receiving this email, log in to the US Bank system to view your transaction & then print the US Bank Statement. While reviewing your transactions, look for fraudulent activities. Report to US Bank and our office immediately if you see any unauthorized/unrecognized charges.

• Also, log in to CFS ProCard Adjustment to enter description of items & edit the ChartField Account (if needed.) You have a grace period of 3- business days to do this. Please refer to our first email for this information.

• Second email will go out after the grace period. Please log in to CFS ProCard Completed Inquiry to print the ProCard Statement after you receive the second email.

• Cardholder & Approver must sign both statements: US Bank Statement & ProCard Statement.

• Monthly report packet is due to our office by the 10\textsuperscript{th}. 
Departmental Travel Card

Important Information

Cancel your Dept Travel Card with the PCard office when you’re leaving SF State or moving to a different department.

Submit your final reconciliation report(s) before your last day.
Introduction

A. Use Access Online (U.S. Bank) to:

- View transactions ONLY.
- Dispute.
- Print US Bank Statement.

B. Use CFS ProCard to:

- Edit ChartField Account.
- Print Pro-Card Statement. (This statement is not the same as the US Bank Statement.)
A. Introducing Access Online
Initial Login

* URL: https://access.usbank.com

* AccessOnline is compatible with PC and MAC

* Password expires every 2 months.

* Select 8-20 alpha-numeric characters for password.
Update Password

1. Organization Short Name: CSUCA
2. Enter User ID
3. Enter current Password
4. Click “Login”
Update Password

1. Enter current password again.
2. Enter new password
3. Re-enter new password.

Note: password should be 8-20 alpha-numeric characters.
You’ll need to select 3 authentication questions and answers.
How to view your US Bank transactions?
How to view your US Bank transactions?

1. Organization Short Name: csuca
2. Enter User ID
3. Enter Password
4. Click “Login”

https://access.usbank.com
Click on Transaction Management to view your transactions.
How to view your US Bank transactions?

Click the Transaction List link
How to view your US Bank transactions?

1. Select a Billing Cycle Close Date from the drop-down list. For example: 09/20/2010
2. Select “ALL”
3. Click “Search”
How to view your US Bank transactions?

<table>
<thead>
<tr>
<th>Select Status</th>
<th>Approval Match Status</th>
<th>Trans Date</th>
<th>Trans Description</th>
<th>City</th>
<th>State</th>
<th>Amount</th>
<th>Purchase ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td></td>
<td>05/20</td>
<td>511-50610000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>05/21</td>
<td>511-50610000</td>
<td></td>
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</tr>
<tr>
<td>Pending</td>
<td></td>
<td>05/21</td>
<td>511-50610000</td>
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<tr>
<td>Pending</td>
<td></td>
<td>05/20</td>
<td>511-50610000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>05/13</td>
<td>511-50610000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>05/07</td>
<td>511-50610000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pending</td>
<td></td>
<td>05/06</td>
<td>511-50610000</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on Trans Date for Transaction Detail—see next page

Note:
1. US Bank updates Transactions list daily.
2. You can view your transactions anytime.
3. Notify the PCard Office and US Bank immediately if you see the following activities:
   - Unauthorized charges.
   - Fraudulent charges.
How to print your US Bank Statement?
How to print your US Bank Statement?

1. Organization Short Name: CSUCA
2. Enter User ID
3. Enter current Password
4. Click “Login”
Click the **Transaction List** link
How to print your US Bank Statement?

Click on **Account Information** to view/print statement
To print bank statement, click on “Cardholder Acct Statement”
How to print your US Bank Statement?

1. Select Billing Cycle
2. Click View Statement
How to print your US Bank Statement?

1. Click anywhere on the statement
2. Press & hold the “CTRL” key while typing P
3. Click OK to print

Reminder:
Statement needs to be signed by both Cardholder & approver.

The statement opens as PDF file.
How to dispute a charge?
Dispute

1. Click Transaction Management
2. Click on Transaction List link
Under Trans Date column, click on the date of a particular transaction you want to dispute. For example, if Pacific Steel ($1,056.46) is the transaction you want to dispute, simply click on 05/06 and you’ll see the Transaction Detail Summary (next page).
The Summary tab shows high-level transaction information. To initiate a dispute, click the "Dispute Transaction" link.
1. Select the radio button for the appropriate dispute reason

2. Next, click Select

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**Transaction Management**

**Select a Dispute Reason**

<table>
<thead>
<tr>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/20/2006</td>
<td>05/28/2006</td>
<td>DOD EMALL</td>
<td>1195.56</td>
<td>4716300005905667</td>
</tr>
</tbody>
</table>

Select a dispute reason from the list below. If you need more information about this transaction, you may request a copy of the sales draft.

