Access Online Lessons

- Online Registration
- Forgot Your Password
- Logging In
- Navigation Basics
- My Personal Information
- Account Profile
- Viewing Statements
- Transaction Management
- Reallocate Transactions
- Web-based Training
Welcome to Access Online!

Please enter the information below and login to begin.

* = required
Organization Short Name:*  
ETSU

User ID:*  

Password:*  

Forgot your password?  
Register Online
Online Registration

Add Accounts

To join Access Online, you will need a minimum of one valid account number. "Register This Account" will validate a single account. "Additional Account" will allow multiple accounts to be included in the registration process.

* = required

Organization Short Name: *

Account Number: *

Account Expiration Date:

Month * Jan  
Year * 2017

Register This Account  Additional Account

<<Back to Login Page
Online Registration

Licensing Agreement

Please read and accept the Licensing Agreement to continue.

Access Online Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESS ONLINE

Access Online, owned and operated by Bank, is provided to the customer under the terms and conditions of this Access Online Terms of Service (ATS) which incorporates by reference any operating rules or policies that may be published by Bank The ATS as it may hereafter be amended or modified without notice, comprises the entire agreement between Customer and Bank and supersedes all prior agreements between the parties regarding the subject matter contained herein. By logging on to Access Online and clicking the "I Accept" button, you are indicating Customer's agreement to be bound by all of the terms and conditions of the ATS and that you have the authority to so agree on behalf of Customer.

If any provision(s) of the ATS is held by a court of competent jurisdiction to be contrary to law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

Bank's failure to exercise or enforce any right or provision of the ATS shall not constitute a waiver of such right or provision unless acknowledged and agreed to by Bank in writing.

Customer and Bank agree that any cause of action arising out of or related to this Access Online must commence within one (1) year after the cause of action arose, otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

I Decline
I Accept
Online Registration

Online Registration
Password and Contact Information

Organization Short Name: CMEA

User ID & Password
* = required

User ID: *
Password: *
Re-enter New Password: *

Authentication
Please select three unique authentication questions and responses. This information will be used in the event that you forget your password.

Authentication Question 1:

Authentication Response 1: *
Authentication Question 2:

Authentication Response 2: *
Authentication Question 3:

Authentication Response 3: *

Contact Information

FirstName: *
LastName: *
Address 1: *
Address 2: *
City: *
StateProvince: *
ZipPostal Code: *
Country: *
Phone Number: *
FaxNumber: *
EmailAddress: *

[Start of registration form]
Forgot Your Password

Access' Online

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*  

Login

Forgot your password?

Forgot your password?

Register Online
Forgot Your Password

In order to re-set your password, please enter the following information. If you need assistance, please contact your program administrator.

* = required

**Organization Short Name:**

ETSU

**User ID:**

Continue

<<Back to Login
Forgot Your Password

Login
Forgot Password

Enter the response to your authentication question. If you need assistance, please contact your program administrator.

* = required

User ID: ch1pcard
Organization Short Name: aco071

Authentication Question: What was the name of your first stuffed animal?

Enter the response to your Authentication Question: *

Continue

<<Back to Forgot Password Page
Forgot Your Password

Login
Authentication Code

Request and then enter your authentication code. If you need assistance, please contact your program administrator.

User ID: ch1pcard
Organization Short Name: aco071

Request an Authentication Code:

Send a Code

<<Back to Login
Forgot Your Password

There was a request for an Authentication Code to regain access to Access Online. Use the following code to reset your password on the Forgot Password page.

**Authentication Code:**
ABcdeFGh

The code is active for 20 minutes. If you incorrectly enter the Authentication Code three times, the code will be deactivated.

Contact your Program Administrator for assistance if you didn't request a code.

***This is a system-generated message. For assistance, do not reply to this email. Please contact your Program Administrator. Thank you.***
Forgot Your Password

Login
Authentication Code

1. We sent the code to your email address on file.

Request and then enter your authentication code. If you need assistance, please contact your program administrator.

* = required

User ID: ch1pcard
Organization Short Name: aco071

Enter your Authentication Code:*  

Send me another code

Continue

<<Back to Login
Forgot Your Password

User ID: blimpa3
Organization Short Name: BLLM

New Password:

Confirm New Password:

Continue

<<Back to Login
Forgot Your Password
Logging In

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*  
ETSU

User ID:*  

Password:*  

Login

Forgot your password?

Register Online
Welcome to Access Online Rebecca Birdwell
Your last login was 01/17/2020

Message Center
Message(s) from Access Online

Purchasing
Account Name: REBECCA L BIRDWELL
Account Unique ID: 0459-6350-1900-1855
Account ID: 219350000445
Account #: **9234
Account Status: Open

Statement Balance: $57.99
Billing Cycle Close Date: 01/20/2020
Current Balance: $12.00
Credit Limit: $2,000.00
Available Credit: $1,988.00

This information is updated as of the previous business day and may not reflect pending account activity.

Last 10 Transactions Posted
Posting Date Merchant Amount
01/29 CORPORATE CARD ANNUAL FEE $12.00
01/06 AMZN MKTP US*TO71J5RN3 $57.99
Please note:
Every year a Corporate Card Annual fee will be accessed to each card in the anniversary month the card was obtained.
Navigation Basics

Welcome to Access Online Rebecca Birdwell
Your last login was 01/31/2020

Message Center
Message(s) from Access Online

Purchasing
Account Name: REBECCA L BIRDWELL
Account Unique ID: 0459-6350-1900-1855
Account ID: 219350000445
Account #: **9234
Account Status: Open

Statement Balance: $57.99
Billing Cycle Close Date: 01/20/2020
Current Balance: $12.00
Credit Limit: $2,000.00
Available Credit: $1,988.00

Quick Links
- Manage Home Page Settings
- Account Alerts
- Manage Contact Information
- Manage Email Notifications
- Run Transaction Detail Report
- View All Statements
- View Last Cycle Transactions
- View Open Transactions

Click the Manage Home Page Settings link to customize your display.

Click a link to access a task.

This information is updated as of the previous business day and may not reflect pending account activity.

