

STATE OF CALIFORNIA
 STANDARD AGREEMENT -- APPROVED BY THE
 ATTORNEY GENERAL
 STD. 2 (REV. 5-91)

CONTRACT NUMBER 5-00-CC-02	AM. NO.
TAXPAYER'S FEDERAL EMPLOYER IDENTIFICATION NUMBER 41-0417860 41-1881896	

THIS AGREEMENT, made and entered into this 22 day of December, 2000,
 in the State of California, by and between State of California, through its duly elected or appointed, qualified and acting
 TITLE OF OFFICER ACTING FOR STATE AGENCY, hereafter called the State, and
 Acting Deputy Director Dept. of General Services
 CONTRACTOR'S NAME, hereafter called the Contractor.
 U, S. Bank National Association (U.S. Bank)

WITNESSETH: That the Contractor for and in consideration of the covenants, conditions, agreements, and stipulations of the State hereinafter expressed, does hereby agree to furnish to the State services and materials as follows: (Set forth service to be rendered by Contractor, and time for performance or completion.) This contract is authorized under the services contract law, Government Code 19130.

This contract is for California State and local governmental agencies to make procurement transactions through the purchase card system being provided by the Contractor based on the administrative and scope of service requirements of RFP MSA-0001.

The term of this Agreement is: two (2) years with four (4) one-year options based on the State's sole discretion.

The parties agree to comply with the terms and conditions of the following exhibits which are by this reference made a part of the Agreement:

- Exhibit A -- Scope of Work
- Exhibit B -- Budget Detail and Payment Provision
- Exhibit C -- General Terms and Conditions
- Exhibit D -- Special Terms and Conditions
- Exhibit E -- Additional Provisions
- Exhibit F -- Reference Documents

CONTINUED ON 5 SHEETS, EACH BEARING NAME OF CONTRACTOR AND CONTRACT NUMBER.

The provisions on the reverse side hereof constitute a part of this agreement.
 IN WITNESS WHEREOF, this agreement has been executed by the parties hereto, upon the date first above written.

STATE OF CALIFORNIA		CONTRACTOR	
AGENCY Department of General Services		CONTRACTOR (If other than an individual, state whether a corporation, partnership) U.S. Bank National Association (U.S. Bank)	
BY (AUTHORIZED SIGNATURE) <i>Dennis Ericson</i>		BY (AUTHORIZED SIGNATURE) <i>Robert T. Abele</i>	
PRINTED NAME OF PERSON SIGNING DENNIS ERICSON		PRINTED NAME AND TITLE OF PERSON SIGNING ROBERT T. ABELE, SENIOR VICE PRESIDENT	
TITLE ACTING DEPUTY DIRECTOR		ADDRESS 601 Second Ave. S., Minneapolis, MN 55402-4302	

AMOUNT ENCUMBERED BY THIS DOCUMENT \$.00	PROGRAM/CATEGORY (CODE AND TITLE)	FUND TITLE	Department of General Services Use Only <i>Ray</i> APPROVED JAN 19 2001 DEPT. OF GENERAL SERVICES
PRIOR AMOUNT ENCUMBERED FOR THIS CONTRACT \$.00	(OPTIONAL USE)		
	ITEM	CHAPTER STATUTE FISCAL YEAR /	
TOTAL AMOUNT ENCUMBERED TO DATE \$.00	OBJECT OF EXPENDITURE (CODE AND TITLE)		
I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purpose of the expenditure stated above		T.B.A. NO.	B.R. NO.
SIGNATURE OF ACCOUNTING OFFICER <i>[Signature]</i>		DATE	

CONTRACTOR STATE AGENCY DEPT. OF GEN. SER. CONTROLLER

Procurement

CONTRACT AND PROGRAM ADMINISTRATION

FOR THE STATE:

Roberta Hinchman
Statewide Administrator
Department of General Services
Procurement Division
CAL-Card Program Unit
1823 14th Street
Sacramento, CA 95814

Phone: (916) 324-6462
Fax: (916) 324-1397

FOR THE CONTRACTOR:

Bob Hebert, Vice President, Western Region
U. S. Bank National Association (U. S. Bank)
Palo Alto, CA
Phone: (650) 857-9407
Fax: (650) 857-1359

MANDATORY NO COST REQUIREMENT

Contractor shall provide all products and services of the CAL-Card Program at NO COST to the State of California or any of the existing or future participants in the CAL-Card Program.

I, the official named below, CERTIFY UNDER PENALTY OF PERJURY that I am duly authorized to legally bind the Contractor to the clause listed above. This certification is made under the laws of the State of California.

Contractor Firm Name: U. S. Bank National Association (U. S. Bank)

Federal Taxpayer Identification No.: 41-0417860



Authorized Signature

Robert T. Abele, Senior Vice President

Printed Name and Title of Person Signing

DECEMBER 8, 2000

Date Executed

Minnesota, Hennepin County

Executed in the State and County of

U. S. BANK I.M.P.A.C. GOVERNMENT SERVICES SUPPORT/CONTACT INFORMATION

National Account Managers: Provides initial program implementation support and communication of program updates.

Western Region Vice President

Bob Hebert Phone: (650) 857-9407
Palo Alto, CA Fax: (650) 857-1359

Northern/Central California:

Susan Kissee Phone: (209) 549-0500
Modesto, CA Fax: (209) 549-9357

Southern California:

Sheri Kuhn Phone: (310) 546-9685
Manhattan Beach Fax: (310) 546-9686

Technical Support: Provides technical support for CAL-Card electronic solution, Customer Automated Environment Reporting (C.A.R.E.).

Matt Hubbard Phone: (303) 861-8344
Denver, CO Fax: (303) 861-8258

Account Coordinator: Provides day to day liaison with Agency Program Coordinators.

Lisa Blalock Phone: (612) 973-5605 or
Minneapolis, MN 1-800-254-9885 x35605
Fax: (612) 973-7575

Customer Service: 24/7 servicing of day to day needs of Approving Officials, Cardholders and Agency Program Coordinators. Card Activation. Reporting of Lost or Stolen Cards. Balance Inquiry. Processing of Approving Official and Cardholder account set ups and maintenance. Decline Research. Disputes.

Customer Service Phone: 1-800-227-6736
PO Box 6346 Fax: (701) 461-3910
Fargo, ND 58125-6346

Invoice and Payment Services: During business hours responds to payment and posting inquiries.

U. S. Bank I.M.P.A.C. Payments Phone: 1-800-227-6736
Fargo, ND 58125-6350

Merchant/Supplier Set Up: To provide information and pricing for merchants who express interest in becoming Visa capable.

DEFINITIONS

1. **Accounting Officer:** See Billing Officer.
2. **Agency Program Coordinator:** A designated individual responsible for the CAL-Card Program management and oversight which includes this contract terms, that payments are made in a timely manner and the development and enforcement of agency policy, procedures and training program. A Purchasing Officer or equivalent normally holds this position.
3. **Approving Official:** An individual that is designated by the agency and the Agency Program Coordinator to, in a timely manner, monitor, review and approve the purchases of assigned cardholders. This position is normally held by a budget manager for which the funds are to be expended by the assigned cardholders.
4. **Basis Point:** One hundredth of one percent (0.01%).
5. **Billing Office Contact:** An individual identified as the billing office contact person responsible for processing timely payments for specified cardholder's accounts.
6. **Billing Officer:** A designated individual that is responsible for the timely management and oversight of the CAL-Card Program invoice reconciliation and payment. An Accounting Officer or equivalent normally holds this position.
7. **CAL-Card:** The official registered service mark name for the State of California's purchasing card program.
8. **CAL-Card Purchases:** The Cal-Card is a payment mechanism available to State and local government agencies for the purchase of authorized goods and services. Local agencies may also use the CAL-Card for travel. State agencies are prohibited from using the CAL-Card for travel/per diem related expenses: food (restaurant), lodging, air and ground transportation.
9. **Cardholder:** An individual that is designated by an Agency Program Coordinator and Approving Official to be a CAL-Card card recipient and make official governmental purchases
10. **Contractor Name:** U. S. Bank National Association, U.S. Bank.
11. **Contract Number:** 5-00-CC-02
12. **Local Governmental Agency:** A State of California city, county, city and county district and or other local governmental body or corporation, or local public agency (including but not limited to boards, bureaus, commissions, and superintendent of schools) empowered to expend public funds for the acquisition of goods and services.

- 13. Merchant Activity Type (MAT):** MAT codes represent a code scheme that defines a merchant by the types of goods or services sold. MAT codes help an Agency to restrict spending on CAL-Card to certain merchant types. See Merchant Category Classification below.
- 14. Merchant Category Classification (MCC):** MCC represents a code scheme that defines a merchant industry type based on the Standard Industrial Category (SIC) code. The MCC/SIC are used to further define Cardholder permissions for authorized purchases. When a merchant requests authorization for a CAL-Card transaction, the MCC/SIC code is included in the authorized transmission. If the Cardholder is not authorized for a particular MCC/SIC code the transaction will decline.
- 15. Participating Agency:** A State or Local Governmental Agency who has executed and Addendum to this Master Service Agreement to participate in the CAL-Card Program.
- 16. Standard Industrial Category (SIC):** SIC is a numeric scheme that defines a merchant industry type. See Merchant Category Classification above.
- 17. State Governmental Agency:** A State of California office, officer, agency, department, division, bureau, board, commission, corporation, public agency or other governmental body empowered to expend public funds.
- 18. U. S. Bank I.M.P.A.C. Government Services:** U.S. Bank I.M.P.A.C. (International Merchant Purchase Authorization Card) Government Services is part of Corporate Payment Systems. I.M.P.A.C. Government Services works exclusively with government Agencies and organizations to provide support for their purchasing, travel, fleet and integrated payment programs. U.S. Bank I.M.P.A.C. Government Services has provided Purchasing Card services to the State of California since 1992. The I.M.P.A.C.® program was first started in 1986 by the U.S. Department of Commerce and Colorado National Bank (CNB), using the Rocky Mountain Bankcard System (RMBCS). In 1992, First Bank System (FBS) acquired CNB and obtained ownership of RMBCS. FBS continued to operate the I.M.P.A.C. program under the CNB name, doing business as RMBCS in order to provide continuity for its government customers. In March 1997, First Bank System acquired U.S. Bancorp. When the acquisition was approved in August 1997, a decision was made to use the name U.S. Bank for all card products and many U.S. Bank operations

Page Number	SCOPE OF SERVICE TABLE OF CONTENTS (Exhibit A Total Pages: 67)
1 – 3	New Agency Enrollment and Implementation
4	Card Design and Embossing
5 – 11	Payment Terms and Late Payment Penalties
12 – 23	Program and Transaction Reports
24 – 29	Accounting/Billing Systems
30 – 36	Card Limits and Restrictions
37 – 38	Account Maintenance
39 – 43	Disputed Transactions
44 – 45	Liability Coverage
46 – 49	Organizational Support Staff
50 – 55	Marketing and Training
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65– 67	Transition Plan (Implementation/Termination)

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NEW AGENCY ENROLLMENT AND IMPLEMENTATION

State Agencies are required to have established State Delegation Authority to participate in the CAL-Card Program. For information regarding Delegation Authority contact Department of General Services, Procurement Division, Delegation Unit, (916) 327-7301.

The process for enrolling of new state and local agencies begins with the "agency" submitting a Request to Participate to the Department of General Services (DGS), Procurement Division, CAL-Card Program. See Exhibit F, Page 66 for a sample of the Request to Participate form. DGS approves and forwards the Request to Participate to U.S. Bank within two business days to begin the implementation process.

U.S. Bank has a proven and effective implementation strategy. The U.S. Bank, National Account Management Team, charged with relationship management for all participating Agencies, is trained to provide a consultative approach to the implementation process, as well as being technically knowledgeable about all functionality of U.S. Bank purchasing card products.

Within two business days U.S. Bank:

- Assigns a National Account Manager to the Agency implementation – this assignment is based on geographic location of the Agency and the National Account Manager, as U.S. Bank has local representation in both Northern and Southern California.
- Requires the National Account Manager to make an introductory phone call to the participant outlining the preliminary implementation steps and timeline.
- Forwards all contractual (for State Agencies see Exhibit F, Page 76 and for Local Agencies see Exhibit F, Pages 77 – 80, for contractual agreement samples) and applicable credit requirements with instructions for completion and submission by the Agency as well as specifications for artwork for logo plastic.

Upon U.S. Bank's receipt of the contract addendum and necessary credit information (if applicable), the Agency is contacted by phone and letter confirming receipt and informing the Agency of the timeline for credit review and processing of the contract by U.S. Bank. Any new State Agency is immediately credit qualified upon receipt of the Standard 2. The credit review process for Local Agencies takes less than two weeks to complete.

The National Account Manager immediately forwards the remaining implementation documentation to the Agency upon receipt of the contract/credit information. This allows Agencies to proceed with the implementation during the credit review process.

Implementation materials include:

- Agency Program Coordinator Guide
- Designated Billing Office Guide
- Approving Official Guide
- Cardholder Guide
- CAL-Card Training and Overview Video
- Access information to U.S. Bank-developed calcard.com Web site
- Customized CAL-Card setup, maintenance, and support documentation available in electronic and hard copy format
- C.A.R.E. Access spreadsheet and Web-based training information

Samples of forms used to set up, support and maintain programs are included as **Exhibit F, Page 67**, Primary Contact Setup Form; **Exhibit F, 68**, Report Selection Form; **Exhibit F, Page 69**, Approving Official Account Setup; **Exhibit F, Page 70**, Cardholder Account Setup; **Exhibit F, Page 71**, Approving Official Account Update; **Exhibit F, Page 72**, Cardholder Account Update; **Exhibit F, Page 1**, Support Staff; and **Exhibit F, Page 73**, C.A.R.E. Program Administrator User ID Request Form.

Department of General Services, upon request, may require a copy of agencies written CAL-Card Program procedures.

During this time, the National Account Manager contacts the Agency to schedule an implementation meeting to thoroughly discuss the program functionality and options. These meetings will consist of an on-site visit by the National Account Manager, but may be conducted over the phone at the Agency's request and need. A typical Agency implementation meeting lasts from one to three hours and covers the following topics:

- Program hierarchy and reporting structure
- Billing process flow and associated reports
- Card controls and issuance options
- Key U.S. Bank contacts
- Program administrator duties, tools, reporting options, including U.S. Bank Customer Service and support standards and electronic access options (i.e. C.A.R.E.)
- Common best practices
- Cardholder training plan
- Review of Agency-specific policies and procedures
- Card issuance timeline

Once the National Account Manager receives the completed setup forms from an Agency, the forms are checked for accuracy and completeness, then immediately

forwarded to the Account Initiation Team for final processing. **Within five (5) business days of the form's receipt by the Account Initiation Team, cards will be shipped to the Cardholders or designated Agency Program Coordinator for distribution.**

Once Cardholders have received their individual purchasing cards they must contact U.S. Bank to activate the card prior to being able to process a charge. The Cardholder is notified of this through a sticker placed on the face of the card. The sticker contains information notifying the Cardholder of the need to activate the card and provides the 800 contact number for card activation. The Cardholder can complete the activation through the U.S. Bank voice response unit or Customer Service Representative. The Cardholder should have the following information which will be used to verify the Cardholder identity when activating the card: Account Number, Single Item Purchase Limit and Approving Official or Billing Office Name.

The National Account Manager tracks Agency implementation milestones using an Excel spreadsheet that contains key dates and contact information for each pending implementation. Most delays in the implementation process are due to Agency prioritization and capacity. In order to assist Agencies the National Account Manager will review the spreadsheet and contact each Agency at least one time per calendar quarter in the attempt to keep the implementation process moving forward. This spreadsheet will be provided to the State CAL-Card Program Team as a status update on a monthly basis.

A typical Agency implementation may take up to 40 days to complete from the time U.S. Bank receives the Request to Participate. An outline of key dates is as follows:

- Day 1: U.S. Bank receives Request to Participate
- Day 3: Contracts sent to Agency
- Day 4-18: Contracts completed and returned to Bank, Custom logo artwork sent to Bank.
- Day 18: Implementation Kit sent to Agency, Agency contacted by National Account Manager to schedule implementation meeting, U.S. Bank contract/credit review process begins, if applicable.
- Day 19-33: Implementation meeting held, credit/contract review completed by U.S. Bank, sample plastic sent to Agency for approval.
- Day 33-35: Agency completes implementation forms and forwards to National Account Manager.
- Day 36-40: Forms processed by U.S. Bank and cards delivered to Agency.

This timeline is often accelerated due to Agency size, or the amount of preparation the Agency may have done before submitting the Request to Participate. The key point is that U.S. Bank's National Account Management Team is flexible and can adjust the implementation process to fit the particular readiness of each new Agency.

CARD DESIGN AND EMBOSSING

U.S. Bank will support all of the card plastic stock, graphics, logo, and embossing parameters as indicated below. U.S. Bank will graphically produce the card plastic stock inventory as provided by the State. U.S. Bank agrees to make changes to the card plastic stock at no charge during the contract period, if so requested by the State.

U.S. Bank will offer the following options:

c. State Government Agencies

- Name, STATE OF CALIFORNIA, Logo graphic located top, left side of the card.
- Program, CAL-Card, Located top right side of card, incorporated as part of the card plastic stock on all cards.
- Phrase, FOR OFFICIAL USE ONLY, top right side of card under CAL-Card, incorporated as part of the card plastic stock on all cards.
- Name, AGENCY or DEPARTMENT, Embossed on card stock, above the Cardholder's name -- 20 Characters.
- Name, CARDHOLDER NAME, embossed on card stock.
- Picture, LOGO/EMBLEM, Optional logo graphic, replacing State of California logo in the upper left hand corner of card stock, at the discretion of the State of California, Department of General Services.
- Embossing Line, ALPHA OR NUMERIC, Embossed on card stock – 8 characters, optional.

c. Local Government Agencies

- Name, AGENCY NAME (County, city, etc), Logo graphic of Agency Name and/or seal (See LOGO/EMBLEM below), located top, left side of the card.
- Program, CAL-Card, Located top right side of card, incorporated as part of the card plastic stock on all cards.
- Phrase, FOR OFFICIAL USE ONLY, top right side of card under CAL-Card, incorporated as part of the card plastic stock on all cards.
- Name, AGENCY or DEPARTMENT, Embossed on card stock, above the Cardholder's name -- 20 Characters.
- Name, CARDHOLDER NAME, embossed on card stock.
- Picture, LOGO/EMBLEM, Optional logo graphic, upper left-hand corner of card stock.
- Embossing Line, ALPHA OR NUMERIC, Embossed on card stock – 8 characters, optional.

PAYMENT TERMS AND LATE PAYMENT PENALTIES

1. Payment Terms

U.S. Bank will extend payment terms as follows: The full amount of each Participating Agency's billing cycle balance, except for disputed items, will be due within forty-five (45) days from the billing cycle date of the Official Invoice. If the Cardholder Statement of Account, Approving Official Summary (R090) or Official Invoice (R060) is not postmarked within three business days after the billing cycle date, the pay term shall be extended the equal number of days between the third day after the billing cycle and the actual latest postmark date of the Cardholder Statement of Account, Approving Official Summary or the Official Invoice.

2. Forms of Accepted Payment

Payment may be remitted to U.S. Bank by

- Check or warrant
- Electronic Funds Transfer (EFT) via Automated Clearing House (ACH) or wire transfer
 - An ACH transmission is an electronic funds transfer from a Participant's checking/savings account to make payment to U.S. Bank utilizing the Automated Clearing House/National Automated Clearing House Association process. An EDI ANSI X 12 820 format, version 3010 is used in conjunction with the ACH CTX record to provide addenda information for payment. Detailed information regarding ACH remittance may be found in the CAL-Card Designated Billing Office Guide. (See Page 8, of the Billing Office Guide. See Exhibit F, Page 2, for access information on the Billing Office Guide.)
 - Payments by wire transfer are initiated by Participants utilizing government disbursing offices. Detailed information regarding wire transfer remittance may be found in the CAL-Card Designated Billing Office Guide. (See Exhibit F, Page 2, Billing Guide, see Page 9 of Billing Office Guide.)
- **Posting Date Practice:** U.S. Bank will utilize the 'issue' date on all checks/warrants received from CAL-Card participants as the posting date when booking payments at our processing center regardless of the postmark or receipt date on the check or warrant. As such, in-transit time for payments will never degrade the posting date of payments to U.S. Bank, and all payments are posted as if received the same day that the check is issued by the Participating Agency. U.S. Bank feels that utilizing this concept will continue to be an advantage to the CAL-Card participants and alleviate the need for local pay stations.

Automated Clearing House (ACH) : Automated Clearing House provides Agencies flexible payment options as well as allows expedited posting of payments to their accounts.

- **Wire Transfer:** Wire transfer payments give Agencies flexibility in payment options as well as allowing for expedited posting of payments to their accounts.

Should the State desire local pay stations, even though checks are considered paid based on check issue date, then U.S. Bank, which has branch locations in all listed regions, will work with the State to further understand the benefit to the State or Participating Agencies of these stations, and reach a mutually agreeable accommodation.

3. Invoicing

The U.S. Bank processing hierarchy is as follows:

- Level 1 -- U.S. Bank – I.M.P.A.C. Government Services
- Level 2 – State of California
- Level 3 -- Agency
- Level 4 -- Sub-Division or Department within Agency
- Level 5 – Approving Official(s)
- Level 6 – Cardholder(s)

Summary billing occurs at either Level 3, or more commonly, at Level 4, offering a Participant the option to have invoicing at either the sub-Agency, or rolled up to the Agency Level.

4. Cycle Date Options

U.S. Bank's platform supports multiple cycle dates between the third (3rd) and twenty-seventh (27th) day of any given month. A Level 3 Agency may have multiple billing cycles for their Level 4 sub-divisions.

5. Billing Related Reports:

After the billing cycle occurs, three core cycle related reports are generated.

The Cardholder Statement of Account (SOA) (See Exhibit F, Page 3, for a sample): Generated at cycle, the Cardholder Statement of Account is mailed to each Cardholder who had transactions post with U.S. Bank during the cycle. The SOA includes the following information:

- Cardholder Name and Address, Account Number, Spending Limits, Quarterly and Year to Date Balances, Optional Accounting Code, Optional Cardholder E-mail Address, Optional User Field 2 Data

Approving Official Name, Address, Account Number, Optional Approving Official E-mail Address

- Billing Office Name and Address
- Statement/Cycle Date
- Total expenditures amount
- Transactional Information
 - Purchase Date
 - Processing Date
 - VISA Transaction Reference Number
 - Merchant Name, City, State, MCC/SIC code
 - Transaction Amount
 - Foreign Currency Information
 - Purchase ID – Variable Point of Sale Level 2 Data – Alpha/Numeric if passed by the merchant
 - Sales Tax – Sales Tax amount if merchant is Level 2 capable
- Statement Messaging Area – Optional
- Write-in line under each transaction for account code
- Write-in line under each transaction for transaction description
- Certification language and signature space for both the Cardholder and the Approving Official to attest that the charges are true and correct.
- Dispute Transaction Procedures

The Approving Official Summary (R090) (See Exhibit F, Pages 4 - 6, for a sample):
The R090 is a cycle-based report sent to each program Approving Official. This report allows Approving Officials to easily see the activity for the Cardholders who report to them. The report lists all Cardholders whether they had activity that cycle or not, and provides transactional detail on each to assist in the reconciliation process. The R090 can be used as a reconciling document with each Cardholder statement. The R090 includes the following information:

- Cycle Date
- Approving Official Account Number
- Approving Official Office Limit
- Program Level Numbers
- Cardholder Account Number, Name, Accounting Code (Optional)
- All Cardholder transactional detail contained on individual Statements of Account,
- A summary record listing
 - Total number of Cardholder accounts with activity
 - Total number of Cardholder accounts
 - Total number of purchases/transactions for the office
 - Total dollar amount of purchases for the office
 - Total dollar office spend for the cycle

I.M.P.A.C. Financial Summary/Invoice (R060) (See Exhibit F, Pages 7 – 8, for a sample): The R060 is the Official Agency Invoice document. The R060 contains a subtotal by Approving Official and Cardholder of net purchases for a given cycle. The R060 is easily reconciled to corresponding R090 Approving Official Summaries and Cardholder Statements of Account. The R060 contains the following information:

- Cycle Date
- Level numbers for the Agency/Division/Office
- Approving Official Office Net Dollar Spend subtotaled for each Approving Official
- Net Cardholder spend underneath each Approving Official
- Approving Official and Cardholder Names and Account Numbers
- Account Opened Dates
- Cardholder 30 Day and Single Purchase Limits
- Approving Official Office Limits
- User Field 2 – Optional Card Level Information
- Transaction Dollar Amounts Debits/Credits by Date Posted
- Cycle Total Net Purchases
- Total Number of accounts with purchases for the given cycle
- Total of all Approving Official and Cardholder accounts in the Level hierarchy
- Total number of and dollar amount of purchases for the cycle
- Invoice Number and Total Due
- Remit to Address
- -Invoice Inquiry Address and 800 Phone Number

Should an Agency desire transactional data in electronic format, U.S. Bank offers either a daily transaction file, "997 File," or a cycle based transaction file, "998 File". These flat ASCII files contain Cardholder and transactional data elements that may assist an Agency in developing an interface between the transactional files and their own internal payables and general ledger systems. The files are also utilized to populate homegrown or third party reconciliation tools. File layout and definitions for each are shown in **Exhibit F, Pages 9 – 14, Transaction Detail Record Layout, 997/998 File.**

6. Media and Delivery

The Statement of Account is available in hardcopy. In addition, Cardholders will have the ability to view and approve their transactions in a secure Internet environment using U.S. Bank's Web-based program management tool, called C.A.R.E. (Customer Automation and Reporting Environment). (See Exhibit F, Pages 15 – 20, Electronic Access) for a full description of C.A.R.E.

The R060 Official Invoice and R090 Approving Official reports are available as hard copy, as diskette text files or as text files using the Communications tool in U.S. Bank's C.A.R.E. Internet product. The 997/998 files currently being delivered by SuperTracs or diskette can now be delivered to Participating Agencies Offices through the Communications tool in the C.A.R.E. environment.

7. Invoice Adjustments

Should payment be made for an amount less than or more than the total invoice amount for a given cycle, supporting documentation in the form of the Notification of Invoice Adjustment (NIA) form (see **Exhibit F, Page 21, for sample of NIA form**), must be submitted to U.S. Bank. The NIA form should be completed by an Agency's Designated Billing Office contact.

The NIA form is used by U.S. Bank to balance the amount of payment to the amount shown on the invoice and is also used as backup documentation for payment posting. Elements of the NIA form are:

- Agency Name and Level Numbers
- Invoice Date, Number and Total Amount
- Adjustment Details Section (including individual Cardholder account number, transaction date, transaction amount, merchant name and comments fields)
- Check Balancing Register

An explanation of how to complete and submit NIA forms may be found in the CAL-Card Designated Billing Office Guide. (Please see pages 10 to 13 of the Designated Billing Office Guide, access information is provided in Exhibit F, Page 2.)

8. Late Payment Collection and Suspension Policies

It is mutually beneficial for U.S. Bank, the State, and all CAL-Card Participating Agencies to manage the invoice payment process. All parties incur costs and disruption due to unpaid, undisputed open invoices. U.S. Bank will work in concert with the State and the Participating Agencies to provide a system to assist in managing any open invoice issue and try to minimize an Agency's exposure to late-payment penalty.

9. Late Payment Penalty

Penalty interest calculation on undisputed unpaid invoice balances will begin on day 46 after the invoice date. Late payment penalty percentages will be determined by the penalty interest factor per day formula provided by the State of California Prompt Payment Act, announced annually by the State Department Finance, current year Budget Letter 00-16, Late Payment Penalty and Interest Rates, or its successor letter. (See Exhibit F, Page 75, for a copy of Budget Letter, 00-16.)

Agency Program Coordinators and Billing Office Contacts will be provided with the F110 Invoice Status Report (**see Exhibit F, Page 22, for a sample**) each cycle as a tool to assist them in monitoring open invoices with outstanding balances. This report is a key element in tracking delinquencies.

The F110 Invoice Status Report is automatically generated and distributed to the Agency Program Coordinator and designated Billing Officer after each cycle date. The F110 report is also available to an Agency Dispute Office Contact and to any State Contacts specified at the Level 2 hierarchy level.

The F110 lists summary information for each outstanding invoice, including the following elements:

- Outstanding Invoice Number(s)
- Number of days past due
- Amount due before Questioned Items
- Unresolved Questioned Items
- Resolved Questions Items (within the last 30 days)
- Amount Past Due
- Estimated Interest Penalty
- Total Amount Due

Detailed instructions on how to use the F110 report, including samples, may be found in the Designated Billing Office Guide. (**See pages 14 to 15 in the Designated Billing Office Guide, access information to Billing Office Guide is provided in Exhibit F, Page 2.**)

Agencies requesting more detailed outstanding invoice information may request the Invoice Status Report F111. (**See Exhibit F, Page 23 for sample.**) The cycle based F111 report lists payment status on each outstanding invoice. It includes all transactional data related to the invoice. Key elements include:

- Date
- Agency Name
- Invoice Number
- Payment date noting any partial payments to the invoice
- Payment Method
- Total Outstanding Dollars
- Estimated Interest Penalty
- Balance Owed inclusive of penalty
- Transactional detail

It is each Participating Agency's responsibility to monitor the F110 and the F107 reports and work with U.S. Bank to clear up open balances and calculate and pay late-payment penalties to stay current with U.S. Bank, and avoid suspension.

10. Suspension

U.S. Bank maintains a department in our Service Center responsible for reconciling open invoices and tracking delinquent open invoices. This department has staff dedicated to working specifically with the CAL-Card program to assist Agencies with clearing up open invoices.

If a Participating Agency does not pay their invoices in full, less disputed transactions, within fifty-five (55) days of the invoice date, the Agency will be contacted by U.S. Bank's collections staff regarding the unpaid balances. As well, at day fifty-five (55) after invoice date, the collection unit will report to the Department of General Services CAL-Card program management, the State Department of Finance contact named by the State, and any other Control Agency named by the State, all Participating Agencies that have undisputed past due balances.

Reports to the State will include a spreadsheet Delinquency Report that lists Agencies with past due balances sub-totaled by aging buckets. **(See Exhibit F, Pages 24 – 25 for a sample Level 3 Delinquency By Bucket spreadsheet.)** Reports also will include an Agency-specific delinquency spreadsheet with detailed information about specific past due invoices within the Agency. **(See Exhibit F, Pages 26 - 27 for an Invoice Level Delinquency Position spreadsheet.)**

If a Participating Agency has not paid its invoice(s) in full, less disputed items, by day sixty (60) after the invoice date, U.S. Bank may, at its discretion, suspend charging privileges for the Agency as a whole, or at the sub-division level of the Agency that is delinquent. The suspension will remain in effect until such time as the Agency or sub-division has remitted to U.S. Bank the unpaid balance and any associated accrued late payment penalty. Any Agency facing suspension will be given written notification in the form of the Notice of Delinquency letter **(see Exhibit F, Page 28 to see sample Notice of Delinquency Letter)** sent to both the Agency Program Coordinator and the Billing Office contact. The State CAL-Card Program Manager will be notified of any Agency facing suspension.

Participating local agencies that exhibit a chronic inability to meet the payment terms of the contract will be reported to the CAL-Card Statewide Program Administrator. U.S. Bank, with the mutual consent of the State CAL-Card program management, shall have the right to permanently suspend the Agency from participating in the CAL-Card program.

PROGRAM AND TRANSACTION DATA REPORTS

U.S. Bank seeks to offer CAL-Card participants a variety of Bank interface options as well as a comprehensive selection of reports and reporting options. U.S. Bank is pleased to present to CAL-Card participants a newly developed Internet Bank access product called C.A.R.E. (Customer Automation Reporting Environment), which has standard reports as well as a robust ad-hoc reporting tool. C.A.R.E. will serve to complement the standard CAL-Card platform reporting. U.S. Bank will also continue to offer and support the current Remote Access offering and U.S. Bank ad hoc MIS reporting. Please see **Exhibit F, Pages 16 – 20, Electronic Access** for full descriptions of C.A.R.E. and Remote Access.

1. C.A.R.E. REPORTING

C.A.R.E. provides a number of standard reports, including spending activity and analysis reports, exception reports and account lists. Each of the reports in this collection has a pre-defined layout, applying the most commonly used data elements for purchasing card programs. A short list of summary reports is provided to the user, who may then view various levels of detail by selecting hyperlinks found throughout the summary reports. This report design has allowed U.S. Bank to create a user-friendly environment with an easy to navigate report menu, while maintaining the ability to provide Agencies with a wide variety of reporting detail.

In addition to standard reports, an easy-to-use ad hoc reporting tool provides the C.A.R.E. user the opportunity to create special reports from CAL-Card program data. By selecting the specific options within the ad hoc function (specific data elements, sorting and subtotalling options, and design parameters), Participating Agencies can create customized reports. Drill-down capabilities are also included in these reports. For example, an Agency Program Coordinator may create a summary report listing total activity by division. Once the report is run, the Program Coordinator simply clicks on a specific division to access summary information for each Cardholder within that division. A click on a specific Cardholder provides all of the detailed transactions. This drill-down capability provides both summary and detail information without having to access multiple reports. Once created, the report can be saved for future use. All reports can be viewed online or downloaded into an Excel spreadsheet or HTML formats. Along with this reporting function is an ad hoc graphics "Wizard." This function assists the C.A.R.E. user in creating meaningful graphs from the data elements used in the reports.

C.A.R.E. Standard Reports

Cardholder Master File Report

Provides a listing of all Cardholder accounts by Level 4. This listing includes account number, embossed name, address, work phone, e-mail address, and 30-day credit limit. It also lists the corresponding Approving Official account number, name, address, phone, e-mail address, office limit, open date, and other optional data such as accounting code.

Organizational Master File Report

Lists all program contact information by Level for an Agency. Included are the contact name, title, address, phone, fax, and e-mail address.

Renewal Report

Provides a listing of expiring Cardholder accounts. Includes account number, Cardholder name, single purchase limit, open date, last issue date, expiration date, and last transaction date.

Deactivated Accounts Report

Provides a listing of closed/cancelled accounts. Includes account number, Cardholder name, monthly limit, open date, date of last change to the account, current balance, reason for block or cancellation, and any transfer account for lost/stolen activity. Additionally, you may view the associated Approving Official account for the deactivated Cardholder.

Unusual Spending Activity Report

This report lists accounts with spending patterns outside the normal portfolio profile. The Cardholder name, account number, account status, transaction amount, transaction date, posting date, merchant name, merchant description, merchant address, purchase limit, and activity reason are displayed for each transaction appearing on the report.

