



U.S. Bank Access[®] Online User Guide

Cardholder

Transaction Approval Process
Revision 1.3

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Icons

As you read this document, you will notice the following icons:

➤ *Tip!* Tips contain additional information to help you complete your work more efficiently.

➤ *Learn More:* Additional information explains a business concept in more detail.

Web Addresses

Live System

You can easily access the live system at [U.S. Bank Access® Online](https://access.usbank.com) or by typing the following address into your web browser:

<https://access.usbank.com>

Web-based Training

Make sure you have the most current version of this user guide (and access additional training content) by checking this guide's version number against the user guide on the [web-based training \(WBT\) site](#). You can also type the following address into your web browser:

<https://wbt.access.usbank.com>

2006 CIO Magazine's Enterprise Value Award Winner

U.S. Bank's Access Online system earned this award for leveraging information technology to help our clients achieve their business objectives and produce solid returns on their investments.



Introduction

The transaction approval process (TAP) lets your organization use U.S. Bank Access® Online to approve and audit transactions using your existing internal approval hierarchy and procedures. By using the TAP function, you no longer have to create and submit paper approvals for your transactions. You can easily process your transactions for approval and view the approval history. The TAP function mirrors your organization's internal auditing procedures.

Two basic users will use the TAP function:

- **Cardholders**—As a cardholder, you use TAP to approve and forward transactions to an approval manager.
- **Approval managers**—Your assigned approval manager uses TAP to review, final approve, and forward (if needed) your transactions to another approval manager.

The system lets only one user modify a transaction at a given point in time. In other words, the same transaction will never be in the work queue of more than one user. This feature reduces the chance of fraud and ensures that only one person can modify a transaction at a time.

Approval managers and cardholders can perform the same basic procedures:

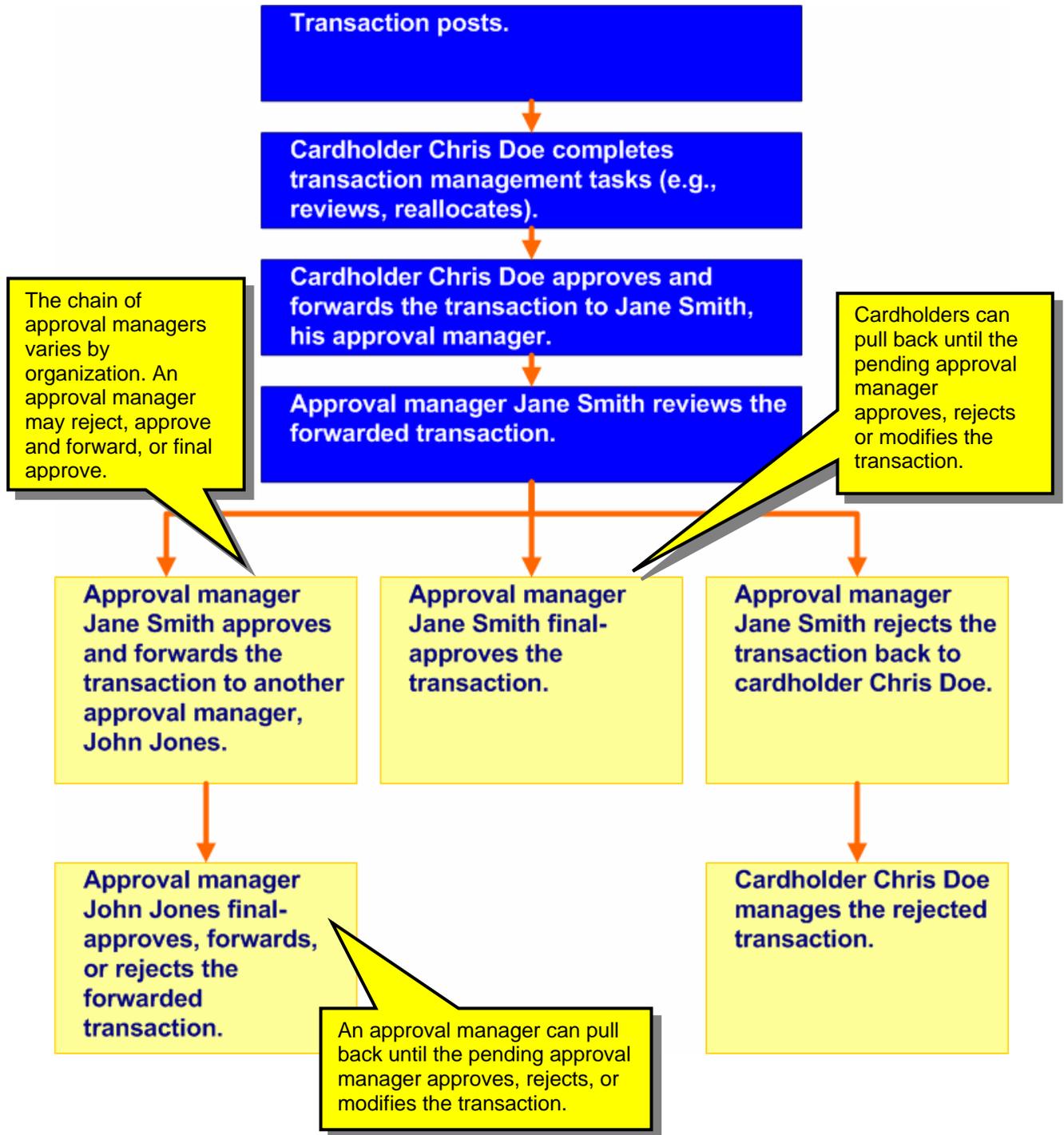
- **Approve transactions**—Cardholders and approval managers can approve transactions and forward them to an approval manager for additional approval. Cardholders approve and forward only their own transactions, while approval managers approve and forward transactions from cardholders and other approval managers.
- **Pull back transactions**—Cardholders and approval managers can pull back transactions that an approval manager has not approved, rejected, or modified (e.g. reallocated) yet. Both cardholders and approval managers can pull back transactions they previously approved as long as the pending approval managers have not yet approved, rejected or modified the transactions (e.g., reallocated, added comments, changed user line items).
- **Manage rejected transactions**—Both cardholders and approval managers can manage transactions that approval managers reject back to them.