**My account was charged for this transaction and...**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Additional Items Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unauthorized</td>
<td>...I did not authorize the charge.</td>
</tr>
<tr>
<td>Unrecognized</td>
<td>...I do not recognize the charge.</td>
</tr>
<tr>
<td>Merchandise Returned</td>
<td>...I have not received credit for the returned merchandise.</td>
</tr>
<tr>
<td>Merchandise Not Received</td>
<td>...I have not received the merchandise.</td>
</tr>
<tr>
<td>Services Not Received</td>
<td>...I have not received the services.</td>
</tr>
<tr>
<td>Defective</td>
<td>...the merchandise I received was defective.</td>
</tr>
<tr>
<td>Other</td>
<td>...none of the above reasons fit my need to dispute this transaction.</td>
</tr>
</tbody>
</table>

**Select**
Dispute

Transaction Management
Dispute Reason: Unauthorized

Card Account Number: **********5691, CHRIS DOE

<table>
<thead>
<tr>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/18/2007</td>
<td>04/20/2007</td>
<td>POLAND SPRING WATER</td>
<td>76.53</td>
<td>24692167108000612793118</td>
</tr>
</tbody>
</table>

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

This dispute reason requires a physical signature of the Cardholder. After completing this form, click "Continue" for a printable version of the form.

* = required

Requestor Name:* Requestor Phone Number:*  
Chris Doe 6121231234

Comments:*  
I cancelled this service in January.

1. Type in cardholder’s name, phone # & comments here.
2. Click Continue

<< Back to Select a Dispute Reason
1. **To print**, click on this page and then press & hold the CTRL and P keys.

2. **Cardholder** must sign this form.

3. **Make a copy** of the signed dispute form for your P-card report.

4. **Mail** ORIGINAL copy to US Bank in Fargo, ND.
Forgot Your Password
Forgot Your Password

1. Enter CSUCA for Organization Short Name
2. Enter User ID
3. Click “Forgot your password? Link”
Forgot Your Password

Enter the response to your authentication question. If you need assistance, please contact your program administrator.

**User ID:** ch1purchase  
**Organization Short Name:** acme69

**Authentication Question:** Pet’s Name

Enter the response to your Authentication Question:

1. Type in the answer you entered earlier during initial login.

2. Click Continue

<=Back to Login Page
Forgot Your Password

1. Enter a new password
2. Re-type new password
3. Click Save

Note: Password should have 8-20 alpha & numeric characters. For example: welcome02usb
Forgot Your Password

Message from U.S. Bank
Welcome to Access Online!

This is the home page. You have successfully changed your password.
US Bank Contact Information

Lost/Stolen: 1-800-344-5696
Dispute: 1-800-344-5696
Fraud: 1-800-523-9078
Help Desk: 1-877-887-9260 (To unlock access)

Note:
When calling US Bank, please provide your SFSU Employee ID in lieu of your SS#. 
Log in to CFS Portal to:

* Change the Accounting codes (ChartField)
* Print the Pro-Card statement
CFS Portal

In this training guide you will learn how to:

1. Edit ChartField Account

   Make sure you use the correct Account Code for in-state, out-state, or international travel—see below:
   - 606001 = In-State Travel
   - 606002 = Out-State Travel
   - 606802 = International Travel

2. Print the Pro-Card Statement.
CFS-Edit Accounting codes

After you receive a first email from us, please log in to CFS ProCard to:

1/ Enter description of items
2/ Edit your ChartField account (if needed).
CFS-Edit Accounting codes

- Go to http://fiscaff.sfsu.edu and click on “CFS Login” under “Quick Links” and the system will direct you to the CFS Login Portal—see below.
CFS-Edit Accounting codes

Use the Campus drop-down menu to select San Francisco, and then click on Login
CFS-Edit Accounting codes
CFS-Editing Accounting codes

Click on Main Menu located at the top
CFS-Editing Accounting codes

Click the Main Menu drop down arrow to select the CSU ProCard folder.
CFS-Editing Accounting codes

From CSU ProCard drop down arrow select the Use & Inquiry folder
CFS-Editing Accounting codes

To edit Accounting codes, select ProCard Adjustment.
CFS-Editing Accounting codes

1. Enter cardholder’s last name. For example: ANDREWS.
2. Enter cardholder’s first name. Click “Search”
CFS-Editing Accounting codes

1. A “Search Results” box below might show a list of cardholders with the same last name. Please check both First & Last names before selecting your name.

2. If you have more than one P-Card or Office Max check the CardMember #.
CFS-Edit Accounting codes

Help!!!!!