Merchant Category Summary/Detail Report

This report summarizes transactions by merchant MCC/SIC codes on a monthly basis. The report also tracks year to date purchases for each merchant MCC/SIC code. Users also have the ability to drill down on a particular MCC/SIC category to view individual purchases and merchant information by purchase and by Cardholder for each category.

Monthly Spending Summary Report

Provides monthly spending information statistics by Level 4. Includes total number of new and active Cardholder and Approving Official accounts, number and amount of purchases, administrative fees, and YTD purchases and fees.

Monthly Transaction Summary Report

This report displays total debits, credits, and net of transactions for each Cardholder on a monthly basis. YTD debits, credits, and net purchases are also included. Users have the ability to drill down on each Cardholder listed and view specific purchase information that occurred during the month. This includes merchant name and address, transaction and posting dates, MCC/SIC codes and descriptions.

Vendor Analysis Summary

This report provides a variety of statistical information on each merchant. This includes number and amount of monthly transactions, average transaction amounts and YTD spending information.

C.A.R.E. File Transfer

C.A.R.E. also features a file transfer communications function. This file transfer function complements report delivery of our existing standard reporting offering on the U.S. Bank proprietary platform. The file transfer function allows program participants to download standard platform files, program reports previously distributed via Supertracs, and U.S. Bank MIS-generated reports, with the ease of opening an e-mail attachment.

2. REMOTE ACCESS DATA AND REPORTS

Invoice activity and Cardholder transaction detail can be viewed online via Remote Access. Remote Access also allows users to create ad hoc reports from the transactional database by creating files with specific data elements the Agency selects. The Agency can query the CAL-Card database to design specialized reports and tailor them to its specific needs. The query results may be exported to the Agency's onsite PC for further formatting and customization. To ensure proper system and data controls, requests for Remote Access must be authorized by an Agency Program Coordinator and delegated only to those listed as designated Agency contacts, such as Dispute Officials or Billing Officials. Please see the **Exhibit F, Pages 15 – 20, Electronic Access** for a full description of Remote Access capabilities.

Remote Access allows the user to view or query the following data elements:

- Cardholder name, address, account number and any additional fields of entry
- Cardholder's Approving Official, name, address and account number
- Billing Officer's name and address
- Dollar limits
- All current cycle transactional data, including administrative fee
- All previous cycle transactional data, including administrative fee
- Agency Invoices, Invoice payments, disputes, and delinquencies

Remote Access File Transfer

Used in conjunction with Custom Reporting, the File Transfer function saves reports generated through custom reporting and moves them to the user's PC.

3. U.S. BANK PLATFORM STANDARD REPORTING

U.S. Bank offers a variety of standard platform reports designed to meet the reporting needs of an Agency. U.S. Bank will work with the State to understand and size any design changes to these reports that may be requested by the State. U.S. Bank will make mutually agreed upon modifications, provided the modifications are not cost-prohibitive to U.S. Bank. U.S. Bank submits that the ad hoc reporting capabilities of C.A.R.E. and the ability of U.S. Bank's MIS department to create custom reports will preclude the need to modify the platform reports.

Following are descriptions of the reports, their frequency, and media and delivery options.

- **Billing Related Reports**

Cardholder Statement of Account (SOA) (See Exhibit F, Page 3, for a sample)

The SOA is a compilation of a Cardholder's transaction activity during a given billing cycle. **See Exhibit A, Page 8**, for full description of statement data elements.

Frequency – Cycle

Media and Delivery – Hard copy

R090 Approving Official Summary Report (See Exhibit F, Pages 4 - 6, for a sample)

The Approving Official Summary details the charges of all Cardholders who report to the given Approving Official. **See the Invoicing portion of Exhibit A, Page 7**, for a full description of this report's data elements. It is automatically generated and sent to each Approving Official after the cycle date. The Approving Official Summary may also be used at the Program management level (APC or Billing Office) as a reconciliation document or informational report if an Agency desires that amount of data at the Agency or sub-division level.

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

R060 I.M.P.A.C. Official Summary Invoice (See Exhibit F, Pages 7 - 8, for a sample)

The R060 is an Agency's Official Invoice. The R060 includes net Approving Official and Cardholder charge data, transactional detail, and invoice number. A complete description of the R060 is found in the Invoicing portion of **Exhibit A, Page 8**. The R060 typically is requested as the billing documentation at the Level 4 Agency sub-division. However, the report may be at the Level 3 Agency level or the Level 2 Program level.

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

F107 Disputed Transaction Status Report (See Exhibit F, Page 81, for a sample)

The F107 is generated at cycle date and lists all outstanding disputes. Cardholder number, name, transaction reference number, dispute reason and amount are shown. It also lists recently resolved disputes as well as the resolution date, status of the resolution, the number of the letter sent to the Cardholder and the payment due date. This report is used by the Designated Billing Office, Dispute Contact or Agency Program Coordinator for supervision of the dispute process and management of the open invoice reconciliation process.

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

F110 Invoice Status Report (See Exhibit F, Page 22, for a sample)

The F110 is generated on the monthly cycle date and lists all outstanding and open invoices which have unpaid balances. It includes a summary of open invoices with the invoice number, amount due, amount of disputes and estimated interest penalty. This report allows the Agency to track outstanding invoices in a summarized fashion, finalize outstanding issues, and initiate action to pay. The F110 report is used by the Designated Billing Office and the Agency Program Coordinator to monitor payment of invoices and inquiry for unresolved balances (credit and debit).

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

F111 Invoice Status Report (See Exhibit F, Page 23, for a sample)

This report lists payment status on each outstanding invoice. It includes all transaction data, including the original invoice number and other references that identify the charge.. The F111 is designed to assist Agencies in the open invoice reconciliation process.

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

- **Program Management Reports**

New Account Report (See Exhibit F, Page 29, for a sample)

The G022 is a list of new accounts opened during a reporting period. This report includes each Cardholder account number, name, office name, address 1 and 2, city, state, zip, phone, 30 day limit, number of cards, expiration date, cycle date, single purchase limit, merchant type code, master accounting code, and user fields 1 and 2. This report is used by the Agency Program Coordinator to verify what action has been taken on new account requests. The G022 includes Cardholder and Approving Official information.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

R032 Report of Lost/Stolen Transactions (See Exhibit F, Page 30, for a sample)

The R032 details any transactions that have been posted to an account number after a card has been reported lost or stolen. These transactions may not be fraudulent, as it is possible that previously authorized transactions have just been received from the merchant for posting to the account. The R032 can be used by the Agency to supplement the Cardholder's efforts in monitoring their account for potential fraud. It can be ordered daily or at less frequent intervals at various Agency levels.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

G066 Cardholder Activity Report (See Exhibit F, Page 31, for a sample)

The G066 can be used by an Agency to monitor use of the CAL-Card. It lists Cardholder and transaction detail, including Cardholder name, account number, telephone number, transaction date, amount, merchant name and location, and the merchant MCC/SIC code.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

G067 Daily Transaction List (See Exhibit F, Page 32, for a sample)

The G067 details all transactions posted to Cardholder accounts. It lists the Cardholder number, transaction date, amount, reference number, merchant MCC/SIC code, merchant name and location.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

G077 Account Information (See Exhibit F, Page 33 for a sample)

The G077 lists all Approving Official record attributes and all of the record attributes of Cardholders that are resident on U.S. Bank's master file. The report sequence lists Approving Official and all record elements of the Approving Official. The report then lists all Cardholders reporting to that Approving Official and all record elements for each Cardholder.

Frequency – Monthly, quarterly.

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer, ASCII flat file – G078

G088 Quarterly Declined Transaction Report (See Exhibit F, Page 34, for a sample)

The G088 lists all transactions declined for authorization, first in Cardholder order, then by date and time. The report lists all of the Cardholder's control parameters. It details the authorization date and amount, merchant MCC/SIC code and reason for the decline. This report may be used to track possible misuse, or to identify issues with an Agency's card control parameters.

Frequency – Quarterly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

G089 Statistical Summary Report (See Exhibit F, Page 35, for a sample)

The G089 provides monthly statistical information noting new Approving Official and Cardholder Accounts, active Cardholders, sales transactions and net dollars, with fiscal year accumulative, for sales dollars and number of transactions. The report also includes a recap of the number of accounts on file for the Agency.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

R095 Approving Official Account Summary (See Exhibit F, Page 36, for a sample)

The R095 provides a summary of net Cardholder billed transactions and Approving Official totals, as well as an Agency Level 4 total. It can be used for informational or "check off" purposes to ensure that all Approving Official statements are received. It can be ordered at a Level 2, 3, or 4.

Frequency – Cycle

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

R342 Card Activation Acknowledgments Outstanding (See Exhibit F, Page 37, for a sample)

The R342 lists those Cardholder accounts for which cards have been issued but have not been activated. This report prompts the Agency Program Coordinator to follow up with new Cardholders to ensure receipt of their cards and assist them in initiating use of the card.

Frequency – Monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

G516 Cardholder Alter List (See Exhibit F, Page 38, for a sample)

The G516 details account changes made to both Cardholder and Approving Official accounts. This report lists the account number affected, the account field being changed, data in the field prior to the change, the field as it reads after the change, and the date of the change. The G516 can be used to verify that requested account changes have been made.

Frequency – Daily, weekly, monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

R803 Pre-notification of Reissue of Cards (See Exhibit F, Page 39, for a sample)

The R803 is generated 90 days prior to the expiration date of any of an Agency's CAL-Cards. It lists each card due to expire, with specific account activity information to assist the Agency in reviewing the Cardholder's need and eligibility for reissue. Complete description of the card reissue process may be found in the Agency Program Coordinator Guide. (See page 3.6 of the Agency Program Coordinator Guide, access information to the Agency Program Coordinator Guide is provided on Exhibit F, Page 2.)

Frequency – Monthly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

- **Transactional Data Files**

997/998 Statement Detail Record Layout (See Exhibit F, Pages 9 – 14, for a sample)

The 997/998 is a flat data file that lists all Cardholder charges for the reporting period. It includes the standard transactional data elements of the Cardholder Statement of Account but also includes Cardholder record information that an Agency may find helpful in processing the transaction. The 997 file is available daily while the 998 file is available on cycle. This file is available for Agencies, as well as at the Program Management level or to any State Control Agency requiring such data documentation for audit or other purposes.

Frequency – 997 File – daily, weekly, month end

998 File – Cycle

Media and Delivery – C.A.R.E. file transfer, magnetic tape, diskette

- **Merchant Data Reports**

U.S. Bank has partnered with VISA to provide our clients with the most up-to-date and comprehensive information available to assist in 1099/Minority/Small business reporting. VISA maintains a Merchant Database containing key 1099/minority/small business-related information about processing merchants. This database is dynamic, and is continually updated as new merchants become VISA capable. Data elements include

Merchant name and address, Tax Identification Number (TIN), incorporation status, and other (federal designation) small/minority/woman owned business information. These reports do not preclude the need for State Agencies to identify California certified small businesses and disabled veteran business enterprises, nor does it free State agencies from collecting the Standard 204, Payee Data Record, and local government agencies from collecting the IRS form W-9 form for 1099 reporting.

The VISA Merchant Database contains:

- 3,956,000 Merchant records
- 3,534,000 (89.3%) records that contain TIN numbers
- 3,592,000 (90.8%) records with Incorporation Status codes
- 2,234,000 (56%) records with (federal) 'woman-owned' designator Yes or No
- 558,000 (14%) records with Sole Proprietor Name information
- 301,000 (7%) records with (federal) Minority classification information

VISA sends the most recent iteration of the database quarterly to U.S. Bank. It is imported into our central database and merged with CAL-Card Agency Level merchant spend information. U.S. Bank is able to provide the merged information to each participant in the following reports:

R900 Quarterly Merchant Activity Report (See Exhibit F, Pages 40 – 41 for a sample). Generated at calendar quarter end, the R900 summarizes the number and dollar amount of charges by merchant MCC/SIC code, merchant name and location. This allows the Agency to review and manage how and where cards are being used, as well as validate spend with report identified suppliers. The R900 also includes merchant demographic information such as Tax Identification Number (TIN), Incorporation Status, Merchant Address, Sole Proprietor Name, and federal small business/minority/woman-owned classifications as reflected in the VISA Merchant Database. This information does not replace the current requirement for State agencies to collect the Standard 204, Payee Data Record, information or for local government, the need to collect the IRS Form, W-9. This information can be useful in assisting the tracking of 1099 reporting data as well as for internal tracking of purchase trends.

Key elements of the R900 are:

- Agency Level Information
- Merchant MCC/SIC and MCC/SIC Definition
- Merchant Name and Address
- Merchant Tax ID Number (does not replace the need to collect Std, 204/W-9 Forms)
- Merchant Incorporation Status
- Merchant Minority Classification (federal government certification)
- Merchant Woman-Owned Classification (federal government certification)
- Merchant Small Business Classification (federal government certification)
- Average Transaction (Ticket) Amount
- Merchant Total Transaction Count

Contract Number: 5-00-CC-02

Contractor Name: U.S. Bank

Exhibit A, Scope of Service

Frequency – Quarterly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer, ASCII flat file R995, magnetic tape

995 Record Layout: Quarterly Merchant Activity Data (See Exhibit F, Pages 42– 47 for a sample)

Generated at calendar quarter end, the 995 electronic flat file layout summarizes and reports the same information provided and described in the R900 Merchant Activity Report. This data may be converted to Microsoft Access or Excel, allowing for data manipulation of merchant spend activity, or 1099 reporting data elements. Exhibit F, Pages 42– 47 provide file layout and data elements.

Frequency – Quarterly

Media and Delivery –C.A.R.E. file transfer, magnetic tape, diskette

G083 I.M.P.A.C. 1099 Report (See Exhibit F, Pages 48– 49 for a sample)

This report lists summary payments made to merchants on a quarterly and cumulative fiscal year basis. It includes the MCC/SIC code and category, Merchant Name, Location and Address, Merchant TIN, Incorporation Status, Sole Owner's Name and Number of Charges. This report is generally used to assist the Agency/Organization in comparing 1099 reporting data requirements. This report does not replace the need to have completed Standard Forms 204, Payee Data Record, for State agencies, nor freeing local government agencies from collecting required IRS Form, W-9.

Key elements of the G083 report are:

Agency Level Information

- Merchant MCC/SIC and MCC/SIC Definition
- Merchant DBA Name and Address
- Merchant Tax ID Number
- Merchant Incorporation Status
- Sole Proprietor Name
- Merchant Total Transaction Count
- Merchant Total Quarterly Spend Amount
- Merchant Total Charges Year to Date

Frequency – Quarterly

Media and Delivery – Hard copy, diskette, C.A.R.E. file transfer

4. MIS Ad-Hoc Reporting

For unique or special reporting needs that cannot be met through C.A.R.E., Remote Access, or the standard platform reporting option, an ad hoc custom report can be created from our central database. U.S. Bank National Account Managers work one-on-one with Agencies to define the report parameters. A custom report request is completed and the requested report will be delivered to the Agency on diskette or through C.A.R.E. file transfer in a variety of formats including text and Microsoft Excel.

5. Statement Messages and Inserts

U.S. Bank has the ability to print messages on monthly Cardholder statements, with a maximum length of four lines of text and 75 characters per line. Statement messages are subject to content approval by both U.S. Bank and the CAL-Card Statewide Administrator. Messages may be requested at the Level 2, 3 or 4 of the CAL-Card reporting hierarchy with the highest level overlaying and taking precedence over a lower level requester's message. This is the only invoice-related report in which electronic messaging will occur.

Inserts may be placed in Cardholder monthly statements. U.S. Bank, a Participating Agency, or the CAL-Card Statewide Administrator may provide these inserts. Inserts must fit the following size criteria to be included in a statement:

1. Inserts are no larger than 7" by 3 ¾" and can be included in the statement envelope without folding.
2. No more than one insert may be included in any statement mailing.

U.S. Bank has demonstrated the ability to place inserts in other invoice-related reports in the past. U.S. Bank realizes the importance of communicating program information to Cardholders and Agency level contacts and will work with the State and/or Agency to determine the most appropriate and efficient communication methods.

6. Office of Small Business Certification and Resources (Disabled Veteran Business Enterprises)

U.S. Bank and VISA are working with the State to investigate ways to integrate or link the Office of Small Business Certification and Resource's certification database with either the VISA Merchant Database or U.S. Bank's central database to improve the visibility of CAL-Card activity with California-certified small and disabled veteran businesses. U.S. Bank has a wide range of experience in working with clients on innovative ways of merging data from multiple sources resulting in creative solutions to client requests.

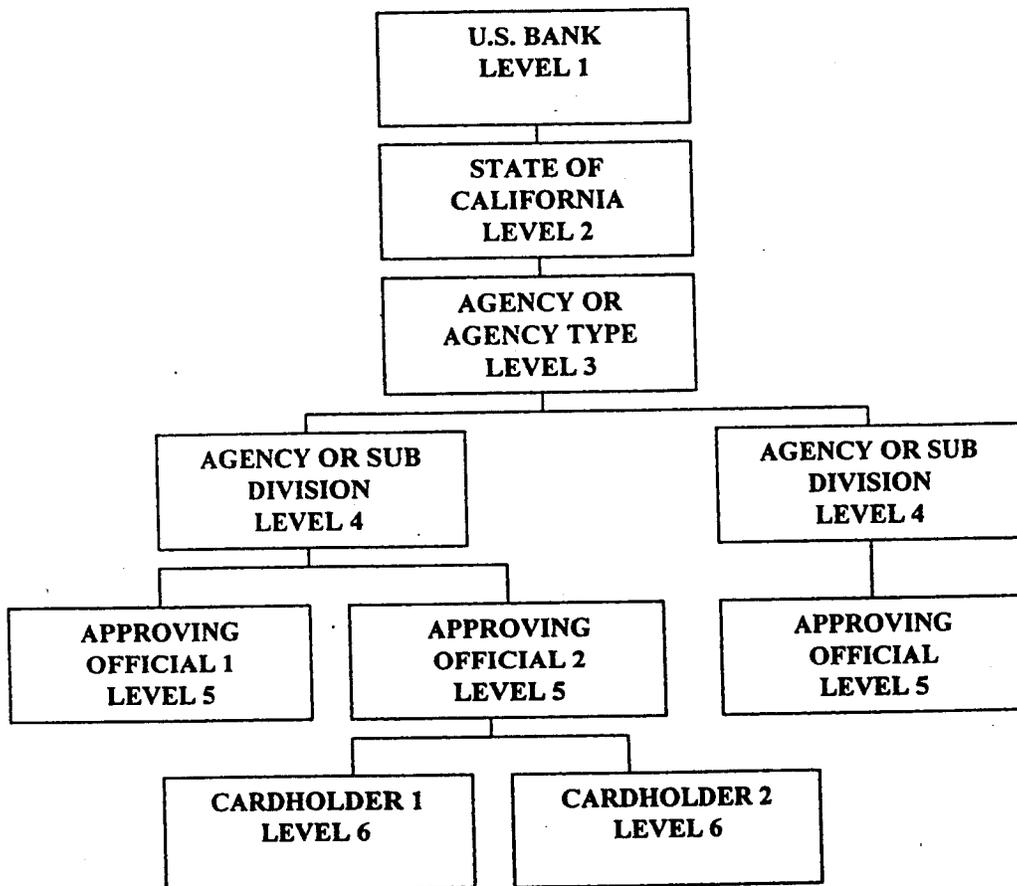
Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit A, Scope of Service

In the effort to heighten awareness of the Small Business Certification Database to current participants, the calcard.com Web site Links page currently contains a hyperlink to the Department of General Services, Certified Small Businesses and Disabled Veterans Business Enterprises Web site.

ACCOUNTING/BILLING SYSTEM

U.S. Bank provides a variety of options that support an Agency's internal accounting and billing procedures. These options include hardcopy billing reports, electronic billing files and online transaction management.

Invoicing for the CAL-Card program is structured in a six-tier billing hierarchy that is illustrated below. Billing in this hierarchy may take place at either the Level 3 or Level 4.



1. Default Accounting Code

The U.S. Bank system allows for Agencies to assign a default account code to each Cardholder. This account code may be alpha numeric and up to 75 characters in length. The default account code becomes part of the Cardholder record and as such is available on all hardcopy and electronic billing reports. In addition, the default account code is initially associated with each transaction in the online transaction management functionality of C.A.R.E. This code may be overridden in whole or in part during the reallocation process. See the C.A.R.E. Transaction Management information that follows later in this section.

2. Cycle Date

U.S. Bank is pleased to offer the State of California a wide range of billing cycle options between the third (3rd) and the twenty-seventh (27th) of each month. A Level 3 Agency may have multiple billing cycles for their Level 4 Sub Divisions. The State may select one cycle date for all Agencies or offer billing cycle variety from Agency to Agency.

3. Core Billing Reports

Cardholder Statement of Account (SOA) (See Exhibit F, Page 3, for a sample)

The SOA is a compilation of a Cardholder's transactional activity for a given cycle. See **Scope of Service, Exhibit A, Page 6 – 7**, for full description of statement data elements. An online version is available in the C.A.R.E. Transaction Management module.

Hardcopy statements will be mailed within 3 business days of the cycle close.

Frequency – Cycle, or on demand in C.A.R.E. Transaction Management module
Media and Delivery – Hard copy mail or Electronic on C.A.R.E.

R090 Approving Official Summary Report (See Exhibit F, Pages 4 –6, for a sample)

The Approving Official Summary details the charges of all Cardholders who report to the given Approving Official. See **Exhibit A, Page, 7**, for a full description of this report's data elements. The R090 is automatically generated and sent to each Approving Official after the cycle date. The Approving Official Summary may also be used at the Program management level (Agency Program Coordinator or Billing Office) as an optional invoice or informational report if an Agency desires that type of data at the Agency or Sub-Division level.

Hardcopy R090s will be mailed within 3 business days of the cycle close. To expedite delivery, the report may be sent as a text file via C.A.R.E. file transfer.

Frequency – Cycle

Media and Delivery – Hard copy mail, text file diskette, C.A.R.E. file transfer

R060 Official Summary Invoice (See Exhibit F, Pages 7– 8 for a sample)

The R060 is an Agency's official invoice. The R060 includes net Approving Official and Cardholder charge detail, transactional data, administrative fee, and invoice number. A complete description of the R060 is found in **Exhibit A, Page 7**. The R060 typically is requested as the invoicing document at the Level 4 Agency Sub-Division. However, the report may be generated at the Levels 2 or 3.

Hardcopy R060s will be mailed within three (3) business days of the cycle close. To expedite delivery, the report may be sent as a text file via C.A.R.E. file transfer.

Frequency – Cycle

Media and Delivery – Hard copy mail, text file diskette, C.A.R.E. file transfer

4. Standard Billing Files – Electronic Format

997/998 Statement Detail Record Layout ((See Exhibit F, Pages 9– 14 for a sample)

The 997/998 is a flat data file that lists Cardholder transactional detail for the reporting period. It includes the standard transactional data elements of the Cardholder Statement of Account, and also includes Cardholder record information. The files are available with flexible frequency as noted below. The files are available for Agencies, as well as at the CAL-Card program management level or to any State Control Agency requiring such data for audit or other purposes.

Frequency – 997 File – Daily, Weekly, Month End 998 File – Cycle

Media and Delivery – C.A.R.E. file transfer, Magnetic Tape, Diskette

The 997/998 files which contain transactional and Cardholder data including amount, merchant category code, vendor name, merchant level 2 data (if applicable), and default account codes may be used by an Agency to map transactional data into their accounting or billing system. Currently there are CAL-Card participants who utilize these files to populate internally developed and third-party purchasing card distribution and allocation systems. As well, the file format contains data elements that may be extracted and imported into E-commerce products (i.e. Ariba, etc.) in order to facilitate direct order reconciliation and payment. Once the information from the files has been

imported into an Agency's internal or third party system transaction review and manipulation may occur. Cost allocation information may be defaulted, appended by the Cardholder, or be automated into data sorts that match merchant MCC/SIC category codes, supplier name or other data elements with the Agency's general ledger chart of accounts.

5. C.A.R.E. Transaction Management

C.A.R.E. provides each Agency with the option to complete transaction allocation or re-allocation in an online environment via Transaction Management. Transaction Management provides users with a method of viewing, logging, maintaining, approving, rejecting, disputing and reallocating statements and transactions in "real time." When reallocating, transactions can also be split to more than one accounting code.

If a transaction has posted with U.S. Bank, it is available for viewing and/or dispute, allocation or approval regardless of whether the cycle has occurred. This unique management tool gives Approving Officials the necessary access to monitor the progress of their Cardholders and act as "second level approval" for Cardholder transactions and statements.

Once the user(s) has reviewed and approved the transactions for a statement, a transmission may be generated which sends the transaction and accounting code information to the Participating Agency. C.A.R.E. currently offers different transmission formats, including standard EDI and custom general ledger mappers.

Not all Participating Agencies utilize the same general ledger system, so C.A.R.E. provides a mechanism to setup various accounting code structures. These cost allocation rule sets define the number of segments required for an accounting code structure, the length of each segment and the validation rules associated with each segment.

Transaction Management is secured with access rights dictated and assigned by each Agency to allow access only by authorized personnel. Typically, individual users of Transaction Management will have access to functionality restricted to their level in the billing hierarchy.

The following descriptions outline the standard functionality of the roles within Transaction Management.

- **Cardholders**

Cardholders may be granted authority to view their transactions, dispute transactions and make entries into a Cardholder log of transactions. The transaction log gives Cardholders the opportunity to add additional transaction detail that is not typically associated with a purchasing card transaction at the point of sale. Entries into the log may be made even before the transaction has posted to the Cardholder account. Examples of this type of information may include sales tax, freight charges, and Cardholder comments. Information entered into the log may be automatically associated with a transaction once the transaction has posted to the Cardholder account.

Transaction Management includes the ability to allocate transactions to multiple accounting codes. Each Cardholder transaction is automatically applied to a Cardholder's accounting code but may be edited through the reallocation process. The reallocation process may be customized for each Agency to accommodate both the structure and valid values for an Agency's general ledger chart of accounts. Agencies may further customize the rule sets around reallocation to limit Cardholders access to segments of the accounting code or to provide only limited values for a Cardholder to select. Transactions may be reallocated to one or more account codes (split) either by dollar amount or percent as long as the total reallocation is equal to 100 percent of the transaction amount.

Cardholders who have access to the reallocation function of Transaction Management can view the following information for each billing statement:

- Statement status and amount
- Transaction status (approved, disputed or pending)
- Transaction detail including: Transaction and posting date, transaction amount, merchant name, city and state, merchant level 2 data, Cardholder log detail
- Account code information.

Cardholders have up to 15 days after the close of a billing cycle to review and approve or reallocate transactions. During that time, the Approving Official may act on behalf of the Cardholder to approve or reallocate. Cardholders may dispute transactions through C.A.R.E. up until 60 days after the close of the billing cycle.

- **Approving Officials**

Approving Officials will have access to the online statements of all Cardholders who report hierarchically to them and will have the authority to approve those statements or act on behalf of a Cardholder to approve, dispute or reallocate individual transactions.

All Cardholder transactions can be reviewed by the Approving Official who will be able to view the individual transaction status and either approve or reject Cardholder statements that have been reviewed first by the Cardholder. By using the allocation/approval system within Transaction Management, the transaction review process can be expedited and file turn reduced.

- **Designated Billing Office**

Billing Office contacts can be set up with access to view the status of Cardholder transactions. The Billing Office is able to see the disposition of the transaction (approved, re-allocated or disputed) and the status based on the Approving Official action (approved or rejected). This access is view-only and does not allow the Billing Office to make any entries to Transaction Management.

- **File Transmission**

Agencies can receive invoice information from C.A.R.E. in a standard EDI format or contract with U.S. Bank to create customized feeds that will be in a format suitable for import directly into an Agency's general ledger or accounts payable system.

6. Summary

U.S. Bank is committed to providing each CAL-Card Participant with a flexible billing system that best fits their needs and internal capabilities. Agencies can select from a wide range of cycle dates and information delivery tools.

Hard copy billing documentation will always be an integral of the CAL-Card program. Electronic flat files available during or at cycle can support mapping transactional billing data into Agency accounting systems. The C.A.R.E. Internet product provides online access to billing reports, transaction information, transaction reallocation and file transmissions.

CARD LIMITS AND RESTRICTIONS

U.S. Bank's I.M.P.A.C. Government Services processing platform provides Participants with a wide range of card purchasing control parameters as well as functionality designed to minimize card compromise, fraud or misuse.

Program control parameters are designed to be flexible enough to meet the comfort levels of any Participant. Card controls are variable, and may be set to the individual needs of the Agency, Sub-Division, Approving Official, or Cardholder. However, many Agencies tend to initially set very restrictive purchasing controls on their cards, resulting in persistent declines at the point of sale. U.S. Bank's National Account Managers will consult with any Participant to set the card parameters to meet the needs to the Agency, while still recommending a balanced approach to card restrictions based on experience with existing "best in class" CAL-Card programs. Ultimately however, the final card control parameters are the Agency's decision.

The State currently sets the single transaction limit of a maximum of \$15,000 per transaction for State and local agencies or for State agencies their maximum Delegated Authority. Higher limits are available upon approval by the Department of General Services as well as U.S. Bank. U.S. Bank, can determine ceiling limits, based on credit risk. U.S. Bank set ceilings higher than \$15,000 would be set through mutual agreement of U.S. Bank and the Department of General Services, Procurement Division and the Statewide Administrator for the CAL-Card Program.

The dollar amounts noted below reflect the platform's maximum field size, and dollar potentiality.

Agency Controls (Level 2, 3 or Level 4)

- 30-Day Purchase Dollar Limit (Cycle) \$0- \$999,999,999
- Quarterly Purchase Dollar Limit \$0-\$99,999,999,999
- Annual Purchase Dollar Limit \$0-\$99,999,999,999

Approving Official Controls

- 30-Day Office Purchase Dollar Limit (Cycle) \$0-\$9,999,999,999
- Quarterly Purchase Dollar Limit \$0-\$9,999,999,999
- Annual Purchase Dollar Limit \$0-\$9,999,999,999

Cardholder Controls

- Single Purchase Dollar Limit \$0-\$9,999,999,999
- 30-Day Purchase Dollar Limit (Cycle) \$0-\$9,999,999,999
- Daily Purchase Dollar Limit \$0-\$9,999,999,999
- Quarterly Purchase Dollar Limit \$0-\$9,999,999,999
- Annual Purchase Dollar Limit \$0-\$9,999,999,999
- # Daily Transaction Limit 9,999
- # Monthly Transaction Limit 9,999
- Merchant Activity Type Codes

1. Merchant Activity Type Codes

Every CAL-Card may be assigned a unique Merchant Activity Type (MAT) code scheme. MAT codes allow an Agency to restrict spend on CAL-Card to certain merchant types. All merchants have a Merchant Category Classification (MCC) code/Standard Industrial Category (SIC) code, which defines their industry type.

When a merchant requests authorization for a CAL-Card transaction, its MCC/SIC code is included in the authorization transmission. This allows U.S. Bank to verify that the Cardholder is authorized to make purchases at that type of merchant.

For ease of use, U.S. Bank has grouped Merchant Category Code/Standard Industrial Category (MCC/SIC) codes into general categories based on a business' type of goods or services. There are twenty-one groupings lettered A through U. Any combination of merchant code groups can be established to create the four-digit Merchant Activity Type (MAT) code. Please see **Exhibit F, Pages 50– 52 Merchant Category Code (MCC) Table and Groupings; Exhibit F, Pages 53– 58 Merchant Activity Type (MAT) Codes Alpha (Alphabetical) Listing; and Exhibit F, Pages 59 - 64 Merchant Activity Type (MAT) Codes Numeric (Numerical) Listing.**

When Cardholder accounts are established, a specific MAT code scheme may be assigned to each individual card account. This process provides the Program Administrator with a simple method of managing merchant type restrictions at the individual Cardholder level. Additional code combinations can be established at the request of an Agency.

This Merchant Activity Type code becomes an element of the Cardholder account record, as opposed to being an extension record. Platforms that utilize extension records for Merchant Category Classification code blocking cannot tie back reporting of Cardholder information with their Merchant Category Classification code blocking

scheme. The advantage of having the MAT code as part of the Cardholder record is that Agencies are provided with detailed reporting on Cardholder blocking. This reporting feature is unique to the U.S. Bank platform.

The U.S. Bank processing platform allows for real-time updates to Cardholder MAT code restrictions. This can be completed by either utilizing the C.A.R.E. maintenance function or by contacting the U.S. Bank Customer Service Center. Maintenance to card limits may also be submitted by electronic access or hardcopy forms. See **Account Maintenance** for complete information regarding maintenance media and timelines.

The following high risk or cash-related MCC/SIC are automatically excluded from the CAL-Card program:

- Airphone
- Wire Transfer, Money Orders
- Direct Marketing Insurance Services
- Financial Institutions: Manual Cash Advance
- Financial Institutions: Automatic Cash Advance
- Non-Financial Institutions: Foreign currency, Money Order, Travelers Checks
- Security Brokers/Dealers
- Overpayments
- Savings Bonds
- Timeshares
- Betting, Casino Gaming Chips, Off-Track Betting
- Political Organizations
- Religious Organizations
- Court Costs, Alimony, Child Support
- Fines
- Bail and Bond Payments
- Tax Payments
- Government Loan Payments

2. Other Bank Related Controls

- **Card Activation** – U.S. Bank utilizes card activation to control risk associated with non-receipt of new or reissued cards. Cards are blocked entirely until the Cardholder activates the card by phoning U.S. Bank's Customer Service Center. Cardholders must identify their account number and provide their business address, business telephone number, single purchase and 30-day dollar limits in order to have the restriction lifted and the card activated.

- **Card Expiration Date** – During the merchant authorization process, the card expiration date is passed as an element of the authorization request. The date is matched to U.S. Bank's master file. If the expiration date on the card does not match the date on file with U.S. Bank, the transaction is not approved.
- **Signature Stripe** – All CAL-Cards contain a signature stripe on the back of the card that must be signed by the Cardholder. This allows the merchant to compare the signature on the card with the signature on the sales receipt in order to validate authenticity.
- **Transaction Watch/Fraud Prevention** – U.S. Bank maintains a unit to monitor and identify actual or potential fraudulent activity. The fraud prevention unit monitors and reviews Cardholder spending patterns and compares them with current fraud trends. The unit also monitors use in at-risk countries and high-risk Merchant Category Classification codes. If the Fraud unit perceives suspicious transactional activity, they will contact the Cardholder to validate that the transactional activity is legitimate.

