

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

Contact DOC APC's (Agency Program Coordinator)

Rhonda Roulain & Ellen Morris

Phone: 580-442-5229/FAX: 580-442-8014

E-mail: doccrdc@sill.army.mil

Tip: For security purposes while you are in C.A.R.E. the **"BACK"** button in your browser *will not work!* Using the **"BACK"** button logs you out of C.A.R.E. If you use the Back button – *you must "restart" your C.A.R.E. session.*

Tip: Users have *three attempts* to successfully log in to C.A.R.E. *After three attempts, the user is required to contact US Bank Customer Service @888-994-6722 for "Password Reset".*

Tip: Be sure to log off using the **"Log Out"** button. This safely terminates the "secured" connection to US Bank.

TRANSACTION MANAGEMENT

Access to Transaction Management functionality depends upon the user functionality, i.e. Cardholder, Billing Official, Resource Manager. Transaction Management allows C.A.R.E. users access to review, approve, dispute, reallocate or reject transactions, create or reconcile transactions log entries, approve a billing statement, certify an invoice, and Act on Behalf of the Cardholder;

Selecting an Account and Transaction:

- Click **"Transaction Management"** in left frame
- The Transaction Management applet loads

(If you are presented with Java Security screens, check the box marked "Remember this Decision" and click "Grant" until the Java applet loads. You may need to log out of the browser and your C.A.R.E. session. As updates occur, you may need to periodically update additional Java Security screens.

- When the applet loads, your account(s) display
- **"Highlight"/Select** a specific account

Current cycle date & five(5) previous cycle dates display in right frame

- **Select "Current"** Cycle DATE or appropriate cycle date, as required. **Once a cycle date is selected, the account cycle Summary Information for that cycle displays in the lower portion of screen.**

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p><u>CARDHOLDER REQUIREMENTS</u> All four steps are mandatory each cycle</p>	<ol style="list-style-type: none"> 1. Create Transaction Log (at “time of order”). 2. Verify Posted Transactions are correct (as they are posted throughout cycle). 3. Reconcile Posted Transactions (at anytime during the cycle after Transaction Log is created). 1. Approve the Statement (after reconciling/after cycle close).
<p><u>CARDHOLDER</u> Creating a new Transaction Log entry</p>	<p>CARDHOLDER is required to CREATE a Transaction Log entry <u>AT THE TIME OF ORDER!</u></p> <ul style="list-style-type: none"> • Log entries must include the following: (1) Transaction Date (2) Transaction Amount (3) Merchant Name (4) Unit of Issue (5) Quantity (6) “Detailed” Item Description (General terms, i.e. “Office Supplies” does not meet the documentation requirement)(7) Comments: Annotate approval for special requirements (ADPE, HAZMAT, Property Book Item, etc.) and/or specific comments (UNICOR waiver number, etc.) related to purchase in the comments field. • Log entries <u>MUST BE COMPLETED PRIOR TO STATEMENT APPROVAL.</u> <ol style="list-style-type: none"> 1. To create a new Transaction Log entry, Click the <u>Transaction Log Tab</u> at the top of the screen. Click <u>New Entry.</u> 2. Enter “user-added” required data in Log Detail. Enter required data in the Log Line Item Detail Tab and Click “Enter” – You must go back to “LOG DETAIL” and Click “ADD” to save Log Detail/Line Item Detail information.
<p>Updating an “existing” Transaction Log entry (only if you have already created the Transaction Log)</p>	<ol style="list-style-type: none"> 1. To update an existing Transaction Log entry, Click the Tab labeled <u>Transaction Log</u> at the top of the screen. Highlight the entry in the Log Entry table. 2. Then edit or enter additional information in the Log Detail or the Log Line Item Detail Tabs. After editing/entering additional information in the “Log Line Item Detail”, you must Click “ENTER” AND go back to “Log Detail” and Click “Update” to <u>SAVE</u> Log Detail/Log Line Item Detail info.

