State of Idaho U.S. Bank card program - questions and answers

This document outlines questions asked via the Teams chat during the Access® Online training session held the morning of June 14th along with answers from U.S. Bank and the State of Idaho’s Program Administration team.

Questions and answers

1. **Q:** Was the training from June 14th recorded so we can review it online?  
   **A:** Yes. The training on June 14th was recorded and is available on the Purchasing website.

<https://purchasing.idaho.gov/us-bank-p-card/>   
In addition, log into Access Online and click **Training** to find extensive training resources on all system topics and a link to register for monthly webinars.

1. **Q:** Are approvers brought over from the old system?  
   **A:** Yes. The U.S. Bank Implementation team will set up your system users with similar roles as they had in the old system and provide them with user IDs and temporary passwords.   
   In addition, program administrators have the ability to add users or make changes to user profiles in Access Online. For more information on user profiles log into Access Online and click **Training** **> Accounts and Users > User guides > User Profiles**. You can run a user list report to see the users set up for your agency by clicking **Reporting > Administration > User List.**
2. **Q:** Will there be the ability to have a “single” transaction limit, a “daily” limit and a “monthly” limit for each cardholder?  
   **A:** Yes, Access Online has all these limits available. Program administrators can set and update these limits on a cardholder account on the card setup screen in the *Authorizations Limits* section. For the daily and monthly limits, click the **Show Optional Fields** link.
3. **Q:** We are still using the SCO P-card system to process transactions, correct? Why would we attach supporting documents on the bank system?  
   **A:** Yes, the SCO P-Card system is still mandatory to use, and Access Online data will **NOT** feed into it. It is optional for your agency to use Access Online for cardholders to attach receipts and other documentation, to complete accounting code allocation, or to approve transactions. Any documentation, accounting, or approval done in Access Online will **NOT** feed into the state’s P-Card system. SCO will continue to load P-Card with transactions from Visa, but this is outside of any approval or accounting done in Access Online. Evaluate your agency’s processes to see if using Access Online for cardholder transaction management would benefit your agency.
4. **Q:** If they attach documents on the bank system, is it going to be in the SCO system?  
   **A:** No, receipts or other documents attached to a transaction in Access Online will NOT feed into the SCO system.
5. **Q:** Do cardholders need to use PINs?  
   **A:** PINs are not required. There may be situations when cardholders need a PIN such as for cash withdrawals or for transactions outside of the United States. A cardholder can set up a PIN when activating the card either by calling the number on the back of the card or online on the Access Online login screen.
6. **Q:** What is the last day Bank of America P-cards can be used?  
   **A:** The last day that Bank of America cards can be used is July 31, 2022.
7. **Q:** Will we still have access to Works after July 31, 2022, to process any July transactions, or does access to Works end at the end of the day on July 31, 2022?  
   **A:** Yes, you will continue to have access to Works. Keep in mind that transactions in July may not get processed until August, so you should continue to monitor your Bank of America statements and pay off any transactions that lag. PA’s will need to monitor statements to ensure all transactions are accounted for.
8. **Q:** Is the program administrator able to notify the bank of a fraudulent transaction and request the card be locked, or does it have to be the cardholder?  
   **A:** A program administrator who is entered as the *Point of Contact* in Access Online for the managing account is able to notify the bank of a fraudulent transaction and request the card to be closed and a new one issued to the cardholder. To report a card lost or stolen, program administrators can call Customer Service at 1-888-994-6722 or the Fraud department at 1-800-523-9078. The bank representative will review card activity to determine which transactions are fraudulent.
9. **Q:** When all the P-cards are sent from U.S. Bank, will they automatically be uploaded to the SCO P-card system, or will they need to be added one by one like we currently do when we get a new P-card?  
   **A:** All new cards in the initial state batch will be uploaded for you into the SCO system. As YOU create or maintain cards in Access Online, the card information WILL pass to SCO. So, you will NOT need to add them one by one to SCO.

**Q:** For “group” cards, can we print a building or program name on the card, or does it have to be tied to an individual’s name?  
**A:** When creating a group card, you can enter a building or program name in the individual’s first and last name field, or both. You must have something entered in the Last Name field or the system will give an error message. Reports show an *Account Name* as First Name Middle Initial Last Name and a *Shortname* field as Last Name First Name. Whatever you put in these fields ends up as the first line of embossing on the card. The *Organization Name* field is the second line of embossing on the card.