U.S. Bank has consistently demonstrated its ability to accommodate the sustained growth of the CAL-Card program. U.S. Bank's proven implementation strategy, (please refer to **Exhibit A, Pages 1 - 3, New Agency Enrollment and Implementation**) combined with the depth of U.S. Bank's support infrastructure, (please refer to **Exhibit A, Pages 46 – 49, Organizational Support/Staffing and Exhibit A, Pages 58 - 62, Customer Service/Support System**) has kept pace with the dramatic program growth over the years, as reflected in the numbers noted below:

1995-1996, more than 5,000 net accounts added to the program
1996-1997, more than 5,350 net accounts added to the program
1997-1998, more than 5,580 net accounts added to the program
1998-1999, more than 7,170 net accounts added to the program

Once an Agency has finalized design of and created their program hierarchy structure, U.S. Bank is ready to process new accounts for Approving Officials and Cardholders. Established Agencies can easily continue to expand their program structure, adding subdivisions, Approving Officials and Cardholders to accommodate their internal rollout schedule.

U.S. Bank can accept applications for new cards via the following media:

- **C.A.R.E.** offers Account Setup functionality, which gives each Participating Agency the ability to set up new Cardholder and Approving Official Accounts in "real time" without the intervention of U.S. Bank. During Account Setup, the C.A.R.E. user establishes basic demographic information on the new Cardholder or Approving Official. The user indicates organizational defaults as well as spending controls, such as the Single Purchase Limit, Office Limit, and MAT codes. Since the data is processed when the "Submit" option is selected, work is completed in "real time," meaning no wait for nightly batch processing. An Agency defines who will be granted account setup authority when it establishes its C.A.R.E. user access rights. This ensures only designated staff may perform the setup function. Please see **Exhibit F, Pages 15 – 20**, for a full description of C.A.R.E.
- **Remote Access** is U.S. Bank's dial-in bulletin board system designed to provide participants with the ability to request account setups in a batch mode. Accounts entered into Remote Access are processed overnight and cards are transmitted the following day. Remote Access is a secure system and U.S. Bank provides a unique I.D. and password to any Agency requesting access, restricting account setup access only to Agency authorized individuals. Please see **Exhibit F, Pages, 15 – 20**, for a full description of Remote Access.
- **Hard Copy (paper application)** - U.S. Bank provides each Agency with the forms needed to establish both Approving Official and Cardholder accounts. These forms are available at the time of implementation in electronic or hard copy format. The new account setup forms are included in the "Forms" section of the Agency Program Coordinator Guide, as a Microsoft Word formatted document on diskette or available in hardcopy by ordering using the I.M.P.A.C. Supply Request Form. **(See Exhibit F, Page 74, for a sample.)** Electronic forms may also be downloaded from the calcard.com Web site. Applications may be submitted in a paper format by mail. For faster processing, they may be faxed to (701) 461-3910, the dedicated State of California fax number, located at our processing center. Hardcopy applications must contain the authorized signature of the Participating Agency's Program Coordinator or designated alternate in order to be processed.

1. Card Delivery

All applications received, regardless of media, are processed and cards issued within five (5) business days after receipt of the setup information. Cards may be delivered to an Agency Program Coordinator, Billing Office contact, Dispute Office contact or the Cardholder at the discretion of the Agency Program Coordinator.

2. Card Activation

As a security measure, U.S. Bank places a Card Receipt Verification (CRV) block on each new plastic issued. A sticker placed on the face of the card notifies the Cardholder of the CRV block. This sticker informs the Cardholder to contact U.S. Bank Customer Service to activate the card. This block restricts use of the card until it is received and activated by the Cardholder. The Cardholder may activate the card through the U.S. Bank Interactive Voice Response Unit by verifying key elements of information associated with the account. A Cardholder may also complete this process by speaking directly to a Customer Service Representative. The Cardholder must identify their account number, business address, business telephone number, single purchase and 30-day dollar limits to lift the restriction and activate the card.

3. Card Security Information

Blank CAL-Card plastics inventory is stored in a high-security vault at U.S. Bank's Service Center. The embossing area has locked entry doors and security cameras that cover every square foot within the embossing vault. Strict inventory controls and measures are enforced for all embossing files and reports. Embossed cards are packaged into envelopes and delivered at the end of each day to a pre-sort vendor that co-mingles them with other mail. This adds another element of security because new cards cannot be easily distinguished from other everyday mail and targeted for theft.

4. Card Cancellation and Replacement (Lost /Stolen Accounts)

If a CAL-Card is lost or stolen, the Cardholder or Agency Program Coordinator must immediately notify U.S. Bank's Customer Service Center by calling the toll free phone number as soon as they are aware of the loss. The Customer Service Center is staffed 24 hours per day, seven days a week, 365 days of a year. Once a card is reported as lost or stolen, the account is cancelled, a new account is established and a new card is issued to the Cardholder or designated Agency contact within two business days.

To facilitate billing and account reconciliation, purchases made prior to the lost/stolen date are automatically billed under the new account number assigned to that Cardholder. Internal security procedures at U.S. Bank provide for the review of suspicious transactions to prevent them from appearing on the new account statement. However, Cardholders should carefully review all transactions on their Statement of Account and immediately report to U.S. Bank any unauthorized transactions appearing on their statement.

5. Card Account Related Reports

U.S. Bank provides a variety of reports to assist an Agency in the management of account issuance. The following standard reports are available via various delivery methods or media.

- G022 - New Account Report
- R342 - Card Activation report
- G077 - Account Information Report (Listing Approving Official and Cardholder reporting relationships)

The Standard Reports module in C.A.R.E. also provides a variety of member list and Cardholder information reports including the following:

- Cardholder Master File (Member List)
- Organizational Master File (Member List)
- Deactivated Accounts

Agencies also have the ability to generate or request ad hoc or customized reports through C.A.R.E. or the U.S. Bank MIS Department to meet special reporting needs. Please see **Exhibit A, Pages 12 – 23, Program and Transaction Data Reporting** for a complete description of all reports and options available.

6. Card Expiration

Unless otherwise requested by the State, U.S. Bank will assign a two-year expiration period to all new cards issued. Cards expire at the end of the month and year listed on the face of the card. The State may, however, request a single, static expiration date for all newly issued cards. Due to fraud risk, however, U.S. Bank does not recommend this option.

Agency Program Coordinators can track the pending renewal of cards by review of the R803 Pre-notification of Reissue Report, which lists accounts 90 days prior to expiration date. A standard Renewal Report is also available on C.A.R.E. The reissue reports list Cardholder spending history so an Agency may identify underutilized cards that they may wish not to have reissued. Expiring cards will automatically renew unless the Agency Program Coordinator notifies U.S. Bank otherwise. Replacement plastics for expiring cards will be sent to the Agency 30 days prior to the card expiration.

ACCOUNT MAINTENANCE

U.S. Bank provides a variety of methods to effect changes to program and card parameters. This includes maintenance of Agency program hierarchy information, Agency points of contact, Approving Officials, and Cardholders. The capacity to perform maintenance will be restricted to only those individuals named by an Agency to conduct this activity.

U.S. Bank can accept account maintenance changes via the following means:

- **C.A.R.E.** allows designated individuals to perform program maintenance in a secure, Internet environment. When requesting user access to the C.A.R.E. system, an Agency defines the access rights of the user; thereby ensuring that only authorized individuals within an Agency may be granted account maintenance access. Maintenance performed on the C.A.R.E. product is live and "real time." However, in the case of Cardholder movement within the hierarchy, the maintenance is held until the day after the next cycle, when it is automatically processed. This ensures that the integrity of billing data is not compromised. All other changes to address or card control parameters are processed as soon as the maintenance is submitted. Some of the maintenance functions that may be performed are limit changes, MAT code changes, closing accounts, and demographic changes. Please see **Exhibit F, Pages 16 – 20, Electronic Access**, for a full description of C.A.R.E. capabilities.
- **Remote Access** is U.S. Bank's dial-in bulletin board system designed to provide participants with the ability to update accounts in a batch mode. The fields in Remote Access are similar to those provided on the Cardholder Update form and Approving Official Update forms. Changes to accounts can be verified the next day. Remote Access is a secure system and U.S. Bank provides a unique I.D. and password to any Agency requesting access, restricting maintenance access only to Agency authorized individuals. Please see **Exhibit F, Pages 15 – 20, Electronic Access**, for a full description of Remote Access capabilities.
- **Hard Copy (paper form)** – During the implementation process, U.S. Bank provides Participating Agencies with the necessary documents to maintain their established programs. Agency hierarchy, points of contact, Approving Officials, and Cardholder Accounts may be modified by submitting hard copy forms to U.S. Bank's account maintenance department. Hard copy forms received by U.S. Bank will be cross-referenced for signature to validate that only an authorized party is submitting the form. All program forms, including maintenance related forms, are available in Microsoft Word format, and may be downloaded by program management from the

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calcard.com password-protected Web site. Hard copy maintenance may be submitted by the following methods: hard copy facsimiles to the dedicated CAL-Card fax number or mailed to U.S. Bank Account Maintenance unit. Form maintenance submitted to the U.S. Bank Account Maintenance department will be processed within two business days of receipt by the unit.

- **Maintenance through the Customer Service Center** -- With 24-hour, 7-day-per-week, 365-days-per-year availability via toll free and collect call phone numbers, the U.S. Bank Customer Service Center provides the Agency Program Coordinator with the ability to access and change account information. U.S. Bank has designed our processing system to allow for "real time" changes of card control parameters by the Customer Service Center. All U.S. Bank Customer Service phone operators are trained to verify the identity of any individual calling in to request account changes or information. The verification consists of a series of questions that only individuals associated with a program at an Agency level could answer. This verification ensures that only Agency authorized individuals are able to complete changes to accounts.

If an Agency requires mass changes to a number of accounts or program parameters, they should contact their National Account Manager for additional options to facilitate processing of these changes. For example, Agencies with several changes may create a spreadsheet noting key record information (i.e. card number, Cardholder name), inclusive of the fields that require update. This spreadsheet may be forwarded to the National Account Manager for submission to the maintenance area for processing. The spreadsheet may be submitted via diskette, e-mail attachment, fax or mail.

The National Account Management Team and the Account Coordinator assigned to work with an Agency are available to provide assistance in any and all maintenance and requests for account information.

DISPUTED TRANSACTIONS

1. Notification Process

If an error in Cardholder billing occurs, or if a problem with merchandise or services billed cannot be resolved between the Cardholder and merchant, the Cardholder must notify U.S. Bank of the dispute by submitting a Cardholder Statement of Questioned Item (CSQI) form. (Please see **Exhibit F, Page 65, CSQI form**, for a sample.) In many cases, it is necessary for the Cardholder to submit supporting documentation, such as a copy of a postal receipt, credit voucher or transaction log. The CSQI must be sent to U.S. Bank within 60 days from the cycle date noted on the Cardholder Statement of Account on which the questioned charge first appeared. Timely attention to a disputed item is essential to ensure that VISA chargeback rights do not expire. A list of valid chargeback or dispute reasons is printed on the Cardholder Statement of Questioned Item form with the exception of the request for a duplicate receipt. A lost receipt is not a valid reason to withhold payment.

The Cardholder Statement of Questioned Item form may also be used to request a copy of a specific sales draft (receipt). This can be useful when a Cardholder has lost his/her copy of the draft. This request however, is not considered a dispute and the transaction should be authorized for payment.

Cardholder Statement of Questioned Item forms should be directed by mail or fax to:
U.S. Bank I.M.P.A.C. Government Services
P.O. Box 6346
Fargo, North Dakota 58125-6346
Fax: (701) 461-3466

Cardholders may also initiate disputes of transactions using C.A.R.E., U.S. Bank's Web-based program management tool. Cardholders can review their statements each month by logging onto C.A.R.E. If they notice a discrepancy, they can classify the transaction as a dispute. Disputes submitted through C.A.R.E. are automatically routed to U.S. Bank's dispute processing unit. Approving Officials also may act on behalf of the Cardholder to dispute transactions during their review of Cardholder statements.

2. Dispute Tracking

When a dispute is resolved, the Cardholder will receive a notice from U.S. Bank providing details of the dispute resolution. Agencies also receive a monthly F107 Disputed Transaction Status Report (see **Exhibit F, Page 81, F107 Disputed Transaction Status Report, for a sample report**) to acknowledge and update pending disputes. The Cardholder must notify their Designated Billing Office of resolved disputes. If a dispute resolution results in a credit, the Billing Office completes a Notice of Invoice Adjustment (NIA) form, which directs U.S. Bank to apply the credit to the correct invoice. (Please see **Exhibit F, Page 21, NIA**, for a sample of the form.)

3. Dispute Instructions

Instructions for processing disputes are clearly discussed in all four of the U.S. Bank-provided CAL-Card Guides, the CAL-Card instructional video, and at the calcard.com Web site.

a. For Cardholders

For any disputed transactions, Cardholders should fill out and submit the CSQI form to U.S. Bank, or initiate the dispute using C.A.R.E. A copy of the completed CSQI form should also be attached to the Statement of Account and forwarded to the Approving Official during the reconciliation process. An additional copy should be kept for the Cardholder's personal records. Each Agency should set time frames for the Cardholder to complete this process. It is recommended no more than three-to-five days. Dispute rights are lost after 60 days from the Statement of Account date in which the disputed charge is posted. If a Cardholder receives a follow-up letter from U.S. Bank requesting more information on a disputed charge, the Cardholder must respond or dispute rights are lost.

b. For Approving Officials

The Approving Official compares the Cardholders' Statements of Account to the R090 Approving Official Summary, which is sent directly to the Approving Official. The R090 Approving Official Summary provides totals for each Cardholder who reports to that Approving Official. The Approving Official verifies that the transactions and disputes are valid and comply with internal purchasing procedures for the Agency. If there are disputed amounts, the Approving Official should annotate the R090 Approving Official Summary to reflect the adjusted Cardholder amounts and totals approved for payment. The Approving Official then signs each Cardholder's Statement and forwards the entire packet of Cardholder Statements, along with the R090 Approving Official Summary, to the Billing Office. The Approving Official is required to monitor each dispute and ensure timely processing of certification upon resolution. It is recommended no more than three to five days. Interest penalty will begin to accrue on resolved disputes on day 46.

c. For Billing Offices

The Billing Office first compares the "Invoice Total" on the R060 with totals of all R090, Approving Official Summaries and/or the Statements of Account. If the totals balance, the Billing Office approves and submits payment to U.S. Bank. If disputed items appear on the Approving Official Summaries and/or the Statements of Accounts, the totals will not balance, and the Agency should remit the amount of the R060 Financial Summary "Invoice Total" less the total of disputed transactions. A copy of the Cardholder Statement of Questioned Item (CSQI) form for each disputed item should accompany the adjusted invoice payment. This will ensure that the dispute process is in place and defer the payment obligation on the disputed amount until resolution. A transaction

cannot be disputed and withheld for payment without submission of a CSQI form. If an Approving Official has not forwarded a Cardholder's CSQI form for a disputed transaction, the Designated Billing Office must contact the Approving Official to verify the transaction and obtain a completed CSQI form. If the amount of payment is more or less than the amount invoiced, the Billing Office must also complete and include a Notification of Invoice Adjustment (NIA) form.

It is essential that Agencies have a mechanism in place to monitor dispute resolution, as disputes that result in a credit from the merchant will require that an Agency move the credit to the original invoice where the disputed amount was withheld from the original invoice payment.

d. For Agency Program Coordinators

The Agency Program Coordinator should monitor disputes by a monthly review of the F107 Disputed Transaction Status Report and work with the Billing Office to ensure that Cardholders and Approving Officials are in compliance with an Agencies internal policies and procedures.

c. Dispute Provisions

a. Prompt Investigation

Once a dispute has been submitted to U.S. Bank through the CSQI form or electronically through C.A.R.E., U.S. Bank has a service standard for initiating the dispute within the VISA network within one business day of receipt. During the course of 1999 U.S. Bank received more than 13,000 CAL-Card related dispute requests and processed more than 99% of all requests within the one business day service standard.

At the time the dispute is initiated, U.S. Bank sends the Cardholder a letter verifying the dispute has been initiated and suspends the amount of the dispute on the R060 Invoice for the affected Agency. Most disputes are resolved within 30-60 days of dispute receipt.

b. Reporting

When a dispute is resolved, the Cardholder will receive a notice from U.S. Bank providing details of the dispute resolution. Agency Program Coordinators and Billing Offices also receive a monthly F107 Disputed Transaction Status Report to acknowledge pending disputes and update resolved disputes. The Cardholder must notify their Designated Billing Office of resolved disputes by identifying, with certification, where the credit is to be applied or certified instructions to authorize payment.

c. Credit Payment and Resolved Dispute

Disputes can be resolved in several ways. Some are financial, in which a credit is posted to the Cardholder account by the merchant, and some are non-financial, in which the charge is recognized by the Cardholder as legitimate. When the dispute is resolved by a merchant credit, the Billing Office, with certified instructions by the Cardholder and the Approving Official, should move the credit to the originally disputed invoice by instructing U.S. Bank to post the credit to the previously short paid invoice. If the charge is recognized as legitimate, the Billing Office, with certification by the Cardholder and the Approving Official, should remit payment to U.S. Bank referencing the original invoice number on the payment.

- i. **Financial Resolution:** An account with U.S. Bank is not a revolving account. Balances on unpaid invoices do not roll forward from month to month. Therefore, if a disputed transaction is withheld from payment in January, and a credit posts to the Cardholder Statement of Account in March, the credit offsets transaction from the January invoice, and as such, the credit should be directed to the original withheld amount in January is now due and payable within 45 days.

When the Cardholder receives the Statement of Account, he/she should review it for credits. If the credit corresponds to a disputed transaction that was previously withheld, the Cardholder should identify the credit (resolved dispute) for the Billing Office so that the invoice which includes the disputed transaction can be cleared with the credit and closed. Using our example, the Billing Office would authorize the application of the credit for the January invoice in the amount of the disputed transaction, which was withheld, but now has been credited (resolved).

Cardholder notification to the Billing Office of credits received on the Statement of Account is critical to resolving disputes and keeping an Agency's invoices reconciled.

ii. **Non-financial Resolution**

A non-financial resolution means that an item that was previously withheld due to a dispute has now been resolved and approved for payment. This, however, does not affect your invoice total. Disputes typical of non-financial resolutions include:

- Merchandise not received
- Cardholder request for copy of sales slip
- Charge is unrecognized

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Non-financial resolution amounts are not re-billed. In the case of a non-financial resolution, the Billing Office should receive information from the Cardholder that certifies payment in the amount of the originally withheld/disputed transaction with signed copies of the referenced Statement of Account and receipt documents.

LIABILITY COVERAGE

In addition to dispute and fraud protection the CAL-Card has liability coverage as provided through the VISA Liability Waiver Program, which waives certain eligible charges when an employee misuses the Visa, CAL-Card, privileges.

1. Authorized Transactions

U.S. Bank definitions authorized transactions as follows:

- Where the Participating Agency authorized the employee as a purchase card user
- Within cardholder setup limits and restrictions specified by each Participating Agency
- Where transactions are authorized by the merchant in accordance with established payment card association rules and regulations
- The Participating Agency receives the product, commodity, service, etc
- A transaction involving fraudulent or wrongful use of a U.S. Bank CAL-Card or account by an authorized employee of a Participating Agency or any other person with an authorized employee's actual, implied, or apparent authority shall constitute an authorized transaction, and the Participating Agency would be liable for the charges, unless; the Participating Agency terminates the employee in question and applies the **VISA Liability Waiver Program** to protect it from liability of charges resulting in products or services that do not benefit the Agency directly or indirectly.

2. VISA Liability Waiver Program

The VISA Liability Waiver program is available to Participating Agencies for charges incurred by a terminated Cardholder that do not benefit the Agency directly or indirectly. The Cardholder's employment must be terminated for the VISA Liability Waiver Program coverage. Coverage is available for up to \$5,000 per Cardholder, if agency has two to four valid cardholders, and up to \$15,000 per Cardholder, if the agency has five or more valid cardholders with no maximum set per Participating Agency. Eligible charges are those incurred by the Cardholder 75 days prior to termination, through 14 days after, provided U.S. Bank is notified within two business days of termination. This coverage is provided by VISA, at no cost, for the Participating Agencies. Detailed terms, information and procedures to employ the VISA Liability Waiver Program are provided during implementation.

3. Lost/Stolen Cards

Neither the Participating Agency nor the Cardholder is responsible for fraudulent charges made to a promptly reported lost or stolen card. Suspected fraud charges are not disputed through a Cardholder Statement of Questioned Item, they are verbally

reported by the Cardholder to U.S. Bank. Cardholders should immediately notify U.S. Bank's toll-free Customer Service number (1-800-227-6736), their Approving Official and Agency Program Coordinator for any CAL-Card loss, theft or suspected fraudulent charges.

To notify U.S. Bank call 1-800-227-6736. From outside the U.S. call collect: 1-701-461-2020. These numbers are answered 24 hours per day, seven days a week.

At the time of notification, U.S. Bank will request the following information:

- Cardholder's complete name
- Account number
- Circumstances surrounding the loss of the card
- Any purchase(s) made on the day the card was lost or stolen
- Details of last purchase amount and location
- Personal information
 - Date of birth , Mother's maiden name, Social Security Number

This is the only time personal information is requested, and is only for transaction verification during the investigation process. It is for the Agency's protection to prevent fraudulent use of the lost or stolen car

Once the loss or theft has been reported to U.S. Bank, a new card, with a new account number, will be mailed to the Cardholder within two business days. To facilitate billing and account reconciliation, purchases made prior to the lost/stolen date are automatically billed under the new account number assigned to the Cardholder. Internal security procedures at U.S. Bank provide for the review of suspicious transactions to prevent them from posting to the new account. However, Cardholders should be advised to carefully review their new Statement of Account and immediately report any incorrect billings to U.S. Bank by contact Customer Service, 1-800-227-6736.

4. Disputed Transactions

Disputed transaction amounts are held in suspension until resolution. If a charge is found to be invalid, the Cardholder account will be credited and a chargeback will be issued to the merchant bank. If a charge is found to be valid, the Participating Agency is liable for the charge amount. Complete procedures for disputed transactions, payment and chargebacks are outlined in **Exhibit A, Pages 39 – 43.**

ORGANIZATIONAL SUPPORT/STAFFING

Corporate Payment Systems (CPS) was created as a division of U.S. Bank in 1988 and was the nation's first Bankcard issuer of commercial and corporate card programs. Corporate Payment Systems processes more than 90 percent of all VISA commercial and government card business.

U.S. Bank has a broad infrastructure in place to support and service the needs of our clients. More than 700 employees are dedicated to the business unit. U.S. Bank has offices in 17 states with Relationship Managers or Account Coordinators located in most major metropolitan areas throughout the United States. In addition, U.S. Bank maintains a 24-hour Customer Service Center located in Fargo, North Dakota as well as technology support centers located in Portland, Oregon, and St. Paul, Minnesota.

1. Reporting Structure

The reporting structure of Corporate Payment Systems is as follows:

President, Corporate Payment Systems

This position will maintain a working relationship with the State of California providing customer-centric focus and direct the strategic initiatives of the entire organization relative to the CAL-Card program.

Senior Vice President, Relationship Management

This position is responsible for the customer relationship management of all of U.S. Bank's CPS clients providing high-level corporate liaison for the CAL-Card program, ensuring that headquarters-based staff coordinates their activities to support the overall CAL-Card goals.

Regional Vice President, Western Region

Serves as the overall manager for Relationship Management in U.S. Bank's Western Region.

2. Support Structure

U.S. Bank has a highly specialized and efficient account service structure for purchasing card programs. Each Agency is provided with three primary layers of support: National Account Manager, Account Coordinator, and U.S. Bank's Customer Service Center.

U.S. Bank consistently add quality support staff to meet the relationship management needs of the growing CAL-Card program.

National Account Manager

The U.S. Bank National Account Management Team works with each Agency from the outset, to help identify purchasing card needs, assist in creating Agency-specific policies and procedures, and coordinate Agency implementations. The National Account Management Team takes a consultative role with each Agency and works with each Agency to help improve programs and efficiencies through the sharing of best practices and implementation of new technologies. The National Account Managers are the primary U.S. Bank contacts for the CAL-Card Team and assist the CAL-Card Team in its efforts to promote and grow the program.

In order to provide National Account Managers with the necessary skills to fulfill their duties, U.S. Bank has developed a formal certification process that each National Account Manager must complete. This ensures that all National Account Managers have both the product/technical knowledge and consultative skills to provide our clients with "best in class" service. Many of U.S. Bank's National Account Managers have had previous job experience managing purchasing card programs from the client side.

U.S. Bank has four National Account Managers within the State of California. Three of these individuals have primary responsibilities of servicing the CAL-Card program. National Account Managers assigned to the CAL-Card program are located in both Northern and Southern California.

Bob Hebert

Regional Vice President
Located in Palo Alto, CA

This position acts as the primary U.S. Bank liaison with the State of California CAL-Card Team and the Statewide Program Manager working with the State to support overall State CAL-Card goals and marketing strategies. This position also acts as the primary interface between the State and many internal Bank organizations

Susan Kisse

National Account Manager
Located in Modesto, CA

This position is responsible for implementation and relationship management in the San Francisco Bay Area, Sacramento, and Northern California.

Sheri Kuhn

National Account Manager

Located in Manhattan Beach, CA

This position is focused on Southern California CAL-Card implementations and relationship management.

The National Account Management Team is directly supported by the following areas of Corporate Payment Systems and will work with the CAL-Card Team and participants to direct contacts to the appropriate departments when necessary and ensure a high level of customer satisfaction.

Account Coordination Unit, Steve Stang, Vice President

Account Coordinator

The Account Coordinator provide service on a day-to-day basis, supporting a variety of Agency needs. The CAL-Card program is currently serviced by a full time dedicated account coordinator. This individual is accessible via a toll free phone number, e-mail and fax. The current dedicated Account Coordinator is backed up by six other Account Coordinators in the Government AC Unit, who are equally qualified to assist any Agency.

Lisa Blalock

Account Coordinator

Located in Minneapolis, MN

Account Coordinator for the State of California with responsibilities that include day-to-day liaison interface with Agencies, exception reporting, and issue investigation and resolution.

Product and Marketing, Product/Marketing Manager

The National Account Management Team works with the product and marketing department to create and manage all product development, program marketing materials, promotional giveaways, and U.S. Bank representation at trade shows and conferences.

The Product Team assigned to the CAL-Card program will, as well, have the responsibility of supporting the National Account Management Team in the areas of system and product enhancements.

3. Customer Service Unit

U.S. Bank has a 24-hour, 365-days-a-year Customer Service unit fully dedicated to supporting our CPS relationships. Teams dedicated to servicing various aspects of the program such as Cardholder customer service, account initiation, and payment/invoice services are located at U.S. Bank's Fargo Customer Service Center.

Primary Responsibilities of the Customer Service Department include:

- New application processing
- Agency program and Cardholder maintenance
- Account closures/reinstatements
- Dispute processing and resolution
- Payment processing
- Invoice reconciliation and collection

4. Summary and Future Plans

U.S. Bank has displayed a strong commitment to providing the State of California with best-in-class service. Over the course of the relationship, U.S. Bank has increased staff as the CAL-Card program has grown. U.S. Bank has increased the number of National Account Managers assigned to the program from one to three and provided the State with a dedicated Account Coordinator. Supporting the efforts of these individuals is the Customer Service Staff. This staff has more than 35 individuals with the primary duties of supporting the CAL-Card program.

U.S. Bank has supported the CAL-Card program in many ways, including:

- Senior Management and/or National Account Manager representation at all CAL-Card Task Force meetings
- Participation in CAL-Card marketing events
- Providing on-site support staff for product demonstrations
- Accounting forums
- Participation in regularly scheduled conference calls to discuss program issues and enhancements

With more than 700 employees dedicated to the functions of Corporate Payment Systems, U.S. Bank is prepared to provide the State of California with increased staff and support as the CAL-Card program grows.

MARKETING AND TRAINING

1. Materials

U.S. Bank shall fund and provided the State or Participating Agencies of the CAL-Card program with the marketing and program materials listed below. Most noted materials have been developed exclusively for the CAL-Card program and contain unique logos and identifiers that provide the CAL-Card materials with a distinguished, branded look.

- Cal-Card Marketing slick – A four-color promotional piece intended as an informational giveaway to enhance awareness of the program
- Conference and Promotional giveaways – U.S. Bank or VISA branded items designed to promote program awareness and loyalty.
- Web site, calcard.com – U.S. Bank built and managed site designed and implemented exclusively for use by participants of the CAL-Card program. This site is further outlined in the Calcard.com Internet Site portion below. Access provided during implementation.
- CAL-Card Agency Program Coordinator Guide – Comprehensive guide for Agency Program Coordinators. This guidebook is distributed to each Agency as part of the implementation process and provides the Agency with a complete overview of the program, customer service and payment contact information and sample forms. Electronic access or a copy is provided during implementation.
- CAL-Card Designated Billing Office Guide – Developed for use by an Agency's key billing contact, this guide details each step of the billing and a payment process. Sample invoices, statements, billing related reports and forms are included. Electronic access or a copy is provided during implementation.
- CAL-Card Approving Official Guide – The Approving Official Guide clearly outlines the recommended basic duties of an Approving Official. The guide provides samples of reports and Cardholder statements and is an excellent supplement to an Agency's own internal policies and procedures. Electronic access or a copy is provided during implementation.
- CAL-Card Cardholder Guide – A general guide for Cardholders providing an overview of the CAL-Card experience from purchase to account reconciliation. The Cardholder Guide serves as a supplement to an Agency's own internally developed policies and procedures. Electronic access or a copy is provided during implementation.

- **CAL-Card Training Video** – A two-part video providing a basis for an Agency's training plan. The first section of the video focuses on Cardholder training, while the second part contains a general program overview targeted to Agency Program Coordinators and Billing contacts. A copy of the video is provided during implementation.
- **Supplier Brochure** – Collateral piece that may be given to suppliers who are not currently VISA capable. This piece details the benefits of purchasing card acceptance. The brochure contains a toll free number to contact U.S. Bank regarding all of their processing needs. Access to the brochure is made available during implementation.
- All listed guides, the training video, and access to the CAL-Card Web site are provided to an Agency at the time of implementation. U.S. Bank will provide additional copies of the guides and video if requested. All guides are available in both an online and hardcopy format. The guides and all promotional materials will be updated to reflect future changes and CAL-Card program enhancements.

2. www.calcard.com - Internet Site

U.S. Bank has developed a comprehensive Web site, www.calcard.com, for the CAL-Card program. This site is User ID and password protected, and is accessible to all Agencies that are participating in the CAL-Card program. The site is maintained and managed by U.S. Bank and updated with input from the State of California CAL-Card Team. The Web site allows the CAL-Card program participants anytime, anywhere access to the latest information on the CAL-Card program.

This site was implemented in the first quarter of 2000 and now has more than 225 registered users who have visited the site more than 775 times. The site has proven to be an effective and informative communications tool for participants and includes the following features:

Forms – All of the account setup and maintenance forms that an Agency may require are available in electronic format and may be downloaded from the site. Forms included: Approving Official Setup form, Cardholder Setup form, Agency Point of Contact form, Report Selection form and Approving Official and Cardholder Maintenance forms.

Reports – Samples of the basic CAL-Card reports are available for online viewing and download through the reports section of the site. Reports included are: R060 – Official Billing Invoice, R090 – Approving Official Report, Cardholder Statement, F107 – Disputed Transaction Report, F110 – Outstanding Invoice Report and the R900 – 1099 Merchant Activity Report.

Guidebooks – U.S. Bank currently provides the CAL-Card program participants with four (4) guidebooks – the Agency Program Coordinator Guide, the Approving Official Guide, The Designated Billing Officer Guide, and the Cardholder Guide. Each of these guides has been placed on the Web site and may be viewed online or downloaded to an individual's desktop for later review and distribution.

FAQs Section – A list of frequently used terms and answers to common program-related questions.

Updates – The site has areas dedicated to communications updates from U.S. Bank and the Department of General Services CAL-Card Team.

Implementation – A section of the site dedicated to providing Agencies an overview of the implementation process and key steps within that process.

Contacts – Lists key contacts at U.S. Bank and the Department of General Services CAL-Card Team. Information provided includes: Name, phone, fax, address and hotlinks to individual e-mail addresses.

Links – A page containing links to preferred vendors, industry information and other State of California sites.

Other areas and information – The site has been designed to be dynamic and is constantly updated by U.S. Bank. Recent updates include sections of the site dedicated to Merchant Activity Type codes as well as a section dedicated to C.A.R.E deployment.

3. Marketing and Promotion

While the State CAL-Card Team has typically taken the lead in the marketing of the CAL-Card program, U.S. Bank has historically and will continue to support the marketing and promotion of the CAL-Card program. The number and location of National Account Management staff servicing the CAL-Card program provides U.S. Bank with the unique opportunity to assist the State with on-sight local representation at promotional functions in all major metropolitan areas of the state.

U.S. Bank has historically supported the State's marketing efforts through both funding and participation at major trade shows or other conferences when requested by the State. U.S. Bank views these activities as vital to the success of the CAL-Card program and will continue to provide appropriate support staff and financial assistance.

4. Commencement Conferences

U.S. Bank will support three commencement events within the first six months of the awarding of the contract, if deemed necessary by the State. Two conferences will be held in Southern California, and one in Northern California. Conference format will be developed jointly by U.S. Bank and the State CAL-Card Team, including at minimum contractor and government speakers, and presentations outlining the U.S. Bank CAL-Card products and services. U.S. Bank will support the mailing of conference literature announcing the events.

5. Marketing Staff and Support

U.S. Bank's Corporate Payment Systems structure includes a full product and marketing group tasked with developing product enhancements, and all necessary marketing-related support for our product offerings.

The CAL-Card program has dedicated Product and Marketing managers. Primary responsibilities for these individuals include the development and creation of the CAL-Card marketing materials and the management of inventory.

6. Marketing

The CAL-Card program is actively marketed by U.S. Bank National Account Managers, U.S. Bank's Regional Sales Force, Local Branch management, and contacts in U.S. Bank's Government Banking organization who promote CAL-Card whenever they approach State and Local Agencies regarding cash management or other depository relationships.

This is part of the multi-tiered approach employed in the distribution of marketing materials. U.S. Bank provides the CAL-Card Team with a supply of all guides and marketing materials for the program for their use and distribution. In addition U.S. Bank supplies these same materials to each Agency at the time of implementation. Marketing materials and program guides are available for download on the calcard.com Web site.

U.S. Bank aggressively markets its brand name and services within the State of California. The existence of 125 branches and 202 State or Local government cash management relationships gives U.S. Bank the unique opportunity to generate leads for the CAL-Card program.

Current Local Agency Participants' positive experiences with CAL-Card produces a significant referral network in promoting CAL-Card both to their neighboring localities and to like Agencies within their Agency type. As well, measurable program growth can be attributed to program coordinator movement from one locality to another where CAL-Card is then introduced and implemented at the new locality.

