Cardholder Access® Online (AXOL)
QUICK GUIDE
for
Approving Purchase Card/Alternative Payments Transactions

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USDA

Prepared by:

Office of Procurement and Property Management

Charge Card Service Center (CCSC)

Logging On/Off Access® Online (AXOL)

To access AXOL, you must first register at http://access.usbank.com by following these steps:

1. Select the **Register Online** link.
2. Specify your **Organization Short Name** (USDA), **Account Number**, **Expiration Date**, and **Zip Code**.
3. Click **Register This Account.**
4. Review the license agreement and click **I Accept.**
5. Specify your **User ID**, **Password, Authentication** and Contact Information.
6. Click the **Continue** button to complete the process and then you are automatically logged into AXOL.

Resetting Your Password

If you forget your password or have three failed attempts to enter your password, you can reset your password with the following steps:

1. Type your **Organization Short Name** (USDA) and **User ID**.
2. Click the **Forgot your password?** link.
3. Type your authentication question answer and click **Continue**.
4. Type a new password to times and click **Save**.

NOTE: Passwords must be 8-20 alphanumeric characters with at least one letter and one number. Passwords must be changed every 60 days and you cannot reuse the same password within a 12 month period.

My Personal Information

The **My Personal Information** section of AXOL allows you to manage and view the following:

- **Passwords**- you can change your system password at any time and create or modify your authentication response that will be used when resetting your password.

- **Contact Information**- You can update you User ID contact information (name, address, phone, etc…).

  *All changes to the contact information in **MUST** also be submitted to your LAPC for further processing.

  - **Account Access**- you can view access rights and user specific information as well as add additional card accounts.

Cardholder Maintenance

This quick guide only discusses approving cardholder transactions in AXOL. Cardholders should refer to the ***Cardholders Purchase Card Program Guide*** for complete details in managing their cardholder account in AXOL. AXOL user guides can be viewed and downloaded at http://wbt.access.usbank.com.

Transaction Management

Transaction Management function allows users to view and modify the details of transactions. In AXOL you can view a list of your transactions for the current billing cycle and the past six closed billing cycles. USDA selected the following transaction information to be displayed for its users:

Summary tab – provides a quick overview of the transaction detail, including transaction, merchant, etc. You can approve/dispute a transaction from this tab.

Allocations tab – provides information on how the transaction is allocated.

Transaction Line Items tab – displays if the merchant passed Level III data, which includes line item details.

User Line Items tab – contains fields to add your own information about line items.

Comments tab – displays fields to add comments on the transactions.

Approval History tab – displays information on the approval history of a transaction.

For more specific information, refer to the *US Bank Access Online User Guide, Transaction Management* pages 118-129.

Transaction Approval Process

From the navigation links located on the left side of the screen, select **Transaction Management** and then select **Transaction List**. In Transaction Management, a cardholder can review transaction, reallocate accounting, and approve or dispute transactions. **Cardholders reconcile and dispute their own transactions.**

To approve a transaction:

1. Log into AXOL using the **Organization Short Name**, **User ID** and **Password**
2. Using the Left-Column Navigation Bar, select **Transaction Management/Cardholder Transaction Management**.
3. Filter your transactions by billing cycle date, approval status, purchase ID, transaction status, approval status, or pull back status. Select the number of transactions to display and click the **Search** button.
4. To approve a transaction from the Transaction List, select a check box for a transaction with a **Pending or Pulled Back** status. Enter the required information for the type of transaction you are approving, i.e., card or check.
5. Click the **Approve** button.
6. Select your Approval Manager and click the **Select Approver** button.
7. Click **Approve**. The system forwards the approved transaction(s) to the specified Approving Official (AO).

For detailed instructions, refer to *US Bank Access Online User Guide/Transaction Approval Process*, pages 1-17.