In addition,the state will have a logo on the cards. See the picture below.

A picture containing text, electronics, sign

Description automatically generated

1. **Q:** Besides the cardholder’s name, will we have a second line like we do now? We currently put our agency name and tax-exempt number.  
   **A:** Access Online provides a second line for embossing on the screen where you create a new cardholder account. The field is called *Organization Name*, and it allows for a maximum of 19 alphanumeric characters.
2. **Q:** Is there a fee to expedite cards.  
   **A:** There is NO fee to expedite cards.
3. **Q:** Will our agency credit limits be the same as they were for the Bank of America cards?  
   **A:** You will set the Monthly limit when you fill out your agency’s cardholder information. Once you are in Access Online, you can customize each cardholder’s spend limits for daily and single purchase limits.
4. **Q:** Will we continue to use a 28z transaction code when we pay U.S. Bank?  
   **A:** Yes, while the sate accounting system is still using STARS, P-Card transactions will continue using the 28z transaction code.
5. **Q:** Can we add users who can download the statement but not change card limits or request new cards be issued?  
   **A:** Yes, we call this an approver or finance view. Their user profile will have a Functional Entitlement Group (FEG) giving them the appropriate access to the system.
6. **Q:** Will agencies have the ability to do bulk load of all new cards into the SCO P-card application at rollout? Our agency has 600+ cards and manual load could take significant time and effort.  
   **A:** U.S. Bank will issue all of the initial cards, and the card information WILL automatically feed into the SCO P-card application. You will not need to manually load them.
7. **Q:** Can program administrators receive fraud alerts by email as well as cardholders?  
   **A:** Yes, through a bulk setup process, where they send an Excel spreadsheet to the bank, program administrators can:
   1. Enroll all cardholders in the same email alerts
   2. Enroll themselves (PAs) to receive email alerts on cardholder account activity
   3. Enroll cardholders AND themselves to receive email alerts (You can register up to 25 emails per account to receive alerts)
8. **Q:** Are we only able to pay the statement online? Are we no longer going to SCO Payment Services?

**A: If agencies are currently using SCO’s P-card application, you will need to continue to do so. A NEW vendor will be setup in STARS for U.S. Bank to allow agencies to continue paying their statements through Payment Services.**

1. **Q:** We have staff leaving between now and August 1st who have Bank of America P-cards. Will we have a list to remove people who will not need a new card? Conversely, we also have new staff being hired that may need a new U.S. Bank P-card, and we will want to add them to the list.

**A:** You will create the list from the spreadsheet sent to you by DOP. If you know the new employee’s information, feel free to add them. Otherwise, add them when you have access to Access Online and when they start with your agency.

1. **Q:** Have you pulled the data of our agency cardholders? If not, when will you?

**A:** The cardholder information from Bank of America is incomplete and inconsistent with what US Bank will need. DOP will send out a spreadsheet for current Program Administrators to fill in Agency cardholder information. This information will need to include a Date of Birth or residential address. This is a Federal requirement.

1. **Q:** Is the P-card administrator able to activate the cards?

**A:** There is no Access Online program administration task to activate cards. Cardholders can activate the cards by calling the number on the back of the card or by using the Access Online process. If the program administrator has the card in hand and knows all of the cardholder’s information, the program administrator can use the same processes to activate the cards.

In addition: To activate their cards online, cardholders need to know the 16-digit card number, expiration date and last 4-digits of their work telephone number on the card. To activate their cards over the phone, cardholders need to know the 16-digit account number, 5-digit zip code on the card, last 4-digits that are in the Social Security Number field on the card, and their work phone number on the card.

 

1. **Q:** What are the steps for a name change on a cardholder account? For Bank of America cards, we had to provide a copy of a driver’s license on letterhead requesting the name change.

**A:** A program administrator needs to contact Client Services to update a cardholder account name. We do not require any specific documentation to update the name on the cardholder account. Client Services will update the name and issue a new plastic card with the updated name. The account number will remain the same, so the cardholder can continue to use their existing plastic until their replacement arrives.