

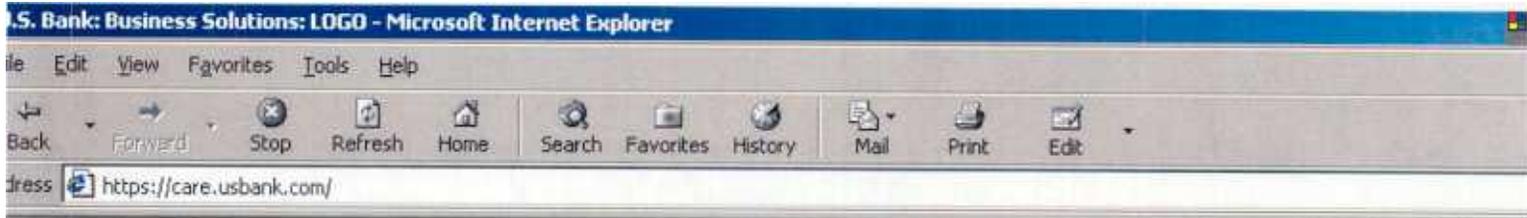


SECTION

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- **DOC HOMEPAGE INFORMATION**
 - ✓ **Cardholder On-Line Registration**
 - ✓ **How to Use the Transaction Log**
 - ✓ **How to Electronically Reconcile a Cardholder Statement of Account**
 - ✓ **15 Days After Cycle Date**
 - ✓ **How To Reallocate**
 - ✓ **Steps for a Billing Official to “Review” A Cardholder’s Account**

CARDHOLDER
ON-LINE
REGISTRATION



C.A.R.E.

Customer Automation & Reporting Environment

USBank License Agreement

Customer Automation and Reporting Environment Terms of Service

1 ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF CARE

The Customer Automation and Reporting Environment (the "CARE"), owned and operated by U.S. Bank National Association ("U.S. Bank"), is provided to the customer under the terms and conditions of this Customer Automation and Reporting Environment Terms of Service (CTS) which incorporates by reference any operating rules or policies that may be published by



I Accept

I Decline

C.A.R.E. Logon - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address <https://care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet>



