

**BILLING OFFICIAL INSTRUCTIONS**  
**C.A.R.E. TRANSACTION MANAGEMENT MODULE PROCEDURES**

**COMPUTER REQUIREMENTS TO RUN C.A.R.E. :** Computer with Internet access. You must have the following minimum browser requirements: Internet Explorer 4.01+; Netscape Communicator 4.50+; Pentium 120MHz processor; 32MB memory; Windows 95, 98, or NT 4.0; 33.6K modem; Flash 5 plug-in (already detected); and Acrobat Reader.

**US BANK CUSTOMER SERVICE:** 1-888-994-6722

**REMINDER:** You need to certify your Billing Account Statement (BAS) by the 5<sup>th</sup> business day following the cycle cutoff date (23<sup>rd</sup> of each month unless the 23<sup>rd</sup> falls on a Saturday or Sunday, then the cycle cutoff would be the previous Friday). You cannot certify your statement before the cardholders assigned to you have approved their transactions and statement for that cycle. If they do not perform this function by the 5<sup>th</sup> business day following the cycle cutoff date, then you will have to perform both functions.

**ACCESSING C.A.R.E. :** Access the C.A.R.E. secure web site by typing the following address: <https://care.usbank.com>. Be sure you type the "s" after http. Click "I agree" at the bottom of the U. S. Bank C.A.R.E. License Agreement.

Type in your **USER ID** and **PASSWORD** correctly. Click "Logon". The system will prompt you to change your password the first time you log on and every 30 days after that. Your new password must be 8-12 characters in length and at least one of these characters must be numeric. No characters can be used (i.e. & % \$ #) .

**CERTIFYING IN C.A.R.E. :**

The next screen will have selections listed on the left side. To work with your statement, click "Transaction Management Module". **If you are unable to get the Transaction Management screen, you will need to notify your System Administrator. Have the Administrator log onto the computer as the SA. Ask them to go to the CARE website. Once the login screen for CARE comes up, the user then puts his/her USERID and Password in. Click on Transaction Management and the applet will begin to download. This usually happens for 3 reasons (1) New Computer, (2) Updates to users computer, (3) US Bank CARE UPDATES. Once this process has finished have the Administrator log off the computer as the SA. You may receive a message asking if you wish to load the Transaction Management Module. If you do, click yes. After loading the Transaction Management Module, you should see your name and account number on the page. When you "click" on your name or account number the billing cycle dates will become visible on the right side of the page.**

Select the cycle date of the statement to be worked. Click the "Certify Invoice" button. The system will process the statement and the status will change from "Unapproved" to "Certified". Once this happens, you may log out by clicking the "X" in the upper right corner of the screen and "Log out" on the next screen.

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**ACTING FOR CARDHOLDERS**

If you wish to view or approve the cardholder's transactions/statement or if you are acting on the cardholder's behalf (because they are on leave, TDY, or did not approve their transaction prior to the 3<sup>rd</sup> day after the cycle cutoff date), continue as follows:

After selecting the cycle date at the "Management Accounts" tab screen, click the "Cardholder Accounts" tab. Click on the cardholder name to be worked. In the upper right corner, you will see "Acting on cardholder's behalf?" If you need to approve the transactions and statement for the cardholder prior to certifying your statement, you will change the answer to "Yes". If it is 15 calendar days after the cycle cutoff date, leave it at "No". Remember to change it back to "No" after you complete the approvals. Click the "Transactions" tab. The system will retrieve the transactions for the selected statement. Work each transaction separately using the following instructions:

Highlight the first transaction and click the approve button on the bottom right. When the transaction changes from Pending to Approved, highlight the next transaction and click approve. Continue until you have approved all of the cardholder's transactions.

Now that all the transactions are approved, you have to approve the cardholder statement. To do this, click on the "Cardholder Account" tab at the top of the screen. When you see all the cardholder names in the box, highlight the name of the cardholder that you just approved the transactions for and click the approve button at the bottom right of the screen (you also have to click on the certification screen). Notice that the statement changes from Unapproved to Approved. At this point you have completed the cardholder's part. Repeat this process for all cardholders who purchased during the cycle being certified.

Now click on the "Managing Account" at the top of the screen. Highlight the correct cycle date and then hit the certify button at the bottom right.

**\*\*\* TRANSACTION LOGS: Billing Officials, your cardholders must enter their transactions under the "Transaction Log" tab in C.A.R.E. Log entries must include as much information as possible. The three fields marked by red asterisks (transaction date, transaction amount, and merchant) must be completed for all submitted entries. This requirement is mandated by the GPC Army SOP dated 31 July 2002. The requirement to maintain an electronic register is in addition to the GPC Worksheet FC Form 4256 cardholders maintain with their transactions.**