Guidelines for Approving Transactions

1. Cardholders must approve transactions within 30 days.
2. Cardholders must select their AO in AXOL to approve their transactions.
3. The mandatory fields to be completed when approving a purchase card transaction are: Date Received, FPDS/SF-281 Code (if greater than $3,000), Item Description, and Agency Reference Number. Insert the Agency Reference Number in the field designated as "DCN – FAS Only" until further notice. This field is 6-characters in length. Acquisition personnel shall enter "22" in the FPDS/SF-281 block for transactions greater than $3,001 and all awards in the Small Business Competitiveness Demonstration Program regardless of the dollar value in the designated industry groups.
4. The mandatory fields to be completed when approving checks are the same as purchase cards in addition to Merchant Name, Merchant Address, Merchant City, Merchant State & Merchant Zip code, Tax Identification Number (TIN) or Employee Identification Number (EIN), and applicable Debt Collection Improvement Act Waiver Code. The Debt Collection Waiver Codes are listed in Exhibit 3. Enter the TIN or EIN and waiver code in the block designated as TIN. Enter the Merchant name, address, city, state and zip code in the block designated as "Comments Field 3." Acquisition personnel shall enter "22" in the FPDS/SF-281 block for transactions greater than $3,001 and all awards in the Small Business Competitiveness Demonstration Program regardless of dollar value in the designated industry groups. As you are aware, checks cannot be issued over $2,500 unless approved by the APC.

   Use the following TIN's when approving checks to Foreign Governments, Government Entities, and Universities:
   - Foreign/International Governments–989898989
   - Government Entities (Local, State, and Federal) – 787878787

Adding User Line Items – This function enables you to enter the line item information for a transaction. To add user line items:

1. On the list of transactions, click the **date link** in the **Transaction Date** column for the transaction you want to add line items to. The **Transaction Management: Transaction Detail** screen displays.
2. Select the **User Line Items** tab.
3. If needed, type the number of line items to add.
4. Click the **Add** button. New rows display on the tab.
5. Enter the information about each line item. The **Item Description** and **Line Item Total** are the only required fields. The system calculates totals for you as you work.
6. Save your work.
   - To reallocate the transaction by line item, save your work by clicking the Save Line Items Only button or If you do not want to reallocate the transaction by line item, then click the **Save Line Items** & **Line Item Allocations** button.

Reallocating Transactions

When you reallocate a transaction, you change the accounting information to allocate the transaction to a different accounting code. You can reallocate the transaction to one accounting code or to multiple accounting codes; however total allocation amounts must always equal 100%.

To reallocate a transaction:

1. Log into AXOL using the **Organization Short Name**, **User ID** and **Password.**
2. Using the Left-Column Navigation Bar, select **Transaction Management/ Transaction List**.
3. On the **Transaction List**, click the transaction's **Accounting Code** link.
4. Click the magnifying glass icon to select a valid value.
5. Click the code's **Select** link.
6. Add additional allocations, if needed. Specify the amount or percentage for the additional allocations. Specify the valid value for the additional allocations.
7. Click the **Save Allocations** button. A confirmation message appears.

Refer to US Bank Access Online: *Reallocate a Transaction Quick Reference Guide* on https://wbt.access.usbank.com.

Modifying the Default Accounting Code

1. Log into AXOL using the **Organization Short Name**, **User ID** and **Password**
2. Using the Left-Column Navigation Bar, select **Account Information/ Account Profile**.
3. Click the **Cardholder Account Profile** link to display the Cardholder Account Profile Information screen.
4. To view default accounting code information, click the **Default Accounting Code** link to display the Cardholder Account Profile Default Accounting Code screen. This screen lists the default accounting code assigned to the account, including the segment name(s) and segment value(s). The default accounting code is the accounting code the system assigns to your transactions when the transactions enter Access Online.
5. Make necessary changes to the default accounting code and click **Save**.