Last 10 Transactions Posted
<table>
<thead>
<tr>
<th>Posting Date</th>
<th>Merchant</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/29</td>
<td>CORPORATE CARD ANNUAL FEE</td>
<td>$12.00</td>
</tr>
<tr>
<td>01/06</td>
<td>AMZN MKTP US*T071J5RN3</td>
<td>$57.99</td>
</tr>
</tbody>
</table>
My Personal Information

User ID: CHZPCARD

Password
Change your system password by entering an authentication response that will be used when resetting a password.

Contact Information
Update your user ID contact information (name, address, phone no., etc.).

- Email Notification

Manage Account Access
View access rights and user specific information, such as accounts and hierarchy level access.

- Add Accounts

Manage Accounting Code Favorites
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

Account Alerts
Enroll, view, or update your Alert preferences.
My Personal Information

User ID: CH2PCARD

Password
Change your system password and create or modify an authentication response that will be used when resetting a password.

Contact Information
Update your user ID contact information (such as phone no., etc.).
- Email Notification

Manage Account Access
View access rights and user-specific information, such as accounts and hierarchy level access.
- Add Accounts

Manage Accounting Code Favorites
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

Account Alerts
Enroll, view, or update your Alert preferences.
Email Notification

My Personal Information

User ID: CH2PCARD

Password
Change your system password and create or modify an authentication response that will be used when resetting a password.

Contact Information
Update your user ID contact information (name, address, phone no., etc.).

- Email Notification

Manage Account Access
View access rights and user specific information, such as accounts and hierarchy level access.

- Add Accounts

Manage Accounting Code Favorites
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

Account Alerts
Enroll, view, or update your Alert preferences.
Email Notification

The options depend on your program setup.
Account Access

My Personal Information

User ID: CH2PCARD

Password
Change your system password and create or modify an authentication response that will be used when resetting a password.

Contact Information
Update your user ID contact information (name, address, phone no., etc.).

- Email Notification

Manage Account Access
View access rights and user specific information, such as accounts and hierarchy level access.

- Add Accounts

Manage Accounting Code Faves
Add favorites, enable favorites to be selected when reallocating and managing allocations, and delete existing favorites.

Account Alerts
Enroll, view, or update your Alert preferences.
Account Access

My Personal Information
Manage Account Access

User ID: CH2PCARD

Organization Short Name: ACO071
Functional Entitlement Group: CH Full

These are the accounts and hierarchies to which you have access.

Add Accounts

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Account Number</th>
<th>Designated User</th>
<th>User ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing Card</td>
<td>4246040017224660</td>
<td>CH2PCARD</td>
<td>CH2PCARD</td>
</tr>
</tbody>
</table>

<< Back to My Personal Information
Add an Account

My Personal Information
Add Accounts

User ID: CH2PCARD

Please enter information below for each account you wish to add. When all desired accounts have been added, "Save."

* = required

Organization Short Name: ACO071

Account Number: * 4321123412341234
Month*  Jan
Year*  2020

Account Expiration Date:

Add Account

<< Back to Personal Information
Account Information

Card Account Number: **********9234, REBECCA L BIRDWELL
Card Account ID: 219350000445

Statement
View account statement(s).
- Cardholder Account Statement

Account Profile
View account demographics, limits, accounting code, and other related information.
- Cardholder Account Profile
Account Profile

Cardholder Account Profile
Cardholder Account Summary

Card Account Number: **********9234, REBECCA L BIRDWELL
Card Account ID: 219350000445

Select an item below to view its contents.

View Account Profile
View account information such as Account Owner Details, Account Details, Default Accounting Code, Authorization Limits.
## Account Profile

**REBECCA L BIRDWELL**

<table>
<thead>
<tr>
<th>Product</th>
<th>Account</th>
<th>Processing Hierarchy</th>
<th>Managing Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchasing</td>
<td>Unique ID: 0459-0350-1900-1855</td>
<td>4596-1097-13284-04020-0000</td>
<td>Name: ETSU BUSINESSFINANCE</td>
</tr>
<tr>
<td>ID: 2193-5000-0445</td>
<td></td>
<td></td>
<td>Unique ID: N/A</td>
</tr>
<tr>
<td>Number: <strong>9234</strong></td>
<td></td>
<td></td>
<td>ID: 2193-3900-0469</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Number: <strong>9244</strong></td>
</tr>
</tbody>
</table>

**Organization Name (optional)**
PROC & CONTRACT SERV

**Optional 1 (optional)**
E00042646

---

- **Account Overview**
- **Account Owner's Information**
- **Training Certificate**
- **Account Details**
- **Default Accounting Code**
- **Authorization Limits**
# Account Overview

**Account Overview**

### Summary

<table>
<thead>
<tr>
<th>Summary</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Status</td>
<td>Open</td>
</tr>
<tr>
<td>Credit Limit</td>
<td>$2000</td>
</tr>
<tr>
<td>Available Credit</td>
<td>$1988</td>
</tr>
<tr>
<td>Single Purchase Limit</td>
<td>$2000</td>
</tr>
<tr>
<td>Expiration Date</td>
<td>12/2023</td>
</tr>
</tbody>
</table>

### Payment Information

<table>
<thead>
<tr>
<th>Payment Information</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement Balance</td>
<td>$57.99</td>
</tr>
<tr>
<td>Current Balance</td>
<td>$12.00</td>
</tr>
<tr>
<td>Statement Close Date</td>
<td>01/20/2020</td>
</tr>
</tbody>
</table>

