State of Washington
Annual Pcard Forum

Cheryl Mielnicki, Relationship Manager, Public Sector
Ryan Schweiger, VP, Head of Travel and Payables Relationship Management Public Sector
Leslie Massey, APSC, Sales Manager, Public Sector

October 9, 2018
Conference Agenda

8:00-8:30  Registration
8:30-8:40  Introductions: State of WA Attendees, U.S. Bank Team
          State Program Review and Contract Updates: Veronica Field, State of WA
8:40-8:55  State of WA Pcard Policies: Jamie Langford, State of WA
8:55-9:05  Performance Review/Rebate/Top 20 for 2017/DIRP: Cheryl Mielnicki,
           US Bank, Ryan Schweiger, US Bank
9:05-9:30  Program Optimization: Mike Berre, US Bank
9:30-10:00 Visa Card Industry Updates, Orson Morgan, Visa
10:00-10:15 Break
10:15-10:45 Fraud: Ryan Schweiger, US Bank
10:45-11:15 Card Overview/Payment Plus: Leslie Massey, US Bank
11:15-12:00 Access Online Enhancements/Roadmap/Amazon Business: Meg Wood, US
           Bank, Ryan Schweiger, US Bank
12:00-1:15 Lunch Break
1:15-3:00  Power Users Pcard Best Practices Panel: JoAleen Ainsley, City of Tacoma,
           Kelly Hunsaker, King County, Maya Black, WA DSHS, Kevin White, WA DOT
Program Review

Cheryl Mielnicki, Relationship Manager, Public Sector

October 9, 2018
Performance Review

• Calendar year 2017
  – Year over year performance
  – 2017 Rebate

• Top 20 participants
## Year Over Year Performance

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Spend</strong></td>
<td>$477,410,054</td>
<td>$520,644,447</td>
</tr>
<tr>
<td><strong># of Transactions</strong></td>
<td>1,410,179</td>
<td>1,480,899</td>
</tr>
<tr>
<td><strong>Avg Trans Size</strong></td>
<td>339</td>
<td>352</td>
</tr>
<tr>
<td><strong>Avg Spend/Acct</strong></td>
<td>15,704</td>
<td>15,537</td>
</tr>
<tr>
<td><strong>Active Accounts</strong></td>
<td>14,593</td>
<td>15,410</td>
</tr>
<tr>
<td><strong>Total Accounts</strong></td>
<td>30,401</td>
<td>33,511</td>
</tr>
<tr>
<td><strong>File Turn Days</strong></td>
<td>24</td>
<td>25</td>
</tr>
<tr>
<td><strong>Write Offs</strong></td>
<td>9,384</td>
<td>9,088</td>
</tr>
<tr>
<td><strong>Fraud</strong></td>
<td>116,038</td>
<td>119,281</td>
</tr>
</tbody>
</table>
2017 Rebate

- The Rebate for all agencies totaling $8.4MM with over 480 participating agencies/poli-subs
- Tracking to exceed that rebate for 2018
- Year over year for the first 7 months shows an increase of over $9MM in volume
- The Year Over Year Rebate shows an increase of almost 10% over 2016
## Top 20 Agencies/Poli-sub for 2017

<table>
<thead>
<tr>
<th>Agency Duns Name</th>
<th>Annual Rebate Total 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>King County [Washington]</td>
<td>$1,123,464.28</td>
</tr>
<tr>
<td>Washington State Department of Transportation</td>
<td>$891,996.50</td>
</tr>
<tr>
<td>Washington Department of Social &amp; Health Services</td>
<td>$668,475.37</td>
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<tr>
<td>Tacoma School District No. 10</td>
<td>$369,378.34</td>
</tr>
<tr>
<td>Tacoma (City of)</td>
<td>$333,247.22</td>
</tr>
<tr>
<td>Washington Military Department</td>
<td>$219,827.07</td>
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<tr>
<td>Washington State Department of Corrections</td>
<td>$186,702.64</td>
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<tr>
<td>Washington Department of Fish and Wildlife</td>
<td>$182,516.22</td>
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<tr>
<td>Spokane County, WA</td>
<td>$153,693.28</td>
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<tr>
<td>Washington State Parks and Recreation Commission</td>
<td>$149,757.62</td>
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<tr>
<td>Washington State Department of Enterprise Services</td>
<td>$140,611.81</td>
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<td>City of Spokane</td>
<td>$103,658.89</td>
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<tr>
<td>Seattle Community Colleges</td>
<td>$101,534.88</td>
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<td>Washington State Department of Health</td>
<td>$101,331.16</td>
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<tr>
<td>Olympia School District No. 111</td>
<td>$99,530.27</td>
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<tr>
<td>Renton School District No 403</td>
<td>$97,292.87</td>
</tr>
<tr>
<td>Pierce County</td>
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</tr>
<tr>
<td>Puyallup School District No. 003</td>
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<tr>
<td>Bellevue (City of) [WA]</td>
<td>$93,342.11</td>
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<tr>
<td>Auburn (City of)</td>
<td>$91,843.49</td>
</tr>
</tbody>
</table>
U.S. Bank’s Program Optimization Service