In addition, approval managers can:

- **Reject transactions**—Approval managers can reject transactions and send them back to the cardholder, previous approval manager, or to another approval manager. The rejecting approval manager must specify a rejection reason so that the cardholder or approval manager receiving the rejected transaction knows how to manage the rejected transaction.

The flow chart on the following page provides an overview of the entire process.

TAP Overview Flow Chart



Cardholder Transaction Approval Process

As a cardholder, you can:

- View a list your transactions, filtered by approval status (e.g., pending, pulled back) and other parameters
- Approve and forward a transaction to an approval manager
- Pull back a transaction as long as your approval manager (also called the *pending approver*) has not approved, rejected, or modified the transaction (e.g., reallocated, added comments, changed user line items).
- Manage a rejected transaction if your approval manager sends it back to you
- View the approval history to see the current approval status of the transaction, along with each user who approved a transaction, the date and time of each approval, and whether or not each user modified the transaction's allocation, comments, or line items.

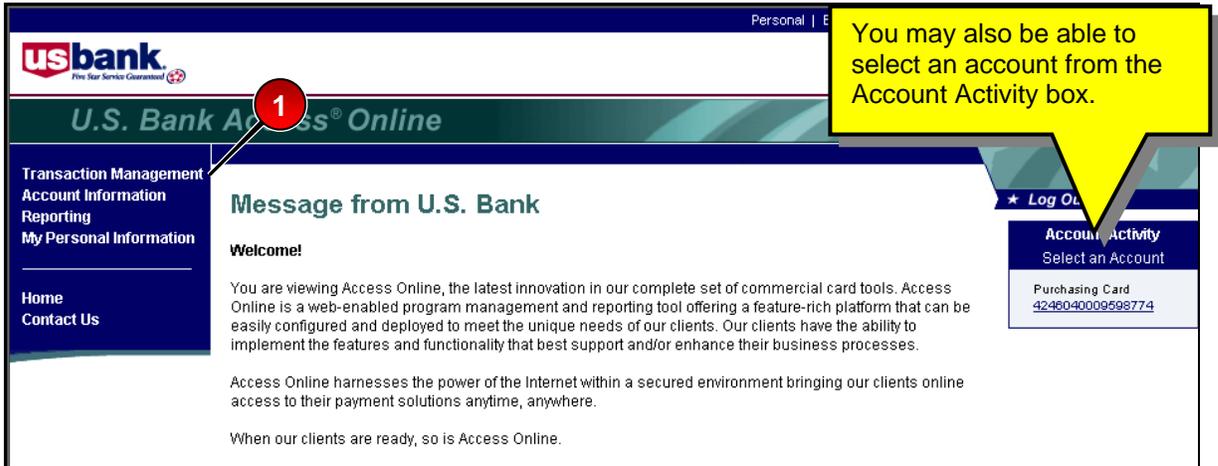
These procedures are described in detail on the following pages.

View-Only Access

Also, you may only be able to view transaction approval screens without being able to perform any approval tasks. Your organization may have set you up with this view-only access so that you can see the transactions and their approval status in the system, without being able to make any changes to the information. For example, if you are an internal auditor in your organization, you might have such view-only access. The screens and tasks will display as shown in this user guide, but the action buttons for performing tasks will not be active. In this way, your program manager can give you the access to the information you need, while maintaining control over who can modify the information in the system, leading to greater overall program control.

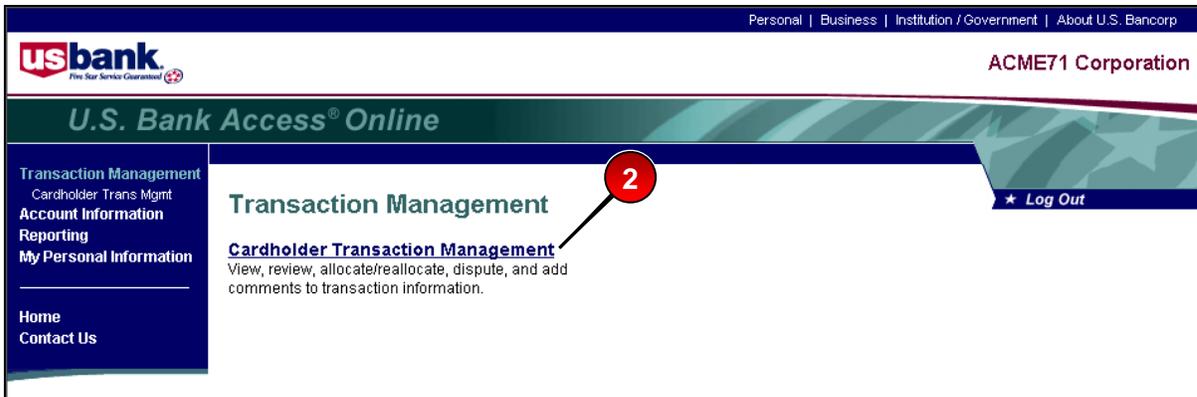
Viewing Transactions

As cardholder, the first step in using the TAP function is to access a list of your transactions, as you do for other transaction management functions.