- [View Financial History](#)
Account Owner’s Information

REBECCA L BIRDWELL

Account Overview

Account Owner's Information

Social Security Number
***-**-2390

Mailing Address
PO BOX 70729
JOHNSON CITY, TN 376141710
USA

Email Address
BIRDWELLR@ETSU.EDU

Work Phone
423-439-6888

Personal Phone
--

Additional Phone (optional)
0000000000

Fax Number (optional)
0000000000
### Account Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle Day</td>
<td>20</td>
</tr>
<tr>
<td>Open Date</td>
<td>12/16/2019</td>
</tr>
<tr>
<td>Maintenance Date</td>
<td>12/16/2019 23:41:17</td>
</tr>
<tr>
<td>Activated</td>
<td>Yes</td>
</tr>
<tr>
<td>Physical Card &amp; PIN</td>
<td></td>
</tr>
<tr>
<td>Physical Card</td>
<td>Yes</td>
</tr>
<tr>
<td>Checks</td>
<td></td>
</tr>
<tr>
<td>Checks</td>
<td>No</td>
</tr>
<tr>
<td>Reporting Level</td>
<td></td>
</tr>
<tr>
<td>Level 1</td>
<td>13284</td>
</tr>
<tr>
<td>Level 2</td>
<td>00000</td>
</tr>
<tr>
<td>Level 3</td>
<td>00000</td>
</tr>
<tr>
<td>Level 4</td>
<td>00000</td>
</tr>
<tr>
<td>Level 5</td>
<td>00000</td>
</tr>
<tr>
<td>Level 6</td>
<td>00000</td>
</tr>
<tr>
<td>Level 7</td>
<td>00000</td>
</tr>
<tr>
<td>Account Active Dates</td>
<td></td>
</tr>
<tr>
<td>Start Date (optional)</td>
<td></td>
</tr>
<tr>
<td>End Date (optional)</td>
<td></td>
</tr>
<tr>
<td>Account Details Comments</td>
<td>(optional)</td>
</tr>
</tbody>
</table>
### Default Accounting Code

<table>
<thead>
<tr>
<th>CHART (1)</th>
<th>INDEX (6)</th>
<th>ACCOUNT CODE (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>E</td>
<td>40200</td>
<td>--</td>
</tr>
</tbody>
</table>

**Default Accounting Code Comments (optional)**
Leave Account Profile

Account Profile

REBECCA L BIRDWELL

- Account Overview
- Account Owner's Information
- Training Certificate
- Account Details

Click to Leave Account Profile and go back to main menu
Viewing Statements

Cardholder Account Profile
Cardholder Account Summary

Card Account Number: **********9234, REBECCA L BIRDWELL
Card Account ID: 219350000445

Select an item below to view its contents.

View Account Profile
View account information such as Account Owner Details, Account Details, Default Accounting Code, Authorization Limits.

Click to see statements
Viewing Statements

Account Statements

REBECCA L BIRDWELL

Account Unique ID: 0459-6350-1900-1856
Account ID: 2193-5000-0445  |  Account Number: **9234

Please Note: The statement can't be used for remittance of payment, it's for display purposes only.

View account profile

2020

01/20/2020 (PDF)
Viewing Transactions

Welcome to Access Online AMANDA TOMAS
Your last login was 10/10/2017

Message Center
Message(s) from Access Online
Message(s) from Bank

Purchasing
Acct#/Name: 4860 AMANDA TOMAS
Account ID: 1722468090671
Account Status: Open
Current Balance: $0.00
Credit Limit: $1.00
Available Credit: $1.00

Transactions Posted
Date Merchant Amount
08/08 CODALE ELECTRIC #5 $2,038.60
08/08 CODALE ELECTRIC #5 $340.50
08/08 FEDEX 10544077
08/01 MCMASTER-CARR
08/01 ALLIED ELECTRONICS INC
08/01 WIRECARE $2,505.00
08/01 WIRECARE $2,790.00
08/01 PASTERNACK ENTERPRISES $319.20
08/01 FEDEX 10532905 $27.53
07/28 DKC*DIGI KEY CORP $54.33

Quick links to transactions.

Link to transaction management function.
How to View Transactions

**Transaction Management**

**Transaction List**
View, review, allocate/reallocate and add comments to transaction information.

- **View Previous Cycle**
Presents the Transaction list for the previous cycle.

- **View Pending Transactions**
Presents the pending transactions list.

- **View Unmatched Transactions**
Presents the unmatched transactions list.
Transaction Management

• Transaction list
• Disputes
• Transaction reallocation
• Transaction and order matching
• Transaction approval process
Transaction Management

Transaction Management

Transaction List
View, review, allocate/reallocate and add comments to transaction information.

View Previous Cycle
Presents the Transaction list for the previous cycle.

View Pending Transactions
Presents the pending transactions list.

Click on transaction management then transaction list
Transaction List

Transaction Management
Card Account Summary with Transaction List

- Card Account Number: ...
- Card Account ID: 17246502971
- Card Name: AMANDA TOMAS

Card Account Summary

Account Number: 4660
Account Name: AMANDA TOMAS

Outstanding Orders: $0.00
Unmatched Transactions: $282,960.46
Note: Includes unmatched portion of partially matched transactions

Billing Cycle Close Date: 12/16/2016

Total Transactions: 15,460.48
Reallocated Transactions: $0.00
% Reallocated Transactions: 0.0%

Final Approved Transactions: $0.00
% Final Approved Transactions: 0.0%

Open Account

Search Criteria

Transaction List

Links to Transaction Detail

Transaction List

- 07/28 08/04 CODALE ELECTRIC #5 775-748-4900, NV $2,038.69
- 07/28 08/04 CODALE ELECTRIC #6 775-748-4900, NV $810.96
- 07/28 08/04 FEDEX 10544077 800-4633330, TN $25.70
- 07/28 08/04 MCMASTER-CARR 630-8349600, IL $13.41
- 07/28 08/17 ALLIED ELECTRONICS INC 800-433-5700, TX $10.06
- 07/28 08/17 WIRECARE 973-300-9782, NJ $2,505.00
- 07/28 08/17 WIRECARE 973-300-9782, NJ $2,790.00
**Transaction Management**
Card Account Summary with Transaction List

---

**Card Account Summary**

Account Number: 9234
Account Name: REBECCA L BIRDWELL

Billing Cycle Close Date: 

---

**Search Criteria**

---

**Transaction List**

Records 1 - 1 of 1

<table>
<thead>
<tr>
<th>Select</th>
<th>Status</th>
<th>Approval Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pending</td>
<td></td>
<td>01/29</td>
<td>01/29</td>
<td>CORPORATE CARD ANNUAL FEE</td>
<td>$12.0</td>
<td></td>
</tr>
</tbody>
</table>

Reviewed | Disputed | Reallocated | Trans Detail Level | Upload Attachments

Records 1 - 1 of 1

Reallocate | Mass Reallocate | Change Review Status | Approve | Pull Back
Dispute a Transaction

### Transaction Summary

<table>
<thead>
<tr>
<th>Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
<th>Amount</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01/05</td>
<td>01/06</td>
<td>AMZN MKTP US*T071J5RN3</td>
<td>AMZN COM/BILL, WA</td>
<td>57.99</td>
<td></td>
</tr>
</tbody>
</table>

Summary tab shows high-level transaction information.