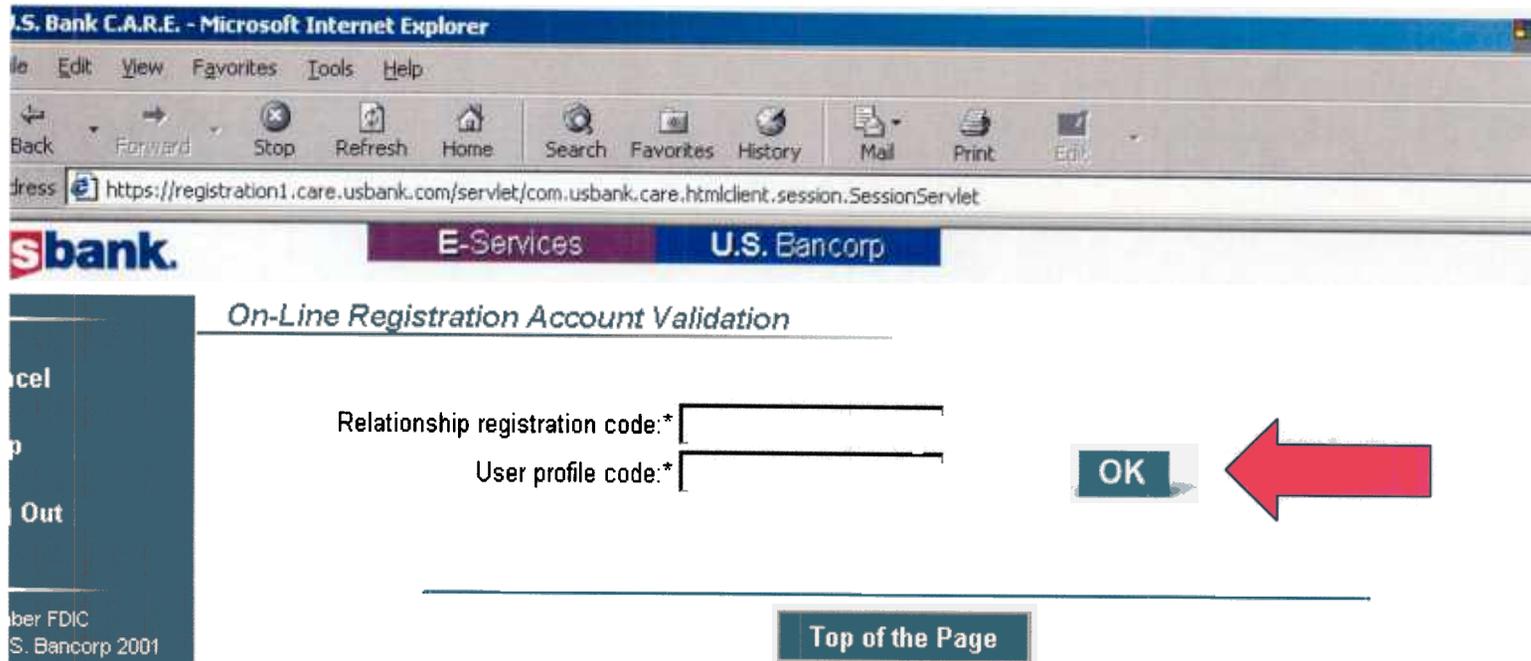
Line
istration

Username:

Password:



[Forgot your password? Click here](#)



Relationship Registration Code =
User Profile Code =
Codes are addressed in training sessions and can be requested from DOC IMPAC Team.

On-Line Registration

Account Number*	Zip Code*	Expiration Date*
#####	65473	12/03

OK 
Add More Accounts



E-Services

U.S. Bancorp

On-Line Registration

Enter Contact Information

Submit
Cancel
Back
Out

First name* Middle initial:

Last name:*

Address 1:*

Address 2:

City:*

State/Province:*

Country:* UNITED STATES

Zip code:* -

Foreign postal code:

Phone:*

Fax:

7 - 12 Characters At least 1 letter & 1 number

Enter Password Information

8 - 12 Characters At least 1 letter & 1 number

User ID:*

User Verification:* MOTHER'S MAIDEN NAME

Verification Response*

Password:*

Repeat Password:*

U.S. Bank C.A.R.E. - Microsoft Internet Explorer

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Address <https://registration1.care.usbank.com/servlet/com.usbank.care.htmlclient.session.SessionServlet>

usbank.



On-line registration was successful.
To return to login screen, click [C.A.R.E.](#)

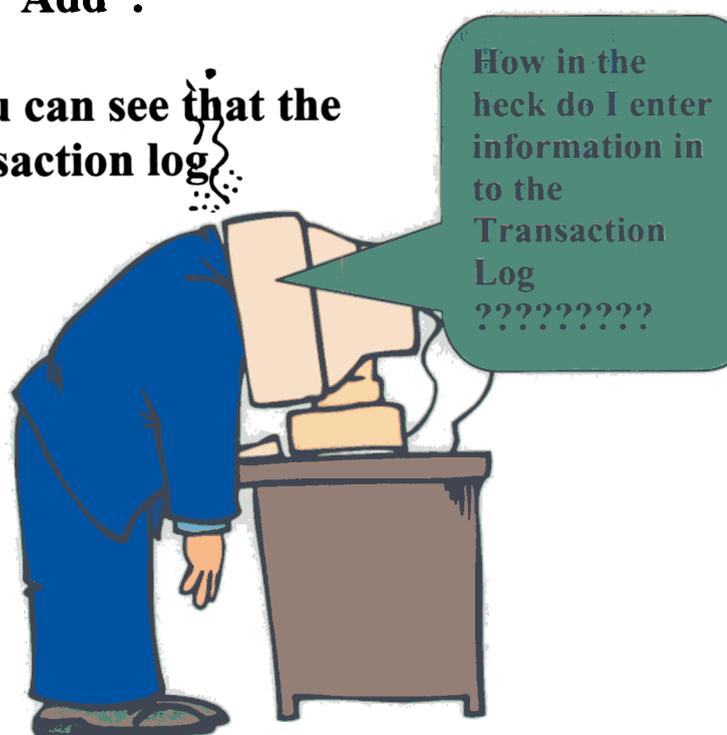
Done

**END OF CARDHOLDER ON-LINE
REGISTRATION**

C.A.R.E. TRANSACTION LOG

(ENTERING A NEW TRANSACTION)

1. Click on “Transaction Log”. “New Entry” will be highlighted.
2. Enter pertinent information at the bottom of the screen. Fields with a red asterisk are mandatory. *DO NOT HIT THE “ADD” BUTTON!*
3. Click on “Log Line Item Detail” tab to itemized your purchase & enter additional information. In “Log Line Item Detail” you can enter multiple line items for a single purchase request. Enter line item 0001 data and hit “enter”.....enter line item 0002 data and hit “enter”. You are not limited to a number of line items that you can enter.
4. After entering all line item information, go back to the “Log Detail” tab and click “Add”.
5. Entry has been completed. You can see that the entry is now listed in your transaction log?