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p>Removing a Transaction Log entry</p>	<p>To remove an existing Transaction Log entry, Click the Tab labeled Transaction Log at the top of the screen. Highlight the entry in the Log Entry table and then Click the Remove button.</p>
<p>Reconciling a posted transaction with a Transaction Log entry. (Cardholder must create the Transaction Log first. Transactions may be reconciled by the Cardholder at any time during the billing cycle, after merchant posting)</p> <p>How to know if a posted transaction has been reconciled with a log entry.</p>	<ol style="list-style-type: none"> 1. To reconcile a posted transaction with a Transaction Log entry, first select the “Transactions” Tab. Then, highlight/select the transaction to be reconciled from the list of transactions displayed in the upper part of the screen. 2. Click/select the Log Detail Tab in the center of the screen. If no data exists on the Log Detail Tab, the Reconcile button is active. 3. Click the Reconcile button on the right. The Reconcile Transaction with Log window opens in a separate browser window and displays the selected transaction, the <i>Best match</i> order list, and a list of the unmatched orders under <i>Available log entries</i>. If the entry in the <i>Best match</i> list is correct, Click the Reconcile button. 4. If the system does not select the correct log entry, remove the incorrect entry by clicking “Remove”. Then select the correct log entry from the Available Log Entries table and click “ADD”. Click the “Reconcile” button. <p>(NOTE: Once the transaction successfully reconciles, the log entry information is copied to the Log Detail/Log Line Item Detail Tabs and the Status (on the Transactions Tab) reads “Approved”.)</p>
<p>Activating the Reconcile button</p>	<p>If the Reconcile button is not active, it is most likely because the transaction is greater than fifteen (15) calendar days past the cycle close date. Only the Billing Official has the capability to reconcile/approve a transaction 15 days or more following the cycle close. Fifteen (15) calendar following cycle close, the Reconcile button would appear “inactive” to the Cardholder, and active to the Billing Official (provided the transaction has not already been reconciled).</p>
<p>APPROVING Cardholder Cycle Activity/Statement of Account (Cardholder is required to complete the Transaction Reconciliation & Statement Approval</p>	<p>After all transactions are Reconciled/reallocated (to include CREDITS & REBATES), CARDHOLDER MUST APPROVE the Cycle Activity/STATEMENT!</p> <ol style="list-style-type: none"> 1. Click “Cardholder Accounts” Tab at the top of the screen. Once cycle date is selected, the Account Summary Information displays. 2. Highlight account/name.

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p>process NLT the 3rd business day following cycle close = 23rd of the Month)</p> <p>Activating the Approve button</p>	<p>3. When available cycles display, Highlight the “current” cycle</p> <p>4. Click “APPROVE” (bottom right of screen). Statement status will change from unapproved to “Approved”.</p> <p>Note: Cardholder can only approve the cycle summary information if the following criteria are met;</p> <ul style="list-style-type: none"> • The cycle date is currently “unapproved”. • There is no “pending” transaction on the statement. • Date is less than 15 calendar days past cycle close. <p>If the Approve button is not active and fifteen (15) calendar days from cycle close have not past, it is most likely that all transactions have not been reconciled. If any transaction has a “pending” status, the statement cannot be approved until all transactions have been reconciled. If the Approve button is not active, it is most likely because the transaction is greater than fifteen (15) calendar days past the cycle close date.</p> <p><u>Only the Billing Official has the capability to Approve the Statement fifteen (15) calendar days or more following cycle close.</u></p> <p>Upon completion of Cardholder monthly Approval process: Cardholder may notify the Billing Official that Statement is ready for review and 2nd level approval.</p> <p><u>IMPORTANT:</u> Although the Cardholder may reconcile the current cycle’s transactions at any time prior to the fifteenth (15th) day following the close of the cycle (23rd of the month), Cardholder will not have the capability to approve the STATEMENT until AFTER cycle close procedures are completed @2400 on the 23rd of each month.</p>
<p><u>DO NOT DISPUTE TRANSACTION OR COMPLETE C.A.R.E. DISPUTE FORM</u></p>	<p><u>**DO NOT DISPUTE TRANSACTIONS!**</u></p> <p><u>CONTACT THE PURCHASE CARD AGENCY PROGRAM COORDINATORS</u></p> <p><u>Rhonda Roulain or Ellen Morris for guidance on appropriate dispute policy & procedure PRIOR to taking action to formally dispute a transaction!</u></p>
<p>PRINTING IN C.A.R.E.</p>	<p>To print Transaction Log, etc:</p> <ol style="list-style-type: none"> 1. Capture “screen” data by selecting “Ctrl”, “Alt”, & “Print Screen” button “simultaneously”, “Print Screen” individually or a combination (depending on User system0. 2. This pastes a copy of the “screen view” on a “Clipboard”, Minimize C.A.R.E. screen. (Click upper right corner “_”)