To change the review status, click the "Mark as Not Reviewed" button. To approve and forward the transaction, click "Approve." To initiate a dispute, click the "Dispute" button.

### Transaction Detail

- **Date:** 01/05/2020
- **Purchase ID:** 114-5192935-31802
- **Total Amount:** 57.99
- **Memo Post:** Yes
- **Sales Tax:** 0.00
- **Freight:**

### Merchant

- **Name:** AMZN MKTP US*T071J5RN3
- **City, State/Province:** AMZN COM/BILL, WA
- **Transaction Type:** PURCHASE
- **Merchant Category Code (MCC):** 5942
- **MCC Description:** BOOK STORES

### Reference Information

- **Billing Cycle:** 01/20/2020
- **Posting Date:** 01/06/2020
- **Reference Number:** 5543286000520062755601
- **Authorization Number:** 043018

### Most Recent Extract Dates

- **Financial Extract:**
- **General Ledger Extract:**
- **Payment Extract:**

### Currency

- **Billing Currency:** U.S. Dollar
- **Source Currency:** U.S. Dollar
- **Source Currency Amt:** 57.99

### Dispute Information

- **Dispute button**

Dispute information only reflects the last dispute filed for this transaction. More information available in Dispute History.
Dispute a Transaction

Transaction Management
Select a Dispute Reason

The definition of a fraud transaction is defined as third-party unauthorized use of a card. If the transaction in question is fraud, please go to Contact Us for the customer support contact information.

The definition of a dispute transaction is defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their issuer’s assistance.

Card Account Number: 5678-9012-3456-7890
Card Account ID: 123456789

<table>
<thead>
<tr>
<th>Trans Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/20/2017</td>
<td>OODALE ELECTRIC</td>
<td>$500.00</td>
<td>7890</td>
<td>12345678901234</td>
</tr>
</tbody>
</table>

Select a dispute reason from the list below. If you need more information about this transaction, you may request a copy of the sales receipt.

My account was charged for this transaction and...

- [ ] Reason
  - [ ] Unrecognized
    - [ ] I do not recognize the charge
      - Additional Items Required: Print, Signature
  - [ ] Merchandise Returned
    - [ ] I have not received credit for the returned merchandise
  - [ ] Merchandise Not Received
    - [ ] I have not received the merchandise
  - [ ] Services Not Received
    - [ ] I have not received the services
  - [ ] Credit Not Received
    - [ ] I have not received credit toward my account
      - Additional Items Required: Print, Copy of Receipt
  - [ ] Cash Not Received
    - [ ] I did not receive cash from the ATM
      - Additional Items Required: Print, Copy of Receipt
  - [ ] Transaction Posted to Closed Account - Recurring Transaction
    - [ ] This account has been closed. This is a recurring transaction such as a monthly service.
  - [ ] Transaction Posted to Closed Account
    - [ ] This account has been closed
  - [ ] Defective - Shipped/Returned
    - [ ] The shipped merchandise I received was defective. The merchandise has been returned to the merchant
      - Additional Items Required: Print, Copy of Invoice
  - [ ] Defective - Shipped
    - [ ] The shipped merchandise I received was defective
      - Additional Items Required: Print, Copy of Invoice
  - [ ] Defective
    - [ ] The merchandise I received was defective
  - [ ] Other
    - [ ] None of the above reasons fit my need to dispute this transaction
      - Additional Items Required: 

Select
Transaction Management
Select a Dispute Reason

The definition of a **fraud** transaction is defined as third party unauthorized use of a card. If the transaction in question is fraud, please go to **Contact Us** for the customer support contact information.

The definition of a **dispute** transaction is defined as a disagreement between the merchant and the cardholder where the cardholder is asking for their Issuer's assistance.

Card Account Number: **********7835, WILLIAM WALLIN
Card Account ID: 371178359071

<table>
<thead>
<tr>
<th>Trans Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2017</td>
<td></td>
<td>PARK AND SHOP</td>
<td>199.00</td>
<td>24755423060170603025379</td>
</tr>
</tbody>
</table>

Select a dispute reason from the list below. If you need more information about this
### Reason

- **Unrecognized**
  
  ...I do not recognize the charge.

- **Merchandise Returned**
  
  ...I have not received credit for the returned merchandise.

- **Merchandise Not Received**
  
  ...I have not received the merchandise.

- **Services Not Received**
  
  ...I have not received the services.

- **Credit Not Received**
  
  ...I have not received credit toward my account.

- **Cash Not Received**
  
  ...I did not receive cash from the ATM.

- **Alteration of Amount**
  
  ...the receipt does not match the amount posted.
<table>
<thead>
<tr>
<th>Reason</th>
<th>Additional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrecognized</td>
<td>Print, Signature</td>
</tr>
<tr>
<td>Merchandise Returned</td>
<td></td>
</tr>
<tr>
<td>Merchandise Not Received</td>
<td></td>
</tr>
<tr>
<td>Services Not Received</td>
<td></td>
</tr>
<tr>
<td>Credit Not Received</td>
<td>Print, Copy</td>
</tr>
<tr>
<td>Cash Not Received</td>
<td>Print, Copy</td>
</tr>
<tr>
<td>Alteration of Amount</td>
<td>Print, Copy</td>
</tr>
</tbody>
</table>

...I do not recognize the charge.

...I have not received credit for the returned merchandise.

...I have not received the merchandise.

...I have not received the services.

...I have not received credit toward my account.

...I did not receive cash from the ATM.

