



CORPORATE PAYMENT SYSTEMS

CAL-Card

The State of California's Purchasing Card



Billing Official Guide



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A Message to Billing Officials

Welcome to U.S. Bank and CAL-Card, the State of California's Purchasing Card Program. This guide will help Billing Officials with the administration of their purchasing card program. It includes valuable information about the technologies that make the program work most efficiently, and the latest tools to help the agency/organization effectively manage the payment process. Please read this guide thoroughly and retain it as a reference tool when questions arise.

Contact Us

U.S. Bank Customer Service

Contact us 24 hours a day, seven days a week

Toll Free: 800-344-5696

Outside the U.S., call collect: 701-461-2010

Fax: 866-851-7347

Outside the U.S., fax: 701-461-3464

Billing Official Responsibilities

Depending upon an agency's/organization's structure, the Billing Official has responsibility for managing the billing and payment processes of the purchasing card program.

Specific responsibilities may include:

- Receiving and reconciling the official invoice (Corporate Account Summary) at the cycle date via paper or electronically via the U.S. Bank electronic access system, Access Online®
- Reviewing and reconciling Cardholder statements to the Corporate Account Summary to ensure that receipts and documentation are in order
- Ensuring the Corporate Account Summary is in order for payment to U.S. Bank in accordance with the State of California CAL-Card Agreement and the contract's 45 day payment terms
- Ensuring that appropriate steps are taken to mitigate account suspension or cancellation
- Analyzing and monitoring U.S. Bank® reports on statements, payment performance and delinquencies
- Ensuring prompt payment is made to U.S. Bank in order to take advantage of the State of California prompt payment rebate/incentive
- Working with U.S. Bank to resolve payment issues



Billing Official Instructions

1. Procedures

As a Billing Official, it's important to understand how the purchasing card program works in accordance with the agency/organization standard procedures.

Cardholders are sent a U.S. Bank Purchasing Card after a Cardholder Setup has been completed by the agency/organization Program Administrator and processed by U.S. Bank. The Cardholder acknowledges receipt of the card by calling U.S. Bank Customer Service to activate the account.

Purchasing cards may be used at the types of merchants designated by the agency/organization that accept Visa Purchasing cards for payment. Cardholders are advised to retain receipts for verification against their statement.

2. Authorized Uses

Authorized uses of a purchasing card vary between agencies/organizations. Please refer to your agency's/organization's policies and procedures for specific guidelines and authorized purchase information.

3. Prohibited Uses

The CAL-Card program prohibits the purchase of certain items. These include:

- Financial institution/manual cash
- Financial institution/auto cash
- Financial institution/merchandise
- Non-financial institution/Foreign Currency, Money Orders, Traveler's Checks
- Security brokers and dealers
- Timeshares
- Fines
- Bail and bond payments
- Wire transfer – money order
- Dating and escort services
- Massage parlors
- Betting/track/casino/lotto

Agencies/organizations may further restrict the type of purchases Cardholders are authorized to make using the purchasing card. Cardholders have been advised to check their agency's/organization's internal policies and procedures for more information regarding authorized and prohibited purchases.

4. Cardholder Statements

- A. **Paper Statements:** At the close of each billing cycle, the agency/organization's Cardholders may receive a paper "Cardholder Statement of Account". A sample is included in this Billing Official Guide. The statement itemizes each transaction posted to the Cardholder's purchasing card account during the past billing cycle.

Note: It is the Cardholder's responsibility to contact U.S. Bank if the Statement of Account is not received within 10 business days of the cycle date.



- B. **Electronic Access to Transactions.** As an alternative to paper statements, some agencies/organizations will access statement and transaction information using the U.S. Bank Internet-based electronic access system, Access Online. Cardholders can view transactions using Access Online, including details about specific transactions. Cardholders can also view and print a copy of their statement.

5. Corporate Account Summary Statements

U.S. Bank offers an agency/organization both paper and electronic billing options. All Corporate Account Summary Statements are available on the U.S. Bank electronic access system, Access Online, the day after cycle. Cycle dates vary between agencies/organizations and are established during program implementations

- A. **Paper Statement:** A paper-based Corporate Account Summary is available for each billing account established by the agency/organization. A sample is included in this Billing Official Guide. The Corporate Account Summary is the official invoice for the agency/organization.

The Corporate Account Summary details the cycle transaction activity and provides detailed transaction totals posted for each Cardholder.