To view transactions:

1. Select the **Transaction Management** high-level task. The *Transaction Management* screen displays.



2. Click the **Cardholder Transaction Management** link. The *Transaction Management: Cardholder Transaction List* screen displays.

Note:

If you have access to only one account you will go directly to the *Transaction Management: Transaction List* screen after selecting the **Cardholder Transaction Management** link. If you have multiple accounts, you will need to select which account you want to work with.

Transaction Approval Process

Click the Advanced Search link to search for a specific transaction or set of transactions. Click Switch Accounts to switch accounts

The screenshot shows the 'Transaction Management Cardholder Transaction List' interface. It includes a search filter section with the following elements:

- 3a**: Account Number: 4718555512345678, JANE SMITH
- 3b**: Switch Accounts link
- 3c**: Advanced Search link
- 3d**: Filter the transactions by any of the search criteria.
- 3e**: Purchase ID field
- 3f**: Billing Cycle End Date dropdown menu
- 3g**: Transaction States dropdown menu
- 4**: Show only those transactions awaiting approval checkbox
- 5**: Show only those transactions eligible for pull back checkbox
- 4**: Display dropdown menu (set to 25)
- 5**: Search and Reset buttons

Below the search section, there is a table of transactions with columns: Select Status, Approval Status, Tran Date, Posting Date, Merchant, City/State, Amount, Purchase ID, and Accounting Code. The table contains three rows of transaction data.

3. Filter your transactions by any of the following criteria:

- a. Select a cycle date from the *Billing Cycle End Date* drop-down list. You can view transaction lists for the current cycle and the past six cycles.

➤ **Tip!** To see transactions for all cycles, select **All** from above **Open** on the *Billing Cycle End Date* drop-down list.

- b. To filter by approval status, select a status from the *Approval Status* drop-down list.
- c. To filter by purchase ID, enter a purchase ID in the *Purchase ID* field.
- d. To filter by transaction status, select a status from the *Transaction Status* drop-down list.
- e. To filter by transaction amount, select a qualifier (e.g., **<=**, **>=**, **Exact**, or **All**) from the *Transaction Amount* drop-down list and type an amount in the *Transaction Amount \$* field.
- f. To filter by approval status, select the *Show only those transactions awaiting approval* check box.
- g. To filter by pull-back status, select the *Show only those transactions eligible for pull back* check box.

4. Select the number of transactions to display from the *Display* drop-down list.

5. Click the **Search** button. The transactions that match your filtering criteria display.

Transaction Approval Process

➤ *Learn More:* Your screen may also have additional icons displayed to indicate the availability of Level II and Level III data and/or to indicate if the transaction has been extracted. Note the **II** icons and the **E** icons in the sample screen below. If a transaction does not have a **II** or **III** icon, then only basic, Level I data is available. For detailed information, refer to the *Access Online: Transaction Management User Guide*.

| [-] Transaction List Return to top | | | | | | | | | | |
|---|---------|----------------|------------|--------------|--------------------------|-------------------|----------|--------|-----------------------|-----------------|
| Records 1 - 20 of 20 | | | | | | | | | | |
| Check All Shown Uncheck All Shown | | | | | | | | | | |
| Select | Status | Approval Match | Trans Date | Posting Date | Merchant | City/State | Amount | Detail | Purchase ID | Accounting Code |
| <input type="checkbox"/> | Pending | | 07/06 | 07/10 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | II | VJHE0A34F982 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/23 | 06/26 | USERMART.COM | 800-5528227, AZ | \$25.03 | II | 201405808SZS00OQLNOLF | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/22 | 06/23 | AMZ*SUPERSTORE | AMZN.COM/BILL, WA | \$25.27 | II | 102-8447389-73833 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/21 | 06/22 | AMZ*SUPERSTORE | AMZN.COM/BILL, WA | \$219.09 | II | 102-8447389-73833 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/21 | 06/22 | AMZ*AMAZON PAYMENTS | AMZN.COM/BILL, WA | \$157.57 | II | 102-9777191-42721 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/07 | 06/09 | BUSINESS CARDS | 859-5253300, KY | \$37.68 | II | 367337 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/07 | 06/09 | BUSINESS CARDS | 859-5253300, KY | \$37.68 | II | 367336 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 06/03 | 06/05 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | II | VDME1DEEBD89 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 05/31 | 06/01 | CINTIBELL STORE DC | 513-3977815, OH | \$136.30 | II E | 282060100310001 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 05/28 | 05/29 | EPSON *STORE | 800-873-7766, CA | \$115.18 | | 0000000000000000 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 05/04 | 05/08 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | E | VKVE1CBFF719 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 04/12 | 04/14 | AWARDS BY DESIGN LLC | CINCINNATI, OH | \$50.62 | | | allIII80611207 |
| <input type="checkbox"/> | Pending | | 04/04 | 04/06 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | E | VDME1C0E2A86 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 04/04 | 04/05 | AMZ*AMAZON PAYMENTS | AMZN.COM/BILL, WA | \$10.13 | | 55026752017477 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 03/31 | 04/03 | STERLING CUT GLASS | 8005431317, KY | \$327.88 | | 09910008 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 03/06 | 03/08 | BUSINESS CARDS | 859-5253300, KY | \$37.68 | | 357793 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 03/04 | 03/06 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | | VKYE1AE09AF0 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 02/28 | 03/02 | TELECOMMUNICATION SYSTEM | 866-8152701, MD | \$60.37 | | ZVE1ABC121D | allIII80611207 |
| <input type="checkbox"/> | Pending | | 01/24 | 01/26 | TELECOMMUNICATION SYSTEM | 410-2637616, MD | \$60.37 | | VE0FDB42E4 | allIII80611207 |
| <input type="checkbox"/> | Pending | | 12/21 | 12/22 | ALC*ALTMAN LUGGAGE CO | 800-372-3377, NY | | | | allIII80611207 |