STEPS TO ELECTRONICALLY RECONCILE A “CARDHOLDER” STATEMENT OF ACCOUNT

(REMEMBER THAT OUR CYCLE DATE IS THE 23RD OF THE MONTH. YOU WILL NOT BE ABLE TO “APPROVE” YOUR STATEMENT UNTIL THE 24TH OF THE MONTH)

Enter website <https://care.usbank.com>

2. The US Bank Licensing Agreement will come up click “I Accept”
3. Enter your C.A.R.E. ID and Password and click the “ok” button
4. Double click on Transaction Management located in the green bar on the left side of the screen (It will take a few seconds for Transaction Management to load)
5. Highlight your account number by clicking on it once
6. Click on the cycle date that you want to work on
7. Click on the “Transactions” green tab located at the top.
8. Highlight the first transaction by clicking on it once.
 - (1) ***If this is a valid charge***, click on the “Log Detail” tab located about middle of the screen. Click on the “Reconcile” button on the right. If the “Posted Transaction” and the “Best Match From Transaction Log” are the two entries you want to reconcile, click the “reconcile” button at the bottom. If the “Best Match From Transaction Log” is not the entry you want, click the “Remove” button. Now select the correct entry from “Available Log Entries”...click the “add” button and then click the “reconcile” button. *Remember...in order to reconcile, you must have entered information in your electronic transaction log at the time of purchase (or prior to trying to reconcile). **Use of the transaction log is MANDATORY for all cardholders.**

This “reconciling” process will automatically change the status of the transaction from “pending” to “approved”

- (2) ***If this is not a valid charge***, click on the “dispute” button located at the bottom right portion of the screen. A “Customer Statement of Questioned Item (CSQI)” form will open. Complete the form and click the “submit” button.

Each transaction must either be “approved” or “disputed”. Rebates and credits must also be “approved”.

9. If your account *has not* been assigned alternate lines of accounting, proceed to step 10. If your account *has* been assigned alternate lines of accounting, follow the “reallocating procedures” on the next page.

To determine if your account has been assigned alternate lines of accounting, contact your POC at Directorate of Resource Management.

10. After all transactions have been either “approved” or “disputed”, click on the “cardholder accounts” tab located at the top and click the “approve” button. You are now approving the whole statement. A box will appear with a statement that you should read. After reading the statement, click “approve”

You have now completed the reconciliation process.

To exit, click on the “X” at the top right of the screen. On the next screen, click “on “Log Off”.

In order for the “reallocate” button to become available...you must click on the “cardholder account” tab and then click back on the “transactions” tab.

HOW TO “REALLOCATE” AN IMPAC TRANSACTION

Highlight transaction that you want to reallocate

Click “Reallocate” button

Highlight Default Line at bottom of screen

Click “Delete” button

At this point you will get a screen that says, “Are you sure you want to delete?”

Click “Yes”

New Entry will now appear in bottom screen and be highlighted

Click on the drop-down screen at the top and select the correct APC

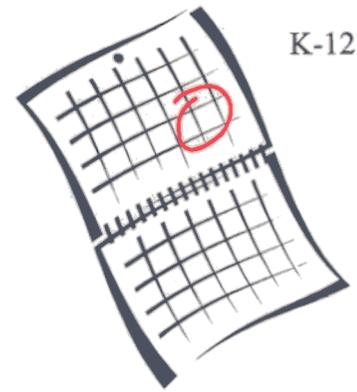
Enter either the Dollar amount or percentage to be reallocated

Click the “add” button

Click the “submit” button

*****NOTE: If the transaction needs to be split between the default and another APC, then use the UPDATE key. If not, always use the delete to remove the default line.**





- Cardholder is able to “approve transactions and statement”
 - **Billing/Managing Official is able to “act on behalf of the cardholder” to approve transactions & statement**

16th Day After the Cycle Date

- Cardholder is Locked Out of the C.A.R.E. system to “approve” transactions and statement
- Billing/Managing Official is able to go in to C.A.R.E. under his own ID and Password and approve the cardholder’s transactions and statement. At this point, the Billing/Managing Official would not be “acting on behalf of the cardholder”. The Billing/Managing Official would go in to “Cardholder Accounts”, and then “Transactions” to approve transactions.

ARMY’S CYCLE DATE IS THE 23RD OF EACH MONTH

Steps for Billing Official's to Check Cardholder Accounts

Log on to C.A.R.E.

Click on "Reports"

Click on the + sign by #6 (Transaction Management Reports)

Double click on "Cardholder Full Transaction Detail"

Click inside the radial button "Cycle End Date" and enter the month and year you want to review

Click inside the radial button by Managing Account, then click on inside the radial button by Cardholder Account and enter the cardholder account number

Click "Submit"

When the cardholder information opens up, click on "Log Detail"