U.S. Bank is the world's largest issuer of purchasing cards in the corporate sector, and has maintained a strong and long-term relationship with the Federal government. This name recognition and leadership position in the marketplace translates into high-level exposure for U.S. Bank to state and local governments.

All of these market channels result in a high awareness and constant growth of Agencies participating in the program.

The U.S. Bank retention strategy centers upon providing each and every Agency with quality products, services and support resulting in a high retention rate. In fact, retention rates for the current CAL-Card program provided by U.S. Bank are greater than 99 percent. U.S. Bank is unaware of any participant who has exited the program based on dissatisfaction with U.S. Bank or the CAL-Card program. This retention rate is a direct result of the innovation, flexibility and consultative support afforded to both Agency level contacts and Cardholders.

7. Future Strategies

National Association of Purchasing Card Professionals (N.A.P.C.P.)

The N.A.P.C.P., napcp.org, is a fledgling organization founded in late 1999 whose charter is to support the purchasing card industry through education, standard setting and networking within this particular niche of procurement.

Both the State and U.S. Bank were early adopters of this association. U.S. Bank believes that the standard setting, educational and networking opportunities inherent in the N.A.P.C.P., will benefit CAL-Card expansion as both current CAL-Card Agencies and possible target Agencies involve themselves with this organization. U.S. Bank will, in concert with the State, promote awareness of and involvement in this unique association.

E-commerce

Both the commercial and government sectors are looking to the Internet as a means of streamlining their procurement and payment processes. There are a host of companies offering varying types of E-commerce solutions including proprietary merchant Web sites to facilitate online ordering of goods, intranet requisition routing and purchase order systems (enterprise-based), and E-commerce portals to industry specific merchant catalogs (network-based).

Purchasing cards lend themselves well as payment solutions for these emerging E-commerce procurement technologies. Indeed, U.S. Bank has strategic partnering relationships with many E-commerce facilitators, including Ariba, the leading provider of enterprise based and network based E-commerce solutions. The State of California recently selected Ariba as a contractor to provide E-procurement technology to the State.

E-procurement provides an enormous opportunity to expand the reach of the CAL-Card program beyond typical low dollar purchasing. U.S. Bank currently has corporate clients who utilize purchasing cards, individual or 'ghost' accounts as the payment mechanism for Ariba originated orders. The transactional data on these accounts provides data elements that are matched with the Ariba direct order number, facilitating automatic reconciliation, payment and posting to the general ledger. This same model will work for the State.

U.S. Bank will work with the CAL-Card Team and those in the Department of General Services tasked with Ariba or other E-commerce initiatives to ensure that all synergies between the two endeavors are identified and the potential of each is realized.

PURCHASING CARD/SUPPLIER ACCEPTANCE

U.S. Bank's purchasing card platform utilizes the VISA brand, the most highly accepted credit card in the world. As the world's largest issuer of VISA Corporate and Purchasing Cards, U.S. Bank enjoys a unique relationship within the VISA association. U.S. Bank President and Chief Operating Officer, is Chairman of the Board for VISA USA. These ties ensure that U.S. Bank has a strong voice of influence in the development and direction of the VISA brand. Both VISA and U.S. Bank aggressively market their processing functionality to merchants. Indeed, in the years of the current CAL-Card contract, acceptability has never been an issue of significance.

1999 total number of each individual actual location of suppliers are as follows:

- State of California 421,595
- Nationally 4,041,831
- Internationally 14,415,108

It is mutually beneficial to both the State of California and U.S. Bank to have wide supplier acceptance of the CAL-Card purchasing card. As VISA is the most widely accepted credit card in the world, U.S. Bank issues exclusively VISA branded commercial and government card products.

U.S. Bank is both an issuing and acquiring bank. This dual functionality provides U.S. Bank the unique opportunity to issue purchasing cards for charging of goods and services and also offer VISA processing equipment for merchant businesses to process these transactions.

U.S. Bank retains a large Merchant Payment Services staff, dedicated exclusively to assisting businesses in becoming VISA capable processors and to enhance a merchant's data delivery capabilities. Merchant referrals to this group are afforded competitive pricing, and a wide range of processing equipment to suit the needs of both large and small businesses.

U.S. Bank provides the State and CAL-Card Participating Agencies referral assistance to our Merchant Payment Services by:

- Distributing a "Support Staff" sheet to all new implementations listing a toll free number for merchant referrals as well as a Web address to get U.S. Bank Merchant information. (See Exhibit F, Page 1.)

- Including a Supplier Acceptance Section in the Agency Program Coordinator Guide, noting Supplier benefits, setup information, and a Supplier Questionnaire. (See Exhibit F, Page 2, for information on access to Agency Program Coordinator Guide.)
- Listing a toll free number on the calcard.com Web site as well as two hyperlinks directly to U.S. Bank's Merchant Payment Systems' Web page.
- Making available to the State a Merchant Payment Systems brochure that may be used for collateral, lead referral, and general information. (See Exhibit F, Page 2, for information on accessing a Accepting Purchasing Cards brochure.)

For those Agencies wanting to do in-depth analyses of VISA acceptance against their current supplier database, U.S. Bank offers the following Merchant Services:

1. Merchant Outreach Mailing

U.S. Bank's Merchant Payment Services offers a comprehensive service to validate an Agency's supplier database to see which of their key suppliers accept VISA, and which may need to be approached for enrollment.

The Agency filters their supplier database to pull a target list of suppliers. A name and address data file is provided to U.S. Bank. U.S. Bank will mail on behalf of the Agency a template letter to the merchant to find out if the merchant is VISA capable. Responses from the mailing are tabulated sorting VISA capable merchants from those that are not currently accepting VISA. The Agency can then review the results and request U.S. Bank to contact all the merchants on the list or request that U.S. Bank only contact a select list of Agency-specified merchants. The U.S. Bank Merchant Payment staff will then contact the merchant providing information and pricing in the attempt to enroll the merchant as a VISA processor.

2. VISA Matching Service

The Visa Matching Service is offered to all Participants and will assist in expanding the CAL-Card program. With the VISA Matching Service, a Participating Agency's vendor data file will be matched to the VISA Merchant Profile database to identify vendors that have accepted a Purchasing Card. The Agency will be able to determine which suppliers have accepted a VISA Purchasing Card which suppliers need to be qualified to approach for enrollment.

CUSTOMER SERVICE/SUPPORT SYSTEM

U.S. Bank is committed to providing the State of California CAL-Card program participants with a high-quality, dependable, and flexible service system. With more than 700 employees dedicated to the functions of Corporate Payment Systems the infrastructure provided in support of the CAL-Card program is unsurpassed.

1. U.S. Bank Customer Service Center – Fargo, N.D.

U.S. Bank has built a state of the art Customer Service Center in Fargo, North Dakota. This center houses most Payment Systems Services staff including, the Customer Call Center. The Customer Service phones are staffed 24 hours a day, seven days a week, 365 days a year.

The Call Center has both a dedicated toll free 800 number and a number that will accept collect calls. These numbers provide Cardholders or Program Managers with the ability to easily access account information.

Calls to the Center are routed to an Interactive Voice Response unit (IVR) which can provide Cardholders with basic services such as card activation, balance and statement requests, and reporting lost stolen cards. A caller may choose to bypass the IVR unit and be routed directly to a live Customer Service Representative (CSR).

U.S. Bank currently employs 57 phone Customer Service Representatives, 29 of whom have the primary responsibility of working with our government customers and receive CAL-Card specific training.

Before ever taking a call from a Cardholder or Agency level contact, each CSR undergoes an intensive two-week training course, which includes an in-depth review of CAL-Card operation manuals and role-playing situations. Each representative participates in live training through the process of listening to existing representatives taking actual Cardholder phone calls.

Customer Service Representatives spend their first weeks on the job in a controlled environment on very small teams that are closely monitored by phone supervisors who listen in on the calls and assist them with customer contacts. These teams typically have a ratio of one supervisor/trainer for every five representatives.

The Customer Service Center phone staff handles the following common types of requests:

- Agency Level contact information
- Account activation
- Reporting of lost or stolen cards
- Transactional posting information
- Balance, limit, and merchant control information
- Decline reason capture
- Billing cycle information
- Approving Official account information
- Duplicate statement and/or report request

The Customer Service Center is equipped with state of the art technology designed to track the performance metrics of the Customer Service Representatives. This provides U.S. Bank with the ability to track both time and number of customer contacts, and other call volume related activity.

In 1999, the Call Center received on average, 34,506 calls per month where a caller bypassed the IVR to talk directly with a Customer Service Representative (CSR). Of calls requiring CSR intervention, the average call pick up time was within 10.32 seconds. The abandon rate for calls averaged 1.76 percent.

Monthly cardholder surveys are used to monitor and track performance of the Customer Service Center. The surveys are distributed to Cardholders who have contacted the Customer Service Center in the previous month and provide the opportunity for Cardholders to rate their experience in several different categories. U.S. Bank consistently ranks in the satisfied to highly satisfied range in more than 85 percent of all contacts. Feedback and comments from these surveys are used to improve process and procedures for the Customer Service Center.

2. Other Service Center Functions

In addition to the 29 CAL-Card trained Customer Service Representatives, U.S. Bank supports the program with staff dedicated to servicing government clients in the following departments:

Control Room

U.S. Bank provides the State of California with a dedicated fax line that is used to submit account maintenance, setup and information requests. Faxes to this line are recognized to be exclusive to the CAL-Card program, and are routed to the appropriate departments for processing.

Account Initiation

Three full-time employees are dedicated to CAL-Card hierarchy and account setup. These individuals have primary duties in the areas of Agency level, Approving Official, and Cardholder account setup. The Account Initiation staff is trained in the particulars of the CAL-Card program, and regularly contacts the National Account Management Team should a particular account setup deviate from the contract parameters. There are two additional employees who are trained in the setup procedures for the State of California and provide additional support for the CAL-Card program. All applications are processed within 48 hours of receipt and new cards are produced and shipped within 5 days of the application receipt. All applications are cross-checked for accuracy by a second individual as a quality control check.

Note that both C.A.R.E. and Remote Access enable an Agency to perform their own account setup processing. The Account Initiation unit provides another avenue for completing this task.

Card Production

U.S. Bank maintains control of the entire card production process. By not subcontracting this functionality to a third party, U.S. Bank can ensure the highest levels of service standards and security. The card production area is located in a secure area utilizing surveillance cameras to monitor the production process. CAL-Card plastic inventory is held in a secure vault.

Account Maintenance Staff

Four full time employees have the primary responsibilities of completing maintenance requests submitted by CAL-Card Participants. Maintenance requests are processed within a 48-hour time frame and go through a 100 percent quality check.

U.S. Bank monitors quality and timeliness through a system of daily MIS reporting on activity. Currently U.S. Bank is meeting our 48-hour service standard with a greater than 99 percent compliance rate.

Note that both C.A.R.E. and Remote Access enable an Agency to perform their own account maintenance processing. The Account Maintenance unit provides another avenue for completing this task.

Payment and Invoice Services

This unit employs 12 people whose job functions include processing payments received from CAL-Card Participants, and reconciling and collecting on open CAL-Card invoices. One third of this staff is dedicated to the servicing of the State of California relationship.

Recognizing the importance of accurate and timely posting of payments this department has the strictest service standards. This department is required to post all payments on the same day that they are received, and payments for the CAL-Card are posted with an effective date of the date shown on the check. Greater than 99 percent of the 37,000 payments received in 1999 were posted to the correct Agency level within one day. Staff duties also included researching payments submitted without proper posting information. This research results in 99 percent of payments being applied to the correct invoice within one week of receipt.

The Invoice Services Reconciliation unit is also tasked to work with Agencies to clear up open and past due invoices. The Reconciliation staff provides documentation inclusive of invoice delinquency reports, and copies of statements and invoices to Agencies in order to facilitate the collection process. CAL-Card program related past due reports are provided to the Statewide CAL-Card Program Manager and any requesting state audit control agency.

The Payment and Invoice Services staff is available during the hours of 6 a.m. to 4 p.m. Pacific Standard Time Monday through Friday.

Dispute Processing

This department has a four-member staff whose job responsibilities exclusively involve the processing of CAL-Card and government Cardholder disputes. The Dispute unit has a fax number dedicated solely to the receipt of government related disputes forms. C.A.R.E. initiated disputes are automatically routed to the Dispute unit for processing.

In 1999 the Dispute unit received more than 13,000 CAL-Card related disputes of which 98.8 percent were submitted for initial processing with one business day.

3. Technical Support

U.S. Bank's technology offerings, C.A.R.E. and Remote Access, are supported by a full-service help desk and systems administration team that consist of 20 full-time employees. The help desk is staffed from 6 a.m. to 5 p.m. Pacific Standard Time on Monday through Friday and may be contacted through a toll-free phone number. Within the next few months the technology support desk will be available 24 hours, seven days a week, 365 days a year. The help desk assists CAL-Card C.A.R.E. or Remote Access users with system functionality and access questions.

4. Security

In order to ensure the security and privacy of our clients U.S. Bank has put in place a comprehensive system of checks and balances to verify Cardholder or Agency identity when contacts are made with the Customer Service Center. All phone contacts are verified through a series of prompts for account specific information that only an Agency level contact or Cardholder would know. Information used to verify identity includes:

- Cardholder Single Purchase Limit
- Approving Official Name
- Cardholder Office Phone
- Level 4 reporting number
- Agency Program Coordinator Name

Signatures of the listed Agency level contacts are required on all account setup and maintenance forms. These forms also require contact information for the Agency level contacts and account numbers or designated reporting levels. Obtaining this information up front ensures that all account setups and maintenance have passed the Agency level security procedures prior to ever making it to U.S. Bank for verification and processing.

REBATE PROGRAMS

Payment Performance Rebate

The Payment Performance Rebate will be calculated on a monthly basis and refunded to each agency that has met the full invoice payment requirement. Full invoice payment is defined as total invoice payment received by U.S. Bank, minus any disputed transactional dollars, fraudulent charges, chargebacks, and amounts charged-off by U.S. Bank. (For a full explanation of the disputed transaction process, see pages 39 – 43, of the Scope of Service, Exhibit A.)

U.S. Bank will pay a Payment Performance Rebate to qualifying Participating Agencies, within 61 days of the calendar end of each quarter. Payment will be made to the qualifying Agencies by either check or electronic means.

To calculate the Payment Performance Rebate, count the number of days from cycle date to the date the payment is issued. For example, an invoice for \$10,000 is received with a cycle date December 22nd and the payment is issued on January 10th. Payment was issued by the 18th day. Looking at the chart below, 18 days would qualify for 35 (0.35%) Basis Points. The amount of the Payment Performance Rebate would be calculated at follows:

$$0.35\% \times \$10,000 = \$35.00$$

Payment Performance Rebate Schedule

Receipt of Payment from Invoice Date	Basis Points
1 to 3 days	62 (0.62%)
4 to 7 days	56 (0.56%)
8 to 12 days	48 (0.48%)
13 to 16 days	41 (0.41%)
17 to 20 days	35 (0.35%)
21 to 24 days	28 (0.28%)
25 to 28 days	22 (0.22%)
29 to 32 days	15 (0.15%)
33 to 36 days	9 (.09%)
37 to 40 days	2 (.02%)

Sales Volume Rebate

The Sales Volume Rebate will be paid to the Department of General Services, Procurement Division (in lieu of a previously collected administrative fee) quarterly, within forty (40) calendar days of the end of each quarter. U.S. Bank will base this rebate on the Net Sales Volumes for the CAL-Card program. Net Sales are defined as: all charges (debits and credits) set forth on the monthly billing statements furnished for all Accounts, less fraudulent charges, chargebacks, charges qualifying for large transaction interchange rates and amounts charged-off by U.S. Bank.

Sales Volume Rebate Schedule

Quarterly Net Purchases	Basis Point
-0- to \$75,000,000.00	42 (0.42%)
\$75,000,000.01 to \$125,000,000.00	57 (0.57%)
\$125,000,000.01 to \$175,000,000.00	69 (0.69%)
\$175,000,000.01 to or more	76 (0.75%)

TRANSITION PLAN (IMPLEMENTATION/TERMINATION)

1. Contract Award Implementation

Upon award of the contract to U.S. Bank, U.S. Bank will immediately identify a eight-person transition team consisting of:

- Three National Account Managers
- One Account Coordinators
- Two Technical Support staff
- Two U.S. Bank Product and Marketing staff

This Team will:

- Immediately meet with the CAL-Card Team to discuss the timeline for and priority list for the transition. Week one after contract is signed.
- Create, manage and update a transition spreadsheet tracking key transition parameters for regular reporting to the State CAL-Card Team. Week One.
- Design and publish all program-related guides. Create program video. Month One after contract is signed.
- Assemble and mail a transition kit to each existing participating or pending Agency inclusive of guides and video. Month Two.
- Create and post a CAL-Card Transition Web site for Agency Program Coordinators and other high-level program staff. Month One.
- Create an 800 number hotline for transition related questions. Week One.
- Work with the CAL-Card Team to schedule transition forum meetings throughout the State including Sacramento, Bay Area, Southern California, and San Diego areas. Months Two and Three.
- Meet face to face with Agencies identified on the priority list to educate them on the new platform, and thoroughly discuss the new implementation process. All Months.
- Request that the incumbent provider supply either the CAL-Card Team or each participating Agency with an Excel spreadsheet or other data files of current Approving Officials and Cardholder record data elements (exclusive of proprietary account numbers). These electronic files will be reformatted to U.S. Bank specifications to assist in the bulk reissue of cards for an Agency. Request Week One. Begin to process based on priority schedule established.
- Coordinate account setups with U.S. Bank's six-person Quality Assurance Department to ensure error free Agency transition. All Months.
- Ensure that all issued cards are delivered by bulk overnight shipment to the designated Agency Program Coordinator for distribution. All Months according to transition schedule.

- Load Program Hierarchy into C.A.R.E. system. Inform participants of C.A.R.E. Web-Based Training site. Months Three through Six, and ongoing.
- Conduct C.A.R.E. Training Forums throughout the State including major metropolitan areas mentioned above.

2. CAL-Card Termination Plan

Should U.S. Bank be terminated from the ongoing CAL-Card contract, U.S. Bank will continue to work as a partner with the State to ensure a smooth transition to the new Contractor. Of essence is the need to make the transition minimally disruptive and seamless to the current Participating Agencies. U.S. Bank will make every effort to facilitate the transition within the stated six-month timeframe.

During this transition, U.S. Bank will name a transition team consisting of staff from the following U.S. Bank Departments:

- National Account Management
- Account Coordination
- MIS support
- Invoice Payment Services

Your lead National Account Manager will be the primary transition contact with the State, and members of this transition team will work with designated State Transition Staff and/or a Participating Agency to coordinate the priority for transitioning of Participating Agencies.

All pending implementation files will be returned to the CAL-Card Team exclusive of U.S. Bank proprietary information.

U.S. Bank will create, manage and update a transition spreadsheet that tracks key transition parameters, ensuring an orderly and accountable transition.

Transition information will be posted on the calcard.com Web site.

Electronic data files, exclusive of account number and expiration date, for a Participating Agency will be provided to either the Participating Agency or the CAL-Card Team.

As long as a valid contract is in force, U.S. Bank will not close any U.S. Bank issued CAL-Card accounts, except those processed in the course of normal maintenance, until such time as directed by either the Participating Agency or the State CAL-Card Team. Once a request for account(s) closure is received by U.S. Bank, the card(s) will be terminated within 24 hours of notification to U.S. Bank.

Detailed reporting on outstanding invoices will be provided to the Department of General Services and the respective Agencies. U.S. Bank will, utilizing its current collection unit, work with each Agency to close out all outstanding invoices in the most timely fashion.

Fraud monitoring parameters shall be more closely monitored to prevent Cardholder misuse of the CAL-Card during this time.

U.S. Bank realizes that the time commitment and cost of transition can be very high and will work with the State to minimize the effects of this on the Participants.

BUDGET DETAIL AND PAYMENT PROVISION

1. BUDGET CONTINGENCY CLAUSE: It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement.
2. FISCAL LANGUAGE: It is mutually understood between the parties that this is a multi-year contract which may have been written before ascertaining the availability of the legislative appropriation of funds for the period covered. It was written for the mutual benefit of both parties to avoid program and fiscal delays.

This contract, so far as it relates to the State and Participating Agencies, is valid and enforceable only if sufficient funds are made available to the Participating Agencies by the California State Legislature for the purpose of this program. In addition, this contract is subject to any special restrictions, limitations, conditions, or any statute enacted by the State Legislature that may affect the provisions, terms or funding of this contract in any manner. Each Participating Agency has a financial obligation under this Agreement or the related Addendum to determine that existing appropriations are available sufficient in amount to pay for such purchases or such other financial obligations.

The parties mutually agree that if the State legislature does not appropriate sufficient funds for the program, this contract shall be amended to reflect any reduction in funds.

Each Participant has the option to terminate its participation, or to amend its contract, to reflect any reduction in funds.

GENERAL TERMS AND CONDITIONS

1. APPROVAL: This Agreement is of no force or effect until signed by both parties and approved by the Department of General Services, if required. Contractor may not commence performance until such approval has been obtained.
2. AMENDMENT: No amendment or variation of the terms of this Agreement shall be valid unless made in writing, signed by the parties and approved as required. No oral understanding or Agreement not incorporated in the Agreement is binding on any of the parties.
3. ASSIGNMENT: This Agreement is not assignable by the Contractor, either in whole or in part, without the consent of the State in the form of a formal written amendment.
4. AUDIT: Contractor agrees that the awarding department; the Department of General Services, the Bureau of State Audits, or their designated representative shall have the right to review and to copy any records and supporting documentation pertaining to the performance of this Agreement. Contractor agrees to maintain such records for possible audit for a minimum of three (3) years after final payment, unless a longer period of records retention is stipulated. Contractor agrees to allow the auditor(s) access to such records during normal business hours and to allow interviews of any employees who might reasonably have information related to such records. Further, Contractor agrees to include a similar right of the State to audit records and interview staff in any subcontract related to performance of this Agreement. (GC 8546.7, PCC 10115 et seq., CCR Title 2, Section 1896).
5. INDEMNIFICATION: Contractor agrees to indemnify, defend and save harmless the State, its officers, agents and employees from any and all claims and losses accruing or resulting to any and all contractors, subcontractors, suppliers, laborers, and any other person, firm or corporation furnishing or supplying work services, materials, or supplies in connection with the performance of this Agreement, and from any and all claims and losses accruing or resulting to any person, firm or corporation who may be injured or damaged by Contractor in the performance of this Agreement.
6. TERMINATION FOR CAUSE: Not applicable.
7. INDEPENDENT CONTRACTOR: Contractor, and the agents and employees of Contractor, in the performance of this Agreement, shall act in an independent capacity and not as officers or employees or agents of the State.

8. RECYCLING: Contractor hereby certifies under penalty of perjury that a percentage (0% to 100%) of the materials, goods, supplies offered, or products used in the

performance of this contract meet or exceed the minimum percentage of recycled material as defined in Section 12161 and 12220 of the PCC.

9. NON-DISCRIMINATION CLAUSE: During the performance of this Agreement, Contractor and its subcontractors shall not unlawfully discriminate, harass, or allow harassment against any employee or applicant for employment because of sex, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), marital status, and denial of family care leave. Contractor and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment. Contractor and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990 (a-f) et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Section 7285 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code Section 12990 (a-f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations, are incorporated into this Agreement by reference and made a part hereof as if set forth in full. Contractor and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other Agreement.

Contractor shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the Agreement.

10. TIMELINESS: Time is of the essence in this Agreement.

11. GOVERNING LAW: This contract is governed by and shall be interpreted in accordance with the laws of the State of California.

12. ANTITRUST CLAIMS:

a. The Government Code Chapter on Antitrust claims contains the following definitions:

- 1) "Public purchase" means a purchase by means of competitive bids of goods, services, or materials by the State or any of its political subdivisions or public agencies on whose behalf the Attorney General may bring an action pursuant to subdivision (c) of Section 16750 of the Business and Professions Code.
- 2) "Public purchasing body" means the State or the subdivision or agency making a public purchase. Government Code Section 4550.

- b. In submitting a bid to a public purchasing body, the bidder offers and agrees that if the bid is accepted, it will assign to the purchasing body all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. Sec. 15) or under the Cartwright Act (Chapter 2 (commencing with Section 16700) of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of goods, materials, or services by the bidder for sale to the purchasing body pursuant to the bid. Such assignment shall be made and become effective at the time the purchasing body tenders final payment to the bidder. Government Code Section 4552.
- c. If an awarding body or public purchasing body receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the public body any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the public body as part of the bid price, less the expenses incurred in obtaining that portion of the recovery. Government Code Section 4553.
- d. Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and (a) the assignee has not been injured thereby, or (b) the assignee declines to file a court action for the cause of action. See Government Code Section 4554.
12. YEAR 2000 LANGUAGE: "The Contractor warrants and represents that the goods or services sold, leased, or licensed to the State of California, its agencies, or its political subdivisions, pursuant to this contract are "Year 2000 compliant." For purposes of this contract, a good or services is Year 2000 compliant if it will continue to fully function before, at, and after the Year 2000 without interruption and, if applicable, with full ability to accurately and unambiguously process, display, compare, calculate, manipulate, and otherwise utilize date information. This warranty and representation supersedes all warranty disclaimers and limitations and all limitations on liability provided by or through the Contractor."
14. CHILD SUPPORT COMPLIANCE ACT: "For any contract in excess of \$100,000, the contractor acknowledges in accordance with, that:
- a. the contractor recognizes the importance of child and family support obligations and shall fully comply with all applicable state and federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders, as provided in

Contract Number: 5-00-CC-02

Contractor Name: U.S. Bank

Exhibit C

Chapter 8 (commencing with section 5200) of Part 5 of Division 9 of the Family Code; and

b. the contractor, to the best of its knowledge is fully complying with the earnings assignment orders of all employees and is providing the names of all new

employees to the New Hire Registry maintained by the California Employment Development Department."

15. UNENFORCEABLE PROVISION: In the event that any provision of this Agreement is unenforceable or held to be unenforceable, then the parties agree that all other provisions of this Agreement have force and effect and shall not be effected thereby.

made false certification, or (2) violates the certification by failing to carry out the requirements as noted above.

3. NATIONAL LABOR RELATIONS BOARD CERTIFICATION: By signing hereon the Contractor swears under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two-year period because of the Contractor's failure to comply with an order of a federal court which orders the Contractor to comply with an order of a federal court which orders the Contractor to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with Public Contract Code Section 10296.

DOING BUSINESS WITH THE STATE OF CALIFORNIA

1. LABOR CODE/WORKERS' COMPENSATION: Contractor needs to be award of the provisions which require every employer to be insured against liability for Worker's Compensation or to undertake self-insurance in accordance with the provisions, and Contractor affirms to comply with such provisions before commencing the performance of the work of this Agreement (Labor Code Section 3700)
2. AMERICANS WITH DISABILITIES ACT: Contractor assures the State that it complies with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination on the basis of disability, as well as all applicable regulations and guidelines issued pursuant to the ADA. (42 U.S.C. 12101 et seq.)
3. CONTRACTOR NAME CHANGE: An Amendment is required to change the Contractor's name as listed on this Agreement. Upon receipt of legal documentation of the name change, the State will process the amendment. Payment of invoices presented with a new name cannot be paid prior to approval of said amendment.
4. CORPORATE QUALIFICATION TO DO BUSINESS IN CALIFORNIA:

When agreements are to be performed in the state by corporations, the contracting agencies will be verifying that the contractor is currently qualified to do business in California in order to ensure that all obligations due to the state are fulfilled.

"Doing business" is defined in R&TC Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporated contractor performing within the state not be subject to the franchise tax.

Both domestic and foreign corporations (those incorporated outside of California) must be in good standing in order to be qualified to do business in California.

Agencies will determine whether a corporation is in good standing by calling the Office of the Secretary of State.

5. AIR OR WATER POLLUTION VIOLATION: Under the State laws, the Contractor shall not be: (1) in violation of any order or resolution not subject to review promulgated by the State Air Resources Board of an air pollution control district; (2) subject to cease and desist order not subject to review issued pursuant to Section 13301 of the Water Code for violation of waste discharge requirements or discharge prohibitions; or (3) finally determined to be in violation of provisions of federal law relating to air or water pollution.

ADDITIONAL PROVISIONS

1. OWNERSHIP OF DATA: The State owns any data filed with or collected by Contractor referred to as CAL-Card Data in both hardcopy, electronic and Internet formats. CAL-Card Data, in all forms is the property of the State of California and copyrights, trademarks, servicemarks, or patents will not be filed that infringe on the exclusive ownership by the State. The Contractor will provide to the State, upon contract termination at no additional cost, all CAL-Card Data in a mutually agreed upon electronic format that preserves the content and format.
2. SETTLEMENT OF DISPUTES: In the event of a dispute, Contractor shall file a "Notice of Dispute" with the Deputy Director, Procurement Division of Dept. of General Services, within ten (10) days of discovery of the problem. Within ten (10) days, the Deputy Director shall meet with the Contractor and CAL-Card Unit Manager for purposes of resolving the dispute. The decision of the Deputy Director shall be final.
3. EVALUATION OF CONTRACTOR: Performance of the Contractor under this agreement will be evaluated. The evaluation shall be prepared on Contract/Contractor Evaluation Sheet, Std. 4 and maintained in the agreement file. For consultant agreements, a copy of the evaluation will be sent to the Department of General Services, Office of Legal Services, if it is a negative and over \$5,000.00.
4. AGENCY LIABILITY: The Contractor warrants by execution of this Agreement, that no person or selling agency has been employed or retained to solicit or secure this Agreement upon agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the State shall, in addition to other remedies provided by law, have the right to annul this Agreement without liability, paying only for the value of the work actually performed, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.
5. POTENTIAL SUBCONTRACTORS: Nothing contained in this Agreement or otherwise shall create any contractual relation between the State and any subcontractors, and no subcontractor shall relieve the Contractor of its responsibilities and obligations hereunder. The Contractor agrees to be as fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the Contractor. The Contractor's

obligation to pay its sub contractors is an independent obligation from the State's obligation

to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

6. FORCED, CONVICT AND INDENTURED LABOR: In accordance with PCC Section 6108, contractor warrants that no foreign-made equipment, materials, or supplies furnished to the State pursuant to this contract are produced in whole or in part by forced labor, convict labor, or indentured labor.
7. CONFIDENTIALITY OF DATA: All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Contractor in order to carry out this Agreement, or which become available to the Contractor in carrying out this Agreement, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Agreement, or is rightfully obtained from third parties.
8. RIGHTS IN DATA: All technical communications and records originated or prepared by the Contractor pursuant to this Agreement including papers, reports, charts, computer programs, and other documentation, but not including Contractor's administrative communications and records relating to this Agreement shall be delivered to and shall become the exclusive property of the State and may be copyrighted by the State.

The ideas, concepts, know-how, or techniques relating to data processing, developed during the course of this Agreement by the Contractor or jointly by the Contractor and the State can be used by either party in any way it may deem appropriate.

All inventions, discoveries or improvements of the computer programs developed pursuant to this Agreement shall be the property of the State. The State agrees to grant a nonexclusive royalty-free license for any such invention, discovery, or improvement to the Contractor or any other such person and further agrees that the Contractor or any other such person may sublicense additional persons on the same royalty-free basis.

This Agreement shall not preclude the Contractor from developing materials outside this Agreement, which are competitive, irrespective of their similarity to materials which might be delivered to the State pursuant to this Agreement.

9. CONTRACTS FUNDED BY THE FEDERAL GOVERNMENT: It is mutually understood between the parties that this contract may have been written before ascertaining the availability of congressional appropriation of funds, for the mutual benefit of both parties, in order to avoid program and fiscal delays which would occur if the contract were executed after that determination was made.

This contract is valid and enforceable only if sufficient funds are made available to the State by the United States Government for the current and/or subsequent years covered by this agreement for the purposes of this program. In addition, this contract is subject to any additional restrictions, limitations, or conditions enacted by the Congress or any statute enacted by the Congress, which may affect the provisions, terms, or funding of this contract in any manner.

It is mutually agreed that if the Congress does not appropriate sufficient funds for the program, this contract shall be amended to reflect any reduction in funds.

The department has the option to void the contract under the 30-day cancellation clause or to amend the contract to reflect any reduction of funds.

The recipient shall comply with the Single Audit Act and the reporting requirements set forth in OMB Circular A-133.

10. DISPUTES: Any dispute concerning a question of fact arising under the terms of this agreement which is not disposed of within a reasonable period of time (ten days) by the Contractor and State employees normally responsible for the administration of this contract shall be brought to the attention of the Chief Executive Officer (or designated representative) of each organization for joint resolution (Public Contract Code Section 22200 and California Code of Regulations, Title 1, Section 300 et seq.).

11. RIGHT TO TERMINATE: The State reserves the right to terminate this agreement subject to 30 days written notice to the Contractor. Contractor may submit a written

request to terminate this agreement only if the State should substantially fail to perform its responsibilities as provided herein.

However, the agreement can be immediately terminated for cause. The term "for cause" shall mean that the Contractor fails to meet the terms, conditions, and/or responsibilities of the contract. In this instance, the contract termination shall be effective as of the date indicated on the State's notification to the Contractor.

This agreement may be suspended or cancelled without notice, at the option of the Contractor, if the Contractor or State's premises or equipment are destroyed by fire

or other catastrophe, or so substantially damaged that it is impractical to continue service, or in the event the Contractor is unable to render service as a result of any action by any governmental authority.

12. FORCE MAJEURE: Except for defaults of subcontractors, neither party shall be responsible for delays or failures in performance resulting from acts beyond the control of the offending party. Such acts shall include but shall not be limited to acts of God, fire, flood, earthquake, other natural disaster, nuclear accident, strike, lockout, riot, freight embargo, public regulated utility, or governmental statutes or regulations superimposed after the fact. If a delay or failure in performance by the Contractor arises out of a default of its subcontractor, and if such default of its subcontractor, arises out of causes beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either of them, the Contractor shall not be liable for damages of such delay or failure, unless the supplies or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule.