Disputed
 Matched
 Exception
 Reallocated
 II, III Trans Detail Level

These icons indicate the type additional detail available and if the transaction has been extracted.

For detailed information on marking transactions for extract (if you are responsible for that task), refer to the *Access Online: Marking Transactions for Extract User Guide*.

Transaction Approval Process

➤ *Tip!* If your organization is using the client system validation (CSV) function, on the list of transactions, you can see the validation status icon for each transaction. You can also sort by validation status. CSV provides a real-time validation of accounting codes and flags each transaction with one of the icons shown below.

Validation Status Icons Table

| Icon | Status | Description |
|---|---------------|---|
|  | Not Validated | The accounting code has not been validated, so the validation status (valid or invalid) is not known. |
|  | Valid | The accounting code is valid. |
|  | Invalid | The accounting code is invalid. |

Approving a Transaction

As a cardholder, you can approve a transaction from the list of transactions on the *Transaction Management: Cardholder Transaction List* screen. You can also approve a group of transactions together, as long as you are forwarding them to the same approval manager.

Transaction Management ★ Log Out

Cardholder Transaction List

Account Number: 471655512345678, JANE SMITH [Switch Accounts](#)

Filter the transactions by using any of the search criteria. [Advanced Search](#)

Billing Cycle End Date: Approval Status: Purchase ID:

Transaction Status: Transaction Amount: \$

Show only those transactions awaiting approval
 Show only those transactions eligible for pull back

Display Transactions per page

The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 25 of 31
Page: 1 | 2

[Check All](#) [Uncheck All Shown](#)

| Select | Status | Approval | Tran Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|---------|-----------------------|-----------|--------------|----------------------|------------------|------------|----------------------|-----------------|
| <input type="checkbox"/> | Pending | 04/08 | 04/10 | 04/10 | SAKURA-BANA JAPANESE | 617-542-4311, MA | \$80.93 | 00000876076175424311 | |
| <input type="checkbox"/> | Pending | 04/10 | 04/10 | 04/10 | TELEPAY PAYMENT | | \$52.00 PY | | |
| <input type="checkbox"/> | Pending | 11/03 | 01/04 | 01/04 | V.I.A | BOSTON, MA | \$45.00 | 0000000000000000 | |
| <input type="checkbox"/> | Pending | 12/19 | 12/21 | 12/21 | FRIENDS PARK 3545 | BOSTON, MA | \$30.00 | | |

Records 1 - 25 of 31
Page: 1 | 2

To approve a transaction from the transaction list:

1. Select a check box for a transaction with a *Pending* or *Pulled Back* status.

➤ **Tip!** You can select multiple transactions, but be sure they are all going to the same place. Also, you can select the **Check all shown** link if you want to approve all the displayed transactions and they are all going to the same approval manager.

2. Click the **Approve** button. The *Transaction Management: Approve Transaction(s)* screen displays.

Transaction Approval Process

Transaction Management

Approve Transaction(s)

Please select an approver to forward these transaction(s) to or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approver's Name:* [Select Approver](#)

Summary of Transactions to be Approved

| | |
|-------------------------|---------|
| Number of Transactions: | 1 |
| Total Dollar Amount: | \$80.93 |

[Approve](#) [Cancel](#)

3

If you select multiple transactions, the number and dollar value of all the transactions display.

➤ **Tip!** If you are selecting an approval manager for the first time, you will need to search and select an approval manager. As you select approval managers, the system builds a drop-down list for you. Once the system creates this list, you can simply select an approval manager name from it. Also, once you select the same approval manager four times, the system will set that approval manager as your default approval manager. You can also manually specify a default approval manager.

3. Click the **Select Approver** link. The *Approve Transaction(s): Search and Select an Approver* screen displays.

Transaction Approval Process

Approve Transaction(s)

Search & Select an Approver

Enter the approvers full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name: First Name:

[<< Back to Approve Transactions](#)

4. To search for an approval manager:
 - a. Type search criteria in the *Last Name* field and/or the *First Name* field.
 - b. Click the **Search** button. A list of approval managers who match your search criteria displays.