...the receipt does not match the amount posted.
Cancelled
...I had cancelled the purchase.

Transaction Posted to Closed Account - Recurring Transaction
...this account has been closed. This is a recurring transaction such as a monthly service.

Transaction Posted to Closed Account
...this account has been closed.

Defective - Shipped/Returned
...the shipped merchandise I received was defective. The merchandise has been returned to the merchant.

Defective - Shipped
...the shipped merchandise I received was defective.

Defective
...the merchandise I received was defective.

Other
...none of the above reasons fit my need to dispute this transaction.
Transaction Management
Dispute Reason: Services Not Received

Card Account Number: **********7835, WILLIAM WALLIN
Card Account ID: 371178359071

<table>
<thead>
<tr>
<th>Trans Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/01/2017</td>
<td></td>
<td>PARK AND SHOP</td>
<td>199.00</td>
<td>24755423060170603025379</td>
</tr>
</tbody>
</table>

Services Not Received
My account was charged for this transaction and I have not received the services.

* = required

Requestor Name:* WILL WALLIN
Requestor Phone Number:* 6121231234
Expected Date of Delivery:
Expected Month:* Expected Day:* Expected Year:*
Expected Date of Delivery:

Expected Month: * Expected Day: * Expected Year: *
Jan 1 2017

Description of Services Not Received:
Parking

Date of Merchant Contact:

Contact Month: * Contact Day: * Contact Year: *
Jan 5 2017

Merchant Response:
No response

Comments:

Dispute
Transaction Management
Dispute Reason: Unauthorized

Request has been successfully completed.

Print, sign and fax or mail this form to the following address. This dispute will not be processed if this form is not received within 21 days of the dispute date.

Fax Number:
701-461-3463

Mailing Address:
Customer Services
P.O. Box 6344
Fargo, ND 58125-6344

When finished printing, you can go to the transaction detail.

Account Number: 4246040011253475

<table>
<thead>
<tr>
<th>Dispute Date</th>
<th>Tran Date</th>
<th>Statement Date</th>
<th>Merchant</th>
<th>Amount</th>
<th>Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/2007</td>
<td>04/18/2007</td>
<td>04/20/2007</td>
<td>UNITED ELECTRIC #7649</td>
<td>170.04</td>
<td>24692167108000612793118</td>
</tr>
</tbody>
</table>

Unauthorized
My account was charged for this transaction and I did not authorize the charge.

Requestor Name: Requestor Phone Number:
Chris Doe 6121231234

Comments:
I cancelled this service in May.

Cardholder Signature (required to process this dispute)
Reallocate a Transaction

You may need to reallocate a transaction from your default index and account code to another index and account code. For example, if you bought office supplies that you will share with another index you have, you may need to reallocate part of the transaction to the other index and account code.

Any transactions that are posted on or before the 20th of the month, a cardholder has until the last day of that month to reallocate that transaction. If a transaction posts after the 20th, a cardholder has until the last day of the next month to reallocate.
Reallocate a Transaction

<table>
<thead>
<tr>
<th>Select</th>
<th>Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
<th>Detail</th>
<th>Purchase ID</th>
<th>Attachment</th>
<th>Comments</th>
<th>Accounting Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>08/01</td>
<td>08/04</td>
<td>PARK AND SHOP</td>
<td>612-6720148, MN</td>
<td>$199.00</td>
<td></td>
<td>2RRPM</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/28</td>
<td>08/04</td>
<td>HILTON HOTELS COSTA MESA</td>
<td>COSTA MESA, CA</td>
<td>$380.55</td>
<td></td>
<td>0010409902280</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>06/01</td>
<td>08/04</td>
<td>AT&amp;T*877768053 NBI</td>
<td>800-331-0500, GA</td>
<td>$74.91</td>
<td></td>
<td>677780053</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/28</td>
<td>08/04</td>
<td>MSP AIRPORT PARKING</td>
<td>SAINT PAUL, MN</td>
<td>$40.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>08/01</td>
<td>08/04</td>
<td>CHIANTI GRILL</td>
<td>FALCON HEIGHT, MN</td>
<td>$87.94</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/28</td>
<td>08/01</td>
<td>HILTON HOTEL CSTAMESA F&amp;B</td>
<td>COSTA MESA, CA</td>
<td>$11.00</td>
<td></td>
<td>003675902280</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/28</td>
<td>08/01</td>
<td>HILTON HOTEL CSTAMESA F&amp;B</td>
<td>COSTA MESA, CA</td>
<td>$30.00</td>
<td></td>
<td>003675802280</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/26</td>
<td>08/01</td>
<td>MASTRO'S COSTA MESA</td>
<td>COSTA MESA, CA</td>
<td>$229.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/26</td>
<td>07/28</td>
<td>DELTA AIR 0067209165789</td>
<td>PHOENIX, AZ</td>
<td>$489.80</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/26</td>
<td>07/28</td>
<td>CARLSON WAG 0067209165789</td>
<td>PHOENIX, AZ</td>
<td>$27.50</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/27</td>
<td>07/28</td>
<td>HILTON HOTEL CSTAMESA F&amp;B</td>
<td>COSTA MESA, CA</td>
<td>$12.00</td>
<td></td>
<td>0036754502270</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/27</td>
<td>07/28</td>
<td>HILTON HOTEL CSTAMESA F&amp;B</td>
<td>COSTA MESA, CA</td>
<td>$27.00</td>
<td></td>
<td>0036754302270</td>
<td></td>
<td></td>
<td>4444</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/26</td>
<td>07/28</td>
<td>8TH STREET GRILL</td>
<td>MINNEAPOLIS, MN</td>
<td>$20.64</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4444</td>
</tr>
</tbody>
</table>
Reallocate a Transaction

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button.

After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

Allocation Source: Default Acct Code  Last Changed By: System

<table>
<thead>
<tr>
<th>Remove</th>
<th>Amount</th>
<th>Percent</th>
<th>Accounting Code - Segment Name (Length)</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$43.37</td>
<td>100.00%</td>
<td>E</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>40200</td>
<td></td>
</tr>
</tbody>
</table>

Search

Remove

Total Allocated: $43.37 100.00%

Apply Accounting Code: [Dropdown]

Apply

Amount Remaining: $0.00 0.00%

Additional Allocation(s): 1

Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations

Click Magnifying glass for account code lookup.