13. INSURANCE REQUIREMENTS: Not applicable.

Page Number	EXHIBIT F TABLE OF CONTENTS (Exhibit F Total pages: 81)
1	U.S. Bank Support/Contact Information
2	Access Information: Guides, Video, Merchant Acceptance Brochure
3	Statement of Account (SOA)
4 - 6	R090 I.M.P.A.C. Detail Invoice and Approving Official Summary Report
7 - 8	R060 I.M.P.A.C. Financial Summary
9 - 14	997/998 File Transaction Detail Record Layout
15 - 20	Electronic Access
21	Notice of Invoice Adjustment (NIA)
22	F110 - I.M.P.A.C. Invoice Status Report
23	F111 - I.M.P.A.C. Outstandings Report by Agency
24 - 25	I.M.P.A.C. Delinquency Level 3 By Bucket
26 - 27	I.M.P.A.C. Delinquency Position
28	Notice of Delinquency Letter
29	G022 New Account Report
30	G032 Report of Lost/Stolen Transactions
31	G066 I.M.P.A.C. Cardholder Activity Report
32	G067 I.M.P.A.C. Daily Transaction List
33	G077 I.M.P.A.C. Account Information
34	G088 I.M.P.A.C. Quarterly Declined/Referred Transaction Report
35	G089 I.M.P.A.C. Summary Statistical Report
36	R095 Approving Official Account Summary
37	R342 Card Activation Acknowledgements Outstanding
38	G516 Cardholder Alter List
39	R803 I.M.P.A.C. Pre-notification for Reissue of Bankcard
40 - 41	R900 I.M.P.A.C. Quarterly Merchant Activity Report
42 - 47	Quarterly Merchant Activity Data: 995 Record Layout
48 - 49	G083 I.M.P.A.C. 1099 Report Level 3
50 - 52	Merchant Category Code Table and Grouping
53 - 58	MAT Code Alpha Listing
59 - 64	MAT Code Numeric Listing
65	Cardholder Statement of Questioned Item (CSQI)
66	Request to Participate (RTP)

Page Number	EXHIBIT F TABLE OF CONTENTS (Exhibit F Total pages: 81)
67	I.M.P.A.C. California Primary Contact Set-up Form
68	I.M.P.A.C. CAL-Card Program Report Selection Form
69	I.M.P.A.C. California Approving Official Account Set-up
70	I.M.P.A.C. California Cardholder Account Set-up
71	I.M.P.A.C. California Approving Official Account Update
72	I.M.P.A.C. California Cardholder Account Update
73	C.A.R.E. Program Administrator User ID Request Form
74	I.M.P.A.C. Supply Request Form
75	Budget Letter 00-16
76	State Agency Addendum, Standard Agreement Sample
77 – 80	Local Agency Addendum Language and Rider A Sample
81	F107 I.M.P.A.C. Disputed Transaction Status Report by Agency

NOTE: Replication of Exhibit F documents for inclusion in this contract makes some documents difficult to view. Larger print copies are available upon request. Contact your U.S. Bank National Account Coordinator.

U. S. BANK I.M.P.A.C. GOVERNMENT SERVICES SUPPORT/CONTACT INFORMATION

National Account Managers: Provides initial program implementation support and communication of program updates.

Western Region Vice President

Bob Hebert
Palo Alto, CA

Phone: (650) 857-9407
Fax: (650) 857-1359

Northern/Central California:

Susan Kissee
Modesto, CA

Phone: (209) 549-0500
Fax: (209) 549-9357

Southern California:

Sheri Kuhn
Manhattan Beach

Phone: (310) 546-9685
Fax: (310) 546-9686

Technical Support: Provides technical support for CAL-Card electronic solution, Customer Automated Environment Reporting (C.A.R.E.).

Matt Hubbard
Denver, CO

Phone: (303) 861-8344
Fax: (303) 861-8258

Account Coordinator: Provides day to day liaison with Agency Program Coordinators.

Lisa Blalock
Minneapolis, MN

Phone: (612) 973-5605 or
1-800-254-9885 x35605
Fax: (612) 973-7575

Customer Service: 24/7 servicing of day to day needs of Approving Officials, Cardholders and Agency Program Coordinators. Card Activation. Reporting of Lost or Stolen Cards. Balance Inquiry. Processing of Approving Official and Cardholder account set ups and maintenance. Decline Research. Disputes.

Customer Service
PO Box 6346
Fargo, ND 58125-6346

Phone: 1-800-227-6736
Fax: (701) 461-3910

Invoice and Payment Services: During business hours responds to payment and posting inquiries.

U. S. Bank I.M.P.A.C. Payments
Fargo, ND 58125-6350

Phone: 1-800-227-6736
Fax: (701) 461-3736

Merchant/Supplier Set Up: To provide information and pricing for merchants who express interest in becoming Visa capable.

1-800-309-2404 x 999026

www.usbank.com/merchant

Guide Books and Training Video

The CAL-Card Program Training Video and Guide Books were developed by the State of California and U.S. Bank to aid participating agencies in the development of written procedures and CAL-Card training programs. U.S. Bank provides the following information to each participating agency, during the implementation process, upon completion of the contractual documents and credit review.

- Agency Program Coordinator Guide
- Designated Billing Office Guide
- Approving Official Guide
- Cardholder Guide
- Electronic access to file copies of all guide books (www.calcard.com)
- CAL-Card Training and Overview Video

Merchant Acceptance

U.S. Bank will provide a Merchant Acceptance brochure and related merchant acceptance information during the agency implementation process.

STATEMENT OF ACCOUNT

CARDHOLDER STATEMENT OF ACCOUNT



DEPARTMENT OF GENERAL SERVICES
 GEORGE . . . (APC)
 1111 1ST AVENUE
 BUILDING 1
 VISALIA CA 93291-0000
 USA

C/H ACT 4055/ .
 A/O ACT 4055
 STATEMENT DATE 02 22 99
 TOTAL 50.

CARDHOLDER:
 MARY . . .
 DEPARTMENT OF GENERAL SERVICES
 1234 12TH STREET
 ABC GOVERNMENT CENTER
 VISALIA CA 93291-0000

APPROVING OFFICIAL:
 ARLENE ROBERTS
 DEPARTMENT OF GENERAL SERVICES
 1234 12TH STREET
 ABC GOVERNMENT CENTER
 VISALIA CA 93291-0000

ACCOUNTING CODE

CARDHOLDER'S E-MAIL:
 OFFICIAL'S E-MAIL :

STATEMENT OF ACCOUNT
 STATE OF CALIFORNIA BANKCARD

PURCHASE DATE/PROCESSING DATE REFERENCE NUMBER PURCHASE ID/CUSTOMER CODE CURRENCY CODE	MERCHANT NAME MERCHANT LOCATION/SIC CODE ORIGINAL AMOUNT CONV. RATE	AMOUNT
02/02/99 XV 02/03 24153388337200922421049 0092242104 USD	VISALIA RADISSON VISALIA CA 7011 /000000000000000000 0.00	50.
DESCRIPTION----- ACCTG.CODE-----		

TOTAL 50.83

USER FIELD 2	PURCH LIMIT	1,000	
TAX EXEMPT 8	30 DAY LIMIT	3,000	50.83
QUARTERLY LIMIT:	ANNUAL LIMIT:		0.00
QUARTERLY BAL.:	YTD BAL:		50.83

I CERTIFY THAT ALL PURCHASES LISTED ON THIS STATEMENT, UNLESS ANNOTATED TO THE CONTRARY, ARE TRUE AND CORRECT AND WERE MADE FOR OFFICIAL PURPOSES. PAYMENT IS AUTHORIZED.

THE FOLLOWING ITEMS ARE IN ERROR AND SHOULD BE REMOVED FROM THIS STMT.

CARDHOLDER SIGNATURE _____ DATE _____ APPROVING OFFICIAL _____ DATE _____

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

R090 - I.M.P.A.C. DETAIL INVOICE AND APPROVING OFFICIAL SUMMARY REPORT

JOB: T2CDVSD1 RGM: PVI016
 LEVEL 1 : LEVEL 2 : LEVEL 3 : LEVEL 4 : 0001

I.M.P.A.C. DETAIL INVOICE AND
 A/O SUMMARY

DATE 04/21/00
 RUN: 04/22/00-00:14

APPROVING OFFICIAL NUMBER : .010
 APPROVING OFFICIAL NAME : NATHANIEL S
 ACCOUNTING CODE :

CARDHOLDER ACCOUNT NUMBER : 028
 CARDHOLDER NAME : STAN U
 ACCOUNTING CODE :

PURCH DATE PROC DATE SRC REFERENCE MERCHANT NAME MERCHANT LOCATION

 NO ACTIVITY

TOTAL ACTIVITY FOR CARDHOLDER : \$0.00

CARDHOLDER ACCOUNT NUMBER : 1018
 CARDHOLDER NAME : LAUREN M
 ACCOUNTING CODE :

PURCH DATE PROC DATE SRC REFERENCE MERCHANT NAME MERCHANT LOCATION

 04-04-00 04-05-00 XV 24492150096798043755752 MEMORY WORLD 800-8395762 CA

CONV COUNTRY CODE FOREIGN AMOUNT PURCHASE AMOUNT (\$) PURCHASE ID CUSTOMER CODE

 0.0000 0.00 \$166.91 04375575 4375575

PURCH DATE PROC DATE SRC REFERENCE MERCHANT NAME MERCHANT LOCATION

 04-05-00 04-07-00 XV 24492800097116096007824 BEST INTERNET COMMUNICATI 415-964-2378 CA

CONV COUNTRY CODE FOREIGN AMOUNT PURCHASE AMOUNT (\$) PURCHASE ID CUSTOMER CODE

 0.0000 0.00 \$70.00 801

PURCH DATE PROC DATE SRC REFERENCE MERCHANT NAME MERCHANT LOCATION

 04-06-00 04-10-00 XV 24445740098215895615681 OFFICE DEPOT 1135 800-937-3600 CA

CONV COUNTRY CODE FOREIGN AMOUNT PURCHASE AMOUNT (\$) PURCHASE ID CUSTOMER CODE

 0.0000 0.00 \$209.47 095302587 LRC99-064

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

R090 - I.M.P.A.C. DETAIL INVOICE AND APPROVING OFFICIAL SUMMARY REPORT

PURCH DATE	CONV RATE	COUNTRY CODE	PROC DATE	SRC	FOREIGN AMOUNT	PURCHASE AMOUNT (\$)	REFERENCE	MERCHANT NAME	PURCHASE ID	CUSTOMER CODE	MERCHANT LOCATION
04-06-00	0.0000		04-10-00	XV	24445740098215895615764	\$27.19		OFFICE DEPOT 1135		800-937-3600	CA
04-10-00	0.0000		04-12-00	XV	24492790102147000010022	\$14.82		CAPITOL ENQUIRY, INC		SACRAMENTO	CA
04-11-00	0.0000		04-12-00	XV	74692160102000670233409	\$265.00		PC *PC CONNECTION		800-800-0011	NI
04-21-00	0.0000		04-21-00	SG	99999	\$1.11		ADMINISTRATIVE FEE		0.5001	
04-21-00	0.0000		04-21-00	SG	99999	\$224.50					

TOTAL ACTIVITY FOR CARDHOLDER : \$224.50

USA R090 PROC CTR I.M.P.A.C. DETAIL INVOICE AND A/O SUMMARY DATE 04/21/00 RUN: 04/22/00-00:14

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

R090 - I.M.P.A.C. DETAIL INVOICE AND APPROVING OFFICIAL SUMMARY REPORT

USB R090 PROC CTR I.M.P.A.C. DETAIL INVOICE AND
 JOB: T2CDVSD1 PGM: PVI016 LEVEL 2: LEVEL 3: LEVEL 4: " " A/O SUMMARY
 LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4: " " DATE 04/21/00
 APPROVING OFFICIAL ACCOUNT NUMBER: 010 OFFICE LIMIT \$10,000.00 RUN: 04/22/00-00:14

OFFICE TOTALS WITH ALL FEES :

TOTAL NUMBER OF ACCTS FOR CYCLE WITH ACTIVITY	1
TOTAL NUMBER OF ALL CARDHOLDER ACCOUNTS	2
TOTAL NUMBER OF PURCHASES FOR OFFICE	5
TOTAL AMOUNT OF PURCHASES FOR OFFICE	488.39
TOTAL NUMBER OF CASH ADVANCES FOR OFFICE	0
TOTAL AMOUNT OF CASH ADVANCES FOR OFFICE	0.00
TOTAL NUMBER OF IMPAC CHECKS FOR OFFICE	0
TOTAL AMOUNT OF IMPAC CHECKS FOR OFFICE	0.00
TOTAL NUMBER OF CHECK FEES FOR OFFICE	0
TOTAL AMOUNT OF CHECK FEES FOR OFFICE	0.00
TOTAL NUMBER OF ADMIN. FEES FOR OFFICE	0
TOTAL AMOUNT OF ADMIN. FEES FOR OFFICE	0.00
TOTAL AMOUNT OF OTHER FEES FOR OFFICE	0.00
OFFICE TOTAL	\$224.50

Contract Number: 5-00-CC-02

Contractor Name: U.S. Bank

Exhibit F

R060 - I.M.P.A.C. FINANCIAL SUMMARY (INVOICE)

USB R060 PROC CTR I.M.P.A.C. FINANCIAL SUMMARY
 JOB: T2CDVSD1 PGM: PVT100C CYCLE: 22 APPROVING OFFICIAL AND CARDHOLDER ACCOUNT SUMMARY
 LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4: 0001
 DATE 04/21/00
 RUN: 04/22/00-00:39

ACCOUNT NUMBER	NAME	DATE	LOST	AMOUNT	CREDIT	SINGLE	USER
		OPEN	STOLEN		LIMIT	PURCH LIM	FIELD-2
A/O ACCOUNTING CODE: 010	NATHANIEL S	06/02/95	0	224.50	1000	0	
C/H ACCOUNTING CODE: 028	STAN U	06/05/95	0	0.00	1000	100	
C/H ACCOUNTING CODE: 1018	LAUREN M	11/27/96	0	224.50	100	25	
TOTAL A/O AMOUNT FOR LEVEL 4				224.50			
PLUS OR MINUS LOST/STOLEN AMOUNT				0.00			
INVOICE AMOUNT				224.50			

R060 - I.M.P.A.C. FINANCIAL SUMMARY (INVOICE)

USB R060 PROC CTR I.M.P.A.C. FINANCIAL SUMMARY
 JOB: T2CDVSN1 PGM: PVT100C CYCLE: 22 LEVEL 4 FINANCIAL TRANSACTION TOTALS
 LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4: 0001
 DATE 04/21/00
 RUN: 04/22/00-00:39

DATE POSTED	DEBITS	CREDITS	NET AMOUNT	POSTED-TO-DATE
00/04/05	166.91	0.00	166.91	166.91
00/04/07	70.00	0.00	70.00	236.91
00/04/10	236.66	0.00	236.66	473.57
00/04/12	14.82	265.00	250.18-	223.39
00/04/21	1.11	0.00	1.11	224.50
CYCLE TOTALS	489.50	265.00	224.50	224.50
WITH ADMINISTRATIVE FEE				
ADMINISTRATIVE FEE TOTALS				
TOTAL NUMBER OF ACTIVE ACCOUNTS THIS CYCLE WITH PURCHASES OR CASH ADVANCES				
CARDHOLDER				
TOTAL NUMBER OF ALL ACCOUNTS				
APPROVING OFFICIAL				
CARDHOLDER				
TOTAL NUMBER OF PURCHASES FOR CYCLE				
TOTAL AMOUNT OF PURCHASES FOR CYCLE				
TOTAL NUMBER OF CASH ADVANCES FOR CYCLE				
TOTAL AMOUNT OF CASH ADVANCES FOR CYCLE				
INVOICE TOTAL				

INVOICE NO: 0421
 SEND PAYMENT TO:
 I.M.P.A.C. GOVERNMENT SERVICES
 ATTENTION: I.M.P.A.C. PAYMENTS
 P.O. BOX 6350
 FARGO, ND 58125-6350
 1-800-227-6736

FOR INQUIRIES ABOUT YOUR INVOICE, CONTACT:
 I.M.P.A.C. CUSTOMER SERVICE REPRESENTATIVE
 ATTENTION: CUSTOMER SERVICE
 P.O. BOX 6346
 FARGO, ND 58125-6346
 1-800-227-6736

224.50 <--- PLEASE PAY THIS AMOUNT

Transaction Detail Record Layout: 997/998 File

The Transaction Detail records transmitted are defined below. The layouts for the 998 file (produced at cycle time) and the 997 file (produced daily) are identical with the exception of the 23-character field called "reference." That field appears only on the 997 file. There are two record types for every Transaction Detail. A third record type, a trailer record, appears at the end of each batch of records. Record layouts are listed below in detail. Definitions of the fields follow the layouts.

Record 1 Layout

		LAYOUT		
		FIELD		LEN
RECORD 1:	5	FILLER	PIC X (01)	1
	5	TRAN-XMT-REC1		
		10 TX1-REC-NUM	PIC X	1
		10 TX1-SEQ-NUM	PIC 9 (07)	7
		10 TX1-LEVEL1	PIC 9 (04)	4
		10 TX1-LEVEL2	PIC 9 (02)	2
		10 TX1-LEVEL3	PIC 9 (02)	2
		10 TX1-LEVEL4	PIC 9 (04)	4
		10 TX1-APPROVING-ACCT	PIC 9 (08)	8
		10 TX1-CARDHOLDER-ACCT	PIC 9 (08)	8
		10 TX1-PURCH-DATE	PIC 9 (06)	6
		10 TX1-TRAN-CODE	PIC X (03)	3
		10 TX1-TRAN-AMOUNT	PIC 9 (07) V99-	10
		10 TX1-SALES-TAX-INCLUDED-CODE	PIC 9 (01)	1
		10 TX1-SALES-TAX	PIC 9 (07) V99	9
		10 TX1-ACCOUNTING-CODE	PIC X (50)	50
		10 TX1-PROCESS-DATE	PIC 9 (06)	6
		10 TX2-SIC	PIC X (04)	4
		10 TX1-RPT-NUMBER	PIC X (03)	3
		10 FILLER	PIC X (04)	4
				133

Transaction Detail Record Layout: 997/998 File (cont.)

Record 2 Layout

		FIELD		LEN
RECORD2:	5	FILLER	PIC X (01)	1
	5	TRAN-XMT-REC2		
		10 TX2-REC-NUM	PIC X	1
		10 TX2-SEQ-NUM	PIC 9 (07)	7
		10 TX2-MERCHANT NAME	PIC X (25)	25
		10 TX2-MERCHANT CITY	PIC X (13)	13
		10 TX2-MERCHANT STATE	PIC XX	2
		10 TX2-REFERENCE	PIC X (23)	23
		10 TX2-USER-FIELD 2	PIC X (15)	15
		10 TX2-TAX-EXEMPT-ID	PIC X (20)	20
		10 TX2-PURCHASE-IDENTIFIER- FORMAT- CODE	PIC X (01)	1
		10 TX2-PURCHASE- IDENTIFIER/VARIABLE DATA CAPTURE	PIC X (25)	25
				9
				133

Transaction Detail Record Layout: 997/998 File (cont.)

Trailer Record Layout

		FIELD		LEN
TRAILER RECORD:	5	FILLER	PIC X (01)	1
	5	TRAN-XMT-TRAILER		
	10	TXT-LEVEL1	PIC 9 (04)	4
	10	TXT-LEVEL2	PIC 9 (02)	2
	10	TXT-LEVEL3	PIC 9 (02)	2
	10	TXT-LEVEL4	PIC 9 (04)	4
	10	TXT-APPROVING-ACCT	PIC 9 (08)	8
	10	TXT-CARDHOLDER-ACCT	PIC 9 (08)	8
	10	TXT-REC-NUM	PIC X	1
	10	TXT-SEQ-NUM	PIC 9 (07)	7
	10	TXT-NUM-1-RECS	PIC 9 (09)	9
	10	TXT-NUM-2-RECS	PIC 9 (09)	9
	10	TXT-TOT-1-2-RECS	PIC 9 (09)	9
	10	TXT-TOT-PLUS-TRAILER	PIC 9 (09)	9
	10	FILLER	PIC X (60)	60
				133

Transaction Detail Record layout: 997/998 (cont.)

Record 1 Field Definitions

- TX1-REC-NUM:** '1' for the first record, '2' for the second record, '9' for the trailer record.
- TX1-SEQ-NUM:** The two detail records that make up one transaction contain the same sequence number. This allows the two records to be identified as the two components making up one transaction. Sequence numbers are unique within each batch of transactions.
- TX1-LEVEL1:** The level 1 indicator represents the 4 digit program number.
- TX1-LEVEL2:** The level 2 indicator represents the parent organization, department or agency.
- TX1-LEVEL3:** The level 3 indicator represents the second major organization level within the parent organization, e.g. agency or bureau.
- TX1-LEVEL4:** The level 4 indicator represents the major reporting and billing level, e.g. work unit.
- TX1-APPROVING-ACCT:** Represents the last eight digits of the level 5 account number (Approving Official Account.) This field will contain all 9's on the trailer record.
- TX1-CARDHOLDER-ACCT:** Represents the last eight digits of the level 6 credit card account number (Cardholder account). This field will contain all 9's on the trailer record.
- TX1-PURCH-DATE:** The date (YYMMDD) that the transaction was initiated. If the transaction is a sale, this is the purchase date.
- TX1-TRAN-CODE:** The type of transaction, e.g. sale, credit voucher. Examples of valid codes are:
100 and 101 = sales transactions
201 and 206 = sales returns or credits.
A complete list of all the codes can be provided upon request.
- TX1-TRAN-AMOUNT:** The amount of the transaction with an implied decimal point. If this amount is a credit, it is followed with a '-'. If it's a debit, it is followed with a blank.
- SALES-TAX-INCLUDED-CODE:** 0 = No sales tax information provided
1 = Sales Tax Amount included
2 = Tax exempt transaction
- SALES TAX:** The amount of sales tax included in the transaction amount. Optional data input by the merchant at the Point of Sale. (non-financial data field)
- TX1-ACCOUNTING-CODE:** The accounting code assigned to the Cardholder account.
- TX1-PROCESS-DATE:** The date the transaction was processed at U.S. Bank I.M.P.A.C. Government Services.
- TX2-SIC:** The SIC code for the merchant.
- TX1-RPT-NUMBER:** '998' indicates the file was produced at cycle time; '997' indicates the file contains daily transactions. Warehoused for either daily, weekly or monthly input.

Transaction Detail Record Layout: 997 / 998 (cont.)

Record 2 Field Definitions

TX2-REC-NUM: '1' for the first record, '2' for the second record, '9' for the trailer record.

TX2-SEQ-NUM: The two detail records that make up one transaction will contain the same sequence number. This allows the two records to be identified as the two components making up one transaction. Sequence numbers are unique within each batch of transactions.

TX2-NAME: The merchant name or a description of the transaction.

TX2-CITY: The city of the merchant location (if appropriate for the transaction code.)

TX2-STATE: The state or country abbreviation of the merchant location (if appropriate for the transaction code.)

TX2-REFERENCE: A number assigned to a transaction for purposes of tracking and processing through the Visa Member Bank System.

TX2-USER-FIELD2: The User Field 2 assigned to the Cardholder account.

TAX EXEMPT ID: The tax exempt data assigned to the Cardholder account.

MERCHANT LEVEL 2 DATA FORMAT CODE: Space or 0 = Free Text item description, or field not used.

1 = Purchase Identification Data

2 = Not Used

3 = Rental Agreement Number

4 = Hotel Folio Number

9 = Customer Code Data

MERCHANT LEVEL 2 DATA: Up to a 25-character field, variable or discretionary data provided to or by merchant/supplier at time of purchase.

Transaction Detail Record Layout: 997 / 998 (cont.)

Trailer Record Field Definitions

- TXT-LEVEL1:** The level 1 indicator represents the 4 digit program number.
- TXT-LEVEL2:** The level 2 indicator represents the parent organization, department or agency.
- TXT-LEVEL3:** The level 3 indicator represents the second major organization level within the parent organization, e.g. agency or bureau.
- TXT-LEVEL4:** The level 4 indicator represents the major reporting and billing level, e.g. work unit.
- TXT-APPROVING-ACCT:** Represents the last eight digits of the level 5 account number (Approving Official Account.) This field will contain all 9's on the trailer record.
- TXT-CARDHOLDER-ACCT:** Represents the last eight digits of the level 6 CAL-Card account number (Cardholder account). This field will contain all 9's on the trailer record.
- TXT-REC-NUM:** '1' for the first record, '2' for the second record, '9' for the trailer record.
- TXT-SEQ-NUM:** The two detail records that make up one transaction will contain the same sequence number. This will allow the two records to be identified as the two components making up one transaction. Sequence numbers are unique within each batch of transactions.
- TXT-NUM-1-RECS:** The total number of record 1's contained in the batch.
- TXT-NUM-2-RECS:** The total number of record 2's contained in the batch.
- TXT-TOT-1-2-RECS:** The total of both record 1's and record 2's contained in the batch.
- TXT-TOT-PLUS-TRAILER:** The total dollar value of all records contained in the batch, including the trailer record. (Record 1's + Record 2's + Trailer)
- NOTE:** To get a full 16 digit account number use the following fields: TX1-LEVEL1, TX1-LEVEL2, TX1-LEVEL3, TX1-CARDHOLDER-ACCT.

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Contractor Name: U.S. Bank

Exhibit F

ELECTRONIC ACCESS

U.S. Bank offers CAL-Card participants two options for electronically managing program information. Our Internet solution, C.A.R.E. (Customer Automation and Reporting Environment), gives program administrators a scalable program management tool that can be adapted to meet the challenges of the purchasing program. Remote Access is another option that uses communication software and a dial-in line to communicate with U.S. Bank. Remote Access has been a successful tool for many purchasing card administrators in the past and continues to be a valuable asset to purchasing card programs. Detail on both C.A.R.E. and Remote Access follows:

1. C.A.R.E. (CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT)

C.A.R.E. is a secure, Internet-based electronic access system that provides Agencies with full program management capabilities to enhance the CAL-Card program. C.A.R.E. is a true Internet system and as such, does not require any hardware or software other than Internet capabilities and a basic browser (either Netscape Communicator 4.5 or Microsoft Explorer 4.01). In order to ensure optimum performance and flexibility from the C.A.R.E. system, browser requirements may change as Web technologies evolve.

In a recent survey by the Federal Government, considering such factors as system performance, data reliability, security and support staff, C.A.R.E. was rated as the top performer by Federal Agencies using Internet-based systems for purchasing card program management. Federal government users of the C.A.R.E. system include approximately 9,000 Agency Program Administrators.

All Agencies within the State of California have been loaded into the C.A.R.E. system and user sign-on information is currently being distributed. Statistics for California include more than 60 individual C.A.R.E. users, with this number increasing on a daily basis as Agencies receive and respond to requests for user setup information. U.S. Bank views the addition of this functionality as a major step forward in streamlining CAL-Card practices.

A full service help desk and systems administration team is dedicated to the support of C.A.R.E. In addition to live help desk support, C.A.R.E. has been designed with a comprehensive online Help system that allows users to receive task-specific help with all C.A.R.E. functions at the click of a mouse.

Training for C.A.R.E. is provided online via the C.A.R.E. Web-Based Training (WBT) site. The WBT training includes both a "Show Me" option to provide an understanding of C.A.R.E. functions and a "Try It" option for hands-on learning, as well as a Quiz section to test user knowledge. The WBT gives C.A.R.E. users the same anytime, anywhere access to training as the C.A.R.E. system gives to program management functions.

Access to C.A.R.E. functionality can be customized via the profile management filter system for user identification and passwords. Filters indicate the type of functionality a user will access within C.A.R.E. For example, selected personnel can be given the authority to complete changes to account information, while others may only have the ability to view data.

As for the overall security of the C.A.R.E. system, all data is encrypted using 128-bit Secured Socket Layer (SSL) technology to secure the files of a Participating Agency as they are transmitted over the Internet. Server authentication ensures only the personnel within an Agency see their data.

ELECTRONIC ACCESS

Contract Number: 5-00-CC-02
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Exhibit F

C.A.R.E. Functionality

Capabilities of the C.A.R.E. System include:

- Account Setup
- Account Maintenance
- Status
- Reporting – Standard and Ad Hoc
- Transaction Management and Cost Allocation
- Communications and File Transfer

Account Setup

Account Setup gives each Participating Agency the ability to set up new Cardholder and Approving Official Accounts in "real time" without the intervention of U.S. Bank. During Account Setup, the C.A.R.E. user establishes basic demographic information on the new Cardholder or Approving Official. The user indicates organizational defaults as well as spending controls, such as the Single Purchase Limit, Office Limit, and MAT codes. Since the data is processed when the "Submit" option is selected, work is completed in "real time," meaning no wait for nightly batch processing.

An Agency defines who will be granted account setup authority when it establishes its C.A.R.E. user access rights. This ensures only designated staff may perform the setup function.

Account Maintenance

A core functionality of the C.A.R.E. product involves allowing designated individuals to perform program maintenance in a secure, Internet connection to U.S. Bank. When requesting user access to the C.A.R.E. system, the Agency defines the access rights of the user, thereby ensuring that only authorized individuals within an Agency may be granted account maintenance access.

Maintenance performed on the C.A.R.E. product is live and "real time." However, in the case of Cardholder movement within the hierarchy, the maintenance is held until the day after the next cycle, when it is automatically processed. This ensures that the integrity of billing data is not compromised. All other changes to address or card control parameters are processed once the maintenance is submitted.

Some of the maintenance functions which can be performed are limit changes, MAT code changes, closing accounts, and demographic changes.

Status

Status functionality helps users more easily manage work in progress. For every task performed in Account Setup and Account Maintenance, the C.A.R.E. user is given the options of filing the complete or incomplete information so it can be retrieved and processed later, or submitting the information for immediate processing. In addition, the user can check the status of submitted tasks to determine whether the work successfully posted to U.S. Bank's processing platform.

Reporting within C.A.R.E.

C.A.R.E. provides a number of standard reports, including spending activity and analysis reports, exception reports and account lists. Each of the reports in this collection has a pre-defined layout, applying the most commonly used data elements for purchasing card programs. A short list of summary reports is provided to the user, who may then view various levels of detail by selecting hyperlinks found throughout the summary reports. This report design has allowed U.S. Bank to create a user-friendly environment with an easy to navigate report menu, while maintaining the ability to provide Agencies with a wide variety of reporting detail.

In addition to standard reports, an easy-to-use ad hoc reporting tool provides the C.A.R.E. user the opportunity to create special reports from the CAL-Card program data. By selecting the specific options within the ad hoc function (specific data elements, sorting and subtotalling options, and design parameters) Participating Agencies can create customized reports. Drill-down capabilities

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Exhibit F

design parameters) Participating Agencies can create customized reports. Drill-down capabilities are also included in these reports. For example, an Agency Program Coordinator may create a summary report listing total activity by division. Once the report is run, the Program Coordinator simply clicks on a specific division to access summary information for each Cardholder within that division. A click on a specific Cardholder provides all of the detailed transactions. This drill-down capability provides both summary and detail information without having to access multiple reports. Once created, the report can be saved for future use. All reports can be viewed online or downloaded into an Excel spreadsheet or HTML formats. Along with this reporting function is an ad hoc graphics "Wizard." This function assists the C.A.R.E. user in creating meaningful graphs from the data elements used in the reports.

C.A.R.E. Transaction Management

C.A.R.E. provides each Agency with the option to complete transaction allocation or re-allocation in an online environment via Transaction Management. Transaction Management provides users with a method of viewing, logging, maintaining, approving, rejecting, disputing and reallocating statements and transactions in "real time." When reallocating, transactions can also be split to more than one accounting code.

If a transaction has posted with U.S. Bank, it is available for viewing, dispute, allocation or approval regardless of whether the cycle has occurred. This unique management tool gives Approving Officials the necessary access to monitor the progress of their Cardholders and act as "second level approval" for Cardholder transactions and statements.

Once the user(s) has reviewed and approved the transactions for a statement, a transmission may be generated which sends the transaction and accounting code information to the Participating Agency. C.A.R.E. currently offers different transmission formats, including standard EDI and custom general ledger mappers.

Not all Participating Agencies utilize the same general ledger system, so C.A.R.E. provides a mechanism to setup various accounting code structures. These cost allocation rule sets define the number of segments required for an accounting code structure, the length of each segment and the validation rules associated with each segment.

Transaction Management is secured with access rights dictated and assigned by each Agency to allow access only by authorized personnel. Typically, individual users of Transaction Management will have access to functionality restricted to their level in the billing hierarchy.

The following descriptions outline the standard functionality of the roles within Transaction Management.

- **Cardholders**
Cardholders may be granted authority to view their transactions, dispute transactions and make entries into a Cardholder log of transactions. The transaction log gives Cardholders the opportunity to add additional transaction detail that is not typically associated with a purchasing card transaction at the point of sale. Entries into the log may be made even before the transaction has posted to the Cardholder account. Examples of this type of information may include sales tax, freight charges, and Cardholder comments. Information entered into the log may be automatically associated with a transaction once the transaction has posted to the Cardholder account.

Transaction Management includes the ability to allocate transactions to multiple accounting codes. Each Cardholder transaction is automatically applied to a Cardholder's default accounting code but may be edited through the reallocation process. The reallocation process may be customized for each Agency to accommodate both the structure and valid values for an Agency's general ledger chart of accounts. Agencies may further customize the rule sets around

ELECTRONIC ACCESS

Contract Number: 5-00-CC-02
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Exhibit F

limited values for a Cardholder to select. Transactions may be reallocated to one or more account codes (split), either by dollar amount or percentage as long as the total reallocation is equal to 100 percent of the transaction amount.

Cardholders who have access to the reallocation function of Transaction Management can view the following information for each billing statement:

- Statement status and amount
- Transaction status (approved, disputed or pending)
- Transaction detail including: Transaction and posting date, transaction amount, merchant name, city and state, merchant Level 2 data, Cardholder log detail
- Account code information

Cardholders have up to 15 days after the close of a billing cycle to review and approve or reallocate transactions. During that time, the Approving Official may act on behalf of the Cardholder to approve or reallocate. Cardholders may dispute transactions through C.A.R.E. up until 60 days after the close of the billing cycle.

- **Approving Officials**

Approving Officials will have access to the online statements of all Cardholders who report hierarchically to them and will have the authority to approve those statements or act on behalf of a Cardholder to approve, dispute or reallocate individual transactions.

All Cardholder transactions can be reviewed by the Approving Official who will be able to view the individual transaction status and either approve or reject Cardholder statements that have been reviewed first by the Cardholder. By using the allocation/approval system within Transaction Management, the transaction review process can be expedited and file turn reduced.

- **Designated Billing Office**

Billing Office contacts can be set up with access to view the status of Cardholder transactions. The Billing Office is able to see the disposition of the transaction (approved, re-allocated or disputed) and the status based on the Approving Official action (approved or rejected). This access is view-only and does not allow the Billing Office to make any entries to Transaction Management.

- **File Transmission**

Agencies can receive invoice information from C.A.R.E. in a standard EDI format or contract with U.S. Bank to create customized feeds that will be in a format suitable for import directly into an Agency's general ledger or accounts payable system.