–Or–

 - c. Leave the *Last Name* and *First Name* fields blank and click **Search** to display a complete list of all possible approval managers.

Transaction Approval Process

Approve Transaction(s)

Search & Select an Approver

Enter the approvers full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name: First Name:

Please select an approver from the results list below.

Records 1 - 7 of 7

| Select | Approver Name | Email Address |
|----------------------------------|-------------------|---------------|
| <input type="radio"/> | Jones, Kate | |
| <input checked="" type="radio"/> | Anderson, Richard | |
| <input type="radio"/> | Lopez, Mark | |
| <input type="radio"/> | Johnson, Donald | |
| <input type="radio"/> | O'Malley, Erin | |
| <input type="radio"/> | Schmidt, Henry | |
| <input type="radio"/> | James, Anne | |

Records 1 - 7 of 7

Set selection as your default approver

[<< Back to Approve Transactions](#)

5. Select the radio button for the approval manager you want to forward your approved transaction to.
6. If desired, select the *Set selection as your default approver* check box to make the selected person your default approval manager.
7. Click the **Select Approver** button. The *Transaction Management: Approve Transaction(s)* screen displays with your selected approval manager in the *Approver's Name* field.

Transaction Approval Process

Transaction Management

Approve Transaction(s)

Please select an approver to forward these transaction(s) to or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approver's Name:* Anderson, Richard [Switch Approver](#)

Summary of Transactions to be Approved

Number of Transactions: 1
Total Dollar Amount: \$80.93

8

Click Switch Approver if the name in the Approver's Name field is incorrect.

➤ **Tip!** If you had selected multiple transactions, they will all go to the listed approval manager. Also, if you selected a group of transactions, but decide at this point to send to different approval managers, click the **Cancel** button to return to the transaction list and revise your selections.

8. Click the **Approve** button. The system forwards the approved transaction(s) to the specified approval manager and includes your transaction in the e-mail summary of transactions that goes to the approval manager. You return to the *Transaction Management: Cardholder Transaction List* screen, on which a confirmation message displays and the transaction's status displays as *Approved*.

➤ **Tip!** You cannot approve a transaction without selecting an approval manager. If you try to, the system displays an error message. Simply select an approval manager and then click **Approve**.

Transaction Management

Approve Transaction(s)

▲ No approver has been selected. Please select an approver and resubmit.

Please select an approver to forward these transaction(s) to, "Final" if no further approval is needed, or "Cancel" if you do not want to approve / forward these transactions at this time:

* = required

Approval Action

Approver's Name:* [Select Approver](#)
 No further approval needed for these transactions

Summary of Transactions to be Approved

Number of Transactions: 3
Total Dollar Amount: \$5.92

Note the error message.

Transaction Approval Process

Transaction Management
[* Log Out](#)

Cardholder Transaction List

Account Number: 4716555512345678, JANE SMITH

Request has been successfully completed.

Note the confirmation message.

Filter the transactions by using any of the search criteria.

Billing Cycle End Date: Approval Status: Purchase ID:

Transaction Status: Transaction Amount: \$

Show only those transactions awaiting approval

Show only those transactions eligible for pull back

Display Transactions per page

The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 25 of 31
Page: 1 | 2

[Check All Shown](#) | [Uncheck All Shown](#)

| Select | Status | Approval Status | Tran Date | Post Date | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|--------------------------|-----------------------|-----------|-----------|----------------------|------------|----------------------|-----------------|
| <input type="checkbox"/> | Approved | 04/06 | 04/10 | | SAKURA-BANA JAPANESE | \$80.93 | 00000876076175424311 | |
| <input type="checkbox"/> | Pending | 04/10 | 04/10 | | TELEPAY PAYMENT | \$52.00 PY | | |
| <input type="checkbox"/> | Funding | 11/03 | 01/04 | | VISA | \$45.00 | 000000000000000000 | |
| <input type="checkbox"/> | Pending | 12/19 | 12/21 | | FRIENDS PARK 3545 | \$30.00 | | |

Reviewed Disputed Reallocated Reallocation Locked

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 25 of 31
Page: 1 | 2

Note the Approved status.

9. Repeat steps 1–8 for all remaining transactions you wish to approve and forward.

Transaction Approval Process

➤ *Learn More:* Also, if your organization uses CSV, then you can only approve and forward transactions based on the parameters your program administrator set up. For example, you may not be able to approve transactions with an Invalid accounting code status or a Not Validated accounting code status. Some program administrators set up their programs to allow approving Not Validated and/or Invalid accounting codes to enable their cardholders to continue processing transactions. However, your program may be set up to not allow approving transactions with Invalid and/or Not Validated accounting codes. In that case, when you attempt to save the approval, an error message displays.

Transaction Management

Cardholder Transaction List

[★ Log Out](#)

Account Number: 4246040009598774, CHASTIN J DORDING [Switch Accounts](#)

▲ You are not allowed to approve a transaction that has a "Not Validated" Accounting Code. Please correct the allocation Accounting Code before approving the transaction.

Filter the transactions by using any of the search criteria. [Advanced Search](#)

Billing Cycle End Date:

Transaction Status:

Accounting Code Validation Status:

Transaction Amount:

Approval Status:

Show only those transactions awaiting approval

Show only those transactions eligible for pull back

Display Transactions per page

[Search](#) [Reset](#)

If your program administrator specified to not allow you to approve transactions with a Not Validated and/or Invalid accounting code, then an error message displays when you try to approve the transaction.