The Amount Remaining must be zero.
Reallocate a Transaction

Transaction Management
Search & Select Valid Value

Enter full or partial segment values, segment value descriptions, or leave blank to view all valid values. Then click the "Search" button.

<table>
<thead>
<tr>
<th>ACCOUNT CODE (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value: 73</td>
</tr>
<tr>
<td>Description:</td>
</tr>
<tr>
<td>Search Type:</td>
</tr>
</tbody>
</table>

Display 25 Values per page

Search

Select a valid value from the results list below.

Records 1 - 9 of 9

<table>
<thead>
<tr>
<th>ACCOUNT CODE</th>
<th>Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select 73110</td>
<td>Individual Instate Travel Professional</td>
</tr>
<tr>
<td>Select 73120</td>
<td>Individual Instate Travel Institute</td>
</tr>
<tr>
<td>Select 73210</td>
<td>Individual Out of State or Country Prof</td>
</tr>
<tr>
<td>Select 73220</td>
<td>Individual Out of State or Country Insti</td>
</tr>
<tr>
<td>Select 73310</td>
<td>Teams Groups Instate Professional</td>
</tr>
<tr>
<td>Select 73320</td>
<td>Teams Groups Instate Institute</td>
</tr>
<tr>
<td>Select 73410</td>
<td>Teams Groups Out of State or Country Pro</td>
</tr>
<tr>
<td>Select 73420</td>
<td>Teams Groups Out of State of Country Ins</td>
</tr>
<tr>
<td>Select 73800</td>
<td>Athletic Recruitment Travel</td>
</tr>
</tbody>
</table>
Reallocate a Transaction

### Transaction List

<table>
<thead>
<tr>
<th>Select</th>
<th>Status</th>
<th>Approval Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City/State</th>
<th>Amount</th>
<th>Detail</th>
<th>Trans Unique ID</th>
<th>Purchase ID</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pending</td>
<td></td>
<td>01/27</td>
<td>01/29</td>
<td>AACRAO</td>
<td>202-293-9161, DC</td>
<td>$545.00</td>
<td></td>
<td>0459606200023562020-01-2900002</td>
<td>000044991</td>
</tr>
<tr>
<td></td>
<td>Pending</td>
<td></td>
<td>01/28</td>
<td>01/29</td>
<td>AMZN MKTP US*AD5WP1UI3</td>
<td>AMZN.COM/BILL, WA</td>
<td>$59.95</td>
<td></td>
<td>0459606200023562020-01-2900001</td>
<td>051</td>
</tr>
<tr>
<td></td>
<td>Pending</td>
<td></td>
<td>01/24</td>
<td>01/27</td>
<td>DELTA 0067494976356</td>
<td>SEATTLE, WA</td>
<td>$616.40</td>
<td></td>
<td>0459606200023562020-01-2700001</td>
<td></td>
</tr>
</tbody>
</table>

Choose the transaction that you want to reallocate.
Even though this comes up as a five digit number, when you reallocate, indexes that are five digits must have a leading zero.
Reallocate a Transaction

The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button.

After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

<table>
<thead>
<tr>
<th>Remove</th>
<th>Amount</th>
<th>Percent</th>
<th>Accounting Code - Segment Name (Length)</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 616.40</td>
<td>100.00%</td>
<td>CHART (1)</td>
<td>INDEX (2)</td>
</tr>
<tr>
<td></td>
<td>$ 0.00</td>
<td>0.00%</td>
<td>CHART (1)</td>
<td>INDEX (2)</td>
</tr>
</tbody>
</table>

Search

Remove

Total Allocated: $ 616.40 100.00%

Apply Accounting Code: Apply

Amount Remaining: $ 0.00 0.00%

Additional Allocation(s): 1 Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations

Once you click add, this line will appear

Click add to reallocate
The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button.

After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

Allocation Source: Default Acct Code  Last Changed By: System

<table>
<thead>
<tr>
<th>Remove</th>
<th>Amount</th>
<th>Percent</th>
<th>Accounting Code - Segment Name (Length)</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>0.00 %</td>
<td>CHART (1) E *</td>
<td>INDEX (6)</td>
</tr>
<tr>
<td></td>
<td>$616.40</td>
<td>100.00 %</td>
<td>CHART (1) E *</td>
<td>INDEX (6)</td>
</tr>
</tbody>
</table>

Search
Remove

Total Allocated: $616.40  100.00 %

Apply Accounting Code: [ ]

Apply

Amount Remaining: $0.00  0.00 %

Additional Allocation(s): 1

Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations

If the index and account code are used often, you can click Add as Favorite for future use.
The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button.

After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

<table>
<thead>
<tr>
<th>Remove</th>
<th>Amount</th>
<th>Percent</th>
<th>Accounting Code - Segment Name (Length)</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.00</td>
<td>0.00 %</td>
<td>CHART (1) E 50700 INDEX (8) 74570 ACCOUNT CODE (8) 73210</td>
<td>Add as Favorite</td>
</tr>
<tr>
<td>★</td>
<td>$616.40</td>
<td>100.00 %</td>
<td>CHART (1) E 50700 INDEX (8) 74570 ACCOUNT CODE (8) 73210</td>
<td>Add as Favorite</td>
</tr>
</tbody>
</table>

Search
Remove

Total Allocated: $616.40 100.00 %

Apply Accounting Code: [Apply]

Amount Remaining: $0.00 0.00 %

Additional Allocation(s): 1 [Add]

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Save Allocations
The Allocations tab provides the ability to reallocate a transaction by changing the accounting information to allocate an amount to a different cost center. The reallocation can be to one or to multiple accounting codes.

You can allocate amounts by dollar amount or percentage. Total allocation amounts must equal 100% of the transaction. To allocate to additional accounting codes, click the "Add" button.

After adding, modifying or deleting allocations, click the "Save Allocations" button to save changes.