Q. I see different CardMember numbers, how do I know which is which?

A. Check the last 3 digits of your CardMember numbers if:

600 = Non-ORSP Departmental Travel Card

700 = ORSP Departmental Travel Card
1. In this example, ANDREWS has only one CardMember # (One P-card)

2. To view transactions, click on the Invoice Date.
CFS-Editing Accounting codes

1. To view all transactions select “View All”. Scroll down to view other transactions.

2. Enter Description of items purchased: *This is a required field.*

3. To edit ChartField information: highlight and type over new account information and click save.
CFS-Editing Accounting codes

1. If Chartfield information is incomplete or incorrect, you will see an error message.
2. Retype correct accounting code and save.

Error: missing project #
Printing ProCard Statement
Go to [http://fiscaff.sfsu.edu](http://fiscaff.sfsu.edu) and click on “CFS Login” under “Quick Links” and the system will direct you to the CFS Login Portal—see below:
CFS-Printing ProCard Statement

- Use the Campus drop-down menu and select **San Francisco**, and then click Login
Enter your SF State ID or email account, and SF State Password to login. (Note: The links below the Login button will help you if you forgot or have questions regarding your SF State login, or have never activated your SF State account.)
CFS-Printing ProCard Statement

Click on Main Menu located at the top

Top Menu Features Description

Our menu has changed!

The menu is now located across the top of the page. Click on Main Menu to get started.

Highlights

Recently Used pages now appear under the Favorites menu, located at the top left.

Breadcrumbs visually display your navigation path and give you access to the contents of subfolders.

Menu Search, located under the Main Menu, now supports type ahead which makes finding pages much faster.
CFS-Printing ProCard Statement

Click the Main Menu drop down arrow to select the CSU ProCard folder.
CFS-Printing ProCard Statement

From CSU ProCard drop down arrow select the Use & Inquiry folder
To print ProCard Statement, select “ProCard Completed Inquiry”
CFS-Printing ProCard Statement

1. Do not select ProCard Adjustment.

2. To print ProCard Statement select “ProCard Completed Inquiry”.

3. Enter your last name, and then first name.

4. Click icon

5. When search is complete select your name
1. To run the report click on the icon
2. Then click on Process Monitor

Please wait until the 30th of the month to Print/sign the ProCard Statement.
1. Click on the **Refresh** icon.
2. Run Status should say "Queued".
3. Distribution Status should say "N/A".
4. Click on the **Refresh** icon again.
CFS-Printing ProCard Statement

1. Keep clicking on until Run Status changes to Success and Distribution Status changes to Posted

2. Next click on Details
CFS-Printing ProCard Statement

Select the View Log/Trace link.
CFS-Printing ProCard Statement

1. You’ll see several files under FILE LIST.
2. Please select the PDF file only.
3. In this example, the PDF file name is csupo008_1609996.PDF. Your actual PDF will have a different name.
CFS-Print ProCard Statement

Final step: Select printer icon to print ProCard Statement
San Francisco State University
ProCard Statement

Transaction Details:

- Vendor: FEDEX NATIONAL LTL, INC.
  - Description: Paper
  - Amount: 217.85
- Vendor: STAPLES, INC
  - Description: Stapler
  - Amount: 25.00
- Vendor: DHL NATIONAL LTD, INC.
  - Description: Toll
  - Amount: 15.00

Total Amount: 257.85

Cardholder Signs Here

Approver (not the PI) Signs Here
Monthly Report package

A complete monthly report package should include:

- US Bank Statement (Cardholder & Approver must sign this statement)
- CFS Pro-Card Statement (Cardholder & Approver must sign this statement)
- Original Itemized receipts
- Itinerary.
- Request for Authorization to Travel/Travel Advance Form(s)
- Certification of Non-Original/Electronic Receipts

US Bank Departmental Travel Card report package is due to P-card office by the 10th of each month.
Activation of P-card

1. To activate US Bank Departmental Travel card, call 1 800-344 -5696

2. Enter credit card # (16 digits)

3. Enter Business Zip code (94132)

4. To Activate account # press 1

5. Enter last 4 digits of cardholder’s Employee ID (system asks for SS#)

6. Enter preferred work phone # (Campus phone #)
Contact Information

CFS contact:
Call the FABS Help Desk at 338-7143 if you’re experiencing:
- Technical problems with CFS ProCard
- Unable to log in to CFS ProCard

P-Card staff:
Melissa Naranjo  mnaranjo@sfsu.edu  x53684
Amanda Gazzo    amandag@sfsu.edu  x87139
Jason Huynh     jhuynh@sfsu.edu  x82546
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David Chelliah  chelliah@sfsu.edu  x82367
End