- B. **Electronic Access to Billing Information:** The agency/organization may have access to billing information using the U.S. Bank electronic access system, Access Online.

Using Access Online, the Billing Official is also able to:

- View Cardholder and Corporate Account Summary statements
- Search, select and view individual Cardholder transactions, including line item detail when provided by the merchant (e.g. freight/shipping, unit of measure/code, item descriptor, quantity)
- Reallocate transactions by dollar amount or percentage
- Reallocate transactions to multiple lines of accounting
- Initiate disputes
- Approve Cardholder cycle activity
- Approve Corporate Account Summary for payment

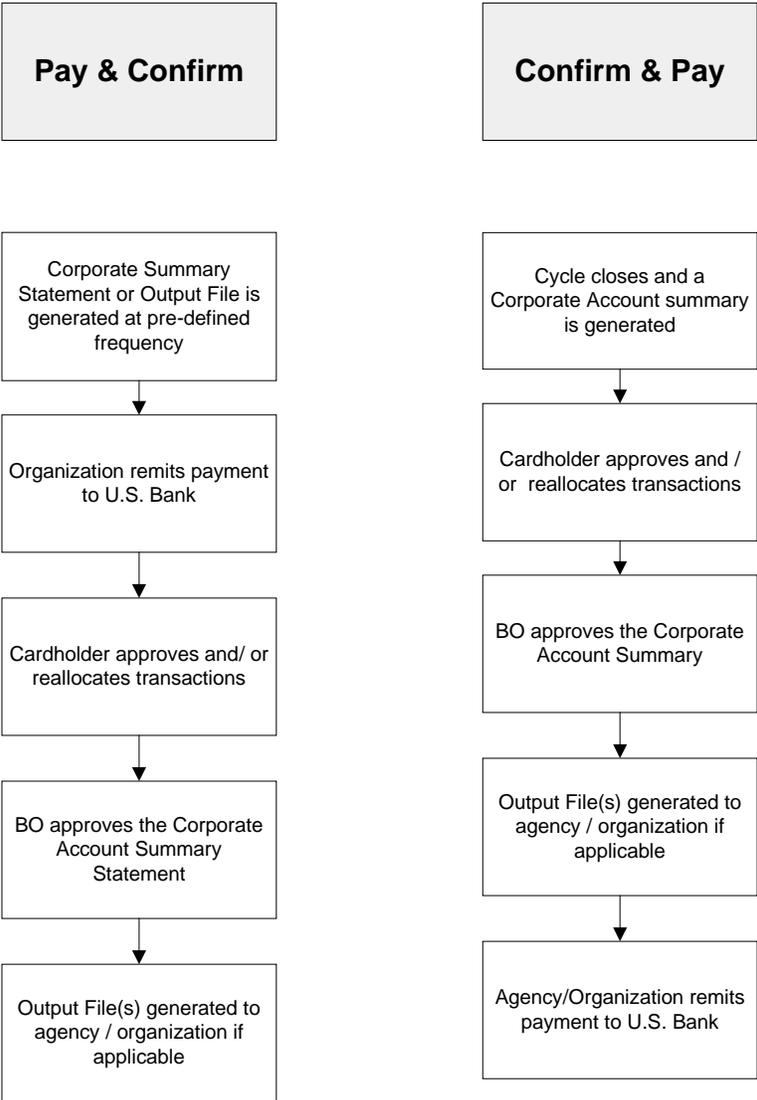


6. Payment Models

Each agency/organization may use one of two available payment models:

- A. **Pay and confirm:** In this model, the agency/organization first remits payment to U.S. Bank and then Cardholders and Billing Officials review, reconcile and approve transactions and statements.
- B. **Confirm and pay:** In this model, the agency/organization Cardholders and Billing Official manage individual transactions (e.g., approve, reallocate) before payment is remitted to U.S. Bank.

Billing Officials perform different tasks at different stages, depending on which model is used. Refer to the Billing Official’s internal payment procedures for your agency/organization. The overall process for each payment model is illustrated below.



7. Payments

U.S. Bank accepts payments via electronic funds transfer (ACH/EDI), wire transfer or by check.