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

	<ol style="list-style-type: none"> 3. Open another document , i.e. Word, Notepad, PowerPoint, etc. and Paste “captured screen data” into the document. Transaction Log screen is now pasted into the document. 4. Select <u>“PRINT”</u>
<p><u>BILLING OFFICIAL</u> “Acting on Behalf of the Cardholder”</p>	<p style="text-align: center;"><u>ACTING ON BEHALF OF THE CARDHOLDER</u></p> <p>If a Cardholder is unavailable or fails to reconcile transactions/approve statement within fifteen (15) calendar days following cycle close – <u>the Billing Official MUST “Act on Behalf of the Cardholder” to complete the reconciliation/approval process.</u></p> <ol style="list-style-type: none"> 1. Select a Managing Account and Click “Cycle Date” 2. On the “Cardholder Account” Tab, locate the “Acting on Behalf of Cardholder” drop-down menu 3. Select a Cardholder Account. The Billing Official can now “Act on Behalf of the Cardholder” <p style="text-align: center;"><u>IMPORTANT: If you are Acting on Behalf of the Cardholder “PRIOR” to the FIFTEENTH (15TH) CALENDAR DAY FROM CYCLE CLOSE; <u>YOU MUST change block to “YES” – C.A.R.E. will default to “NO”</u></u></p> <p>After the 15th calendar day, Billing Official is automatically acting on behalf of the Cardholder, and you DO NOT change the default.</p>
<p><u>CARDHOLDER & BILLING OFFICIAL</u></p> <p>REALLOCATE TRANSACTION</p> <p>(Organization Resource Manager will determine reallocation “rights & methods” and distribute to users)</p>	<p>After Reconciling, to reallocate a transaction, first select the transaction to be reallocated from the list of transactions displayed in the upper part of the screen. Click the Transaction Detail Tab. Then Click the Transaction Detail Tab. Then Click the Reallocate button. The Reallocation screen will display. From this screen, it is possible to :</p> <ul style="list-style-type: none"> • Reallocate the transaction against single or multiple accounting codes • Calculate how much of the transaction remains to be allocated based on either “percentage or dollar amount”. <p>The method/options for “reallocation” at the Organization level, is defined by the Organization “Resource Manager” at the Managing Account (Billing Official) level and cannot be changed from within Transaction Management.</p>

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p>How to verify the transaction reallocation was successful</p>	<p>The new line of accounting to which the transaction was allocated will appear in the Transaction Detail Tab</p>
<p>BILLING OFFICIAL Rejecting a Cardholder Transaction</p>	<p>Once Cardholders approve their statements, the Billing Official can review before certifying the cycle. The Billing Official has the option to “reject a transaction”, if an error in the maintenance of the transaction is identified.</p> <ul style="list-style-type: none"> • To begin reviewing a Cardholder’s work, Select a Cardholder Account and a Cycle Date • Select the transaction to reject. Detailed information regarding the transaction displays in the Transaction Detail Tab • Click the “Reject” button. The Reject transaction window opens in a new browser window • To Cancel the rejection, select NO radio button and click the Continue button • To Reject the selected transaction, Select the YES radio button, next to the appropriate “REASON”; <ol style="list-style-type: none"> 1. Improper allocation 2. Unauthorized vendor 3. Non-Preferred vendor 4. Need supporting documents 5. Other • Click the Continue button <p>When a transaction is rejected, a “Y” is placed in the “Rejected” column, and a reason code is placed in the “Reject Reason” column. Clicking on the reject reason code displays a legend explaining the codes.</p> <p>Complete the following steps; to include instructions to the Cardholder:</p> <ul style="list-style-type: none"> • On the Cardholder Accounts Tab, select a Cardholder Account and

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

	<p>the appropriate choice in the “Acting on Behalf of Cardholder” box</p> <ul style="list-style-type: none"> • Click “Transaction” Tab • Select the transaction to add instructions • Click “Log Detail” Tab • Enter “Transaction Date” <p><i>Enter a comment describing corrective action required by Cardholder</i></p> <ul style="list-style-type: none"> • Click the “Save Log” button <p><i>Cardholder must retrieve the transaction and correct the error per Billing Official instructions. Cardholder also has the capability to view the reject reason code selected by the Billing Official.</i></p>
<p><u>BILLING OFFICIAL</u></p> <p><u>“CERTIFYING” A CONSOLIDATED INVOICE FOR PAYMENT</u></p> <p><u>(Billing Official is required to complete “monthly invoice payment certification” in C.A.R.E. NLT the 5th business day after cycle close – 23rd of Month)</u></p>	<p><u>ALL CARDHOLDER TRANSACTIONS & STATEMENTS MUST BE IN “APPROVED” STATUS, BEFORE THE BILLING OFFICIAL INVOICE IS AVAILABLE FOR “CERTIFICATION”!</u></p> <p>The progress section of the screen indicates <i>status</i> of Cardholder Statements.</p> <ul style="list-style-type: none"> • If all account transactions/statements are <i>Approved</i>; “CERTIFY INVOICE” button will be available. • Review and confirm all transaction criteria is met for appropriate “payment certification” <ol style="list-style-type: none"> 1. Highlight/Select Master/Billing Official Account number, list of available Cycle Dates displays 2. Click “CERTIFY” 3. Click “SUBMIT” <p><i>The “Certification Statement” displays, confirming the invoice is ready/appropriate for payment certification.</i></p> <ol style="list-style-type: none"> 4. Click “CERTIFY” <p>Once the invoice is certified the <i>Status displays as “Approved”</i> Transactions can also be “viewed” by running the Cardholder Full Transaction Detail Report.</p>
<p>Running a Report</p>	<p>The Reporting Task is comprised of a standard report, which has a pre-defined layout. Select the Standard Report and appropriate date range for report. After report is compiled, you may view online, print or save to your computer.</p> <ul style="list-style-type: none"> • Click “Reports” • A new browser window opens, to select a date range