State of Washington – Annual Forum
Mike Berre, Virtual Payments Consultant, US Bank

October 9, 2018
Today’s Discussion

• Overview of B2B payment trends
• Virtual card’s role in card growth
• Virtual cards explained
• U.S. Bank’s program optimization service
• Update on recent program optimization enhancements
B2B Payment Trends
B2B payment trend shows growth for cards

• B2B card spend will continue to see significant growth through 2020 as checks continue to be displaced

• Spend on B2B cards has evolved from using cards for T&E and small dollar office purchases to being a vehicle for invoice payments

• Virtual cards emerged to further enhance the benefits of traditional purchasing and ghost cards

Sources:
Nilson reports, First Annapolis consulting, U.S. Bank analysis
Virtual cards are driving this growth

Continued card growth is mainly driven by the use of virtual cards, which also leads to higher average client spend

<table>
<thead>
<tr>
<th></th>
<th>Conventional Purchasing Card</th>
<th>Virtual Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Client CAGR:</td>
<td>8.2%</td>
<td>13.3%</td>
</tr>
<tr>
<td>2014 - 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industry CAGR:</td>
<td>7.2%</td>
<td>18.0%</td>
</tr>
<tr>
<td>2014 - 2016</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industry CAGR:</td>
<td>7.2%</td>
<td>15.9%</td>
</tr>
<tr>
<td>2017 - 2021</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Source: RPMG: 2017 Purchasing Card Benchmark Survey Results, August 2017
Virtual Cards Explained
What is a virtual card?

- A virtual card is a purchasing card without plastic
- It is a unique single-use 16-digit account number
- It’s assigned to one payment and one supplier
- An email is generated and sent to supplier at time of payment
- Your current procurement process is unchanged, only the payment method changes
What is a virtual card?
A virtual card is Pcard without the plastic

**A Purchasing Card Invoice Payment**

1. **Step 1**: U.S. Bank issues a plastic Pcard to client’s designated individual.
2. **Step 2**: Client approves invoice for payment.
3. **Step 3**: Client calls supplier to pay invoice.
4. **Step 4**: Supplier keys payment into their authorization system.
5. **Step 5**: Client updates accounting system to reflect payment made.

**A Virtual Card Invoice Payment**

1. **Step 1**: Client approves invoice for payment.
2. **Step 2**: Client sends file to USB with approved invoice details.
3. **Step 3**: USB generates a single use account number and emails supplier.
4. **Step 4**: Supplier keys payment into their authorization system.
5. **Step 5**: USB provides reconciliation file for updating of accounting system.
The benefits of virtual cards
Virtual cards simplify and streamline the payment process while providing built-in fraud controls

**PROCESS EFFICIENCIES**

- Manual check payments are eliminated
- Calling merchants to make card payments is eliminated
- Reconciliation data can be imported into your ERP

**FRAUD REDUCTION**

- Unique number assigned to every payment can’t be reused
- Card limit set to payment amount
- Single use account numbers expire
- Elimination of cards kept on file reduces fraud risk
Process efficiencies
Virtual cards reduce the cost, steps and time for a client and merchant to pay an invoice with a check

A survey by the Association For Financial Professionals (AFP) revealed the median cost to issue a check is $3 *

* Source: 2015 AFP Payments Cost Benchmarking Survey
What it takes to implement virtual cards
Implementing a virtual card program is made up of 3 key steps

- **Supplier Enablement**
  - Engagement and strategy
  - Continual enrollment

- **Payment File Creation**
  - Obtain U.S. Bank payment file format
  - Create payment information file (PIF)