The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button.

If you would like to view or modify specific transaction data, please click on the transaction's date or accounting code link.

Note the Not Validated icons.

Records 1 - 4 of 4

[Check All Shown](#) | [Uncheck All Shown](#)

| Select | Status | Approval | Trans Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|-------------------------------------|---------|----------|------------|------------------------|------------------|------------|--------------------|--------------------------|-----------------|
| <input checked="" type="checkbox"/> | Pending | 05/06 | 05/07 | MUSKA LIGHTING CENTER | ST PAUL, MN | \$917.46 | 000000000000000000 | OSLB7264 | |
| <input type="checkbox"/> | Pending | 05/05 | 05/07 | FASTENAL COMPANY MNSTC | 320-252-3655, MN | \$805.43 | 342 | OSLB7264 | |
| <input type="checkbox"/> | Pending | 04/28 | 05/03 | FASTENAL COMPANY MNSTC | 320-252-3655, MN | \$801.72 | 80088 | OSLB7264 | |
| <input type="checkbox"/> | Pending | 04/28 | 05/03 | FASTENAL COMPANY MNSTC | 320-252-3655, MN | \$570.05 | 56352 | OSLB7264 | |

Reviewed Disputed Reallocated Not Validated Accounting Code

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 4 of 4

[Reallocate](#)
[Mass Reallocate](#)
[Change Review Status](#)
[Approve](#)
[Pull Back](#)

Pulling Back a Transaction

You can pull back a transaction before the approval manager you forwarded the transaction to has approved, rejected, or modified (e.g., reallocated) the transaction. After an approval manager takes action on a transaction, the transaction belongs to the current approval manager and you can no longer pull it back.

The screenshot shows the 'Transaction Management' interface for a cardholder. At the top, it displays the account number '471655512345678, JANE SMITH' and a 'Log Out' link. A message states 'Request has been successfully completed.' Below this, there are search filters for 'Billing Cycle End Date', 'Approval Status', 'Purchase ID', 'Transaction Status', and 'Transaction Amount'. A 'Search' button is highlighted with a red circle labeled '2'. Below the filters, there are checkboxes for 'Show only those transactions awaiting approval' and 'Show only those transactions eligible for pull back'. A 'Display 25 Transactions per page' dropdown is also present. The main table lists transactions with columns for 'Select', 'Status', 'Approval Date', 'Posting Date', 'Merchant', 'City/State', 'Amount', 'Purchase ID', and 'Accounting Code'. A red circle labeled '3' points to the 'Status' column. The table contains several rows, including one with 'Approved' status and another with 'Pending' status. At the bottom, there are buttons for 'Reallocate', 'Mass Reallocate', 'Change Review Status', 'Approve', and 'Pull Back', with the 'Pull Back' button highlighted by a red circle labeled '4'.

| Select | Status | Approval Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|----------|---------------|--------------|----------------------|------------------|------------|----------------------|-----------------|
| <input type="checkbox"/> | Approved | 04/08 | 04/10 | SAKURA-BANA JAPANESE | 617-542-4311, MA | \$80.93 | 00000876076175424311 | |
| <input type="checkbox"/> | Pending | 04/10 | 04/10 | TELEPAY PAYMENT | | \$52.00 PY | | |
| <input type="checkbox"/> | Pending | 01/03 | 01/04 | VISA | BOSTON, MA | \$45.00 | 000000000000000000 | |
| <input type="checkbox"/> | Pending | 12/19 | 12/21 | FRIENDS PARK 3545 | BOSTON, MA | \$30.00 | | |

To pull back a transaction:

1. On the *Transaction Management: Cardholder Transaction List* screen, select the *Show only those transactions eligible for pull back* check box.
2. Click the **Search** button. Transactions that you can pull back display at the bottom of the screen.
3. From the list of transactions, select a check box for a transaction with an *Approved* status.
4. Click the **Pull Back** button. A confirmation message displays and the status changes to *Pulled Back*.

Transaction Approval Process

Transaction Management

Cardholder Transaction List

[★ Log Out](#)

Account Number: 471655512345678, JANE SMITH [Switch Accounts](#)

Request has been successfully completed.

Filter the transactions by using any of the search criteria. [Advanced Search](#)

Billing Cycle End Date: Approval Status: Purchase ID:

Transaction Status: Transaction Amount: \$

Show only those transactions awaiting approval

Show only those transactions eligible for pull back

Display Transactions per page

[Search](#) [Reset](#)

The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button.

If you would like to view or modify a transaction's approval status, date or accounting code link.

Records 1 - 25 of 31
Page: 1 | 2

[Check All Shown](#) | [Uncheck All Shown](#)

| Select | Status | Approval Date | Transaction Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|-------------|---------------|------------------|----------------------|------------------|------------|----------------------|-----------------|
| <input type="checkbox"/> | Pulled Back | 04/10 | 04/10 | SAKURA-BANA JAPANESE | 617-542-4311, MA | \$80.93 | 00000876076175424311 | |
| <input type="checkbox"/> | Pending | 04/10 | 04/10 | TELEPAY PAYMENT | | \$52.00 PY | | |
| <input type="checkbox"/> | Pulled Back | 04/07 | 04/09 | FRIENDS PARK 3545 | BOSTON, MA | \$7.00 | | |
| <input type="checkbox"/> | Pending | 11/03 | 01/04 | VISA | BOSTON, MA | \$45.00 | 000000000000000000 | |
| <input type="checkbox"/> | Pending | 12/19 | 12/21 | FRIENDS PARK 3545 | BOSTON, MA | \$30.00 | | |

Reviewed Disputed Reallocated Reallocation Locked

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 25 of 31
Page: 1 | 2

[Reallocate](#) [Mass Reallocate](#) [Change Review Status](#) [Approve](#) [Pull Back](#)

Note the Pulled Back approval status.