- A. **Automated Clearing House (ACH):** An ACH transmission is an electronic funds transfer from the agency's/organization's paying office to its billing office's 16-digit billing account number. Funds are routed from the agency's/organization's paying office to U.S. Bank, utilizing the Automated Clearing House process. *Please reference our ACH Support Manual for all required specifications and process coordination efforts for the set up and implementation of the ACH/EDI file format.*

If the agency/organization is interested in implementing ACH payments, contact your U.S. Bank Relationship Manager. Prior to implementation, all new ACH agency/organization set-ups require testing with the U.S. Bank Electronic Payment Department to validate and certify the ACH file formatting and data.

- B. **Wire Transfer:** Payments by wire transfer are initiated by agencies utilizing government disbursing offices. Agency/organization billing offices should refer to their internal procedures and documents for initiating a wire transfer.

NOTE:

- The effective date of the payment is when U.S. Bank receives the funds, which is also called the settlement date.
 - Information such as Corporate Account Managing Account number or interest penalty information should be provided in the available free form fields. These fields are labeled the Originator to Bank Information (OBI) or the Bank to Beneficiary Information (BBI), and are approximately 30 characters in length.
- C. **Check.** When remitting checks to U.S. Bank for the agency/organization, the 16-digit Corporate Account Managing Account number must be included on the check. When submitting payments for multiple Corporate Accounts on one check, each 16-digit Corporate Account number and amount to be applied to each account must be on the check, an attached document or remittance advice. If the payment includes a late payment penalty charge, this amount must also be clearly identified.

Remittance payments should be mailed to:

U.S. Bank
P.O. Box 790428
St. Louis, MO 63179-0428

Express mail (overnight) payments should be mailed to:

U.S. Bank Cardholder Payments
830 N 11th St
Dept. 790428
St. Louis, MO 63101

8. Account Suspension & Cancellation

In the event that prompt payment is not made to U.S. Bank, an agency/organization is subject to late payment penalties and is also subject to account suspension and account cancellation actions. It is not the desire of, nor is it advantageous for U.S. Bank to suspend accounts of any agency/organization. However, if a corporate account for the agency/organization becomes delinquent in its payment obligations beyond 60 days, U.S. Bank will assess fees and suspend accounts at the corporate account level until payment is received.

Please review the following carefully:

- **45 Days** - An account is considered past due if payment for undisputed principal amounts has not been received 46 calendar days from the billing date.
- **61 Days** - If payment has not been received at 61 calendar days from the billing date, U.S. Bank will assess a 1% fee
- **91 Days** - If payment has not been received at 91 calendar days from the billing date, U.S. Bank will assess a 2.5% fee and suspend the account until payment is received.
- **120 and 150 Days** - At 120 and 150 calendar days past due, U.S. Bank will assess a 2.5% fee and the account will remain suspended until payment is received.
- **180 Days** - At 180 calendar days past due, the account will be charged off and the total balance deducted from the agency rebate, the account will also be placed in collection status.



Please feel free to review these terms within the CAL-Card agreement on the Department of General Service CAL-Card website. All agencies that choose to participate will be bound by the terms and conditions of the CAL-Card agreement. State agencies are bound by the California Prompt Payment Act (Government Code Section 927 et seq.) and are except from the Late Payment Penalties. More information can be found at: <http://www.dgs.ca.gov/pd/Programs/CALCard.aspx>

9. Account Suspension Prevention

It is the objective of U.S. Bank to assist the agency/organization with payment concerns when they arise and to assist in their prevention. Please review the following recommendations to avoid account suspension situations:

- Be familiar with the agency's/organization's general billing and payment procedures
- Assist with agency/organization education regarding the U.S. Bank CAL-Card Purchasing Card Program and associated billing and payment procedures
- Clearly communicate Cardholder, Billing Official and Program Administrator responsibilities regarding the billing and payment processes
- Promptly review, reconcile, and approve Corporate Account Summary statements for the agency/organization enabling prompt payment to U.S. Bank
- Keep track of dispute initiation and resolution; approve and/or certify payment upon dispute resolution
- Contact U.S. Bank immediately if it appears that an error has been made

10. Disputed Items

A dispute is a questionable purchasing card transaction posted to the Cardholder statement. There are several reasons why a dispute might occur. Some examples include:

- Merchandise/service not received – The purchasing card account has been charged for a transaction(s), but the merchandise or service has not been received.
- Merchandise returned – The purchasing card account has been charged for a transaction(s), but the merchandise has been returned.
- Unauthorized purchases – A charge on the purchasing card account that the Cardholder did not participate in and did not authorize.
- Duplicate processing – A charge on the purchasing card account that represents a multiple billing to the account. Only one charge from the merchant has been authorized.
- Unrecognized – A charge on the purchasing card account that is not recognized. A copy of the documentation received from the merchant to approve and/or the charge (sales draft, invoice) will be sent to the Cardholder for review.

