

US Bank Commercial Card Program

FAQs

Access Online Functionality

Is "CO" the required Organization Short Name for all new cardholder account set-ups or can we designate our college initials instead?	CO is the required Organization Short Name
When setting up a new cardholder, can we use an employee number instead of all 9s?	Yes you can use employee ID.
How do I see what MCC groups are assigned to a card?	Go to account administration, maintain cardholder account, then authorization limits. There you will see the MCC templates assigned to the card.
How do I assign MCC groups in new cardholder account applications?	When ordering a new card, under Authorization limits, at the bottom in Blue it says Show Optional Fields, click that and go to Merchant Authorization Control (MAC) there you can type in SOC and search and that will show you all the Templates available to assign. It's picky. You have to click the search magnifier and then click the actually blue search button again, then all the templates will show up and you can choose which ones you want.
How do I temporarily assign a MCC group to a cardholder?	Go into Account Administration, then Maintain Cardholder Account, authorization limits, and at the bottom of the permanent MCC templates that are assigned, you will see Temporary MAC's. That is where you can add temporary MCCs
How do I access the central bill statements?	Go to Account information, and Managing account statement.
How do I request a replacement card?	<ol style="list-style-type: none">1. Account Admin2. Maintain cardholder accounts3. Search for cardholder4. Accounts detail5. Reorder Physical Card
Where do I go in Access Online to determine why a transaction is being declined?	<ol style="list-style-type: none">1. Account Information2. Cardholder Account Profile3. Search for the cardholder4. Account Authorizations5. Click on the hyperlinked time stamp under "Auth Time" to see the decline reason.
What are managing accounts?	Managing accounts are the "main" accounts assigned by US Bank for each card type (PCard, Travel CB, Travel IB, Travel Ghost, etc.). For example, the managing account for your Travel

	CB, all your CB travel cards will roll up under that managing account.
What address is the billing address?	The billing address is the address that is entered when ordering a card. If a personal address (residential) was entered, that would be the billing address.
Trainer mentioned we could set up the system to only accept (college) .edu emails. How would we do that?	System administration, client controls
Will the colleges receive paper account statements/invoices for the managing accounts?	The July managing account statements were not sent by mail. However, we have requested that managing account statements be mailed to each college going forward.
Does US Bank send out notices to cardholders when the statements are ready?	Cardholders that want to receive notices will need to set their accounts up accordingly. There are multiple alerts and notices available for them to choose. To receive email notifications: <ul style="list-style-type: none"> - Access My Personal Information' - Click on "Email Notifications" - Verify email address - Specify the status notifications they want to receive - Specify the account notifications they want to receive - Save
Is it possible to turn off the "reallocate" buttons in Transaction Management screens for CCCS and the colleges?	US Bank is cannot disable the allocation area.
Will all new account and renewal cards automatically be sent to the College Program Administrator?	They will be sent to the address provided in the new account application. Update: We have provided bulk ship addresses to US Bank and all cards should be going to the Program Administrators.
I have cards that have not been received. What do I do?	In Access Online, Account Administration>Maintain Cardholder Account, cancel the card not received. Then complete a new cardholder account application for a new card.

Questions Related to the Transition

When I registered my card account, I was required to agree to the terms of Access Online Terms of Service. Some of these are usually	Yes, our contract supersedes any of those T&C's
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prohibited; Choice of Law in N. Dakota, for example. Should I agree anyway?	
Regarding initial cardholders ported over from Citibank: When activating their cards, what 4 numbers should cardholders use to verify since the cardholder enrollment data that was submitted does not include employee ID numbers or SSN?	Cardholders can use 9999 to validate their cards.
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