➤ **Learn More:** You can now modify the transaction (e.g., reallocate, add line item information) as described in the *Access Online: Transaction Management User Guide*. After you modify the transaction, repeat the steps in *Approving a Transaction* on page 12 to approve and forward the transaction again.

Managing a Rejected Transaction

The approval manager may reject a transaction that you forwarded. When an approval manager rejects a transaction, the system requires the rejecting approval manager to provide a reason and/or comments, so you know how to modify the transaction to make it acceptable. After you modify the transaction, using the transaction management functions (refer to the *Access Online: Transaction Management User Guide*), you can re-approve and forward the transaction. Depending on your organization's internal procedures, you may send the transaction back to whomever rejected it you, or you may send it back up the chain, beginning with your approval manager.

For example, you send a transaction to your approval manager, Richard Anderson, and he approves it and sends it to Kate Jones, who rejects it back to you, the cardholder, to reallocate. Once you reallocate the transaction, you might need to send it to Richard again for approval or you might send to back directly to Kate for final approval. Whether you send to Richard or Kate depends entirely on how your organization handles its internal transaction approval procedures. If you are uncertain which approval manager to resend a rejected transaction to, check with your program administrator.

The screenshot shows the 'Transaction Management' interface. At the top, there is a 'Cardholder Transaction List' section with an account number '471655512345678, JANE SMITH' and a 'Switch Accounts' link. Below this, there are search filters for 'Billing Cycle End Date', 'Approval Status' (set to 'Rejected'), 'Purchase ID', 'Transaction Status', 'Transaction Amount', and 'Order Match Status'. There are also checkboxes for 'Show only transactions awaiting approval' and 'Show only transactions eligible for pull back', and a 'Display' dropdown set to '25 Transactions per page'. A 'Search' button is highlighted with a red circle '2'. Below the search filters, there is a message: 'The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button. If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.' A table of transactions is shown with columns: 'Select Status', 'Approval Status', 'Match', 'Tran Date', 'Posting Date', 'Merchant', 'City/State', 'Amount', 'Purchase ID', and 'Accounting Code'. The first row shows a 'Rejected' transaction for 'MINNESOTA WILD - TICKETS MINNEAPOLIS, MN' with an amount of '\$268.12'. A red circle '3' highlights the 'Rejected' status link. Below the table, there are buttons for 'Reallocate', 'Mass Reallocate', 'Change Review Status', 'Approve', and 'Pull Back'.

To manage a rejected transaction:

1. Select **Rejected** from the *Approval Status* drop-down list.
2. Click the **Search** button.
3. Clicked the **Rejected** link for the transaction you want to work with. The *Transaction Management: Transaction Detail* screen displays.

Transaction Approval Process

Transaction Management
Transaction Detail

Account Number: 4716555512345678, JANE SMITH [Switch Accounts](#)

Transaction Summary

| Status | Match | Tran Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------|-------|-----------|--------------|--------------------------|-----------------|----------|------------------|-----------------|
| (R) | | 01/13 | 01/13 | MINNESOTA WILD - TICKETS | MINNEAPOLIS, MN | \$268.12 | 121101B180000412 | EPMNBGFD |

(R) Reviewed (D) Disputed (M) Matched (Auto) (MM) Matched (Manual) (A) Exception (A) Reallocated (L) Reallocation Locked

Summary Matched Order Allocations User Line Items Tax Data Comments Approval History

The Approval History tab displays approval actions taken on a transaction.

Cardholder Approver: Smith, Jane
Current Pending Approver: Smith, Jane

Approval Actions

| Approver | Date/Time | Approval Action | Approver Modifications |
|-------------------|-------------------|-----------------|------------------------|
| Anderson, Richard | 03/18 1:21 PM CST | Rejected 1,7 | (Reallocate to Sales) |
| Smith, Jane | 01/20 2:51 PM CST | Forwarded | |

Key for Rejection Reasons:

- 1 Incorrect accounting code allocation
- 2 Incorrect approver sequence / additional approval needed
- 3 Incorrect or insufficient transaction comments information
- 4 Incorrect or not enough user line item data
- 5 Unauthorized / non-preferred vendor
- 6 Incorrect order match
- 7 Other

Key for Approver Modifications:

- A Changed Allocation
- C Changed Transaction Comments
- U Changed User Line Items

<< [Back to Transaction List](#)

4. Review the codes (e.g., 1, 2, 3), modifications (e.g., A, C, U) and comments for the transaction using the on-screen keys.
5. Click the **Back to Transaction List** link. You return to the *Transaction Management: Cardholder Transaction List* screen.
6. Follow the instructions from the approval manager (e.g., reallocate the transaction to the sales department). Refer to the *Access Online: Transaction Management User Guide* if you need assistance with transaction management functions.
7. Follow the steps in *Approving a Transaction* on page 12 to re-approve and forward the modified transaction.