- **Reconciliation**
  - Obtain U.S. Bank reconciliation file
  - Import reconciliation data into AP system
U.S. Bank’s Program Optimization Service
Recent Program Optimization Enhancements

U.S. Bank is productizing the program to improve the service and deliver best in class insights and analytics

More Powerful Data

- Significantly increased vendor matching capabilities
- Expanded data to improve benchmarking and scorecards

Streamlined Analysis

- Easier to understand data
- Financial return explained simply
- PowerPoint can be used with internal stakeholders

Results Measurement

- Visibility of optimization results for tracking and stakeholder updates
- Ability to see when growth has leveled off and a refresh is needed
U.S. Bank’s Program Optimization Service

We have a team of dedicated product and data experts to help our clients identify, target and achieve best practices.

1. **Benchmark**
   - Discover client needs
   - Utilize benchmark data
   - Leverage best practices

2. **Analyze Data**
   - Analyze client data
   - Locate opportunities
   - Aim for optimal results

3. **Execute Plan**
   - Develop and execute plan
   - Measure results

Best Practice Payment Program
Benchmark

U.S. Bank participates in industry wide benchmarking to identify trends and help clients leverage best practices (example below)

Top 10 MCC opportunities
Drug Wholesale Company, $250-$500MM in annual sales

- Benchmark spend (high)
- Current spend (low)
- Potential spend opportunity

Spend opportunity defined by determining how much each company would spend if it were to reach the industry segment average within each MCC
Analyze data

Our data analysis looks to isolate opportunities to move away from inefficient processes such as paper checks.

**Analyze Check Payments**
Totaling $73MM

- **$39MM** Check: Spend
- **$34MM** Non-Acceptor
- **$9MM** Card Acceptor

**Analyze All Payments**
Totaling $143MM

- **$73MM** Check
- **$39MM** Card
- **$32MM** ACH
- **$12MM** Wire

**U.S. Bank’s historical success rates with suppliers**

$9MM spend captured

ACH payments going to card acceptors could be targeted in a future phase.
Aim for optimal results

Listen > Analyze > Measure > Evaluate

Optimizing your U.S. Bank program could yield benefits up to $120K

<table>
<thead>
<tr>
<th>Option</th>
<th>Total Potential Spend</th>
<th>Estimated Spend Capture</th>
<th>Estimated Captured Check Payments</th>
<th>Rebate Benefit</th>
<th>Cost Savings from Check Elimination</th>
<th>Working Capital Benefit</th>
<th>Total Potential Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual Card Program</td>
<td>$39,000,000</td>
<td>$8,700,000</td>
<td>803</td>
<td>$99,692</td>
<td>$2,409</td>
<td>$17,844</td>
<td>$119,945</td>
</tr>
</tbody>
</table>

Overview of Benefit Calculation

- Total Potential Spend
- 23% Capture Rate\(^1\)
- Estimated Spend Capture
- Estimated Spend Volume / # Check Payments
- Existing Rebate Rate\(^2\)
- Savings per Check\(^3\)
- Cost of Capital\(^4\)
- Total Potential Benefit

Notes
1. Estimated spend capture rate is 23% based on historical USB and industry wide success rates
2. Existing client rebate bps used to calculate rebate benefit (estimated spend capture * existing rebate bps)
3. Average cost per check issued is $3 based on AFP Study; used to calculate cost savings from check elimination (est. # checks captured * $3)
4. Assumed 5% annual cost of capital and 15 days of float used to calculate Working capital benefit = estimated spend capture * 15 days * 5%
Measure results

We measure and report optimization results so that clients can track progress and share it with their internal stakeholders.

This example shows spend increased $36,463,334 over 16 month period.
Let U.S. Bank’s team of experts lead the way

A payment file is all it takes to size the potential opportunities in your current program

Review current client processes (1-2 hours)
Understand current processes, pain points and needs

Execute implementation plan
• Discuss and select options and tools
• Leave it to the USB team of specialists to carry you through implementation

Contact your U.S. Bank commercial card relationship manager or account coordinator to get started
Program Support
Customized support includes comprehensive, ongoing client services through all phases of the product lifecycle

Cardholder Services
- 24/7 availability

Technical Help Desk
- Dedicated CPS Representatives

Public Sector Service Team
- Account Inquiries
- Assist Access Online Management and Reporting

Implementation Manager
- Project Planning Tools
- Migration Planning
- Implementation Guides