* = required

Allocation Source: Default Acct Code  Last Changed By: System

<table>
<thead>
<tr>
<th>Remove</th>
<th>Amount</th>
<th>Percent</th>
<th>Accounting Code - Segment Name (Length)</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$ 0.00</td>
<td>0.00%</td>
<td>CHART (i) INDEX (s) ACCOUNT CODE (s)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ 154.10</td>
<td>25.00%</td>
<td>E ^ q 50700 ^ q 74570 ^ q Add as Favorite</td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ 462.30</td>
<td>75.00%</td>
<td>E ^ q 50701 ^ q 73210 ^ q Add as Favorite</td>
<td></td>
</tr>
</tbody>
</table>

Total Allocated: $ 616.40 100.00%  Apply Accounting Code:  
Amount Remaining: $ 0.00 0.00% Additional Allocation(s): 1 Add

Note: Rows marked for deletion are subtracted from Total Allocated and Amount Remaining values.

Click Save Allocations
A line that has zero in the amount must be removed.

An index must be entered as 6 digits, this should have been entered as 050701.
When reallocating, indexes that are five digits must have a leading zero.
Searching for an index

When searching for a Foundation index, enter an “F”.

When searching for a Foundation index, enter an “F”.
Searching for an account code.
# ETSU account codes available for reallocating

<table>
<thead>
<tr>
<th>ACCOUNT CODE</th>
<th>Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select 73110</td>
<td>Individual Instate Travel Professional</td>
</tr>
<tr>
<td>Select 73120</td>
<td>Individual Instate Travel Institute</td>
</tr>
<tr>
<td>Select 73210</td>
<td>Individual Out of State or Country Pro</td>
</tr>
<tr>
<td>Select 73220</td>
<td>Individual Out of State or Country Insti</td>
</tr>
<tr>
<td>Select 73310</td>
<td>Teams Groups Instate Professional</td>
</tr>
<tr>
<td>Select 73320</td>
<td>Teams Groups Instate Institute</td>
</tr>
<tr>
<td>Select 73410</td>
<td>Teams Groups Out of State or Country Pro</td>
</tr>
<tr>
<td>Select 73420</td>
<td>Teams Groups Out of State of Country Ins</td>
</tr>
<tr>
<td>Select 73800</td>
<td>Athletic Recruitment Travel</td>
</tr>
<tr>
<td>Select 74130</td>
<td>Duplicating and Copy by Institute</td>
</tr>
<tr>
<td>Select 74140</td>
<td>Duplicating and Copy Outside Institute</td>
</tr>
<tr>
<td>Select 74150</td>
<td>Film Processing</td>
</tr>
<tr>
<td>Select 74160</td>
<td>Printing Publications by Institute</td>
</tr>
<tr>
<td>Select 74190</td>
<td>Other Print Duplic and Film Process</td>
</tr>
<tr>
<td>Select 74230</td>
<td>Postal Charges</td>
</tr>
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<td>Select 74240</td>
<td>Freight and Express Charges</td>
</tr>
<tr>
<td>Select 74390</td>
<td>Other Maintenance and Repairs</td>
</tr>
<tr>
<td>Select 74440</td>
<td>Consulting Services</td>
</tr>
<tr>
<td>Select 74450</td>
<td>Medical Services</td>
</tr>
<tr>
<td>Select 74460</td>
<td>Legal Services</td>
</tr>
<tr>
<td>Select 74471</td>
<td>Advertising Services - Personnel</td>
</tr>
<tr>
<td>Select 74472</td>
<td>Newspaper Display</td>
</tr>
<tr>
<td>Select 74473</td>
<td>Newspaper Classified</td>
</tr>
<tr>
<td>Select 74474</td>
<td>Magazines Journals</td>
</tr>
<tr>
<td>Select 74478</td>
<td>Electronic Advertising</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACCOUNT CODE</th>
<th>Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select 74479</td>
<td>Advertising Other</td>
</tr>
<tr>
<td>Select 74480</td>
<td>Dues and Subscriptions</td>
</tr>
<tr>
<td>Select 74481</td>
<td>Membership Dues Accreditation</td>
</tr>
<tr>
<td>Select 74490</td>
<td>Other Professional and Admin Services</td>
</tr>
<tr>
<td>Select 74510</td>
<td>Supplies - Office</td>
</tr>
<tr>
<td>Select 74520</td>
<td>Supplies - Instructional</td>
</tr>
<tr>
<td>Select 74521</td>
<td>Supplies - Instructional Clinical</td>
</tr>
<tr>
<td>Select 74530</td>
<td>Supplies - Operational</td>
</tr>
<tr>
<td>Select 74540</td>
<td>Supplies - Medical</td>
</tr>
<tr>
<td>Select 74550</td>
<td>Supplies - Bookstore</td>
</tr>
<tr>
<td>Select 74551</td>
<td>Supplies - Sodexo Food Services</td>
</tr>
<tr>
<td>Select 74552</td>
<td>Supplies - Food Refreshments</td>
</tr>
<tr>
<td>Select 74570</td>
<td>Supplies - ProCard</td>
</tr>
<tr>
<td>Select 74596</td>
<td>Supplies - Library Periodicals</td>
</tr>
<tr>
<td>Select 74597</td>
<td>Supplies - Library Database Access</td>
</tr>
<tr>
<td>Select 74599</td>
<td>Supplies - Other</td>
</tr>
<tr>
<td>Select 74632</td>
<td>Rentals - Other Equipment</td>
</tr>
<tr>
<td>Select 74639</td>
<td>Rentals - Other</td>
</tr>
<tr>
<td>Select 78510</td>
<td>Books (Library Use Only)</td>
</tr>
<tr>
<td>Select 78582</td>
<td>Video Media (Library Use Only)</td>
</tr>
</tbody>
</table>
How to search for an account code

Enter full or partial segment values, segment value descriptions, or leave blank to view all valid values. Then click the "Search" button.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>sup</td>
<td></td>
</tr>
</tbody>
</table>

Search Type: Begins with

Display 25 Values per page

Search

Select a valid value from the results list below.