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

C.A.R.E. WEB-
BASED TRAINING

[https://wbt.care
.usbank.com](https://wbt.care.usbank.com)

ALL USERS!

ALTERNATE &
PRIMARY
BILLING
OFFICIAL &
RESOURCE
MANAGER

- Select either the pre-defined date (current month) or choose date range. Be sure to use the following date format: **YYYYMMDD**
- Click **“Submit”** button
- The report displays in a new browser window
- To **Save** the report to your computer, Click **“File” “Save”**. Choose a location for the report.
- To **Print** the report, Click the **Print** icon in your browser.

US Bank’s *interactive* Customer training environment delivers customer centered, *function specific* (*Cardholder, Billing Official, Resource Manager*) training in C.A.R.E. procedures utilizing;

- Text
- Graphics
- Movie Format
- On-line Manuals

Understanding Web-based training components and procedures and keeping User’s “current” on functionality and navigation skills is key to user success and a continuous process. *User’s are authorized to access C.A.R.E. Web-Based Training from any internet capable computer 24/7.*

1. Access Internet Browser
2. Enter C.A.R.E. Web-Based Training URL:
<https://wbt.care.usbank.com>

Enter “Generic” Network:

UserID: usbank

Password: **(contact DOC APC for current WBT Password)**

(Generic WBT access codes are assigned by US Bank, changed approximately every 45 days, and distributed by DOC APC)

- Click “Logon” – OK

From the C.A.R.E. Web-Based Training Home Page ***SELECT**

- Government Program Manager
- Government CPP

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p style="text-align: center;"><u>BILLING</u> <u>OFFICIAL (“WBT”</u> <u>Training</u> <u>Requirement)</u></p> <p style="text-align: center;"><u>RESOURCE</u> <u>MANAGER (“WBT”</u> <u>Training</u> <u>Requirement)</u></p>	<p style="text-align: center;"><u>REVIEW;</u></p> <ul style="list-style-type: none">• WBT OVERVIEW (Download required “<i>plugin</i>” at web-site)<ul style="list-style-type: none">• C.A.R.E. OVERVIEW• System Requirements <p>From the <u>C.A.R.E. “LESSONS” Table of Contents</u> *<u>REVIEW;</u></p> <ol style="list-style-type: none">1. Getting Started2. Reporting3. T.M. (Transaction Management)4. E-Links5. Help <p>From the DOCUMENTS option, Review and Print documents associated to Billing Official function in;</p> <ul style="list-style-type: none">• Manuals• Additional Documents• Learn About PDFs <p>From the <u>C.A.R.E. “LESSONS” Table of Contents</u> *<u>REVIEW;</u></p> <ol style="list-style-type: none">1. Getting Started2. Account Maintenance3. Reporting4. CARS (Cost Allocation Rule Sets)5. T.M. (Transaction Management)6. E-Links7. Help <p>From the DOCUMENTS option, Review and Print documents associated to Resource Manager function;</p> <ul style="list-style-type: none">• CARS White Paper• Clearing Your Cache• SDN (CAR Allocation) Report Instructions
---	--

FT. SILL, OK
CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT (C.A.R.E.)
USER GUIDE

<p><u>CARDHOLDER</u> <u>("WBT" Training Requirement)</u></p>	<p>From the <u>C.A.R.E. Web-Based Training Home Page</u> *SELECT</p> <ul style="list-style-type: none">• Cardholder• Cardholder "Commercial" <p>REVIEW:</p> <ul style="list-style-type: none">• WBT OVERVIEW (Download required plugin at web-site)• C.A.R.E. OVERVIEW• System Requirements <p>From the DOCUMENTS option, Review and Print documents associated to Cardholder function;</p> <ul style="list-style-type: none">• Manual – <u>C.A.R.E. User Manual (Cardholders) Revision 1.3</u>• Additional Documents – "Clearing Your Cache"• Learn About PDFs
--	---