C.A.R.E. Communications

Agency level contacts can access the communications area of C.A.R.E. to exchange messages with U.S. Bank in a secured environment. Select C.A.R.E. users may send and receive messages and attachments to key U.S. Bank contacts.

The Communications function of C.A.R.E. also serves as a file transfer mechanism for system reports formerly received via diskette or paper copy. Additionally, special report requests routed through the MIS area can be received via the Communications/File Transfer function of C.A.R.E.

ELECTRONIC ACCESS

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

The Future with C.A.R.E.

C.A.R.E. is a dynamic tool designed to meet the needs of the marketplace. As such, new functionality development and performance enhancements are standard business functions for the C.A.R.E. Team. In today's changing E-business environment, U.S. Bank is meeting the demands of customers by developing this functionality to integrate into the C.A.R.E. system:

- Cardholder self-registration to C.A.R.E. access
- Real-time Accounting Code Validation
- Deferred and Scheduled Report Selection
- New Report Options
- E-Commerce Catalog Alliances
- Links to other electronic service providers

2. REMOTE ACCESS

Remote Access enables an Agency to access their Cardholder files to update account information or set up new accounts. Remote Access also lets the Agency view invoice activity and Cardholder transaction detail. It makes it possible to produce ad hoc reports from these databases by creating files with specific data elements the Agency selects. These file elements are exported to the Agency's on-site PC for re-formatting into a report of the Agency's design.

Remote Access is achieved through commonly used communications software, a PC, modem, and a dial up analog telephone line. Access to the Agency's data is secured through the use of a technologically sophisticated, yet easy-to-use log on processes. To ensure proper system and data controls, requests for access must be authorized by an Agency Program Coordinator and delegated only to those listed as designated officials, such as Dispute Officials or Billing Officials. At setup, the Agency Program Coordinator may determine whether the Agency contact receives "View Only" access (no input capability) or "View and Update" capability (full functionality).

Remote Access Functionality

This is a list of activities that Agencies may request through Remote Access.

- Approving Official and Cardholder Account Setup/Maintenance
- Setup Status
- Account Inquiry (Cardholders)
- Invoice Query
- Transaction Query
- Custom Reporting (Ad Hoc)
- File Transfer of Ad Hoc Reports

Account Setup/Maintenance

Agency Program Coordinators can use remote access to set up and maintain both Cardholder and Approving Official accounts. All functions submitted through Remote Access are batch processed at the close of business on the day they are entered into the system.

Account Inquiry

Account Inquiry enables the user to access Cardholder account numbers by entering Level numbers or the Cardholder name, and is helpful when verifying account setups.

Invoice Query

Access to Agency invoices is available through Remote Access. Agencies can verify that payments have been received and posted. Invoice Query can also assist in managing invoice delinquencies and verifying dispute resolutions.

ELECTRONIC ACCESS

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

Transaction Query

Transaction Query allows the user to view a Cardholder's transactions. The information appears just as it does on the Cardholder's Statement of Account. Cardholder activity prior to the cycle date is also available.

Custom Reporting (Ad Hoc)

This function allows a user-defined query on the CAL-Card database. The Agency can use the information from the query to design specialized reports and tailor them to their specific needs.

File Transfer

Used in conjunction with Custom Reporting, the File Transfer function saves reports generated through customer reporting and moves them to the user's PC.

A complete description of Remote Access functionality and setup procedures is contained in the Agency Program Coordinator Guide (See pages 8.2 to 8.8 of the Agency Program Coordinator Guide, which is included as Exhibit L:1 in Section L of this response.)

Remote Access System Requirements

- **Communication software that can emulate an IBM3151, VT100 or VT220 (VT220 is preferred) type terminal to dial in to the Remote Access system. Software such as ProComm, CrossTalk or SmartComm will all work. Microsoft Windows 95[®] includes a program named that will work for everything except file transfer. The hardware requirements for your particular software will vary.**
- **A Hayes-compatible modem to dial in to Remote Access. To run at a speed of 2400, 9600 or 14400 BPS, with V.32 protocol support. The software must use the XMODEM file transfer protocol.**

NOTICE OF INVOICE ADJUSTMENT (NIA)

NOTIFICATION OF INVOICE ADJUSTMENT

Please send this notification of adjustment form as a backup when the amount paid is different than the amount of this invoice.

Page _____ of _____

Agency Name _____ Level 1 # _____ Level 2 # _____ Level 3 # _____ Level 4 # _____
 Invoice Date _____ Invoice Number _____ Invoice Amount _____
 (This number must be included on warrant or check.)

The following items on the above-referenced invoice are amounts (credits or debits) not paid or accepted:

Item #	Cardholder Account #	Proc. Date	Merchant Name	Transaction Amount (Additions)	MM/YY* Where Amount is to be Applied (+)	Transaction Amount (Subtractions)	Reason for Non-Payment (-)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
Totals (+)						Totals (-)	

- 2 -

Note: If you are paying or not accepting a credit for a prior item, please note invoice date that should receive this part of the payment.

Send Form to:

I.M.P.A.C. Payments
 P.O. Box 6350
 Fargo, ND 58125-6350
 Fax: (701) 461-3910

Form Submitted by:

Name: _____
 Signature: _____
 Phone: _____
 Date: _____
 Indicate Payment Method:

I.M.P.A.C. Check Balancing Register

Invoice Total \$ _____
 Less Adjustments (-) \$ (_____)
 (Questioned Items)
 Add any Interest Penalty Amounts \$ _____
 Add any part of payment that is being applied to a previous invoice (+) \$ _____
 Total of Check/Wire being sent \$ _____

Phone Inquiries:

I.M.P.A.C. Customer Service 800-227-6736
 FRB Funds Transfer
 Treasury Check
 Vendor Express (ACH)
 (Vendor Express #VXP892300015) (ADA #10200021)



Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

F110 - I.M.P.A.C. INVOICE STATUS REPORT

USN F110-PROC CTR I.M.P.A.C. INVOICE STATUS REPORT

JOB:RS6000B PGM:RS6000B LEVEL 4: 0001

LEVEL 2: LEVEL 3:

INVOICE NO.	NO. DAYS *PAST DUE	AMOUNT DUE BEFORE QUEST. ITEMS	UNRESOLVED QUESTIONED ITEMS	RESOLVED QUESTIONED ITEMS	AMOUNT DUE	ESTIMATED INTEREST PENALTY	TOTAL AMOUNT DUE
0322-00		879.39	0.00	0.00	879.39	0.00	879.39
TOTALS		879.39	0.00	0.00	879.39	0.00	879.39

DATE: 04/21/00
 RUN: 04/21/00-17:04

*** END OF REPORT ***

* This number begins tracking on the 46th day after the invoice date.

NOTE: FAILURE TO PAY ANY UNDISPUTED PAST DUE AMOUNTS MAY RESULT IN THE SUSPENSION OF ACCOUNTS IN ACCORDANCE WITH THE TERMS OF THE MASTER SERVICES AGREEMENT. FOR ASSISTANCE WITH INVOICE DISCREPANCIES, PLEASE CONTACT I.M.P.A.C. INVOICE SERVICES AT (800)-227-6736. PLEASE REMIT PAYMENTS TO I.M.P.A.C. PAYMENTS, POB 6350 FARGO, ND 58125-6350.

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

F111 - I.M.P.A.C. OUTSTANDINGS REPORT

USB F111-PROC	CTR	I.M.P.A.C. OUTSTANDINGS REPORT		DATE 04/21/00
JOB:RS6000A	PGH:RS6000A	BY AGENCY		RUN: 04/21/00-17:04
LEVEL 2:	LEVEL 3:	LEVEL 4: 1002		
EFFECTIVE DATE	POSTING DATE			
DEPARTMENT OF GENERAL SERV				
03/22/00	1002 - 0322 - 00	CALIFORNIA HIGHWAY PATROL	ASSISTANT COMMISSIONER FIELD	
03/22/00	03/23/00	LARRY H	9166577	
03/22/00	03/23/00	MEMBERSHIP FEE-DEBIT		
		NET SALES	PAYR DUE 0 DAYS	
			TOTAL OUTSTANDING	2.54
				508.04
				510.58

I.M.P.A.C. DELINQUENCY POSITION

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

As of 05/12/00

IMPAC DELINQUENT POSITION

(delinq.rpt)

Invoice Number/Year	# Days Past Invoice	Net Sales	Credits	Balance	Questioned Items	Amount Delinquent	Estimated Interest
4055-01-99-0500-0121-00	112	\$4,492.41	(\$4,135.64)	\$356.77	\$0.00	\$356.77	\$4.23
4055-01-99-0500-0222-00	80	\$2,752.73	(\$3,099.39)	(\$346.66)	\$0.00	(\$346.66)	\$0.00
Level 4 Subtotal		\$7,245.14	(\$7,235.03)	\$10.11	\$0.00	\$10.11	\$4.23
4055-01-99-1050-1222-99	142	\$12,708.52	(\$11,997.66)	\$710.86	\$0.00	\$710.86	\$12.23
4055-01-99-1050-0121-00	112	\$5,177.27	(\$5,836.42)	(\$661.15)	\$0.00	(\$661.15)	\$6.39
Level 4 Subtotal		\$17,885.79	(\$17,836.08)	\$49.71	\$0.00	\$49.71	\$18.62
4055-01-99-2250-1122-99	172	\$13,458.54	(\$13,550.04)	(\$91.50)	\$0.00	(\$91.50)	\$0.00
Level 4 Subtotal		\$13,458.54	(\$13,550.04)	(\$91.50)	\$0.00	(\$91.50)	\$0.00
4055-01-99-2300-0121-00	112	\$24,147.56	(\$22,876.29)	\$1,271.27	\$0.00	\$1,271.27	\$15.07
Level 4 Subtotal		\$24,147.56	(\$22,876.29)	\$1,271.27	\$0.00	\$1,271.27	\$15.07
4055-01-99-2400-1222-99	142	\$312,080.77	(\$311,988.33)	\$92.44	\$0.00	\$92.44	\$1.13
4055-01-99-2400-0121-00	112	\$273,791.26	(\$273,748.05)	\$43.21	\$0.00	\$43.21	\$0.09
Level 4 Subtotal		\$386,387.45	(\$385,278.00)	\$3,109.45	\$53.08	\$3,056.37	\$0.00
4055-01-99-2400-0222-00	80	\$974,259.48	(\$971,014.38)	\$3,245.10	\$53.08	\$3,192.02	\$1.22
Level 4 Subtotal		\$5,157.00	(\$5,157.00)	\$0.00	\$0.00	\$0.00	\$38.72
4055-01-99-2750-1222-98	507	\$9,798.91	(\$9,798.91)	\$0.00	\$0.00	\$0.00	\$103.51
4055-01-99-2750-0992-99	295	\$14,955.91	(\$14,955.91)	\$0.00	\$0.00	\$0.00	\$142.23
Level 4 Subtotal		\$19,628.47	(\$19,499.28)	\$129.19	\$0.00	\$129.19	\$44.76
4055-01-99-3540-1122-99	172	\$45,942.91	(\$45,762.91)	\$180.00	\$0.00	\$180.00	\$112.90
4055-01-99-3540-0121-00	112	\$65,571.38	(\$65,262.19)	\$309.19	\$0.00	\$309.19	\$157.66
Level 4 Subtotal		\$115,790.26	(\$114,434.29)	\$1,355.97	\$0.00	\$1,355.97	\$21.18
4055-01-99-3600-0222-00	80	\$129,827.40	(\$126,635.51)	\$3,191.89	\$0.00	\$3,191.89	\$18.05
Level 4 Subtotal		\$245,617.66	(\$241,069.80)	\$4,547.86	\$0.00	\$4,547.86	\$39.23
4055-01-99-3700-1122-99	172	\$19,168.05	(\$17,878.15)	\$1,289.90	\$0.00	\$1,289.90	\$30.65
Level 4 Subtotal		\$19,168.05	(\$17,878.15)	\$1,289.90	\$0.00	\$1,289.90	\$30.65
4055-01-99-4300-1222-97	872	\$560.69	(\$560.69)	\$0.00	\$0.00	\$0.00	\$46.05
4055-01-99-4300-0222-00	80	\$11,023.67	(\$10,941.24)	\$82.43	\$0.00	\$82.43	\$0.51
Level 4 Subtotal		\$11,584.36	(\$11,501.93)	\$82.43	\$0.00	\$82.43	\$46.56
4055-01-99-5100-0121-00	112	\$14,354.72	(\$14,680.00)	(\$325.28)	\$0.00	(\$325.28)	\$0.00
4055-01-99-5100-0222-00	80	\$19,542.97	(\$17,323.19)	\$2,219.78	\$0.00	\$2,219.78	\$13.71
Level 4 Subtotal		\$33,897.69	(\$32,003.19)	\$1,894.50	\$0.00	\$1,894.50	\$13.71
4055-01-99-5500-1122-99	172	\$56,295.06	(\$55,057.97)	\$1,237.09	\$0.00	\$1,237.09	\$59.00
Level 4 Subtotal		\$56,295.06	(\$55,057.97)	\$1,237.09	\$0.00	\$1,237.09	\$59.00

I.M.P.A.C. DELINQUENCY POSITION

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

Invoice Number/Year	# Days Past Invoice	Net Sales	Credits	Balance	Questioned Items	Amount Delinquent	Estimated Interest
4055-01-99-5510-0222-00	80	\$151.34	(\$123.34)	\$28.00	\$0.00	\$28.00	\$0.00
Level 4 Subtotal		\$151.34	(\$123.34)	\$28.00	\$0.00	\$28.00	\$0.00
4055-01-99-5516-0322-99	417	\$9,487.80	(\$9,487.80)	\$0.00	\$0.00	\$0.00	\$62.46
Level 4 Subtotal		\$9,487.80	(\$9,487.80)	\$0.00	\$0.00	\$0.00	\$62.46
4055-01-99-5650-0222-00	80	\$1,689.76	(\$1,597.18)	\$92.58	\$0.00	\$92.58	\$0.57
Level 4 Subtotal		\$1,689.76	(\$1,597.18)	\$92.58	\$0.00	\$92.58	\$0.57
4055-01-99-5750-0222-99	445	\$61,809.01	(\$61,809.01)	\$0.00	\$0.00	\$0.00	\$27.51
Level 4 Subtotal		\$61,809.01	(\$61,809.01)	\$0.00	\$0.00	\$0.00	\$27.51
4055-01-99-6000-1122-99	172	\$131,171.80	(\$126,068.29)	\$5,103.51	\$381.19	\$4,722.32	\$0.00
Level 4 Subtotal		\$131,171.80	(\$126,068.29)	\$5,103.51	\$381.19	\$4,722.32	\$0.00
4055-01-99-6000-1222-99	142	\$93,910.73	(\$93,122.55)	\$788.18	\$0.00	\$788.18	\$0.66
Level 4 Subtotal		\$93,910.73	(\$93,122.55)	\$788.18	\$0.00	\$788.18	\$0.66
4055-01-99-6000-0121-00	112	\$67,349.04	(\$67,726.79)	(\$377.75)	\$0.00	(\$377.75)	\$66.74
Level 4 Subtotal		\$67,349.04	(\$67,726.79)	(\$377.75)	\$0.00	(\$377.75)	\$66.74
4055-01-99-6000-0222-00	80	\$108,004.77	(\$107,820.27)	\$184.50	\$100.66	\$83.84	\$0.00
Level 4 Subtotal		\$108,004.77	(\$107,820.27)	\$184.50	\$100.66	\$83.84	\$0.00
4055-01-99-6200-0121-00	112	\$400,436.34	(\$394,737.90)	\$5,698.44	\$481.85	\$5,216.59	\$67.40
Level 4 Subtotal		\$400,436.34	(\$394,737.90)	\$5,698.44	\$481.85	\$5,216.59	\$67.40
4055-01-99-6302-1122-99	172	\$13,823.53	(\$13,770.12)	\$53.41	\$0.00	\$53.41	\$0.53
Level 4 Subtotal		\$13,823.53	(\$13,770.12)	\$53.41	\$0.00	\$53.41	\$0.53
4055-01-99-6302-1222-99	142	\$97,184.87	(\$97,590.00)	(\$405.13)	\$0.00	(\$405.13)	\$107.40
Level 4 Subtotal		\$97,184.87	(\$97,590.00)	(\$405.13)	\$0.00	(\$405.13)	\$107.40
4055-01-99-6302-0121-00	112	\$90,833.04	(\$98,313.71)	\$7,480.67	\$310.56	\$7,170.11	\$24.71
Level 4 Subtotal		\$90,833.04	(\$98,313.71)	\$7,480.67	\$310.56	\$7,170.11	\$24.71
4055-01-99-6302-0222-00	80	\$126,458.52	(\$123,662.48)	\$2,796.04	\$0.00	\$2,796.04	\$170.97
Level 4 Subtotal		\$126,458.52	(\$123,662.48)	\$2,796.04	\$0.00	\$2,796.04	\$170.97
4055-01-99-7700-0121-00	112	\$5,889.78	(\$6,586.17)	(\$696.39)	\$0.00	(\$696.39)	\$0.00
Level 4 Subtotal		\$5,889.78	(\$6,586.17)	(\$696.39)	\$0.00	(\$696.39)	\$0.00
4055-01-99-8810-1222-99	142	\$5,026.81	(\$5,565.35)	(\$538.54)	\$0.00	(\$538.54)	\$0.00
Level 4 Subtotal		\$5,026.81	(\$5,565.35)	(\$538.54)	\$0.00	(\$538.54)	\$0.00
4055-01-99-8810-0121-00	112	\$5,247.19	(\$5,205.95)	\$41.24	\$0.00	\$41.24	\$0.49
Level 4 Subtotal		\$5,247.19	(\$5,205.95)	\$41.24	\$0.00	\$41.24	\$0.49
4055-01-99-8810-0222-00	80	\$4,502.13	(\$4,543.38)	(\$41.25)	\$0.00	(\$41.25)	\$0.00
Level 4 Subtotal		\$4,502.13	(\$4,543.38)	(\$41.25)	\$0.00	(\$41.25)	\$0.00
Level 3 Subtotal		\$2,418,121.89	(\$2,398,302.51)	\$19,819.38	\$853.49	\$18,965.89	\$856.31

SAMPLE DELINQUENCY NOTICE LETTER

May XX, 200X

4055-01-XX-XXXX

Biff Smith
Accounts Payable
16 Main Street
Somplace, CA 9ZZZZ

NAME OF AGENCY GOES HERE

Notice of Delinquency Immediate Action Required

Dear Biff Smith:

As of the date of this notice, I.M.P.A.C. Government Services records indicate that the invoice(s) below remain outstanding (greater than 60 days past due), and is now in violation of the State of California, CAL-Card contract guidelines. Per the terms of the contract, past due accounts will be referred to the State Finance Contact and the State I.M.P.A.C. Coordinator. US Bank can suspend or cancel your charging privileges until all undisputed balances greater than 60 days old are paid.

Invoice Number	Days Old	Principal/(Credit) Balance	Interest Due
4055-01-XX-XXXX-XXXX-00	112	1,271.27	15.07
Total		1,271.27	15.07

While it is not our desire, nor is it advantageous for us to suspend your account, we reserve the right to do so. Therefore, to avoid further action up to and including the suspension of all agency cards, we ask that all accounts that are greater than 60 days past due be resolved by June XX, 200X. To avoid suspension and/or cancellation of your CAL-Card Program, please call I.M.P.A.C. Customer Service at (800) 227-6736 and ask for XXXX XXXX, or you may call XXXX directly at (701) XXX-XXXX. An assigned, Invoice Services Specialist will work with you and will provide you the necessary information in order to resolve your outstanding balances. We appreciate your participation in the CAL-Card Program and look forward to working with you.

Sincerely,

I.M.P.A.C. Operations Manager

cc: Roberta Hinchman, Statewide Administrator, CAL-Card

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

G022 - NEW ACCOUNT REPORT

USD G022 PROC: CTR
 JOB: T2CDGVDB PGM: PGV150
 ACCOUNT NUMBER NAME1 / NAME2 ADDR1 / ADDR2 PHONE / CITY STATE ZIP EMP ID LIMIT NUMBER EXPIRE CYCLE
 1966 CHARLES T PO BOX 30 6198454 RANCHO CORDOVA 95741 27877 500 1 03 01 22
 FRANCHISE TAX BOARD MS A-24
 MASTER ACCOUNTING CODE: 556
 MERCHANT TYPE: 050 APPROVING OFFICIAL: 0760 EMOSS DESTINATION CODE: P
 USER FIELD 1: 556 USER FIELD 2: 556 TAX EXEMPT NUMBER:
 1974 ANGIE A PO BOX 146 9168454 SACRAMENTO 95812 27877 500 1 03 01 22
 FRANCHISE TAX BOARD MS B-19
 MASTER ACCOUNTING CODE: 700
 MERCHANT TYPE: 050 APPROVING OFFICIAL: 1693 EMOSS DESTINATION CODE: P
 USER FIELD 1: 700 USER FIELD 2: 700 TAX EXEMPT NUMBER:

DATE 05/04/00
 RUN: 05/05/00-01:15

G066 - I.M.P.A.C. CARDHOLDER ACTIVITY REPORT

USB G066 PROC CTR I.M.P.A.C. CARDHOLDER ACTIVITY REPORT
 JOB: T2CDVT08 PGM: PGV270 LEVEL1: LEVEL2: LEVEL3: LEVEL4: DATE 05/04/00
 RUN: 05/05/00-00:41
 ACCOUNT NUMBER NAME PHONE TRAN DATE TRAN TYPE AMOUNT MERCHANT NAME MERCHANT LOCATION SIC
 479 DONNA S 916- 05/02 SALE 1477.20 PRESS-ENTERPRISE CO ADVER 909-320785858 CA 5994
 917 DALE B 916- 05/03 SALE 324.83 METROSTNR *CYBERGUYS 916-858-1000 CA 5964

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

G067 - I.M.P.A.C. DAILY TRANSACTION LIST

JOB: T2CDVTD8	PGM: PGV270	CTR	LEVEL1:	LEVEL2:	LEVEL3:	LEVEL4: 0011	DATE	AMOUNT
ACCOUNT	TRANSACTION	DATE	REFERENCE	MERCHANT	MERCHANT	MERCHANT		
NUMBER	NUMBER	DATE	NUMBER	ACTIVITY	NAME	LOCATION		
2479	05/02	24492790124118327842029	5994	PRESS-ENTERPRISE CO ADVER	909-320785858	CA	1,477.20	
2917	05/03	24692160124000261303040	5964	METROSTAR *CYBERGUYS	916-858-1000	CA	324.83	
TOTAL							1,802.03	

DATE 05/04/00 14:33
 RUN: 05/05/00-00:13

G077 - I.M.P.A.C. ACCOUNT INFORMATION

USB G077 PROC
JOB:T2CHVTM1 PGM:PGV290
LEVEL1: LEVEL2: LEVEL3: LEVEL4: 0001

CTR

I.M.P.A.C. ACCOUNT INFORMATION

DATE 04/28/00
RUN: 04/29/00-03:47

APPROVING OFFICIAL
ACCOUNT NUMBER:
CA LAW REVISION COMM
NATHANIEL S

EMAIL:

RM D-1
PALO ALTO CA 94303-4739
PHONE: 415494 EXT:

APPROVING OFFICIAL LIMIT: \$10,000
ACCOUNTING CODE:

CARDHOLDERS FOLLOW:

ACCOUNT NUMBER:
STAN U
CA LAW REVISION COMM

ACCOUNT NUMBER:
LAUREN M
CA LAW REVISION COMM

RM D-1
PALO ALTO CA 94303-4739
PHONE: 4154941
PHONE EXT:
FAX:
FAX EXT:
EMAIL:

RM D-1
PALO ALTO CA 94303-4739
PHONE: 4154941
PHONE EXT:
FAX:
FAX EXT:
EMAIL:

30 DAY LIMIT: \$10,000
SINGLE PURCHASE LIMIT: \$1,000
QUARTERLY SPENDING LIMIT: \$0
ANNUAL SPENDING LIMIT: \$0
DAILY CASH LIMIT: \$0
WEEKLY SPENDING LIMIT: \$0
DAILY PURCH/CASH LIMIT: \$15,000
TRANS LIMIT/DAY: 8
MERCHANT ACTIVITY: 0000
USER FIELD 1:
USER FIELD 2:
USER FIELD 3:
USER FIELD 4:
USER FIELD 5:
USER FIELD 6:
VEN ID FIELD 7:
DATE OPEN: 060595
ACCOUNTING CODE:

30 DAY LIMIT: \$10,000
SINGLE PURCHASE LIMIT: \$2,500
QUARTERLY SPENDING LIMIT: \$0
ANNUAL SPENDING LIMIT: \$0
DAILY CASH LIMIT: \$0
WEEKLY SPENDING LIMIT: \$0
DAILY PURCH/CASH LIMIT: \$15,000
TRANS LIMIT/DAY: 8
MERCHANT ACTIVITY: 0000
USER FIELD 1:
USER FIELD 2:
USER FIELD 3:
USER FIELD 4:
USER FIELD 5:
USER FIELD 6:
VEN ID FIELD 7:
DATE OPEN: 112796
ACCOUNTING CODE:

EMBOSS DEST: P 4
TAX EXEMPT NO:
NUMBER CARDS: 1
CHECK ORDER DATE: 00000000 FLAG:
REASON RETURN CODE: G CNK ELIG:

EMBOSS DEST:
TAX EXEMPT NO:
NUMBER CARDS: 1
CHECK ORDER DATE: 00000000 FLAG:
REASON RETURN CODE: G CHK ELIG:

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

G088 – I.M.P.A.C. QUARTERLY DECLINED/REFERRED TRANSACTION REPORT

USB GO88 PROC CTR I.M.P.A.C. QUARTERLY DECLINED/REFERRED TRANSACTION REPORT DATE 03/31/00
 JOB: T2CCVTQ1 RGN: PGV980 LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4:0003 RUN: 04/01/00-03:09
 ACCOUNT NUMBER 0499 ACCOUNT NAME BALANCE
 30 DAY LIM: 5,000 JUNE SPL: 1,350 MAT: 7399 DAILY PURCH/CASH: 5,000.00
 A/O LIM: 10,000 DAILY CASH: 0 WEEKLY CASH: 0 DAILY PURCH/CASH: 15,000
 TRANS/DAY: 8 TRANS/MONTH/CYCLE: 0 QUARTERLY LIM: 0 ANNUAL LIM: 0
 DATE 00/01/20 12:28:18 AMOUNT 6.59 SIC 7399 D DECLINE/ REFERRAL REASON
 ** INV EXPIRE DATE **

G089 - I.M.P.A.C. SUMMARY STATISTICAL REPORT

LVL-4	NEW ACCOUNTS		TOTAL ACCOUNTS		ACTIVE C/H THIS MONTH	SALES TRANS		NET SALES		CHECK TRANS		CHECK SALES		CHECK FEES	
	NEW A/O	NEW C/H	TOTAL A/O	TOTAL C/H		THIS MONTH	FISCAL YTD	THIS MONTH	FISCAL YTD	THIS MONTH	FISCAL YTD	THIS MONTH	FISCAL YTD	THIS MONTH	FISCAL YTD
0001	0	0	1	2	1	5	48	224.50	5,752.41	0	0	0.00	0.00	0.00	0.00

USB G089 PROC CTR I.M.P.A.C. SUMMARY STATISTICAL REPORT
 JOB: T2CHVTM1 PGM: PGV114 LEVEL 1: LEVEL 2: LEVEL 3: LEVEL 4: 0001
 TOTALS FOR: APRIL
 DATE 04/28/00
 RUN: 04/29/00-03:16

R095 – APPROVING OFFICIAL ACCOUNT SUMMARY

USB	R095 PROC	CTR	APPROVING OFFICIAL ACCOUNT SUMMARY	DATE 04/21/00
LEVEL 2 :	NAME	LEVEL 3 :	LEVEL 4 :	
		ACCOUNT NUMBER	CURRENT MONTH PURCHASES	
AO NATHANIEL S		010	224.50	
CH STAN U		028	.00	
CH LAUREN M		018	224.50	
		LEVEL 4 TOTAL	224.50	

R342 - CARD ACTIVATION ACKNOWLEDGEMENTS
 OUTSTANDING

ACCOUNT NUMBER	NAME	ADDRESS	CITY/ STATE/ZIP	PHONE/ EXTENSION	ISSUED/ EXPIRATION
53	TERRY B MINERAL RESOURCES	PO BOX 123	GOLETA CA 93117	00000	03/21/00 03/01
71	CARL C MINERAL RESOURCES	170 PACIFIC COAST HWY	HUNTINGTON BEACH CA 92648	536-3018 00000	03/21/00 03/01

USB R342 PROC CTR
 JOB: T2CHVT01 PGM: PGV195
 LEVEL 2: LEVEL 3: LEVEL 4: 0012

CARD ACTIVATION ACKNOWLEDGEMENTS OUTSTANDING

DATE 04/28/00
 RUN: 04/29/00-03:36

Contract Number: 5-00-CC-02

Contractor Name: U.S. Bank

Exhibit F

R803 – I.M.P.A.C. PRENOTIFICATION FOR REISSUE OF BANK CARD

USB R803 PROC CTR I.M.P.A.C. PRENOTIFICATION FOR REISSUE OF BANKCARD DATE: 09/30/99
JOB: TZCHVTM1 PGM: PVT020 LEVEL 2: LEVEL 3: LEVEL 4: 0002 RUN: 10/01/99-02:05
PREFIX:

ACCOUNT NUMBER	EMBOSS NAME	LAST ISSUE DATE	SINCE LAST ISSUE #PUR \$PUR	SINGLE PURCH LIMIT	30 DAY LIMIT	EMBUS NOTIFICATION
1455	CLAIRE L	03/23/98	19 \$2,016.00	500	1,000	

R900 - I.M.P.A.C. QUARTERLY MERCHANT ACTIVITY REPORT

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

USB R900 PROC CTR I.M.P.A.C. QUARTERLY MERCHANT ACTIVITY REPORT
 JOB: T2CQVTO1 PGM: PVT120A DEPARTMENT OF GENERAL SERV REPORTING PERIOD: 01/01/00 - 03/31/00
 LEVEL 1: LEVEL 2: 1 MISCELLANEOUS COMMISSIONS LEVEL 4: 0001 CA LAW REVISION COMMISSION
 LEVEL 3: SECTION 1: MAJOR MERCHANT CATEGORIES

DATE 03/31/00
 RUN: 04/01/00-01:37

AIRLINES

SIC DESCRIPTION	SIC	AVERAGE TICKET AMT	NO. OF CHARGES	CHARGES
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TOTALS: 0.00 0 0.00

AUTOMOBILE RENTALS

SIC DESCRIPTION	SIC	AVERAGE TICKET AMT	NO. OF CHARGES	CHARGES
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TOTALS: 0.00 0 0.00

HOTELS - LODGING

SIC DESCRIPTION	SIC	AVERAGE TICKET AMT	NO. OF CHARGES	CHARGES
-----------------	-----	--------------------	----------------	---------

TOTALS: 0.00 0 0.00

R083 - I.M.P.A.C. PRE - NOTIFICATION FOR REISSUE OF BANK CARD

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

USB R900 PROC CTR I.M.P.A.C. QUARTERLY MERCHANT ACTIVITY REPORT
 JOB:72CQV701 PGM: PVT120A DEPARTMENT OF GENERAL SERV REPORTING PERIOD: 01/01/00 - 03/31/00 DATE 03/31/00
 LEVEL 1: LEVEL 2: MISCELLANEOUS COMMISSIONS LEVEL 4: 0001 CA LAW REVISION COMMISSION RUN: 04/01/00-01:37
 LEVEL 3: OT-OTHER

SECTION 2: GENERIC MERCHANT CATEGORIES

LEGEND FOR MERCHANT DEMOGRAPHICS MC/SB/WO/INC INC FOR INCORPORATED CLASSIFICATION
 MC FOR MINORITY CLASSIFICATION SB FOR SMALL BUSINESS O-OTHER
 N = NOT MINORITY OWNED Y-500 OR LESS EMPLOYEES 1-INDIVIDUAL/SOLE PROPRIETORSHIP
 SA-SUBCONTINENT-ASIAN AMERICAN N-GREATER THAN 500 2-PARTNERSHIP
 AP-ASIAN-PACIFIC 3-CORPORATION
 BL-BLACK NO FOR WOMEN OWNED
 HI-HISPANIC Y-WOMEN OWNED
 NA-NATIVE AMERICAN N-NOT
 OT-OTHER

SIC CATEGORY	SIC	MERCHANT NAME	MC/SB/WO/INC	TAX ID #	SOLE OWNER'S NAME	CITY	ST	NUM CHARGES	TOTAL CHARGES	
COMPUTER & COMP PERI	5045	THE CHIP MERCHANT 4870 VIEWBRIDGE AVE	BL/Y/N/3	330506882		SAN DIEGO	CA	1	127.98	
DIRECT MARKETING-CAT	5964	PC *PC CONNECTION 528 RTE 13 SOUTH MAIL STOP: F1	/ / /3	020372768			NH	2	344.00	
DIRECT MARKETING-COM	5965	OFFICE DEPOT 1135 6700 AUTOMALL PARKWAY	/N/N/3	592263954			CA	2	391.93	
DIRECT MARKETING-OTH	5969	REAL.COM ONLINE	/ / /3				WA	1	29.95	
COMPUTER PROGRAMMING	7372	BEST INTERNET COMMUNICATI 345 E MIDDLEFIELD RD	/Y/N/3	943211977			CA	3	210.00	
TOTALS:										
LEVEL 4 TOTALS:									9	1,103.86
TOTALS:									9	1,103.86

THE MERCHANT/VENDOR IDENTIFICATION INFORMATION CONTAINED IN THIS REPORT REPRESENTS REASONABLE BUSINESS EFFORTS TO ACCUMULATE DATA FROM EXTERNAL SOURCES. USB MAKES NO WARRANTY WHATSOEVER TO ITS ACCURACY OR COMPLETENESS.

Quarterly Merchant Activity Data: 995 Record Layout:

The 995 records for the Quarterly Merchant Activity record layout are defined below. There are two record types for every set. There is a third record type, a trailer record, which occurs at the end of each batch of records. Record layouts are listed below in detail. Definitions of the fields follow the layouts.