Disputing a Transaction

All transactions are paid, then disputed. The cardholder must contact the vendor and try to resolve any dispute before processing it through AXOL. If the dispute with the vendor cannot be resolved, the cardholder will need to dispute the transaction in AXOL. The cardholder has 90 days to file a dispute.

NOTE: Checks cannot be disputed.

If the dispute cannot be resolved, then process it through Access Online using the following steps:

Log into AXOL using the **Organization Short Name**, **User ID** and **Password.**

1. Using the Left-Column Navigation Bar, select **Transaction Management/Transaction List**.
2. In the Transaction Management function, on the Transaction List, click the **date link** for the transaction you want to dispute.
3. Click the **Dispute** button.
4. Select the **radio button** for the appropriate dispute reason.
5. Click the **Select** button.
6. Fill in any additional required or optional information
7. Click **Continue.**
8. Print, sign and send with the completed Cardholder Statement of Questioned Item Form to the address on the form. Maintain a dispute file of all disputed transactions by fiscal year. The form is available at http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/pdf/Forms2008/civilianForms/purchaseCard/CardholderStatementofQuestionedItem_0508.pdf.

Relationship between the AXOL/FFIS Interface

NOTE: A cardholder's transactions should be only for their agency that is in the same FFIS application

1. FFIS valid accounting values are used in AXOL to assign Default Accounting Codes (DAC) to each purchase cardholder and to provide codes for reallocation purposes. If a cardholder cannot find the appropriate accounting values in AXOL, s/he follow specific agency procedures for requesting that the code(s) be added. The codes will be visible in AXOL one business day after they are entered into FFIS.
2. Invalid DACs are reported to the agency for correction. Cardholders should contact their specific agency functional administrator for the correct DAC. In addition, cardholders will need to correct the accounting (thru the reallocation screens) for all transactions made with an incorrect DAC.
3. A cardholder may perform reallocation on the transaction only once as long as the transaction has not been Final Approved. After cardholder reallocates once, approves the transactions and forwards it to his/her supervisor for approval, the transaction is locked in AXOL. Please note that if a cardholder clicks the "Save Allocations" button in AXOL, the system will assume the cardholder changed the accounting, even if s/he didn't update any values. To prevent the system from saving the allocation if a change was not made to the accounting, the cardholder should click the 'Back to Transactions List' located at the bottom left corner of the screen. All subsequent reallocations must be performed directly in FFIS.

QUICK GUIDE

to
Proper Use of the Purchase Card and Alternative Payment Methods

FOR OFFICIAL US GOVERNMENT PURCHASES ONLY

GSA SmartPay 2
Supporting your mission
United States of America
If misuse suspected, call 866-397-5292

U. S. Government Tax Exempt

VALID THRU

VISA

Originated: March 2009

USDA

Prepared by:
Office of Procurement and Property Management,
Charge Card Service Center (CCSC)

You Need to Know...

This quick guide assists cardholders in carrying out their authority and responsibility in using the purchase card and alternative payment methods. Use this Guide in conjunction with *Departmental Regulation (DR) 5013-6* and the *Cardholders Purchase Card Program Guide*. These documents provide complete details of all information contained in this quick guide and are located at http://www.da.usda.gov/procurement/ccsc.

Cardholder Responsibilities

♦ Obtain proper authorization prior to making a purchase.

♦ Make purchases within authorized spending limits and funds availability.

- Micro-purchase limit is $3,000 for supplies; $2,500 for services and checks/$2,000 for construction for non-procurement personnel.

- Warranted individuals can use card/convenience checks for up to $1 million if within their delegated authority and single purchase limit.

♦ Use the card or convenience check only for purchasing items in accordance with agency/department policies.

♦ Obtain independent receipt and acceptance of goods over $300.

♦ All employees must maintain the highest standards of conduct in a manner above reproach. Any conflict of interest or appearance thereof, between government responsibilities and personal lives must be avoided.