Training Department
- Web-based Training
- Instructor-led Training
- User Guides

Relationship Manager
- Program Reviews
- Custom Solutions
- Spend-Data Analysis

Solutions Engineer
- Evaluate Customer Needs and Systems
- Engineer Customer Solutions

Technical Consultant
- Implement & Support defined Technical Solutions

Supplier Enablement Manager
- Supplier On-boarding
- Supplier Support

Note: Service capabilities, features, availability and schedules are subject to change at U.S. Bank’s discretion
Visa Card Industry Updates

Orson Morgan, VISA

October 9, 2018
Break
Fraud essentials for your card program

What you need to know and actions to help prevent it

Ryan Schweiger, RVP, US Bank

October 9, 2018
Agenda

• Defining card fraud
• Fraud trends
• Defending against fraud
• Fraud case lifecycle
• Fraud prevention best practices
Defining card fraud

What is fraud?
- Unauthorized transactions by an unknown third party
  - Obtaining services, credit, or funds by misrepresenting identity or information

What is not fraud?
- Use by a friend or family member
  - “My 16-year-old son took the card from my wallet and spent $200 at the mall.”
- Employee abuse
  - “A cardholder in my program used his corporate card to pay his utility bill.”
- Merchant error/disputed transactions
  - “My purchase was $42, but the merchant billed me for $420.”
- Inability to pay
Fraud trends
EMV impact on card not present (CNP) fraud

- CNP fraud is the main driver behind accelerating fraud activity in the U.S.
- Data compromises continue at a high rate and drive both card present and card not present fraud.
Prevalent fraud trends

Cyber attacks
Techniques including the use of malware to gain access to a targeted computer for purposes of obtaining personal information

Merchant compromise
Credit card information is intercepted as it is communicated from merchant to issuer

Data phishing
Fraudsters attempt to obtain personal and credit card information via deceptive emails and websites
Account take-over fraud

An emerging trend

• Data from merchant and personally identifiable information (PII) breaches combined in an attempt to take over an account
• With this information attempts can be made to order new cards to an alternate address for fraudulent use
• In some instances information is used to remove fraud blocks/protection if account is being declined
Defending against fraud
Existing cardholder fraud protection

- Near time rules – Card Guard
- Real time rules – ADS I/II
- Fraud risk score models
- Industry leading fraud tools
- Up to date cardholder data
- Fraud alerts
- Travel Tag for authorizations
- Mass compromise automation
- 3D secure authentication
Fraud protection initiatives

One-Time Passcode (pilot)
- Representative sends passcode to mobile number
- Cardholder uses passcode for select actions to be taken on the account

FeatureSpace (proof of concept)
- Intuitive tool that continuously evolves based on account spend patterns

Geolocation (researching)
- Mobile network geolocation identifies the location of a cardholder’s mobile phone
Fraud case lifecycle
What happens if fraud is confirmed?

1. Fraud claim is initiated via phone
2. Card account is closed as a result of claim initiation
3. Case is submitted into the fraud system

Any follow-up questions are directed to Fraud Solutions team
Fraud prevention best practices
Authorization and decline management

- Fraud
- MCC code blocks
- Credit limits
Program administrator best practices

• Keep records current and mind how card data is stored and destroyed
• Manage charging privileges and review spending frequently
• Schedule fraud/transaction reports
• Educate cardholders and communicate policies frequently
• Report unauthorized activity immediately
Cardholder best practices

• Sign cards immediately
• Reconcile charges frequently
• Report questionable charges or lost or stolen cards immediately
• Keep address information current with account information on file
• Protect the account number at all times
• Sign up for fraud alerts
U.S. Bank Corporate Payment Solutions

Leslie Massey, APSC, Western Region Sales Manager

October 9, 2018
Agenda

• How to set up a new card program
• Card programs available under State of WA Contract
• Payment Plus overview
• Questions
New Card Program Set Up
State of WA - New card account set up

Required Documents:

1. NASPO Political Subdivision Addendum
2. RTP Form
3. CIQ

Current documents can be found on the DES site:
Introduction of first commercial bankcard in 1989
Large commercial card provider to the Federal Government
Purchasing Card
One Card
Corporate Card
Online Portal – Access Online
U.S. Bank Purchasing Card

Flexibility

- Corporate Liability
- Multiple card controls configurable at the cardholder level
- Ghost and virtual account options
- Managed Spend (Declining Balance)
- Card customization options
- Visa Liability Waiver Insurance
U.S. Bank One Card

Combines the benefits of Travel and Purchasing cards into one card

- Corporate Liability
- Travel insurance benefits
- Controls
  - Limits / MCC Blocking / Single Purchase Limits
  - Velocity controls
  - Multiple templates
Emergency Card

Definition:
Purchasing cards used when systems and facilities are unavailable, or dispatching personnel to assist others during emergencies, such as hurricanes, floods, fires, power outages and other crises.