Record 1 Layout

LAYOUT					
			FIELD		LEN
RECORD 1:	05		FILLER	PIC X (01)	1
	05	R995-RECORD-1			
		10	R995-R1-ID	PIC X (03)	3
		10	R995-R1-SEQ	PIC X (01)	1
		10	R995-R1-REC-NUM	PIC 9 (07)	7
		10	R995-R1-LEVEL-1	PIC 9 (04)	4
		10	R995-R1-LEVEL-2	PIC 9 (02)	2
		10	R995-R1-LEVEL-3	PIC 9 (02)	2
		10	R995-R1-LEVEL-4	PIC 9 (04)	4
		10	R995-R1-MERCH-NAME	PIC X (25)	25
		10	R995-R1-ADDR-1	PIC X (30)	30
		10	R995-R1-ADDR-2	PIC X (28)	28
		10	R995-R1-MERCH-CITY	PIC X (13)	13
		10	R995-R1-MERCH-STATE	PIC X (03)	3
		10	R995-R1-MERCH-ZIP	PIC X (09)	9
		10	FILLER	PIC X (01)	1

Quarterly Merchant Activity Data: 995 Record Layout (cont.)

Record 2 Layout

			FIELD		LEN
RECORD2:	05		FILLER	PIC X (01)	1
	05	R995-RECORD-2			
		10	R995-R2-ID	PIC X (03)	3
		10	R995-R2-SEQ	PIC X (01)	1
		10	R995-R2-REC-NUM	PIC 9 (07)	7
		10	R995-R2-TIN-NUM	PIC X (09)	9
		10	R995-R2-SMALL-BUS-CODE	PIC X (01)	1
		10	R995-R2-MINORITY-CODE	PIC X (02)	2
		10	R995-R2-WOMAN-OWNED-CODE	PIC X (01)	1
		10	R995-R2-INC-CODE	PIC X (01)	1
		10	R995-R2-SOLE-OWNER-NAME	PIC X (43)	43
		10	R995-R2-NUM-CHARGES	PIC 9 (09)	9
		10	R995-R2-TOT-AMT	PIC 9 (11) V99-	13
		10	R995-R2-SIC-DESC	PIC X (25)	25
		10	R995-R2-SIC-CODE	PIC 9 (04)	4
		10	R995-R2-BEG-DATE	PIC 9 (06)	6
		10	R995-R2-END-DATE	PIC 9 (06)	6
		10	FILLER	PIC X (01)	1

Quarterly Merchant Activity Data: 995 Record Layout (cont.)

Trailer Record Layout

			FIELD		LEN
TRAILER RECORD:	05		FILLER	PIC X (01)	1
	05	R995-RECORD-9			
		10	R995-R9-ID	PIC X (03)	3
		10	R995-R9-SEQ	PIC X (01)	1
		10	R995-R9-REC-NUM	PIC 9 (07)	7
		10	R995-R9-LEVEL-1	PIC 9 (04)	4
		10	R995-R9-LEVEL-2	PIC 9 (02)	2
		10	R995-R9-LEVEL-3	PIC 9 (02)	2
		10	R995-R9-LEVEL-4	PIC 9 (04)	4
		10	R995-R9-LOGICAL-TOTAL	PIC 9 (09)	9
		10	R995-R9-PHYSICAL-TOTAL	PIC 9 (09)	9
		10	R995-R9-BEG-DATE	PIC 9 (06)	6
		10	R995-R9-END-DATE	PIC 9 (06)	6
		10	R995-R9-CREATE-DATE	PIC 9 (06)	6
		10	FILLER	PIC X (73)	73
					133

Quarterly Merchant Activity Data: 995 Record Layout (cont.)

Record 1 Field Definitions

R995-R1-ID: '995' Identifies file number.

R995-R1-SEQ: '1' for the first record, '2' for the second record, '9' for the trailer record.

R995-R1-REC-NUM: The two detail records that make up one transaction contain the same sequence number. This allows the two records to be identified as the two components making up one transaction. Sequence numbers are unique within each batch of transactions.

R995-R1-LEVEL-1: The level 1 indicator represents the 4 digit program number.

R995-R1-LEVEL-2: The level 2 indicator represents the parent organization, department or agency.

R995-R1-LEVEL-3: The level 3 indicator represents the second major organization level within the parent organization, e.g. agency or bureau.

R995-R1-LEVEL-4: The level 4 indicator represents the major reporting and billing level, e.g. work unit.

R995-R1-MERCH-NAME: The doing business as (DBA) name of the merchant.

R995-R1-ADDR-1: The first line of the merchant address.

R995-R1-ADDR-2: The second line of the merchant address.

R995-R1-MERCH-CITY: The city of the merchant location.

R995-R1-MERCH-STATE: The state of the merchant location.

R995-R1-MERCH-ZIP: The zip code of the merchant location.

Quarterly Merchant Activity Data: 995 Record Layout (cont.)

Record 2 Field Definitions

- R995-R2-ID: '995' identifies file number.
- R995-R2-SEQ: '1' for the first record, '2' for the second record, '9' for the trailer record.
- R995-R2-REC-NUM: The two detail records that make up one transaction contain the same sequence number. This allows the 2 records to be identified as the 2 components making up one transaction. Sequence numbers are unique within each batch of transactions.
- R995-R2-TIN-NUM: The tax ID number of the merchant.
- R995-R2-SMALL-BUS-CODE: 'Y' is a merchant with 500 employees or less. 'N' is a merchant with greater than 500 employees.
- R995-R2-MINORITY-CODE: The two character code that is explained in the legend below.
- R995 R2-WOMAN-OWNED-CODE: 'Y' is a woman owned business and 'N' is not.
- R995-R2-INC-CODE: The one character code that is explained in the legend below.
- R995-R2-SOLE-OWNER-NAME: The name of the owner if the incorporated code is '1'.
- R995-R2-NUM-CHARGES: The number of agency charges for the merchant for the reporting period.
- R995-R2-TOT-AMT: The total amount of agency charges for the merchant for the reporting period.
- R995-R2-SIC-DESC: The merchant industry description associated with primary SIC code.
- R995-R2-SIC-CODE: The primary Standard Industry Code (SIC) for the merchant.
- R995-R2-BEG-DATE: The beginning date of the period reported. The format is YYMMDD.
- R995-R2-END-DATE: The end date of the period reported. The format is YYMMDD.

Legend for merchant demographics MC/SB/WO/INC

MC For Minority Classification

N = Not minority owned HI = Hispanic
SA = Subcontinent-Asian American NA = Native American
AP = Asian-Pacific OT = Other
BL = Black

SB For Small Business

Y = 500 or less employees N = Greater than 500

WO For Women Owned

Y = Women Owned N = Not

INC For Incorporated Classification

0 = Other 2 = Partnership
1 = Individual/sole proprietorship 3 = Corporation

Quarterly Merchant Activity Data: 995 Record Layout (cont.)

Trailer Record Field Definitions

R995-R9-ID: '995' identifies file number.

R995-R9-SEQ: '1' for the first record, '2' for the second record, '9' for the trailer record.

R995-R9-REC-NUM: The two detail records that make up one transaction contain the same sequence number. This allows the two records to be identified as the two components making up one transaction. The batch trailer record has a different record number from any records in the batch.

R995-R9-LEVEL-1: The level indicator represents the 4 digit program number.

R995-R9-LEVEL-2: The level 2 indicator represents the parent organization, department or agency.

R995-R9-LEVEL-3: The level 3 indicator represents the second major organization level within the parent organization, e.g. agency or bureau.

R995-R9-LEVEL-4: The level 4 indicator represents the major reporting and billing level, e.g. work unit.

R995-R9-LOGICAL-TOTAL: The total number of type '1' records in the batch.

R995-R9-PHYSICAL-TOTAL: The total number of type '1' and '2' records in the batch.

R995-R9-BEG-DATE: The beginning date of the period reported. The format is YYMMDD.

R995-R9-END-DATE: The end date of the period reported. The format is YYMMDD.

R995-R9-CREATE-DATE: The date that the file was created. The format is YYMMDD.

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

G083 - I.M.P.A.C. 1099 REPORT LEVEL 3

SIC CATEGORY	SIC	MERCHANT NAME	ST	ZIP	ADDRESS LINE 1	CITY	STATE	ZIP	INC	TAX ID#	NUM CHARGES	ADDRESS LINE 2	TOTAL CHARGES OTD	TOTAL CHARGES FTD
IIC FOR INCORPORATED CLASSIFICATION O-OTHER 1-INDIVIDUAL/SOLE PROPRIETORSHIP 2-PARTNERSHIP 3-CORPORATION														
I.M.P.A.C. 1099 REPORT LEVEL 3 REPORTING PERIOD: 01/01/00 - 03/31/00 DATE: 01/31/00 RUN: 04/01/00-06:44														
USER: G083 FNAME: CTR JOB: T2C0V0J FGM: PVT197 LEVEL 1: DENVER PURCHASING LEVEL 2: LEVEL 3: LEVEL 4:														
AUTOMOTIVE SERVICE S 7538		A & L TRANSMISSION SERVICE	WA	99202	1517 E SPRAGUE AVE	SPokane	WA	99202	3	910892818	0		0.00	0.00
AUTO PARTS, ACCESSORI 5533		A AND E GENERATOR	UT	84101	264 WEST 800 SOUTH	SALT LAKE CITY	UT	84101	3	870304848	11		7,337.19	25,124.00
AUTO PARTS, ACCESSORI 5533		A AND E GENERATOR**	UT	84101		SALT LAKE CITY	UT	84101	3	000000000	0		0.00	424.44
BUSINESS SERVICES(IND) 7399		A AYERS FRONT LOCK AND KE	CO	80020	5665 W 109TH CIRCLE	WESTMINSTER	CO	80020	1	521585091	0		0.00	89.50
AUTO PARTS, ACCESSORI 5533		A G BODY INC	UT	84101	565 S 600 W	SALT LAKE CITY	UT	84101	3	870305225	0		0.00	511.00
BUSINESS SERVICES(IND) 7399		A I NATIONAL GLASS	UT	84119	2747 S REDWOOD RD	SALT LK CITY	UT	84119	1	870500431	0		0.00	0.00
AUTOMOTIVE SERVICE S 7538		A REDS TRANSMISSION PAR	KS	67217	3737 W 29TH STREET SOUTH	MICHITA	KS	67217	3	480846658	0		0.00	2,696.41
WELDING REPAIR 7692		A-L COMPRESSED GASES	WA	99202	4230 E TRENT AVE	SPokane	WA	99202	3	911470690	0		0.00	0.00
AUTOMOTIVE SERVICE S 7538		A-1 BATTERY CO	NV	89502	2825 KIETZKE LN STR 2	RENO	NV	89502	3	942919996	14		2,352.58	6,625.17
MISC GENERAL MERCHAN 5399		A-1 CASTERS AND EQUIP	UT	84104	710 W 1700 SOUTH	SALT LAKE CITY	UT	84104	2	870457308	1		19.60	149.45
AUTOMOTIVE SERVICE S 7538		A-1 SUPERIOR RADIATOR	NV	89102	1000 S MAIN ST	LAS VEGAS	NV	89102	3	490666177	17		4,032.50	10,004.00
AUTOMOTIVE SERVICE S 7538		A-1 SUPERIOR RADIATOR	NV	89102	208 W. WYOMING AVE.	702-383-3313	NV	89102	3	490666177	0		0.00	2,517.50

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

G083 - I.M.P.A.C. 1099 REPORT LEVEL 3

USB G083 PROC CTR
JOB: T2CCVT01 PGM: PVT197
LEVEL 1: DENVER PURCHASING
LEVEL 2: 09
LEVEL 3: DENVER PURCHASING

I.M.P.A.C. 1099 REPORT LEVEL 3
REPORTING PERIOD: 01/01/00 - 03/31/00
LEVEL 4:

DATE 03/31/00
RUN: 04/01/00-06:44

AVERAGE TICKET AMT	NO. OF CHANGES	TOTAL CHANGES QTD	TOTAL CHANGES FYTD
259.29	3.135	812,866.09	3,089,280.35

THE MERCHANT/VENDOR IDENTIFICATION INFORMATION CONTAINED IN THIS REPORT REPRESENTS REASONABLE BUSINESS EFFORTS TO ACCUMULATE DATA FROM EXTERNAL SOURCES. U.S. BANK MAKES NO WARRANTY WHATSOEVER TO ITS ACCURACY OR COMPLETENESS.

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

Merchant Category Code Table and Groupings

Category	Description	MCC Codes
A	Airlines, Airports	3000-3002, 3004-3018, 3020, 3058, 3060-3061, 3063, 3065-3066, 3071, 3075-3078, 3081-3089, 3094, 3096, 3099-3100, 3102-3103, 3106, 3110-3112, 3117-3118, 3125-3127, 3129-3130, 3133, 3135, 3137-3138, 3143-3146, 3151, 3154, 3159, 3161, 3164-3165, 3170-3172, 3175-3176, 3178, 3181-3182, 3184-3187, 3190-3193, 3196-3197, 3200, 3203, 3204, 3212, 3215-3223, 3228-3229, 3231, 3233-3235, 3238-3243, 3251-3254, 3256, 3259, 3261-3262, 3266-3267, 3280, 3282, 3284-3287, 3292-3295, 3298, 4511, 4582
B	Vehicle Rental, Dealers, Service Gasoline, Parts, Towing	3351-3354, 3357, 3359-3362, 3364, 3366, 3368, 3370, 3376, 3381, 3385-3387, 3389-3391, 3393-3396, 3398, 3400, 3405, 3409, 3412, 3414, 3420-3421, 3423, 3425, 3427-3439, 5013, 5271, 5511, 5521, 5531-5533, 5541-5542, 5551, 5561, 5571, 5592, 5598-5599, 7512, 7513, 7519, 7523, 7531, 7534-7535, 7538, 7542, 7549
C	Hotel, Motel	3501-3513, 3515-3520, 3522-3530, 3533-3538, 3540-3545, 3548-3550, 3552, 3553, 3558, 3562-3563, 3565, 3568, 3570, 3572-3575, 3577, 3579, 3581, 3583-3588, 3590-3593, 3595, 3598-3599, 3603, 3612, 3615, 3622-3623, 3625, 3629, 3633-3661, 3663-3666, 3668, 3670-3675, 3677-3678, 3680-3681, 3683-3707, 3709-3711, 3713-3722, 3725-3745, 7011, 7012
D	Misc. Transportation (R.R., Taxi, Ambulance, Bus, Travel Agencies [No Airline Passage], Freight, Courier Services)	4011, 4111-4112, 4119, 4121, 4131, 4214, 4215, 4411, 4457, 4468, 4722, 4723, 4784, 4789
E	Telephone, Telegraph, Cable Services, Cable Equipment, Utilities	4812, 4814, 4815, 4821, 4899, 4900
F	Telemarketing Travel Related Arrangement Services [No Travel Agencies]	5962

Merchant Category Code Table and Groupings (page 2)

Category	Description	MCC Codes
G	Mail Order Houses, Telephone Purchases, Subscription/ Continuity Merchant	5192, 5964-5969
H	Food/Dairy Stores, Drug/Liquor Stores	5122, 5411, 5422, 5441, 5451, 5462, 5499, 5912, 5921
I	Caterers, Restaurants, Bars	5811, 5812, 5813, 5814
J	Discount/Department /Variety Stores, Misc. General Mdse., Duty Free Stores	5300, 5309-5311, 5331, 5399
K	Misc. & Specialty Retail Stores, Lumber/Hardware, Lawn/Garden, Clothing, Furnishings & Equipment, Household Appliances, Music/Records, Government Services, not elsewhere classified, Postage	5047, 5094, 5099, 5111, 5193, 5200, 5931-5933, 5935, 5937, 5940-5950, 5963, 5970-5973, 5975-5978, 5992-5999, 6012, 5039, 5065, 5072, 5074, 5137, 5139, 5198-5199, 5211, 5231, 5251, 5261, 5611, 5621, 5631, 5641, 5651, 5655, 5661, 5681, 5691, 5697-5699, 5021, 5044-5046, 5085, 5131, 5712-5714, 5718-5719, 5722, 5732-5735, 9399, 9402
L	Contractors	1520, 1711, 1731, 1740, 1750, 1761, 1771, 1799
M	Camps, Camp Sites, Amusement & Recreational Services	7032, 7033, 7832, 7841, 7911, 7922, 7929, 7932-7933, 7941, 7991-7994, 7996-7999
N	Misc. Personal Services	7210-7211, 7216-7217, 7221, 7230, 7251, 7261, 7273, 7276-7278, 7296-7299

Merchant Category Code Table and Groupings (page 3)

Category	Description	MCC Codes
O	Misc. Business Services	0742, 0763, 0780, 2741, 2791, 2842, 4225, 4816, 5051, 5960, 6300, 6399, 7311, 7321, 7332-7333, 7338-7339, 7342, 7349, 7361, 7372, 7375, 7379, 7392-7395, 7399, 7622-7623, 7629, 7631, 7641, 7692, 7699, 7829, 8111, 8734, 8911, 8931, 8999
P	Medical Services	8011, 8021, 8031, 8041-8043, 8049, 8050, 8062, 8071, 8099
Q	Schools, Educational Services and Day Care	8211, 8220, 8241, 8244, 8249, 8299, 8351
R	Membership Organizations Charitable and Social Organizations	8398, 8641, 8675, 8699
S	Fuel (Fuel Dealers - Fuel Oil, Wood, Coal, Liquefied Petroleum)	5169, 5172, 5983
T	Postage	9402
U	Government to Government	9950

MAT Code Alpha Listing

0000 ABCDEFGHIJKLMNOPQRSTU
 0694 ABCDEFGHIJKLMNOPQRST
 0802 ABCDEFGHIJKOQRU
 0522 ABCDEFGHIJKOU
 0150 ABCDEFIJKLMNOPRSU
 0430 ABCDEGHJKLMNOPQRTU
 0211 ABCDEGHJKLOSU
 0817 ABCDEGHJKRT
 0243 ABCDEGHJKLOPQSU
 0539 ABCDEGJKNOQTU
 0876 ABCDEHIQRT
 0178 ABCDEIO
 0179 ABCDEIOS
 0270 ABCDFGJKLNONPQRSU
 0247 ABCDGHJKLMNOPQRSU
 0610 ABCDGHJKLMNOPQRT
 0505 ABCDGHJKLMNOPQRTU
 0858 ABCDGHJKLMNOPQRTU
 0484 ABCDGHJKLMNOPQRTU
 0594 ABCDHIJKLOS
 0031 ABCDHIJKMNOSU
 0413 ABCDHIJKLMNOPQRTU
 0416 ABCDJKNOQRTU
 0002 ABCDM
 0877 ABCEHI
 0855 ABCGHIJKLMNOPQRTU
 0714 ABCGHIJKMQRAS
 0668 ABCGJKLNQOT
 0716 ABCGKHIJT
 0412 ABCJKLNOPQRTU
 0073 ABDEFGHJKLMNOPQRSU
 0037 ABDEFGHJKLMNOPQRSU
 0717 ABDEFGHJKLMNOPQRSU
 0671 ABDIS
 0084 ABDEFGHJKLMNOPQRSU
 0727 ACDEGHIKOT

0016 B
 0288 BCDEFGHIJKLMNOPQRSTU
 0462 BCDEFGHIJKLMNOPQRSU
 0581 BCDEFGHIJKLMNOPQRU
 0108 BCDEFGHIJKLMNOPQRSU
 0087 BCDEFGHIJKLMNOPQRSU
 0043 BCDEFGHIJKLMNOPQRSU
 0378 BCDEGHU
 0848 BCDEGHJKLMNOPQRT
 0844 BCDEGHJKLMNOPQRSU
 0812 BCDEGHJKLMNOPQRTU
 0131 BCDEGHJKLMNOPQRSPU
 0106 BCDEGHJKLMNOPQRSU
 0089 BCDEGHJKLMNOPQSU
 0075 BCDEGHJKLMNOPQSU
 0647 BCDEGHJKLMNOPQRSTU
 0893 BCDEGHJKOTU
 0153 BCDEGHJKLMNOPQRU
 0871 BCDEGHJKLMNOPQRTU
 0550 BCDEGHJKLOQSU
 0896 BCDEHIJKLMNOPST
 0097 BCDEHIJKLMNOPQRSU
 0274 BCDEFGHIJKLMNOPQRSU
 0028 BCDEFGHIJKLMNOPQRSU
 0656 BCEFGHIJKLMNOPQRSU
 0665 BCEGHIJKQM
 0210 BCEGHIJKQMN
 0174 BCEGJKLOU
 0405 BCGHIJKLMNOPQRSU
 0376 BCGHIJKLOSU
 0264 BCGHIJKLU
 0199 BCGHIJKLMNOPQRU
 0345 BCGHIJKLMNOPQRU
 0090 BCGHKU
 0862 BDEFHIJKLMNOPQRSU
 0081 BDEFHIJKLMNOPQRSU
 BDEFHIJKLMNOPQRSU
 BDEFHIJKLMNOPQRSU
 BDEFHIJKLMNOPQRSU

MAT Code Alpha Listing

0169	ACDGHJKLMOQU	0188	BDEFGHJKLNOPQRSU
0793	BDEFGHJKLMOPQRTU	0604	BDLO
0165	BDEFGHJKLMNOPQRSU	0025	BDEFGHJKLMNOPQRSU
0667	BDEGHJKLMNOPQRSTU	0822	BDEFGHJKLMNOPQRSTU
0271	BDEGHJKLMOQASU	0052	BDEFGHJKLMNOPQRSU
0650	BDEGHJKMNNOQRSTU	0577	BDEFGHJKLNQOU
0415	BDEGHJKLMNOPQRSU	0451	BDEFGHJKLOPQITU
0808	BDEGHJKLMNOPSTU	0101	BDEGHJKLOPU
0263	BDEGHJKLMNOSU	0562	BDEGHJKOU
0807	BDEGHJKLNOPASTU	0417	BDEGHJKLMNOPQRU
0259	BDEGHJKLOPQRU	0721	BDEGHJKLNOPQSTU
0138	BDEGHJKLOPU	0082	BDEGHJKLNOPRSU
0218	BDEGHJKLORSU	0219	BDEGHJKLOQU
0632	BDEGHJKOQRTU	0324	BDEGHJKOU
0892	BDEGHJKLMNOPQRSTU	0510	BDEGHJKLNQOU
0856	BDEGHJKLNNOQRSTU	0843	BDEGHJKLNOPQRSTU
0390	BDEGHJKLOASTU	0130	BDEGHJKLNOPQRU
0030	BDEGHJKLOSU	0078	BDEGHJKLNOPRSU
0753	BDEGHJKOPST	0035	BDEGHJKLOPRSU
0344	BDEGHJKOU	0823	BDEGHJKLOQRSTU
0027	BDEGHJKLNOSU	0601	BDEGHJKLOU
0489	BDEGHJKLMNOPQRU	0059	BEJKLNOSU
0384	BDEGHJKLMOPQSTU	0049	BGHJKLOPU
0361	BDEGHJKLNORSU	0168	BDEGHJKLMNOPQRSU
0242	BDEGHJKLNOPQRSU	0440	BDEGHJKLMNOPQRU
0794	BDEGHJKLNOPQRTU	0212	BDEGHJKLNNOQU
0450	BDEGHJKLNNOQRSTU	0546	BDEGHJKLOSTU
0598	BDEGHJKLO	0666	BDEGHJKLOU
0894	BDEGHJKLOQRS	0620	BDEGHJKMR
0024	BDEGHJKLNOSU	0680	BDEGHJKLMNOPQRSUT
0245	BDEGHJKOPQASU	0418	BDEGHJKLMNOPQRU
0555	BDEGHJKLNOPQRTU	0811	BDEGHJKLMOPU
0104	BDEGHJKLOPQRSU	0768	BDEGHJKLMOQRU
0063	BDEGHJKLOQU	0747	BDEGHJKLMOU
0170	BDEGHJKLOU	0433	BDEGHJKLNOPQRTU
0172	BDEGHJKLOU	0400	BDEGHJKLNOPQRU

MAT Code Alpha Listing

0062	BDGJKOQU	0289	BGHJKLNPRSU
0352	BDGJKOU	0502	BGHJKLNOSTU
0561	BGHJKLOPSU	U790	CDEFGHIJKLMNOPQRU
0673	BGHJKLQASTU	U645	CDEGHIJKLMNOQRU
0302	BGHJKLOQSU	0278	CDEGHIJKLQORU
0398	BGHJKMO	0192	CDGJKMNORU
0704	BGHJKNOQRU	0333	CGHJKLMNOQRU
0521	BGHJKOPQRU	0207	CGHIJKLNQORU
0357	BGHJKOU	0167	CGHIJKLOQU
0329	BGHJKU	0375	CGHIJKMU
0699	BGJKLMNOQRU	0299	CGHIJKU
0884	BGJKLMNOQSU	0034	CGHIJKLMNOPQRU
0873	BGJKLMOTU	0286	CGHIJKU
0439	BGJKLNOPQRU	0159	CGIJKOU
0491	BGJKLNOPU	0047	CGJKLNOPQRSU
0543	BGJKLNOASTU	0443	CGJKRU
0023	BGJKLOPARU	0611	CHJKMO
0292	BGJKLOQRU	0310	DEFGHIJKLMNOPQRU
0504	BGJKLOQSU	0866	DEFGHIJKLMNOPQRSTU
0193	BGJKLOSU	0338	DEGHIJKLMNOPRSU
0079	BGJKLOU	0256	DEGHIJKLMOPSU
0448	BGJKORTU	0750	DEGHIJKLNO
0301	BGJKOSU	0759	DEGHIJKNOPARSTU
0445	BGJKOU	0679	DEGHIJKLNOPASTU
0801	BGJKQARSTU	0177	DEGHJKLNOPQSU
0447	BGJKTU	0785	DEGHJKLOQRU
0155	BGJKU	0282	DEGHJKLOQRU
0313	BHIJKPU	0320	DEGJKLNQORU
0266	BHIJKOSU	0428	DEGJKLOPARU
0355	BJKL	0239	DEGJKLORTU
0077	BJKLNOSU	0018	DEGJKOU
0032	BJKNOSU	0470	DEJKLOU
0783	BJKO	0309	DGHIJKLMNOU
0784	BJKOS	0492	DGHIJKLMOPASTU
0253	BJKOSU	0308	DGHIJKLNOPQRSU
0142	BJKOU	0216	DGHIJKNOPQRSU

WAT Code Alpha Listing

0114	BJKU	0283	DGHJKNOU
0091	BS	0279	DGHJKORU
0065	C	0236	DGHJKLOU
0233	DGHJKOPSU	0198	G
0226	DGHJKOU	0496	GHIJKLMNOPQRU
0107	DGJKLMNOQRU	0495	GHIJKLMNOPQRU
0456	DGJKLOQR	0371	GHIJKLO
0410	DGJKLOQRTU	0664	GHIJKLOPST
0570	DGJKLOQTU	0509	GHIJKLOSTU
0318	DGJKLORU	0213	GHIJKMU
0573	DGJKLOTU	0724	GHIJKMUOQ
0112	DGJKLOU	0494	GHIJKOQRU
0001	EFGHIJKLMNOPQRSU	0389	GHIJKQRU
0042	EFGHIJKLMNOPQRSU	0474	GHIJKU
0252	EFGHIJKLNQQRU	0196	GHIJKLMNOPQSU
0127	EFGHIJKLNQU	0538	GHIJKLMNOQRU
0343	EFGHIJKLOPTU	0853	GHIJKLMOPQRTU
0120	EFGJKLNOPQRU	0566	GHIJKLMOQRU
0055	EFGJKLOPRSU	0311	GHIJKLNOPQRU
0809	EFGHIJKLMOQRTU	0336	GHIJKLNOPQRU
0786	EFGHIJKLOU	0557	GHIJKLNQQRU
0541	EFGHIJKLNOPQRSU	0542	GHIJKLNQQU
0164	EFGHIJKLNOPQRU	0486	GHIJKLNOU
0674	EFGHIJKLOSU	0280	GHIJKLOPARU
0631	EFGHIJKLOU	0534	GHIJKLOPSTU
0317	EFGHIJKOU	0058	GHIJKLOQRSU
0045	EFGJKLNOPQRU	0723	GHIJKLOQRU
0208	EFGJKLNQQU	0619	GHIJKLOQTU
0765	EFGJKLO	0379	GHIJKLORTU
0559	EFGJKLOQU	0760	GHIJKMOQRU
0630	EFGJKLOSU	0599	GHIJKMQ
0268	EFGJKLOU	0685	GHIJKMORT
0040	EFGJKNOQRU	0597	GHIJKMAU
0171	EFGJKORU	0477	GHIJKMRU
0340	EFGJKOS	0231	GHIJKNOQRU
0102	EFGJKOU	0230	GHIJKNOQU

MAT Code Alpha Listing

0140	EGJKU	0459	GHJKNOU
0044	EJKOU	0229	GHJKOQU
0370	ELO	0158	GHJKOU
0183	FGJKNOQRU	0281	GHJKQU
0391	GHJKRU	0693	GJRU
0553	GHJKTU	0763	GKOQU
0123	GHJKU	0121	GKOU
0161	GJKOU	0119	GKU
0041	GJKLMNOQRU	0895	GU
0776	GJKLMOU	0007	HU
0048	GJKLNOPQRSU	0690	HJKMNOPARTU
0406	GJKLNOPARTU	0327	HJKMNOU
0500	GJKLNOPQRU	0779	HJKO
0864	GJKLNQARTU	0181	HJKLMOU
0422	GJKLNORTU	0367	HJKNOPQTU
0085	GJKLNORU	0141	HJKOU
0050	GJKLNORU	0780	HJKT
0020	GJKLOPQRU	0637	HJKU
0437	GJKLOQARTU	0726	JKNOS
0293	GJKLOQRU	0841	JKLNOU
0661	GJKLOQTU	0021	JKLOPARU
0228	GJKLOQU	0197	JKLOQSU
0421	GJKLORTU	0068	JKLOSU
0481	GJKLORU	0046	JKLOU
0038	GJKLOSU	0019	JKLU
0144	GJKLOU	0013	JKNORU
0689	GJKLOUP	0223	JKOSU
0480	GJKLU	0194	JKOU
0291	GJKNOQRU	0115	JKU
0033	GJKOPU	0624	K
0798	GJKOQ	0094	KLOU
0163	GJKOQRU	0162	KU
0187	GJKOQU	0328	O
0029	GJKORU	0003	S
0580	GJKOT	0300	T
0488	GJKOTU	0099	U

MAT Code Alpha Listing

0137	GJKOU
0706	GJKQATU
U146	GJKSU
U552	GJKTU
0039	GJKU

0479

MAT Code Numeric Listing

0000	ABCDEFGHIJKLMNQPQRSTU	0052	BEFGHIJKLMNQPQRSTU
0001	EFGHIJKLMNQPQRSTU	0055	EFGJKLOPRSU
0002	ABCDM	0058	GHJKLOQRSU
0003	S	0059	BEJKLNOSU
0007	HIJ	0062	BDGJKOQU
0013	JKNORU	0063	BDGJKLOQU
0016	B	0065	C
0018	DEJKLOU	0068	JKLOSU
0019	JKLU	0073	ABDEFGHIJKLNQPQRSTU
0020	GJKLOPQRU	0075	BCDEGHJKLNQPQSU
0021	JKLOPQRU	0077	BJKLNOSU
0023	BGJKLOPQRU	0078	BEGJKLNPPRSU
0024	BDGHJKNOSU	0079	BGJKLOU
0025	BEFGHIJKLMNQPQRSTU	0081	BDEFGHIJKLMNQPQRSTU
0027	BDFGJKLNOSU	0082	BEGHIJKLNPPRSU
0028	BCEFGJKLNMQRSU	0084	ABEFGHIJKLMNQPQRSTU
0029	GJKORU	0085	GJKLNORU
0030	BDEGJKLOSU	0087	BCDEFGHIJKLMNQPQRSTU
0031	ABCDHIJKMNOSU	0089	BCDEGHJKLNQPQSU
0032	BJKNOSU	0090	BDEFGHIJKLMNQPQRSTU
0033	GJKOPU	0091	BS
0034	CGHIJKLMNQPQRU	0094	KLOU
0035	BEGJKLOPRSU	0097	BCDGHJKLNMQPQRSTU
0037	ABDEFGHIJKLMNQPQRSTU	0099	U
0038	GJKLOSU	0101	BEGHIJKLOPU
0039	GJKU	0102	EGJKOU
0040	EGJKNOQRU	0104	BDGJKLOPQRSTU
0041	GJKLNMQQRU	0106	BCDEGHJKLNMQRSU
0042	EFGHIJKLMNQPQRSTU	0107	DGJKLNMQQRU
0043	BCDEFGHIJKLMNQPQRSTU	0108	BCDEFGHIJKLMNQPQRSTU
0044	EJKOU	0112	DGJKLOU
0045	EGJKLNQPQRU	0114	BJKU
0046	JKLOU	0115	JKU
0047	CGJKLNQPQRSTU	0119	GKU
0048	GJKLNQPQRSTU	0120	EFGJKLNQPQRU
0049	BGH JKLOPU	0121	GKOU

MAT Code Numeric Listing

0050	GJKLNou	0123	GJKU
0127	EFGHJKLNou	0196	GHJKLNOPQSU
0130	BEGJKLNOPQRU	0197	JKLOQSU
0131	BCDEGHJKLNQQRSPU	0198	G
0137	GJKOU	0199	BCGHJKLNQQRU
0138	BDEGHJKLOPU	0207	CGHJKLNQQRU
0140	EGJKU	0208	EGJKLNQQU
0141	HJKOU	0210	BCEGJKLOU
0142	BJKOU	0211	ABCDEGHJKLOSU
0144	GJKLOU	0212	BGHJKLNQQU
0146	GJKSU	0213	GHJKMU
0150	ABCDEFIJKLMOPRSU	0216	DGHJKNOPQRU
0153	BCDEGHJKLNOPQRU	0218	BDEGHJKLORSU
0155	BGJKU	0219	BEGHJKLOQU
0158	GHJKOU	0223	JKOSU
0159	CGJKOU	0226	DGHJKOU
0161	GUJKOU	0228	GJKLOQU
0162	KU	0229	GHJKOU
0163	GJKOQRU	0230	GHJKNOQU
0164	EGHJKLNOPQRU	0231	GHJKNOQRU
0165	BDEFGJKLMNOPQRSU	0233	DGHJKOPSU
0167	CGHJKLOQU	0236	DGHJKLOQU
0168	BGHJKLMNOPQRSU	0239	DEGJKOU
0169	ACDGHJKLMQQU	0242	BDGHJKLNOPQRSU
0170	BDGJKLOU	0243	ABCDEGHJKLOPQSU
0171	EGJKORU	0245	BDGHJKOPQSU
0172	BDGJKLOU	0247	ABCDDGHJKLMNOPQRSU
0174	BCGHJKLNQQRSU	0252	EFGHJKLNQQRU
0177	DEGHJKLNOPQSU	0253	BJKOSU
0178	ABCDEIO	0256	DEGHJKLMPQSU
0179	ABCDEIOS	0259	BDEGHJKLOPQRU
0181	HJKLMOQU	0263	BDEGHJKLMNOSU
0183	FGJKNOQRU	0264	BCGHJKLMNOPQRU
0187	GJKOQU	0266	BHJKOSU
0188	BDEFGHJKLNOPQRSU	0268	EGJKLOU
0192	CDGJKMNORU	0270	ABCDFGJKLMNOPQRSU