♦ Solicit prompt payment discounts from vendors prior to accepting an offer. Discount for prompt payment means an invoice payment reduction offered by the contractor if payment is made prior to the due date. Vendors normally receive payment from the bank within three days of the purchase.

♦ Maintain adequate documentation of all purchase card and convenience check transactions. This responsibility includes documentation of funds availability, receipts, packing lists, invoices, and other appropriate or agency-required documentation/approvals.

♦ Approve purchase card and convenience check transactions within 30 days, ensure entry of proper accounting codes, budget object classification codes, and for convenience checks- TINs or SSNs, as appropriate.

♦ Ensure that accountable and sensitive property is entered into the USDA accountable property system. Also ensure that any dangerously radioactive and other hazardous materials acquired are disposed of in accordance with applicable regulations (refer to Subchapter H, Part 104-42 of the *Agriculture Property Management Regulations* entitled, *Utilization and Disposal of Hazardous Materials and Certain Categories of Property*. See DR 5013-6 for restrictions on use of the purchase card to acquire firearms, ammunition, explosives, or hazardous biological and radioactive substances.

♦ Pay the sales tax if the merchant refuses to waive it. The cardholder must first inform the merchant that the purchase is for "Official U.S. Government business" and is not subject to state or local sales tax. The card is imprinted with the statement, "US Government Tax Exempt." The cardholder can present a state tax exemption letter to the merchant and printout state tax exemption letters from the GSA SmartPay web site at http://www.fss.gsa.gov/services/gsa-smartpay/taxletter/.

♦ Maintain purchase cards and convenience checks in a secure fashion and prevent unauthorized charges against the account.

♦ Complete Card/Check Destruction Form when separating from agency.

♦ Inform LAPC of change in Approving Official.

Authorized Use of the Card

♦ Use the purchase card first; checks are only to be used if the vendor does not accept the card or in other limited instances in accordance with DR5013-6.

♦ In purchasing supplies and services, use required sources first (e.g., AbilityOne Program).

♦ Rent storage and other special purpose space on a short-term basis (up to 180 days) to be used on a temporary or emergency basis.

♦ Payment for meeting and conference rooms, parking for government-owned or leased vehicles.

♦ Business cards, if authorized by your agency. To order, refer to the AbilityOne Program at http://www.jwod.gov.

♦ For warranted acquisition personnel, orders within their delegated authority.

Authorized Use of Alternative Payment Methods

♦ Job Corps (petty cash replacement)
♦ Janitorial Services
♦ Nutrition Study Recipients
♦ Foreign National/Invitational Travelers
♦ Emergency Purchase Expenditures
♦ Purchase of Animals
♦ Peer Panels/Honoraria
♦ "Mom & Pop" Merchants
♦ Local/Rural Farmers, Mechanics
♦ Fire Crew Lodging/Meals in T
♦ Collection Officer Money Order Fees
♦ Law Enforcement Purchases
♦ Local/State Governments

Authorized Use of the Convenience Check

Convenience checks are utilized for purchases when at least one of the DCIA waivers is satisfied and for the following situations:

♦ Vendor or merchant will not accept the purchase card.

♦ Bona fide emergencies where the purchase card is not a viable solution.

- Transactions with small and/or rural businesses that are not yet able to accept the purchase card.
- Other properly approved transactions for which the imprest funds were previously used which cannot be addressed using the purchase card.
- Emergency payments to employees under $500 on a documented and approved basis.