If Cardholders encounter any of the above situations regarding their U.S. Bank CAL-Card Purchasing Card account, they need to take action immediately. Dispute procedures are detailed in the Cardholder Guide.

11. Program Management and Reporting

Comprehensive Access Online reporting is vital to effective purchasing card program management. The U.S. Bank electronic access system, Access Online, provides agencies/organizations with online-access to purchasing card transaction data. An extensive set of reports is also available to assist agencies/organizations in the areas of overall purchasing card program management, financial management, supplier management, and compliance management.

Access Online provides Billing Officials with information and reporting to aid in administering the billing and payment aspects of their agency's/organization's purchasing card program. The system provides reports to review and monitor purchasing card activity to ensure Cardholders:

- Review, reconcile and approve transactions in preparation for payment
- Reallocate transactions to appropriate lines of accounting according to agency/organization procedures

Online reporting is also available to help monitor accounts at risk for delinquency, suspension or cancellation

- Past due balances
- Potential card misuse or fraudulent activity

Reports containing Corporate Summary Account information and Statement approval and/or certification status are also provided. These reports assist Billing Officials in making payment to U.S. Bank.



Sample Cardholder Statement of Account



U.S. BANCORP SERVICE CENTER
P.O. BOX 6343
Fargo, ND 58125-6343

ABC ORGANIZATION
MEMO STATEMENT
ACCOUNT NUMBER 4246-0000-0000-0000
STATEMENT DATE 01-31-07
TOTAL ACTIVITY \$758.85
AMOUNT DUE \$0.00

DO NOT REMIT

A 
TOM SMITH
ABC ORGANIZATION
450 LAKE ST
144099
LOS ANGELES CA 00000-0000

4246000000000000 0000000000

B MESSAGES:

C D NEW ACCOUNT ACTIVITY							
C POST DATE	D TRAN DATE	E TRANSACTION DESCRIPTION	F REFERENCE NUMBER	G MCC	H AMOUNT		
11-19	15-15	JOE'S KEY & LOCK LLC 415-000-0000 MN PUR ID: 32671 TAX: 2.98	24492796146118000100027	7399	243.08		
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177646 TAX: 0.00	24692166152000130168329	5969	54.66		
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177647 TAX: 0.00	24692166152000130168337	5969	64.19		
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177648 TAX: 0.00	24692166152000130168345	5969	55.88		
12-02	12-01	CFIRST *LAUNDRY SVCS 978-000-0000 IA PUR ID: LOC3800INV177649 TAX: 0.00	24692166152000130168352	5969	29.40		
12-07	12-05	ABC REGRIG SPEC101 OF 01 510-000-0000 IL PUR ID: 1005-4284 TAX: 0.00	24499376157900010300162	7623	311.64		

I Default Account Code: 000000			
CUSTOMER SERVICE CALL TOLL FREE 1-800-344-5696	K CARDHOLDER NUMBER 4246-0000-0000-0000		N ACCOUNT SUMMARY
	STATEMENT DATE L 01-31-07	DISPUTED AMOUNT M \$0.00	PREVIOUS BALANCE \$0.00
J SEND BILLING INQUIRIES TO: C/O U.S. BANCORP SERVICE CENTER, INC U.S. BANK NATIONAL ASSOCIATION ND P.O. BOX 6344 FARGO, ND 58125-6344	AMOUNT DUE \$ 0.00 DO NOT REMIT		PURCHASES & OTHER CHARGES \$758.85
			CASH ADVANCES \$0.00
			CASH ADVANCE FEE \$0.00
			CREDITS \$0.00
		O TOTAL ACTIVITY \$785.85	

This sample is not completely indicative of an actual U.S. Bank statement. Most Purchasing Card statements are several pages in length. The purpose of this sample is to demonstrate content, format and type of information displayed on a U.S. Bank statement.