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

MAT Code Numeric Listing

0193	BGJKLOSU	0271	BDEGHJKLNMNOOSU
0194	JKOU	0274	BCEFGHIJKLNMNPPORSU
0278	CDEGHJKLOQRU	0357	BGHJKOU
0279	DGHJKORU	0361	BDGHJKLNORSU
0280	GHJKLOPQRU	0367	HJKNOPQUTU
0281	GHJKOU	0370	ELO
0282	DEGJKLNOQRU	0371	GHJKLO
0283	DGHJKNOU	0375	CGHIJKMU
0286	CGHJKU	0376	BCGHJKLU
0288	BCDEFGHIJKLNMNPPQRSTU	0378	BCDEGHIJ
0289	BGHJKLNPPRSU	0379	GHJKLORTU
0291	GJKNOQRU	0384	BDGHJKLMOPOSTU
0292	BGJKLOQRU	0389	GHJKQRU
0293	GJKLOQRU	0390	BDEGJKLOOSTU
0299	CGHIJKU	0391	GHJKRU
0300	T	0398	BGHJKMO
0301	BGJKOSU	0400	BGHJKLNPPORU
0302	BGHJKLOOSU	0405	BCGHJKLOSU
0308	DGHJKNOPARSU	0406	GJKLNPPORTU
0309	DGHJKLMOPOSTU	0410	DGJKLOQRU
0310	DEFGHIJKLNMNPPQRSTU	0412	ABCJKLNPPORTU
0311	GHJKLNPPORU	0413	ABCDJKLNPPORTU
0313	BHIJKPU	0415	BDEGHJKLNMNPPARSU
0317	EGHJKOU	0416	ABCDJKNOORTU
0318	DGJKLORU	0417	BEGHJKLNMNPPORU
0320	DEGJKLOPQRU	0418	BGHJKLNMNPPQRU
0324	BEGHJKOU	0421	GJKLORTU
0327	HJKMNNU	0422	GJKLNORTU
0328	O	0428	DEGJKLORTU
0329	BGHJKU	0430	ABCDEGHJKLNPPORTU
0333	CGHIJKLNMNPPORTU	0433	BGHJKLNPPORTU
0336	GHJKLNPPORU	0437	GJKLPPORTU
0338	DEGHJKLNMNPPRSU	0439	BGJKLNPPORU
0340	EGJKOS	0440	BGHJKLNMNPPORU
0343	EFGHJKLOPTU	0443	CGJKRU
0344	BDEGKOU	0445	BGJKOU

MAT Code Numeric Listing

0345	BCGHKU	0447	BGJKTU
0352	BDGJKOU	0448	BGJKORTU
0355	BJKL	0450	BDGHJKLNQARSTU
0451	BEFGHJKLOPQOTU	0555	BDGJKLNOPARTU
0456	DGJKLOQR	0557	GHJKLNQARU
0459	GHJKNOU	0559	EGJKLOQU
0462	BGDEFGHIJKLMNQPQRSTU	0561	BGHJKLOPSTU
0470	DGHJKLMNOU	0562	BEGHIJKOU
0474	GHJKU	0566	GHJKLMOQRU
0477	GHJKMRU	0570	DGJKLOQTU
0479		0573	DGJKLOTU
0480	GJKLU	0577	BEFGHJKLNQQU
0481	GJKLORU	0580	GJKOT
0484	ABCDGJKLNQARSTU	0581	BCDEFGHIJKLMNQPQRU
0486	GHJKLNQ	0594	ABCDHIJKLOS
0488	GJKOTU	0597	GHJKMOU
0489	BDGHJKLMNQPQRU	0598	BDGHJKLO
0491	BGJKLNOPU	0599	GHJKMQ
0492	DGHJKLNQPQRSTU	0601	BEGJKLOU
0494	GHJKOQRU	0604	BDLO
0495	GHJKLNQPQRU	0610	ABCDGHIJKLNQPQRT
0496	GHJKLMNQPQRU	0611	CHJKMO
0500	GJKLNQPQRU	0619	GHJKLOQTU
0502	BGHJKLNOSTU	0620	BGHJKMR
0504	BGJKLOQSU	0624	K
0505	ABCDGHIJKLNQPQRSTU	0630	EGJKLOSU
0509	GHJKLOSTU	0631	EGHJKLOU
0510	BEGJKLMNOQU	0632	BDEGHJKOQRSTU
0521	BGHJKOPQRU	0637	HJKU
0522	ABCDEFHIJKOU	0645	CDEGHIJKLMNOQRSTU
0534	GHJKLOPSTU	0647	BCDEGHJKLOPQRSTU
0538	GHJKLMOQRU	0650	BDEGHJKMNQARSTU
0539	ABCDEGHIJKNOQTU	0656	BCEGHIJKOM
0541	EGHJKLNQPQRSTU	0661	GJKLOQTU
0542	GHJKLNQQU	0664	GHJKLOPST
0543	BGJKLNQOSTU	0665	BCEGHIJKOMN

MAT Code Numeric Listing

0546	BGHJKLOSTU	0666	BGHJKLOU
0550	BCDEGJKLOQSU	0667	BDEGHJKLNMOPQRSTU
0552	GJKTU	0668	ABCGIJKLNOQT
0553	GHJKTU	0671	ABDIS
0673	BGHJKLOQSTU	0794	BDGHJKLNOPQRTU
0674	EGHJKLOSU	0798	GJKOO
0679	DEGHJKLNOPQSTU	0801	BGJKORSTU
0680	BGHJKLNMOPQRSUT	0802	ABCDEFHJKOQRU
0685	GHJKMART	0807	BDEGHJKLNOPQSTU
0689	GJKLOUP	0808	BDEGHJKLNMOPSTU
0690	HIJKMNOPQRTU	0809	EGHJKLMOQRTU
0693	GJRU	0811	BGHJKLMOPU
0694	ABCDEFHJKLNMORST	0812	BCDEGHJKLMOQRTU
0699	BGJKLNMORU	0817	ABCDEGHJKRT
0704	BGHJKNOQRU	0822	BEFGHJKLNMOPQRSTU
0706	GJKOTU	0823	BEGJKLOQRSTU
0714	ABCGHIJKMROS	0841	JKLNOU
0716	ABCGKHJUT	0843	BEGJKLNOPQRSTU
0717	ABDEGHJKLMPORSTU	0844	BCDEGHJKLNMORQSU
0721	BEGHJKLNOPQSTU	0848	BCDEGHJKLNMORST
0723	GHJKLOQRU	0853	GHJKLMPORU
0724	GHJKMUOQ	0855	ABCGHIJKLNOPQRTU
0726	JKLNOS	0856	BDEGJKLNOQRSTU
0727	ACDEGHKOT	0858	ABCDGJKLNOPQRTU
0747	BGHJKLMOU	0862	BDEFGHJKLNMOPQRSTU
0750	DEGHJKLNO	0864	GJKLNOQRU
0753	BDEGJKOPST	0866	DEFGHJKLNMOPQRSTU
0759	DEGHJKNOPQRSTU	0871	BCDEGJKLNOQRSTU
0760	GHJKMOQRU	0873	BGJKLMOU
0763	GKOOU	0876	ABCDEHIQRT
0765	EGJKLO	0877	ABCEHI
0768	BGHJKLMOQRU	0884	BGJKLMOQSU
0776	GJKLMOU	0892	BDEGJKLNMOPQRSTU
0779	HIJKO	0893	BCDEGHJKOTU
0780	HIJKT	0894	BDGHJKLOQRS
0783	BIJKO	0895	GU

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

MAT Code Numeric Listing

0784 BJKOS
0785 DEGHJKLOARTU
0786 EGHJKLOU
0790 CDEFGHJKL MNOPQRU
0793 BDEFGHJKL MOPQRU

0896

BCDEHIJKLMNOST

Cardholder Statement of Questioned Item

Purchasing GPP

(Please print or type in black ink)

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 to your particular dispute. If you have any questions, please contact us at 1-800-227-6736. We will be more than happy to advise you in this matter.

1. UNAUTHORIZED MAIL 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 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 the 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 UPS 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 for 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 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 in 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 reason 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:
 I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
 Fax: 701-461-3466.



CAL-CARD PROGRAM REQUEST TO PARTICIPATE

This request is for participation in the State of California CAL-Card purchase card program by:

(Insert Name of Participating Agency, Participating University, or Participating Subdivision)

The person designated below will serve as the initial point of contact for establishing an account or accounts with I.M.P.A.C. Government Services (I.M.P.A.C.). At time of account set-up, the names, addresses, and phone numbers of the Agency Program Coordinator, Billing/Dispute Contact, Approving Officials, and Cardholders will need to be provided.

Agency Point of Contact:

(Name of Point of Contact) (For State Agency Only, Delegation Number)

(Agency Name)

(Address)

(City, State, ZIP)

(Phone) (Fax) (Email address)

I.M.P.A.C., upon receipt of this Request to Participate, will contact the agency. If the Participant is a State office, officer, department, division, bureau, or commission of the State, at the time of contact a Standard Agreement (STD-2) will be required. For Cities, Counties, and other non-state Agencies, I.M.P.A.C. will forward a contract addendum to be signed, which will incorporate the Master Service Agreement (DGS MSA 5-00-CC-02) as a part of contract addendum.

(Signature) (Date)

This completed form should be forwarded to:

CAL-Card Program
Department of General Services
Procurement Division
1823 14th Street
Sacramento, CA 95814
Fax: (916) 324-1397
Phone: (916) 324-1333

State Use Only
Approved as a Participating
State Agency/Local Agency (circle one)
by DGS. Date: _____
Signature: _____

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

I.M.P.A.C.® CALIFORNIA PRIMARY CONTACT SETUP FORM

<u>Check level that applies</u>	
LEVEL 3 <input type="checkbox"/>	LEVEL 4 <input type="checkbox"/>
Card Emboss Information _____ (Max 20 Characters) Appears on Card Plastic	
<u>Choose New or Change</u>	
NEW LEVEL & PC SETUP <input type="checkbox"/>	CHANGE PC ONLY <input type="checkbox"/>
(Fill in only fields to be changed)	

LEVEL 1
4055 I.M.P.A.C. Program Level

LEVEL 2
01 State of California -

LEVEL 3
Office Name: _____

LEVEL 4
Office Name: _____

AGENCY PROGRAM COORDINATOR (APC) CONTACT (Address used for sending selected reports)

OFFICE NAME: _____
CONTACT NAME: _____
ADDRESS: _____
CITY: _____
STATE: CALIFORNIA ZIP+4: _____
PHONE: (____) _____ FAX: (____) _____

BILLING OFFICE (BO) CONTACT (Address used for sending invoices, selected reports, and late payment notices)

OFFICE NAME: _____
CONTACT NAME: _____
ADDRESS: _____
CITY: _____
STATE: CALIFORNIA ZIP+4: _____
PHONE: (____) _____ FAX: (____) _____

DISPUTE OFFICE (DO) CONTACT (Address used for sending selected reports, if applicable)

OFFICE NAME: _____
CONTACT NAME: _____
ADDRESS: _____
CITY: _____
STATE: CALIFORNIA ZIP+4: _____
PHONE: (____) _____ FAX: (____) _____

ALTERNATE CONTACT INFORMATION - CHOOSE ALT APC ALT B.O.

OFFICE NAME: _____
CONTACT NAME: _____
ADDRESS: _____
CITY: _____
STATE: CALIFORNIA ZIP+4: _____
PHONE: (____) _____ FAX: (____) _____

Submitted by: _____ Phone: _____ Date: _____

SEND TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 800-227-6736 FAX REQUESTS TO: 701-461-3910

FILE CODE 001

I.M.P.A.C. CAL-Card PROGRAM REPORT SELECTION FORM

I.M.P.A.C. CAL-Card Program Report Selection Form

Completed by: _____ Phone _____ Date _____

Level 1 4055 I.M.P.A.C. Government Services
 Level 2 01 State of California
 Level 3 _____
 Level 4 _____

New Setup Revised

Report Number and Name _____ (Office Name)
 _____ (Office Name)

The following three reports must go to the Billing Office Contact. Additional reports may be ordered:

- F107 Disputed Transaction Status by Agency (Available only on Cycle)
- F110 Invoice Status Report (Available only on Cycle)
- R060 Financial Summary-Official Invoice (Available only on Cycle)

The following reports are optional Management Information Reporting: (Circle desired report frequency.)

- G022 New Account Report (Available Daily, Weekly or Monthly)
- G077 Account Information (Available at Month or Quarter End)
- G088 Quarterly Declined Transaction Report (Available only at Quarter End)
- G089 Statistical Summary Report (Available only at Month End)
- G516 Cardholder Alter List (Available Daily, Weekly or Monthly)
- R342 Card Activation Report (Available only at Month End)
- R803 Prenotification for Reissue (Available only at Month End)
- R900 Quarterly Merchant Activity Report (Available only at Quarter End)

The following reports are optional Transaction/Statistical Reporting: (Circle desired report frequency.)

- G066 Cardholder Activity Report (Available Daily, Weekly or Monthly)
- G067 Daily Transaction Report (Available Daily, Weekly or Monthly)
- R032 Report of Lost/Stolen Transactions (Available Daily, Weekly or Monthly)
- R090 Approving Official Summary (Available only on Cycle)
- R095 Approving Official Account Summary (Available only on Cycle)

The following reports are available by Diskette or Direct Transmission only: (Circle desired report frequency.)

- 997 Daily Transaction Detail File (Available Daily or Weekly)
- 998 Monthly Transaction Detail File (Available only on Cycle)

Special Media Requirements

Diskette
 Diskette Size _____ 5.25
 Capacity _____ 360KB or 1.2 MB
 Diskette Size _____ 3.5
 Capacity _____ 7MB or 1.4MB

Direct Transmission
 U.S. Bank Technical Staff should contact:
 Name _____
 Address _____

Destination & Level Office	Number of Copies	Media Type

Legend
 Destination Office
 P - Program Coordinator
 D - Dispute Contact
 B - Billing Office Contact

Level Number
 2 - Level 2 Reporting
 3 - Level 3 Reporting
 4 - Level 4 Reporting

Media Type
 D - Diskette
 H - Hard Copy
 S - Direct Transmission
 T - Magnetic Tapes

I.M.P.A.C.® CALIFORNIA APPROVING OFFICIAL ACCOUNT SETUP

NOTE: ALL BOXED AREAS MUST BE COMPLETED IN ORDER TO PROCESS

LEVEL 1	4055	LEVEL 2	01
LEVEL 3	___	L3 Name	_____
LEVEL 4	___	L4 Name	_____
DEPT/OFFICE/AGENCY NAME _____ (Max 30)			
A/O NAME _____ (Max 12/1/17)			
(First name, middle initial, last)			
ADDRESS ONE _____ (Max 30)			
ADDRESS TWO _____ (Max 30)			
CITY _____		STATE <u>CA</u>	
ZIP +4 _____		PHONE (____) _____	
FAX (____) _____		COUNTRY <u>USA</u>	
OFFICE LIMIT \$ _____ (Up to \$999,900 is \$100 increments) Should be at minimum, the total of the 30 day limits for all Cardholders reporting to the A.O.			

Input Submitted by: APC

Authorized Sig _____	Name _____
Address _____	Phone _____
_____	Date _____
_____	_____

I.M.P.A.C. Government Services Use Only
Assigned Account Number

4055 - 01 _____ - _____ Batch _____ Date _____ Input By _____

SEND TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 800-227-6736 FAX REQUESTS TO: 701-461-3910

FILE CODE 001

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

I.M.P.A.C.® CALIFORNIA CARDHOLDER ACCOUNT SETUP

NOTE: ALL BOXED AREAS MUST BE COMPLETED IN ORDER TO PROCESS

REQUIRED
LEVEL 1 4055 LEVEL 2 01
LEVEL 3 ___ L3 NAME _____ LEVEL 4 ___ L4 Name _____
A/O ACCOUNT # 4055 -01 ___ - ___ - ___ A/O NAME _____
Leave blank if AO set-up sent with this CH setup

REQUIRED
DEPT/OFFICE/AGENCY NAME _____ (Max 30)
CARDHOLDER NAME _____ (Max 20)
(First name, middle initial, last - will be embossed, no titles)
ADDRESS ONE _____ (Max 30)
ADDRESS TWO _____ (Max 30)
CITY _____ STATE CA ZIP +4 _____
PHONE (____) _____ COUNTRY USA _____

REQUIRED
SINGLE PURCHASE LIMIT _____ (Up to \$100,000 in \$50 increments) MERCHANT ACTIVITY TYPE _____ (4 Digit Code) (May begin with 0)
30 DAY LIMIT _____ (Up to \$999,900 in \$100 increments)

Other Account Information -

USER FIELD 1 _____ (Max 12) (Shown on G077 - Acct Info report ONLY) EMBOSSED DESTINATION _____ (Max 2)
(Select Destination: P = Program Coordinator, B = Billing Office, D = Dispute Office AND Level: /3/4 Example: P 4)
SUPPRESS CARD YES _____ USER FIELD 2 _____ (Max 15)
Circle if you DO NOT want a card issued (First 8 digits will show on card)
MASTER ACCOUNTING CODE _____ (Max 50)

Input Submitted by: APC

REQUIRED
Authorized Sig _____ Name _____
Address _____ Phone _____
_____ Date _____

U.S. Bank I.M.P.A.C. Government Services Use Only
Assigned Account Number

Emboss Code ___ Price Code ___

4055 - 01 ___ - ___ - ___ Batch ___ Date ___ Input By ___

END TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 800-227-6736 FAX REQUESTS TO: 701-461-3910

Contract Number: 5-00-CC-02
Contractor Name: U.S. Bank
Exhibit F

I.M.P.A.C.® CALIFORNIA APPROVING OFFICIAL ACCOUNT UPDATE

Check all applicable boxes
 CHANGE CANCEL

NOTE: ALL BOXED AREAS MUST BE COMPLETED IN ORDER TO PROCESS

APPROVING OFFICIAL NAME _____
(Name as it appears on bank card file)
ACCOUNT NUMBER 4055 - 01 _____

FILL IN ONLY THE INFORMATION BELOW THAT IS TO BE CHANGED - PLEASE PRINT OR TYPE

DEPT/OFFICE/AGENCY NAME _____ (Max 30)

A/O NAME _____ (Max 12/1/17)
(First name, middle initial, last)

ADDRESS ONE _____ (Max 30)

ADDRESS TWO _____ (Max 30)

CITY _____ STATE CA

ZIP +4 _____ PHONE (____) _____

FAX (____) _____

OFFICE LIMIT \$ _____ (Up to \$999,900 in \$100 increments)

Input Submitted by: APC

Authorized Sig _____	Name _____
Address _____	Phone _____
_____	Date _____

U.S. Bank I.M.P.A.C. Government Services Use Only

Rec'd Date _____
Input/Verify Date _____

Reject Reason: Need A/O Acct# or A/O Setup
 Need Authorized Signature
 Missing Information

SEND TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 1-800-227-6736 FAX REQUESTS TO: 701-461-3910

I.M.P.A.C.® CALIFORNIA CARDHOLDER ACCOUNT UPDATE

Check all applicable boxes
 CHANGE CANCELLATION REISSUE PLASTIC

NOTE: ALL BOXED AREAS MUST BE COMPLETED IN ORDER TO PROCESS

CARDHOLDER ACCOUNT # 4055 -01 _____
CARDHOLDER NAME _____

FILL OUT ONLY THE INFORMATION BELOW THAT IS TO BE CHANGED - PLEASE PRINT OR TYPE

DEPT/OFFICE/AGENCY NAME _____ (Max 30)

CARDHOLDER NAME _____ (Max 12/1/17)
(First name, middle initial, last) (Maximum of 20 embossed on card)

ADDRESS ONE _____ (Max 30)

ADDRESS TWO _____ (Max 30)

CITY _____ STATE CA ZIP +4 _____

PHONE (____) _____

EMBOSSSED DESTINATION _____ (Max 2)
(Select Destination: P = Program Coordinator, B = Billing Office,
D = Dispute Office AND Level: 3/4, Example: P 4)

MERCHANT ACTIVITY TYPE _____

30 DAY LIMIT \$ _____ (\$100 increments) SINGLE PURCHASE LIMIT \$ _____ (\$50 increments)

USER FIELD 1 _____ (Max 12) USER FIELD 2 _____ (Max 15)
(Shown on G077 - Acc Info report ONLY) (1st 8 characters show on card)

MASTER ACCOUNTING CODE _____ (Max 75)

COMPLETE THE FOLLOWING TO TRANSFER CARDHOLDER TO NEW APPROVING OFFICIAL ONLY:

Note- Cardholders can only be moved to a new AO number after a cycle date.

APPROVING OFFICIAL NUMBER 4055 01 _____ - _____ - _____ CYCLE DATE 22

Input Submitted by: APC

REQUIRED

Authorized Sig _____	Name _____
Address _____	Phone _____
_____	Date _____

U.S. Bank I.M.P.A.C. Government Services Use Only

Rec'd Date _____ Reject Reason: Missing Information
Input/Verify Date _____ Need Authorized Signature

END TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 800-227-6736 FAX REQUESTS TO: 701-461-3910

Contract Number: 5-00-CC-02
 Contractor Name: U.S. Bank
 Exhibit F

C.A.R.E. Program Administrator User ID Request Form

Type of Request and C-Code or Other	Type of Request	Agency/Level 4 Name	First Name	Last Name	C.A.R.E. Access Hierarchy (alphabetical) Note: Add additional columns as needed	Address Line 1	Address Line 2	City	State/Zip	Phone Number	Fax Number	Verif. Type	Verification Response		
	Example: A	Sample Agency	WYK	E	Agency Name Sample Agency	Level 1 4055	Level 2 01	Level 3 99	Level 4	1230 Road Runner Blvd	Phoenix AZ 85251	602-326-4531	602-326-1661	F	Phoenix Coyotes
Cardholder Account Setup															
Cardholder Account Maintenance															
Cardholder Hierarchy Movement															
View Managing Account															
Managing Account Maintenance															
File Transfer															
Standard Reports															
Ad Hoc Reports															
View Cardholder Account Transactions															
Maintain Cardholder Transactions (Approve, Dispute & Reallocate)															
Enable Transaction Log Functionality (View, Create, Maintain & Remove)															
Act on Behalf of Cardholder															
PA Maintenance to Cardholder Transactions (Approve, Dispute & Reallocate)															
Reject Transactions															
Approve/Certify Statements															
New Parent Rule Set															
Set up & Maintain Child Rule Set															

I.M.P.A.C.^Æ SUPPLY REQUEST FORM

Form #	Form Name	Quantity
AOSET-R0896	Approving Official Account Set Up Information	
CHSET-R0896	Cardholder Account Set Up Information	
AOMNT-R0896	Approving Official Account Update	
CHMNT-R0896	Cardholder Account Update	
CSQIG	Cardholder Statement of Questioned Item	
NIA	Notification of Invoice Adjustment	

SEND REQUEST TO: U.S. Bank I.M.P.A.C. Government Services
 P.O. Box 6346
 Fargo, ND 58125-6346

FAX REQUEST TO: 701-461-3910

SEND SUPPLIES TO:

Office Name: _____
 Name: _____ Level Numbers ____ - ____ - _____
 Address: _____
 (Street Address ONLY)
 City: _____ State: _____ Zip: _____
 Phone No.: (____) _____

SPECIAL INSTRUCTIONS:

U.S. Bank I.M.P.A.C. Government Services Use Only:	
Date Received: _____	Date Shipped: _____
Handled by: _____	Date Sent to: _____
Comments: _____	

BUDGET LETTER

	NUMBER: 00-16
SUBJECT: LATE PAYMENT PENALTY INTEREST RATES	DATE ISSUED: JULY 26, 2000
REFERENCES: GOVERNMENT CODE SECTIONS 927 AND 926.19	SUPERSEDES: 99-18

TO: Departmental Budget Officers
Departmental Accounting Officers
Department of Finance Budget Staff

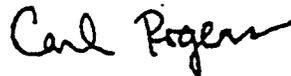
FROM: DEPARTMENT OF FINANCE

The 2000-01 late payment penalty interest rates prescribed in Government Code (GC) Sections 927 and 926.19 are:

	Penalty Rate Required by <u>GC 927</u>	Penalty Rate Required by <u>GC 926.19</u>
PMIA Rate (Annualized)	5.708%	5.708%
1% Adjustment	<u>1.000</u>	<u>-1.000</u>
Adjusted Rate	6.708%	4.708%
Penalty Interest Factor per Day	.0001838	.000129

To calculate the interest penalty, multiply the amount due by the applicable penalty interest factor per day, and then multiply that result by the number of days subject to the penalty.

If you have any questions regarding this Budget Letter, please contact the Department of Finance, Fiscal Systems and Consulting Unit, at (916) 324-0385 or CALNET 454-0385, or by e-mail at fscuhotline@dof.ca.gov.



Carl Rogers
Program Budget Manager

Upcoming Budget Letters

- Updating Capital Outlay Fiscal Impact Worksheets for Legislative Changes
- Five-Year Capital Outlay Planning

STANDARD AGREEMENT -- APPROVED BY THE
 ATTORNEY GENERAL

STD. 2 (REV. 5-91)

CONTRACT NUMBER 5-00-CC-02	AM. NO. XXX-1
TAXPAYER'S FEDERAL EMPLOYER IDENTIFICATION NUMBER- 41-1861896	

THIS AGREEMENT, made and entered into this _____ day of _____, 19____, in the State of California, by and between State of California, through its duly elected or appointed, qualified and acting
 TITLE OF OFFICER ACTING FOR STATE _____ AGENCY _____, hereafter called the State, and
 DEPARTMENT OF XXX
 CONTRACTOR'S NAME _____, hereafter called the Contractor.
 U. S. Bank National Association ND (U.S. Bank)

WITNESSETH: That the Contractor for and in consideration of the covenants, conditions, agreements, and stipulations of the State hereinafter expressed, does hereby agree to furnish to the State services and materials as follows:

Therefore, the parties agree as follows:

- (1) Contractor agrees to provide purchasing cards to designated employees of the Department of XXX. XXX employees will use the purchasing cards for purchases as provided for under the terms and conditions of Master Services Agreement DGS MSA 5-00-CC-02 and its amendments.
- (2) The terms of the agreement shall be (start date), through (end date), unless terminated earlier or extended under the terms of the Master Services Agreement (DGS MSA 5-00-CC-02).
- (3) Either party may terminate this agreement at any time by giving thirty (30) days written notice to the other party, whether or not such other party is in default.
- (4) Master Services Agreement DGS MSA 5-00-CC-02 and its amendments are incorporated by reference and made a part of this agreement. All other terms and conditions of Master Services Agreement DGS MSA 5-00-CC-02 apply to this agreement.

CONTINUED ON 0 SHEETS BEARING NAME OF CONTRACTOR AND CONTRACT NUMBER.

The provisions on the reverse side hereof constitute a part of this agreement.
 IN WITNESS WHEREOF, this agreement has been executed by the parties hereto, upon the date first above written.

STATE OF CALIFORNIA		CONTRACTOR				
AGENCY		CONTRACTOR U. S. Bank National Association ND (U.S. Bank)				
BY (AUTHORIZED SIGNATURE)		BY (AUTHORIZED SIGNATURE)				
>		>				
PRINTED NAME OF PERSON SIGNING		PRINTED NAME AND TITLE OF PERSON SIGNING				
TITLE		ADDRESS				
AMOUNT ENCUMBERED BY THIS DOCUMENT \$.00	PROGRAM/CATEGORY (CODE AND TITLE)	FUND TITLE		<i>Department of General Services Use Only</i>		
PRIOR AMOUNT ENCUMBERED FOR THIS CONTRACT \$.00	(OPTIONAL USE)					
	ITEM	CHAPTER	STATUTE			FISCAL YEAR
TOTAL AMOUNT ENCUMBERED TO DATE \$.00	OBJECT OF EXPENDITURE (CODE AND TITLE)					
<i>I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purpose of the expenditure stated above</i>		T.B.A. NO.	B.R. NO.			
SIGNATURE OF ACCOUNTING OFFICER >			DATE			

CONTRACTOR STATE AGENCY DEPT. OF GEN. SER. CONTROLLER

LOCAL AGENCY ADDENDUM LANGUAGE SAMPLE

ADDENDUM TO STATE OF CALIFORNIA PURCHASE CARD PROGRAM MASTER SERVICE AGREEMENT (DGS MSA 5-00-CC-02) and Rider A

This Addendum to the State of California Purchase Card Program Master Service Agreement (DGS MSA 5-00-CC-02), as amended (the "Agreement") between the Department of General Services ("DGS") on behalf of the State of California and U. S. Bank National Association ND (U.S. Bank), is made this ____ day of ____, 2000, by the *Local Agency Name* ("Name") for the purpose of becoming a "Participating Local Agency" as that term is defined in the Agreement.

RECITALS:

- A. DGS has entered into the Agreement for the purpose of making available for Participants' use a procurement card program as described in the Agreement; and
- B. The Agreement contemplates the inclusion of Participants by a process of voluntary execution of an addendum; and
- C. The Name has received a copy of the Agreement and after thorough review of the Agreement desires to become a Participating Local Agency as that term is defined in the Agreement.

AGREEMENT:

NOW THEREFORE, in consideration of the foregoing Recitals, which are incorporated herein by reference, the mutual promises and covenants set forth in the Agreement, which is incorporated herein by reference, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Name, (contractor name) agree as follows:

1. The Name agrees to accept and perform all duties, responsibilities and obligations required of a Participating Local Agency as set forth in the Agreement. CAL-Cards shall be issued to Designated Employees of the Name upon execution of a Primary Contact Reference form (in substantially the form set forth in Rider A attached hereto and incorporated herein) by departments and administrative units of the Name. The Name authorizes such departments and administrative units to act on its behalf with respect to CAL-Cards issued to Designated Employees of the respective departments and administrative units. U.S. Bank shall submit invoice(s) to the office(s) designated in the Primary Contact Reference forms provided by departments and administrative units executing Rider A and shall report to the Billing Office Contact at the departments and administrative units executing Rider A.

2. U. S. Bank is authorized to place the seal or logo of the Name on the CAL-Cards issued to Designated Employees of the Name for the sole purpose of identifying the card for official use only and if consistent with the final card design. Such seal or logo shall be subject to use limitations as apply under paragraph 4 (a) of the Agreement.
3. The Name shall make monthly payments as provided in the Agreement of U. S. Bank of the full amount of the Total Participant Monthly Balance by causing a check or checks or a warrant or warrants to be issued payable to the order of U.S. Bank on demand or by use of an Automated Clearing House or Electronic Data Interchange to make such payment to U. S. Bank.
4. The Name shall provided U. S. Bank with a copy of its audited financial statements within 60 days of completion and, upon request U. S. Bank, such other financial information as may be reasonably requested.
5. Delivery of CAL-Cards to Designated Employees of the Name shall be within five (5) business days after receiving completed U. S. Bank account set-up forms, but in no case earlier than five (5) business days after the Initial Implementation Meeting.
6. The Name declares that CAL-Cards shall be used for official Name purchases only, and shall not be used for individual or consumer purchases nor to incur consumer debt. The Name warrants that it possesses the financial capacity to perform all of its obligations under the Agreement and this Addendum and the Name will not allow purchases to be made with CAL-Cards or incur any other financial obligation hereunder or under the Agreement prior to determining that existing appropriations available therefore are sufficient in amount to pay for such purchases or such other financial obligations.
7. The notice address for the Name is:

Contact Name
Local Agency Name
Address
City, CA Zip Code
8. The agreement of the Name set forth in this Addendum and the Agreement constitute valid, binding and enforceable agreements of the Name and all extensions of credit made pursuant to this Addendum and the Agreement to the Name will be valid and enforceable obligations of the Name in accordance with the terms of the Agreement and this Addendum. The execution of this Addendum and the performance of the obligations hereunder and under the Agreement are within the powers of the Name, have been authorized by all necessary action and do not constitute a breach of any agreement to which the Name is a party or is bound.

Contract Number: 5-00-CC-02
Contractor Name: U.S. Ban
Exhibit F

LOCAL AGENCY NAME

By: _____ Approved as to form:

Title: _____
Attorney for (Local Agency Name)

Date: _____

U. S. Bank National Association (U.S. Bank)

By: _____

Title: _____

Date: _____

RIDER A
I.M.P.A.C.® CALIFORNIA PRIMARY CONTACT SETUP FORM

LEVEL 3 <input type="checkbox"/>	<u>Check level that applies</u>	LEVEL 4 <input type="checkbox"/>
Card Emboss Information _____ (Max 20 Characters) Appears on Card Plastic		
<u>Choose New or Change</u>		
NEW LEVEL & PC SETUP <input type="checkbox"/>		CHANGE PC ONLY <input type="checkbox"/>
(Fill in only fields to be changed)		

LEVEL 1
4055 I.M.P.A.C. Program Level

LEVEL 2
01 State of California -

LEVEL 3
Office Name: _____

LEVEL 4
Office Name: _____

AGENCY PROGRAM COORDINATOR (APC) CONTACT (Address used for sending selected reports)

OFFICE NAME: _____

CONTACT NAME: _____

ADDRESS: _____

CITY: _____

STATE: CALIFORNIA ZIP+4: _____

PHONE: (____) _____ FAX: (____) _____

BILLING OFFICE (BO) CONTACT (Address used for sending invoices, selected reports, and late payment notices)

OFFICE NAME: _____

CONTACT NAME: _____

ADDRESS: _____

CITY: _____

STATE: CALIFORNIA ZIP+4: _____

PHONE: (____) _____ FAX: (____) _____

DISPUTE OFFICE (DO) CONTACT (Address used for sending selected reports, if applicable)

OFFICE NAME: _____

CONTACT NAME: _____

ADDRESS: _____

CITY: _____

STATE: CALIFORNIA ZIP+4: _____

PHONE: (____) _____ FAX: (____) _____

ALTERNATE CONTACT INFORMATION - CHOOSE ALT APC ALT B.O.

OFFICE NAME: _____

CONTACT NAME: _____

ADDRESS: _____

CITY: _____

STATE: CALIFORNIA ZIP+4: _____

PHONE: (____) _____ FAX: (____) _____

Submitted by: _____ Phone: _____ Date: _____

SEND TO: U.S. Bank I.M.P.A.C. Government Services, P.O. Box 6346, Fargo, ND 58125-6346
PHONE: 300-227-6736 FAX REQUESTS TO: 701-461-3910 FILE CODE 001