Transaction Approval Process

Viewing Approval History

If you want to see the history of a transaction, you can view the approval history for a specific transaction on the *Approval History* tab. The *Approval History* tab provides an audit trail, including the name of each approval manager and what action each approval manager took related to the transaction.

Transaction Management
Cardholder Transaction List

Account Number: 4716555512345678, JANE SMITH [Switch Account](#)

Filter the transactions by using any of the search criteria. [Advanced Search](#)

Billing Cycle End Date: Approval Status: Purchase ID:

Transaction Status: Transaction Amount: \$ Order Match Status:

Show only those transactions awaiting approval
 Show only those transactions eligible for pull back

Display Transactions per page

[Search](#) [Reset](#)

The following transactions have been posted to your account. Please select the transactions you would like to act on and click the appropriate button.

If you would like to view or modify specific transaction data, please click on the transaction's approval status, date or accounting code link.

Records 1 - 25 of 74
Page: 1 | 2 | 3

[Check All Shown](#) | [Uncheck All Shown](#)

| Select | Status | Match | Tran Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------------------------|--------------------------------|-------------------------------------|-----------|--------------|-------------------------|-------------------|----------|------------------|--------------------------|
| <input type="checkbox"/> | Final Approved | | 03/06 | 03/08 | MIDWEST TRANSIT SYSTEMS | PALOS HEIGHTS, IL | \$270.44 | 123301C200001966 | EPMNBGFD |
| <input type="checkbox"/> | Final Approved | | 03/06 | 03/08 | LA BTTRY WHSL 30600340 | W MONROE, LA | \$500.44 | 123101C200001965 | EPMNBGFD |
| <input type="checkbox"/> | Approved | <input checked="" type="checkbox"/> | 03/06 | 03/08 | DELTA AIRLINES | EDINA, MN | \$67.66 | 123301C200001964 | ACC964 |
| <input type="checkbox"/> | Pending | <input checked="" type="checkbox"/> | 03/06 | 03/08 | AMERICAN FRIE CO OP | MEAD, CO | \$239.35 | 123101C100001934 | EPMNBGFD |
| <input type="checkbox"/> | Final Approved | <input checked="" type="checkbox"/> | 03/06 | 03/08 | AMERICAN AIRLINES | MINNEAPOLIS, MN | \$107.62 | 123101C100001933 | EPMNBGFD |
| <input type="checkbox"/> | Pending | | 03/06 | 03/08 | MIDWEST TRANSIT SYSTEMS | PALOS HEIGHTS, IL | \$260.44 | 123301C200001966 | EPMNBGFD |

Reviewed Disputed Matched (Manual) Matched (Auto) Exception Reallocated Reallocation Locked

[Check All Shown](#) | [Uncheck All Shown](#)

Records 1 - 25 of 74
Page: 1 | 2 | 3

[Reallocate](#) [Mass Reallocate](#) [Change Review Status](#) [Approve](#) [Pull Back](#)

To view approval history:

1. Select the link in the *Approval Status* column for the transaction you want to view the approving history of. The *Transaction Management: Transaction Detail* screen displays with the *Approval History* tab open.

Transaction Approval Process

Transaction Management

Transaction Detail

Account Number: 4716555512345678, JANE SMITH [Switch Accounts](#)

Transaction Summary

| Status | Match | Tran Date | Posting Date | Merchant | City/State | Amount | Purchase ID | Accounting Code |
|--------|-------|-----------|--------------|-------------------------|-------------------|----------|------------------|-----------------|
| | | 03/06 | 03/08 | MIDWEST TRANSIT SYSTEMS | PALOS HEIGHTS, IL | \$270.44 | 123301C200001966 | EPMNBGFD |

Reviewed Disputed Matched (Auto) Matched (Manual) Exception Reallocated Reallocation Locked

Summary | Matched Order | Allocations | User Line Items | Tax Data | Comments | Approval History

The Approval History tab displays approval actions taken on a transaction.

Cardholder Approver: Smith, Jane
Current Pending Approver: Final

Approval Actions

| Approver | Date/Time | Approval Action | Approver Modifications |
|-------------------|-------------------|-----------------|------------------------|
| Jones, Kate | 03/18 2:38 PM CST | Final Approved | |
| Anderson, Richard | 03/18 2:37 PM CST | Pulled Back | |
| Anderson, Richard | 03/18 2:20 PM CST | Rejected 1 | U |
| Smith, Jane | 03/18 2:14 PM CST | Forwarded | |

Key for Rejection Reasons:

- 1 Incorrect accounting code allocation
- 2 Incorrect approver sequence / additional approval needed
- 3 Incorrect or insufficient transaction comments information
- 4 Incorrect or not enough user line item data
- 5 Unauthorized / non-preferred vendor
- 6 Incorrect order match
- 7 Other

Key for Approver Modifications:

- A Changed Allocation
- C Changed Transaction Comments
- U Changed User Line Items

[<< Back to Transaction List](#)

Note the cardholder approver and the current pending approver.

The Approval Actions table lists all approvers, their actions, and the date and time of their actions.

3

2. Review the approval action information.
3. Click the **Back to Transaction List** link. You return to the *Transaction Management: Cardholder Transaction List* screen.

➤ *Learn More:* Your approval manager has the responsibility for the final approvals.

Transaction Approval Process

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