DCIA Waivers

DCIA waivers require the government to maximize electronic transactions. Convenience checks are not considered electronic fund transfers (EFT), and are not DCIA compliant unless one of the following criteria is met:

- (01) Individual Determination- An individual determines, in his/her sole discretion, that use of the purchase card would cause a financial hardship or impose a hardship due to a physical or mental disability, or a geographic, language, or literacy barrier. Note: Agency personnel may not challenge an individual's hardship determination.
- (02) Agency Makes One Payment.- The agency does not expect to make more than one payment to the same recipient within a one-year period .
- (03) Foreign Country Infrastructure- The infra-structure of a foreign country does not support EFT.
- (04) Transaction in Disaster Area- The transaction is with a vendor/recipient in a declared disaster area.
- (05) Threat to National Security- A threat may be posed to national security, the life of physical safety of any individual may be endangered, or a law enforcement action may be compromised.
- (06) Unusual and Compelling Urgency- An agency's need for goods and services is of such unusual and compelling urgency that the government would be seriously injured unless the transaction is processed by other than electronic means.
- (07) One Source for Required Supplies or Services- There is only one source for the required supplies or services and the Government would be seriously injured unless the transaction is processed by other than electronic means.

Unauthorized Use of the Card and Checks

- Cash advances and/or travel advances.
- Long-term (more than 180 days) rental or lease of land or building except by warranted real property leasing.

Unauthorized Use of the Card/Checks Cont'd)

- Leasing or contracting officers.
- Purchase of hazardous items such as firearms, ammunition, explosives, or hazardous biological and radioactive substances, except by warranted acquisition personnel.
- Purchase of airline, bus, train, or other official travel-related tickets and purchase of meals, lodging, or subsistence costs unless authorized by the agency. The Government Travel Card should be used for these items.
- Personal purchases or identification. Items purchased with the card are for official government use only. Additionally, the card must not be used for identification for personal purchases (e.g., while paying for a personal purchase by check), or security for personal purchases.
- Purchase of telecommunications resources, except for emergency purchases of telecommunications resources and for purchases of telecommunications products and non-transmission services not exceeding $350.00
- Splitting requirements into several purchases merely to avoid the cardholder's delegated single purchase limit.
- Fuel and related supplies and services for government-owned and leased vehicles, aircraft, and other motorized equipment, unless authorized by the USDA Departmental Program Manager and the USDA Fleet Departmental Program Manager.
- Personal services unless authorized by statute. Personal services are those where an employer-employee relationship occurs such as when there is continuous supervision of the contractor's employees by the government.
- Advance payment to a merchant prior to receipt of goods/services, unless authorized by law (i.e., subscriptions, registration fees, and training).
- Acquisition from commercial sources of products or services available from a required source in time to meet the agency need.
- Other unauthorized purchases include, but are not limited to:
  - Greeting cards
  - Memberships in an individual's (as opposed to an organization's) name
  - Parking tickets against a government vehicle
  - Insurance of items being shipped to or for the government (the Government is self-insuring)
  - Shipment of household goods
  - Meals for federal employees at office or agency functions, unless authorized by law (purchasing food for government employees for a bona fide awards ceremony is permitted by law)

Unauthorized Use of the Checks

The convenience checks will not be used for:

- Purchases in excess of $2,500 (except in a bona fide emergency)
- Payments when the vendor accepts the purchase card
- Contract payments
- Indemnity payments

- Vehicle maintenance and repairs
- Utility payments (except when UTVN cannot be used)
- Official travel
- Local travel
- Writing checks to self or for cash.

Purchase Card/Convenience Check Security

The cardholder is responsible for safeguarding the purchase card account number and checks at all times. **Never allow anyone to use your card/checks or account number and never use the card/check to procure personal items.**

Lost/Stolen Cards/Checks

When a purchase card is lost or stolen, the cardholder should contact US Bank Government Services by telephone at 1-888-994-6722 to report the lost/stolen card and notify the LAPC. The Bank will send a replacement card with a new account number. If the cardholder finds the card after having reported it lost or stolen, it should be cut in half and given to the AO.

Card Receipt Verification/Activation

As a security measure, new cards and replacement cards for lost, stolen, or reissued accounts are not usable until the cardholder calls US Bank Government Services at 1-888-994-6722 to activate their account.

Stop Payment Requests

A cardholder that needs to stop payment on a check must contact their LAPC and the bank immediately.