Extended Timeline:
Emergency response cards will remain active without any transactional activity for up to four years, throughout the life of the card.

Emergency Support Cards Support:
- On-demand payments or unexpected expenses at headquarters, satellite offices and field locations
- Remote employee purchasing needs at disaster recovery hot sites
- Emergency response team expenses
Voyager Program Suite


**Voyager Network**
- Gain nationwide acceptance
- Collect robust level III data
- Access a variety of retail and private sites

**Voyager Fleet Card**
- Obtain a single-card solution for every type of fleet
- Purchase fuel, maintenance and services
- Contact customer service 24/7

**Voyager Mobile App**
- Pinpoint locations and plan routes
- Share notes about merchants via social media

**Voyager Maintenance Solution**
- Integrate maintenance expenses and fuel purchases with one solution
- Obtain enhanced visibility, data and controls
- Centralize program and billing

**Fleet Commander® Online**
- Manage the entire program with one program management and reporting tool
- Establish customized controls and real-time alerts
Access® Online Functionality

Administrators, managers and cardholders can easily access tools via the Internet, in real time, for completely “paperless” card administration.
Virtual Payment
Virtual Payments

Your current processes remain

FINANCIAL SYSTEM  CODING  APPROVAL

INVOICE RECEIPT

PAYMENT

BUYER BENEFITS

• Fully automated payment and reconciliation
• Eliminates check processing costs & fraud risks
• Potentially increase cash float 15-25 days

SUPPLIER BENEFITS

• Improves cash management by reducing Days Sales Outstanding
• Electronic payment/Reduce paper
• Improved reconciliation
• Strengthens customer relationships

Virtual Pay

Only the payment method changes
Virtual Payments

HIGH LEVEL PROCESS FLOW

1. **PAYMENT REQUEST**
   - County’s system sends a virtual card payment instruction file to U.S. Bank

2. **RESPONSE**
   - U.S. Bank opens accounts and sets credit limits
   - Emails payment notification to the vendors being paid

3. **PAYMENT RECEIPT**
   - Vendor receives payment notification email containing virtual account number and remittance information
   - Vendor processes the payment

4. **MONITOR**
   - Transaction posts to U.S. Bank payment management system and auto matches to the County’s payment request
   - The County reviews transactions using online reporting and/or file extract
Supplier Enablement

SUPPLIER ENABLEMENT METHODOLOGY

AP ANALYSIS
PREPARATION
- Data Collection
- Communication Campaign

ENROLLMENT STRATEGY
EXECUTE
- Supplier Outreach
- Activate Suppliers

SUPPLIER OUTREACH
REPORTING
- Track Progress of Suppliers Enrolled
- Track Dollars of Spend Enabled

PROGRAM OPTIMIZATION

REVIEW PROGRAM SUCCESS
Payment Plus Transaction

Payment Authorization Notification

Supplier Name: XYZ Supplier Company
*Supplier ID: XYZ-5555

A payment for $1500.00 has been authorized by ABC Buyer Company to be paid using a One Time Card Account.

Please process the following payment no later than 2/2/12:

Card Account: Total Amount: Payment Number:
xxxx-xxxx-xxxx-2675 $1500.00 123456

*Payment Notes: Please process this payment no later than 2/2/12.

Payment Processing Instructions:
1. Contact ABC Buyer Company before processing if you have questions regarding remittance details or the total amount specified.
2. To receive the remaining card account information click on or copy and paste the below link into your web browser address field:
   https://saa.accessonline.com/xxxxxxxxxxxxxxxxxxxxxx-en_us (Note: live link removed for security reasons.)
3. Log in by entering the last four digits of the account number, 2675, and the credential text previously provided to you. Note: Login is only allowed once.
4. Select the Card Security Code button to receive an email with the CVV2/CVC2 code if needed to process the payment.
5. Process the full payment amount of $1500.00 in a single transaction.
6. Include the Payment Number of 123456 in either the Purchase ID or the Customer Reference Indicator (CRI) field, if available, when processing this payment.