Records 1 - 12 of 12

<table>
<thead>
<tr>
<th>ACCOUNT CODE</th>
<th>Value Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select 74510</td>
<td>Supplies - Office</td>
</tr>
<tr>
<td>Select 74520</td>
<td>Supplies - Instructional</td>
</tr>
<tr>
<td>Select 74521</td>
<td>Supplies - Instructional Clinical</td>
</tr>
<tr>
<td>Select 74530</td>
<td>Supplies - Operational</td>
</tr>
<tr>
<td>Select 74540</td>
<td>Supplies - Medical</td>
</tr>
<tr>
<td>Select 74550</td>
<td>Supplies - Bookstore</td>
</tr>
<tr>
<td>Select 74551</td>
<td>Supplies - Sodexo Food Services</td>
</tr>
<tr>
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<td>Select 74570</td>
<td>Supplies - ProCard</td>
</tr>
<tr>
<td>Select 74596</td>
<td>Supplies - Library Periodicals</td>
</tr>
<tr>
<td>Select 74597</td>
<td>Supplies - Library Database Access</td>
</tr>
<tr>
<td>Select 74599</td>
<td>Supplies - Other</td>
</tr>
</tbody>
</table>
Cardholder Transaction Approval

On the transaction list, select the check box in the *Select* column for each transaction to approve. Click the **Approve** button.
Transaction Management
Approve Transaction(s)

[+] 1 Transaction(s) to Approve

Transaction Approval
I want to forward these transaction(s) for further approval to:
Select Approver

Click select approver

Approve    Cancel
Search & Select an Approver

Enter the approver’s full or partial name, or leave blank to view all users. Then click the "Search" button.

Last Name: Sherlin  
First Name: 

Search

Enter approver’s last name then click search

Please select an approver from the results list below.

Records 1 - 1 of 1

Select  Approver Name  Email Address
☐  SHERLIN, JOE  SHERLIN@ETSU.EDU

Records 1 - 1 of 1

☐ Set selection as your default approver

Select Approver
Once a cardholder has approved the transaction and selected an approver, the approval status will change from Pending to Approved.
If you click on a transaction’s approval history tab, the approval actions will be displayed.

**Transaction Summary**

<table>
<thead>
<tr>
<th>Status</th>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
<th>Amount</th>
<th>Detail</th>
<th>Purchase ID</th>
<th>Attachmen</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/23</td>
<td>01/27</td>
<td></td>
<td>BP#1666098ROAD RUNNOPS</td>
<td>JOHNSON CITY, TN</td>
<td>88.73</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Summary**

- Disputed
- Trans Detail Level
- Reallocated
- Reallocation Locked
- Attachment

**Approval Actions**

- **Cardholder Approver**: Seehorn, Jimmy L
- **Current Pending Approver**: KELLEY, KATHY

<table>
<thead>
<tr>
<th>Approver</th>
<th>Date/Time</th>
<th>Approval Action</th>
<th>Approver Modifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seehorn, Jimmy L</td>
<td>01/28 10:20</td>
<td>Approved</td>
<td></td>
</tr>
</tbody>
</table>

**Key for Rejection Reasons:**
1. Incorrect accounting code allocation (Request for user to change allocation)
2. Incorrect approver sequence / additional approval needed (Request for user to forward the transaction(s) to appropriate approver(s) in the proper sequen
3. Incorrect or insufficient transaction comment information
4. Incorrect or not enough user line item data
5. Unauthorized / non-preferred vendor
6. Incorrect match
7. Other

**Key for Approver Modifications:**
A. Changed Allocation
B. Changed Transaction Comments
U. Changed User Line Items

[Pull Back]
Transaction Approval

Once an approver has approved the transaction, the approval status will go from Approved to Final Approved.
Transaction Attachment

From the transaction list, click on the paperclip.

The screen below will come up.

Transaction Management

Manage Attachments

Please add or delete attachments. Only PNG, JPG or PDF files are allowed.
Transaction Attachment

Transaction Management

<table>
<thead>
<tr>
<th>Trans Date</th>
<th>Posting Date</th>
<th>Merchant</th>
<th>City, State/Province</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/29</td>
<td>01/29</td>
<td>Corporate Card Annual Fee</td>
<td></td>
<td>$12.00</td>
</tr>
</tbody>
</table>

Manage Attachments

Please add or delete attachments. Only PNG, JPG or PDF files are allowed.

Click to add attachment

When you click add attachment, it will go to your computer so you can search for the scanned document to upload.
Once an attachment has been uploaded, this icon will appear.
Transaction Attachment – Mobile phone

A cardholder can also upload attachments using their mobile phone.

The cardholder can go to the Apple App Store or Google Play and download the US Bank Access Online app.
Transaction Attachment – Mobile phone
Please note: The mobile app is only available for cardholders. This is not available for approvers at this time.
Web-based Training

Welcome to Access Online JAYNE MORRELL
Your last login was 01/30/2020

Message Center
Message(s) from Access Online

Click here to go to training
Open a topic area below and select content from each tab to create your own learning plan.

- Get started using Access Online
- Configure the system
- Manage accounts and users
- Work with transactions
- Work with orders
- Work with payments
- Manage approvals
- Create and run reports and statements

Click on a topic heading for more information.

Change user type:
- Commercial Administrator

Announcements
- Enhanced Security Options: We updated the Navigation Basics lesson and quick start guide and the My Personal Information lesson and quick start guide to show the new enhanced security options.
- We also updated the User Profiles user guide and the Access inSite user guide to also show the...
Web-based Training

Click an topic heading for information on a topic.

Select a topic link to get started.

Watch the Announcements section for update information and links to updated content.
Web-based Training

Select training resources from each tab. Click Add to My Learning Plan and Select More.

When you are done, click Go to My Learning Plan.
Web-based Training

Access® Online Web-based Training

My learning plan

Get started using Access Online

- Lessons
- User guides
- Recorded classes
- Certifications

- Cardholder-initiated Account Setup
- Cardholder Account Profile
- Online Registration

Manage accounts and users

My saved documents

- Add an Account
- Approve a Statement
- Cardholder Account Profile
- Cardholder Statement
- Email Alerts
- Glossary

Welcome, Chris. [Log out]