Cardholder Statement of Account Explanation

Section/Explanation:

- A. **CARDHOLDER:** Your name as it appears on your card, along with your agency/organization name and office address
- B. **MESSAGE:** Your agency/organization, or U.S. Bank may provide important program information here
- C. **POST DATE:** The date U.S. Bank Government Services received, processed and posted the transaction posted to the account
- D. **TRAN DATE:** The date of your purchase. This date should match the date on the sales receipt provided by the merchant
- E. **TRANSACTION DESCRIPTION:** The merchant's name, city and state
- F. **REFERENCE NUMBER:** A six-digit number used internally by U.S. Bank to record the transaction posted to the account
- G. **MCC CODE:** The MCC or Merchant Category Code assigned by the merchant's processing bank and used by the third party processor's system to identify the type of merchant or product sold
- H. **AMOUNT:** The amount of each purchase as shown on your copy of the sales draft
- I. **DEFAULT ACCOUNTING CODE:** The Default Accounting Code assigned to your purchasing card, if applicable. All purchases will be automatically associated with this code
- J. **STATEMENT CORRESPONDENCE ADDRESS:** The statement's billing inquiry correspondence address
- K. **CARDHOLDER ACCOUNT NUMBER:** The 16-digit account number on your card or account
- L. **STATEMENT DATE:** The date your Cardholder Statement of Account is issued and sent to you
- M. **DISPUTED AMOUNT:** The net total dollar amount of transactions in dispute
- N. **ACCOUNT SUMMARY:** Summary of account activity by charge category
- O. **TOTAL ACTIVITY:** Total balance of purchases and other charges, fees and credits since last statement date



Sample Corporate Account Summary
Page 1



PURCHASING CARD PROGRAM
P.O. BOX 6343
FARGO ND 58125-6343

ACCOUNT NUMBER 4246 0000 0000 0000
STATEMENT DATE 00-00-0000
AMOUNT DUE \$99,714.97
NEW BALANCE \$99,714.97
 PAYMENT DUE ON RECEIPT



ABC ORGANIZATION
ACCTS PAYABLE DEPT 0-000
123 ANY STREET
PO BOX 1000
ANY CITY ST 00000-0000

AMOUNT ENCLOSED

\$

Please make check payable to "U.S. Bank"



U.S. BANK CORPORATE PAYMENT SYSTEMS
P.O. BOX 790428
ST. LOUIS, MO 63179-0428

4246000000000000 000000000 000000000

Please tear payment coupon at perforation.

CORPORATE ACCOUNT SUMMARY									
ABC Company 4246 0000 0000 0000	Previous Balance	Purchases And Other + Charges	Cash + Advances	Cash Advance + Fees	Late Payment + Charges	- Credits	- Payments		New = Balance
Company Total	\$77,138.88	\$102,169.75	\$0.00	\$0.00	\$0.00	\$2,454.78	\$77,138.88		\$99,714.97

MARKETING MESSAGES

Our check processing payment center address has changed. Your statement and enclosed remittance envelope reflect the new address.

The new overnight address is: U.S. Bank Internal Payments, 830 N 11th Street, Dept. 790428, St. Louis, MO 63101

CORPORATE ACCOUNT ACTIVITY				
ABC ORGANIZATION ABC COMPANY 4246 0000 0000 0000				TOTAL CORPORATE ACTIVITY \$77,138.88 CR
Post Date	Tran Date	Reference Number	Transaction Description	Amount
00-00	00-00	747900000000000000000000	PAYMENT - THANK YOU 00000 C	77,138.88 PY

<p>CUSTOMER SERVICE CALL</p> <p>1-800-344-5696</p>	<p>ACCOUNT NUMBER</p> <p>4246-0000-0000-0000</p>		<p>ACCOUNT SUMMARY</p>	
	<p>STATEMENT DATE</p> <p>00/00/00</p>	<p>DISPUTED AMOUNT</p> <p>.00</p>	<p>PREVIOUS BALANCE 77,138.88</p> <p>PURCHASES & OTHER CHARGES 102,169.75</p> <p>CASH ADVANCES .00</p> <p>CASH ADVANCE FEES .00</p> <p>LATE PAYMENT CHARGES .00</p>	
<p>SEND BILLING INQUIRIES TO:</p> <p>U.S. Bank National Association ND C/O U.S. Bankcorp Corporate Card Program P.O. Box 6343 Fargo, ND 58125-6343</p>	<p>AMOUNT DUE</p> <p>99,714.97</p>		<p>CREDITS 2,454.78</p> <p>PAYMENTS 77,138.88</p> <p>ACCOUNT BALANCE 99,714.97</p>	