Invoice Information:

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Amount</th>
<th>Date</th>
<th>Tax</th>
</tr>
</thead>
<tbody>
<tr>
<td>111111</td>
<td>$1000.00</td>
<td>12/31/12</td>
<td>$58.90</td>
</tr>
<tr>
<td>999999</td>
<td>$500.00</td>
<td>12/31/12</td>
<td>$29.45</td>
</tr>
</tbody>
</table>

Questions?
For remittance information, please contact ABC Buyer Company.
For payment processing questions, please contact:
PaymentPlus@access-online.com
800-266-6396

The following is required to retrieve the full 16-digit account number:
- Supplier portal URL
- Last four digits of the card account
- Credential information (as determined by the buyer)
# Supplier Enablement Reporting

## Supplier Enablement Summary:

<table>
<thead>
<tr>
<th>Enablement Status</th>
<th># Suppliers</th>
<th>% Suppliers</th>
<th>Transaction Count</th>
<th>% Trans Count</th>
<th>$ Spend</th>
<th>% $ Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Targeted Pool</td>
<td>284</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>$130,499,060</td>
<td></td>
</tr>
<tr>
<td>Enabled Suppliers</td>
<td>129</td>
<td>45%</td>
<td>-</td>
<td>-</td>
<td>$36,523,089</td>
<td>28%</td>
</tr>
<tr>
<td>Enabled Suppliers - Manual Pymts</td>
<td>28</td>
<td>10%</td>
<td>-</td>
<td>-</td>
<td>$15,792,075</td>
<td>12%</td>
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<tr>
<td>Does Not Qualify / Not Card Accepting</td>
<td>0</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>$-</td>
<td>0%</td>
</tr>
<tr>
<td>Removed / On Hold</td>
<td>1</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>$85,770</td>
<td>0%</td>
</tr>
<tr>
<td>Recruiting</td>
<td>12</td>
<td>4%</td>
<td>-</td>
<td>-</td>
<td>$4,081,005</td>
<td>3%</td>
</tr>
<tr>
<td>Verbal Commitment</td>
<td>0</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>$-</td>
<td>0%</td>
</tr>
<tr>
<td>Drop-Out</td>
<td>0</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>$-</td>
<td>0%</td>
</tr>
<tr>
<td>Buyer Action</td>
<td>114</td>
<td>40%</td>
<td>-</td>
<td>-</td>
<td>$74,017,122</td>
<td>57%</td>
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</tbody>
</table>

## Buyer Action Summary:

- Need More Information: 15 (13%)
- Declined to Participate: 84 (74%)
- No Business with Buyer: 0 (0%)
- Question for Buyer: 1 (1%)
- Unresponsive: 14 (12%)
- Suppliers on Buyer Action: 114
Program Support

Customized support includes comprehensive, ongoing client services through all phases of the product lifecycle

Cardholder Services
- 24/7 availability

Technical Help Desk
- Dedicated CPS Representatives

Public Sector Service Team
- Account Inquiries
- Assist Access Online Management and Reporting

Implementation Manager
- Project Planning Tools
- Migration Planning
- Implementation Guides

Technical Consultant
- Implement & Support defined Technical Solutions

Training Department
- Web-based Training
- Instructor-led Training
- User Guides

Relationship Manager
- Program Reviews
- Custom Solutions
- Spend-Data Analysis

Solutions Engineer
- Evaluate Customer Needs and Systems
- Engineer Customer Solutions

Supplier Enablement Manager
- Supplier On-boarding
- Supplier Support

Note: Service capabilities, features, availability and schedules are subject to change at U.S. Bank’s discretion
Recent Implementations

King County
• 65 MM projected spend opportunity
• 300 projected suppliers to be onboarded
• Estimated rebate: $990,000

City of Tacoma
• 10 MM projected spend opportunity
• 70-80 projected suppliers to be onboarded
• Estimated rebate: $180,000
How to get started?

• AP vendor file to analyze
  – Recommended AP file volume 50MM+
• Share analysis results with the client
• Increase credit line
• Add Payment Plus functionality to Access Online site
• Set timeline to begin campaign
Questions?

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805-591-7255
Break for lunch
Power Users Pcard Best Practices Panel

JoAleen Ainslie, *City of Tacoma*
Kelly Hunsaker, *King County*
Maya Black, *WA DSHS*
Kevin White, *WA DOT*