PURCHASE CARD PROGRAM WITH U.S. BANK

On-line Registration

Https://care.usbank.com

- Click on On-Line Registration.

On-line Registration (Cont)

The Relationship Registration is 20001DHS.

and

The User Profile code is C01.

Contact SKCS Bertrand for updated information

On-line Registration (Cont)

- Add the accounts associated with your account. Type the Account number, Account Expiration Date and Zip Code in the appropriate fields.

- Zip code format: five digit

- Expiration date format: MM/YY

On-line Registration (Cont)

- The system validates account information.

- Enter Contact Information.

- Enter user ID, User Verification and password.

On-line Registration (Cont)

User Ids and Passwords must be 8-12 characters long with one alpha and one numeric character.

NOTE: User Ids must be unique; try to think of a distinctive ID. For example, if your name is John Fredrick Smith, try the user ID jofsmith3

On-line Registration (Cont)

- Once you click OK the system will prompt you to change your password.

Transaction Management/Disputes

Transaction Management allows C.A.R.E. users to review and dispute charges through U.S. Bank. Please follow the following instructions:

1. Click the Transaction Management applet loads.
2. The Transaction Management applet loads.
3. If you are presented with Java Security screens, check the box marked "Remember this Decision" and click Grant until the Java applet loads.
4. When the applet loads, you are presented with a list of your accounts.

Transaction Management/Disputes (Cont)

5. Select a specific account.
6. Next, select the cycle date with which you wish to work. Once you select a cycle date, the Cardholder Account Summary Information for that cycle displays in the lower portion of your screen.
7. To view dispute, click the Transactions tab.
8. Select transaction you would like to dispute.
9. Once you confirm that the transaction is not valid and needs to be disputed, click the DISPUTE button located on the Transaction Detail tab.

Transaction Management/Disputes (Cont)

10. A dispute form displays
11. Select a reason for your dispute and fill out the rest of the form (fields marked with an asterisk are required)
12. Click Submit.
13. After you submit the dispute, the system presents you with a form that you can print for your records. Once you finished the form, close the window to return to the Transaction Management screen.
14. One the transaction is updated, the status reads "Disputed".

Transaction Management/Disputes (Cont)

The first character of the reject reason code indicates the rejection method. Rejection methods include the following:

M- Manual Rejection

Manual reject reason (optional) include the following:

IA- Improper Allocation (inapplicable)

UV-Unauthorized Vendor

NPV- Non-preferred Vendor

NSD- Needs supporting documents.

O -Other

REPORTS IN C.A.R.E.

Running a Report:

1. Click the Report High Level Task.

2. A new browser window opens, which allows you to select a date range for your report.

3. Select either the predefined date (current month) or choose your own date range. Be sure to use the following date format: YYYYMMDD

REPORTS IN C.A.R.E. (Cont)

4. Click the Submit button.

5. The report displays in a new browser window.

6. To save the report to your computer, click File>Save. Choose a location for the report.

7. To print the report, click the Print icon in your browser. Click the X in the upper right corner of the window to close out of Reports.