Sample Corporate Account Summary
Page 2

NEW ACTIVITY					
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$632.07	\$0.00	\$632.07
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
00-00	00-00	246104320160101790000000	THE HOME DEPOT 4156 N VERSAILLES PA	6.20	
00-00	00-00	244457420204015960000000	OFFICE DEPOT #152 MONROEVILLE PA	297.57	
00-00	00-00	244457420204015960000000	OFFICE DEPOT #152 MONROEVILLE PA	201.05	
00-00	00-00	244457420234027540000000	OFFICE DEPOT #152 MONROEVILLE PA	112.25	
00-00	00-00				
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$143.61	\$0.00	\$143.61
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
00-00	00-00	246921620100000100000000	MCMaster-CARR SUPPLY	36.89	
00-00	00-00	247170520116901100000000	GRAINGER #000-000-00000000 PA	35.92	
00-00	00-00	244356520240038200000000	GEORGE L WILSON CO INC	70.80	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$130.14	\$0.00	\$130.14
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
00-00	00-00	246104420140720000000000	ARVEY PAPER & OFFICE PROD PITTSBURG PA	35.19	
00-00	00-00	246921620220004000000000	NFPA NATL FIRE PROTECT 000-000-0000 MA	94.95	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$731.79	\$0.00	\$731.79
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
00-00	00-00	243990020222955000000000	BEST BUY 00000000 PITTSBURGH PA	155.11	
00-00	00-00	244457220234027500000000	CIRCUIT CITY SS #0000 PITTSBURGH PA	560.64	
00-00	00-00	244980420232537400000000	VERIZON WRLS 00000000 PITTSBURGH PA	16.04	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$226.14	\$0.00	\$226.14
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
00-00	00-00	246921620080009300000000	ALLIED ELECTRONICS INC 000-000-0000 TX	29.13	
00-00	00-00	246104320240040500000000	STAPLES #941 000-000-0000 PA	93.95	
00-00	00-00	246104320240040630000000	STAPLES #0000 PITTSBURGH PA	103.06	



Sample Corporate Account Summary

Page 3

NEW ACTIVITY					
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$0.00	\$12,879.73	\$0.00	\$12,879.73
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-00	01-00	240720220088889110000000	REPLACEMENT COMM PARTS/ARH MAC EDONIA OH	57.10	
01-00	01-00	242707620081295471000000	CO NTEMPORARY PRODUCTS TX 000-000-0000 TX	1,257.00	
01-00	01-00	242707620081295473000000	CO NTEMPORARY PRODUCTS TX 000-000-0000 TX	1,457.00	
01-00	01-00	243560020101880550000000	OFFICE MAX 00000000 CRANBERRY PA	525.54	
01-00	01-00	243560020101880550000000	OFFICE MAX 00000000 CRANBERRY PA	635.55	
01-00	01-00	243560020101880550000000	OFFICE MAX 00000000 CRANBERRY PA	953.57	
01-00	01-00	244356520150039750000000	GUTTMAN OIL CO 000-000-0000 PA	180.43	
01-00	01-00	247170520145401430000000	VINCENT METAL GOODS - CLEVELAND OH	321.00	
01-00	01-00	2471705201454014410000000	TEM DAIRE INDUSTRIES INC 000-00000000 SD	922.05	
01-00	01-00	241083820152072873000000	POWER,ALT LIC BEDFORD TX	558.23	
01-00	01-00	244035520195002015000000	C & L TOOL SUPPLY CORP/PO US PA	292.29	
01-00	01-00	244356520180030703000000	WEST ELIZABETH LUMBER 000-000-0000 PA	204.00	
01-00	01-00	244821520152007835000000	MOBILE TOOL INTERN ATL 000-000-0000 CO	559.02	
01-00	01-00	244356520170035210000000	W/O JAMES SUPPLY CO 000-000-0000 PA	128.08	
01-00	01-00	242520320180054468000000	PARTS ASSOCIATES INC 000-000-0000 OH	100.01	
01-00	01-00	242707620181520001100000	MO RESTAR. PRODUCT INT. DULUTH MN	429.30	
01-00	01-00	2440355201239012012300000	C & L TOOL SUPPLY CORP/PO US PA	154.29	
01-00	01-00	242520320129035434000000	PARTS ASSOCIATES INC 000-00000000 OH	228.77	
01-00	01-00	245104320124010178800000	THE HOME DEPOT 0000 GREENSBURG PA	1,300.00	
01-00	01-00	245104320124010178800000	THE HOME DEPOT 0000 GREENSBURG PA	50.00	
01-00	01-00	242707620125152000100000	MO RESTAR. PRODUCT INT. DULUTH MN	12.88	
01-00	01-00	242707620125129547000000	CO NTEMPORARY PRODUCTS TX 000-000-0000 TX	256.00	
01-00	01-00	244356520130295373000000	AUTOMOTIVE PARTS W/HS P ITTSBURGH PA	9.00	
01-00	01-00	243230020131254525000000	KNICKERBOCKER, RUSSELL 000-000-0000 PA	334.11	
01-00	01-00	240731420132500000000000	WOODCHUCK CHIPPER CORP 000-00000000 NC	348.70	
01-00	01-00	241308420134035000000000	GALETON GLOVES 000-00000000 MA	793.30	
01-00	01-00	244356520132230000000000	GENERAL ENGINEERING KLETO NJ	156.11	
01-00	01-00	244821520135205783000000	MOBILE TOOL INTERN ATL 000-000-0000 CO	549.37	

CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0000-0000-0000		\$94.50	\$62.02	\$0.00	\$67.52
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-00	01-00	242535201880200000000000	WAL MART WESTMIFFLIN PA	60.15	
01-00	01-00	244125520100100000000000	GRAYBAR ELECTRIC CO 0000000000 PA	253.52	
01-00	01-00	244782220132000000000000	PAYPAL 000-000-0000 CA	465.00	
01-00	01-00	243258420125083164000000	MOUSER ELECTRONIC DISTRI 000-000-0000 TX	163.63	
01-00	01-00	247170520135540352000000	ARROW ELECTRONICS 000-00000000 CA	19.71	
01-00	01-00	000000000000000000000000	CREDIT	94.50	

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Department: 00000 Total:	\$96,714.97
Division: 00000 Total:	\$96,714.97

This sample is not completely indicative of an actual U.S. Bank statement. Most Purchasing Card statements are several pages in length. The purpose of this sample is to demonstrate content, format and type of information displayed on a U.S. Bank statement.

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Cardholder Statement of Questioned Item

CARDHOLDER STATEMENT OF QUESTIONED ITEM

Purchasing

CARDHOLDER NAME (please print or type) _____ ACCOUNT NUMBER _____

CARDHOLDER SIGNATURE _____ DATE (AREA CODE) TELEPHONE NUMBER _____

The transaction in question as shown on statement of Account:

Transaction Date	Reference Number	Merchant	Amount	Statement Date
_____	_____	_____	_____	_____

Please read carefully each of the following situations and check the one most appropriate in your particular dispute. If you have any questions, please contact us at 800-344-5696. We will be more than happy to advise you in this matter.

- 1. UNAUTHORIZED MAIL OR PHONE ORDER OR PHONE ORDER
 I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.
- 2. DUPLICATE PROCESSING-THE DATE OF THE FIRST TRANSACTION WAS _____
 The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
- 3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____
 My account has been charged for the above listed transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement detailing the merchant contract, and the expected date to receive merchandise.)
- 4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____
 My account has been charged for the above listed transaction, but the merchandise has since been returned.
 enclosed is a copy of my postal or express mail receipt
- 5. CREDIT NOT RECEIVED
 I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed. (Please provide a copy of this voucher with this correspondence.)
- 6. ALTERATION OF AMOUNT
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount of which I signed. The difference of amount is \$ _____.
- 7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE
 I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Cardholder Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear on my account.
- 8. COPY REQUEST
 I recognize this charge, but need a copy of the sales draft for my records.
- 9. SERVICES NOT RECEIVED
 I have been billed for this transaction; however, the merchant was unable to provide the services.
 Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card or purchase order. (Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).
- 10. NOT AS DESCRIBED
 (Cardholder must specify what goods, services or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint). _____
- 11. If none of the above reasons apply, please describe the situation: _____

(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement).

Send To:
U.S. Bank, P.O. Box 6335, Fargo, ND 58125-6335
Fax: 1-866-229-9625

CSQICOMM10/14