Separation of Cardholder

Prior to separation from an agency or assignment to another function that does not require cardholder authority, the cardholder will surrender the card and unused convenience checks (if issued), to their AO who will destroy them, and a Card/Check Destruction Form. The cardholder will review with their LAPC the status of any unapproved, unresolved, and disputed transactions, and identify any supplies and/or services which have been ordered, but not yet received, so appropriate action can be taken to complete these activities.

Card Misuse/Fraud

Procurement laws, regulations, and procedures place upon the cardholder direct responsibility for the proper and lawful execution of procurement actions. Any act exceeding the cardholder's authority is no longer an act of the government, but becomes a personal responsibility. Misuse of the purchase card will require the purchase card to be withdrawn from the cardholder. Disciplinary actions may be taken against the cardholder. The cardholder may be liable for payment of the purchase. This may include financial liability and consideration of disciplinary action up to and including removal from position and possible criminal prosecution.

US Bank Registration Instructions

The AxOL system is available at https://access.usbank.com. Each user must register online.
Follow the instructions below to register:

- **Cardholder Registration**

    Step 1 – Navigate to **https://access.usbank.com** and then click the **Register Online** link.
    Step 2 – Specify your Organization Short Name (**usda**), account number, expiration date,
    and zip code (**office zip code**). (Check with your Local Agency Program Coordinator to
    verify the zip code if there is any uncertainty)
    Step 3 – Click **Register This Account**.
    Step 4 – Review the license agreement and then click **I Accept**.
    Step 5 – Specify your user ID, password, authentication question/response, and contact
    information (**office address**).
    Step 6 – Click the **Continue** button to complete the process. You are automatically
    logged into Access Online.

- **Coordinator and Approving Official (AO) Registration**

    Step 1 – Navigate to **https://access.usbank.com**
    Step 2 – Specify your Organization Short Name **(usda),** User ID (**first and last name)**
    without a space (e.g., johnsmith) and Password **(password1).**

    Step 3 – Click **Login.**
    Step 4 - Create a new password.
    Step 5 – Review the license agreement and then click **I Accept**.
    Step 6 – Click **My Personal Information** from the left side navigation bar.
    Step 7 – Click **Password. (Note:** Do not change your password. Move to Step 8.**)**
    Step 8 – Scroll down to change **Authentication Question** and **Response** and Click **Save.**
    (Note: Generic Authentication Question is: **"Pet's Name"** and response is: **"Spot".)**

    NOTE: Coordinators and AO's (who are also cardholders) must register their individual
    purchase card accounts separate from their AO or Coordinator accounts. To do this, you
    must have your purchase card account number available and follow the "Cardholder
    Registration" instructions above.

US Bank provides a Quick Reference Guide for Cardholder Online Registration (Document 16)
as one of the User Guides in the web-based training (https://wbt.access.usbank.com). For
technical assistance with AxOL, please call **800-254-9885, option 2.**

Cardholders: Who to call at USBank

CUSTOMER SERVICE:
(888) 994-6722, star key (*) to speak to representative
- Card Activation
- Access Online Password Reset
- To Verify Account Balance
- To Verify Account Status
- Dispute Status
- Verifying Transactions
- For Access Online W.B.T Password
- To Report A Card Lost or Stolen

Access Online HELPDESK:
- For Password Reset Call (800) 254-9885 option 2
- For Error Messages, Questions on Access Online
- Reports, Navigational Support, and How to? Call (800) 254-9885 option 2
- For Access Online W.B.T. Password

USEFUL WEBSITES:
- https://access.usbank.com

- https://wbt.access.usbank.com/
  Access Online web-based training

- http://usda.gov/procurement/ccsc
  USDA's Charge Card Service Center website

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Five Star Service Guaranteed

November 24, 2008

US Bank Access Online Website

http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/AccessOnline.cfm

Access Online Web Based Training

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

Access Online Login

https://access.usbank.com/cpsApp1/index.jsp