

Presented to

State of Nebraska

May 8, 2018

Paul Erickson
612.436.6532
paulw.erickson@usbank.com

Greer Almquist
402.536.5101
greer.almquist@usbank.com

Leslie Massey
805.591.7255
leslie.massey@usbank.com

ORIGINAL





May 8, 2018

Teresa Fleming
Nancy Storant

The State of Nebraska
State Purchasing Bureau
1526 K Street
Suite 130
Lincoln, NE 68508

Dear Teresa and Nancy,

On behalf of U.S. Bank Corporate Payment Systems, thank you for the opportunity to provide information about our one card and virtual pay program.

U.S. Bank's partnership with the State of Nebraska (State) spans more than 17 years. We highly value our existing one card relationship with the State, and together we have tailored the program to serve your needs. Our partnership has afforded U.S. Bank the opportunity to work closely with the State to introduce financial solutions, such as U.S. Bank Access® Online Virtual Pay, that can enhance and optimize your program while improving your processes. As the State's primary banking services provider, we take pride in our products and solutions that have helped the State achieve its goals.

The State's one card program relationship team consists of your Relationship Manager, Paul Erickson, along with your dedicated Account Coordinator, Eric Anderson. This relationship team is familiar with and knowledgeable about the State's operations and has a proven track record of providing responsive service. It would be our pleasure to expand on this already robust relationship and provide further assistance to the State through the implementation of a Virtual Pay program. Additionally, the State is supported by a Government Banking Relationship Manager, Greer Almquist, who is familiar with the State and has a proven track record of service delivery. We are proud to be a full service and comprehensive bank that truly understands the needs of the public sector.

As you review our recommended products and rebate proposal, please reach out to us to provide any clarification. We appreciate the opportunity to continue our partnership with the State and look forward to your review.

Sincerely,

Paul Erickson

Paul Erickson
CPS Relationship Manager

Greer Almquist

Greer Almquist
Government Banking Relationship Manager

Leslie Massey

Leslie Massey
Western Region Sales Manager

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1. REQUEST FOR PROPOSAL FORM

By signing the "RFP for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this RFP, agrees to the Terms and Conditions stated in this RFP unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

The RFP for Contractual Services form must be signed using an indelible method (not electronically) and returned per the schedule of events in order to be considered for an award.

Sealed proposals must be received in the State Purchasing Bureau by the date and time of the proposal opening per the Schedule of Events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.

It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows: <http://das.nebraska.gov/materiel/purchasing.html>

Further, Sections II through VII must be completed and returned with the proposal response.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

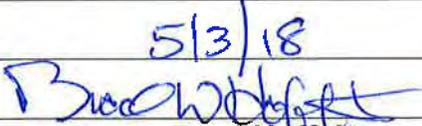
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	U.S. Bank National Association
COMPLETE ADDRESS:	901 Marquette Ave., Minneapolis, MN 55402
TELEPHONE NUMBER:	612.436.6532
FAX NUMBER:	612.436.6490
DATE:	5/3/18
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Brad Hoffelt Senior Vice President

U.S. Bank acknowledges receiving two amendments from the State.

2. FINANCIAL STABILITY

The Contractor must have financial stability to do business with the State of Nebraska for the length of the contract. Financial stability will be determined by the State Treasurer based on a totality of the circumstances of the firm including, but not limited to, total equity, equity as a percent of assets, cash flow, debt coverage ratios, earning, analyst opinions, pending and potential lawsuits, regulatory actions taken or pending against the firm, compliance with regulatory capital requirements, management stability and other information bearing on the question of whether the firm is financially stable at the present time and can reasonably be expected to be financially stable through the term of the contract. Bidder must include these financials with the proposal response and packaged separately.

The bidder must be a bank licensed to do business in the State of Nebraska and of approved standing and responsibility pursuant to Neb. Rev. Stat. Section 77-2387(2). The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

Please see U.S. Bank's separately packaged Financial Stability Section, as requested.

3. CORPORATE OVERVIEW

The Corporate Overview section should consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

U.S. Bank National Association
901 Marquette Ave., Suite 1800
Minneapolis, MN 55402
Phone: 1.866.274.5898
Fax: 612.436.6490
www.usbpayment.com

U.S. Bancorp is a Delaware corporation.

U.S. Bank National Association is a national bank organized under the laws of the United States.

U.S. Bank was organized on July 13, 1863 under Office of the Comptroller of the Currency (OCC) Charter Number 24.

U.S. Bank is wholly owned by the holding company, U.S. Bancorp, which was incorporated in Delaware in 1929. There have been no changes of ownership since February 27, 2001 when Firststar Corporation, Milwaukee, Wisconsin and U.S. Bancorp, Minneapolis, Minnesota merged.

b. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

To the best of our knowledge there is no anticipated change in ownership in the next 12 months.

c. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

U.S. Bank Corporate Payment Systems
901 Marquette Ave., Suite 1800
Minneapolis, MN 55402

U.S. Bank Lincoln Tower
233 South 13th Street, 9th Floor
Lincoln, NE 68508

d. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

U.S. Bank has enjoyed an expansive and diverse relationship with the State of Nebraska over the past 17 years. Some of those services are the result of a contract while others have been provided outside of a contract. Specifically, we have provided the following contract services to the State:

- ACII Origination/E-Payment Contract 60870 (O4)
- Stored Value Card Contract 68856 (O4)
- Purchasing Card Contract 50324(O4) RTN (3)
- Fleet Fueling Card Contract 013017 (O4)
- Payment (Credit and Debit) Card Processing Services Contract 66533 (O4)
- Online/Mobile/Kiosk Bill Payment Concentrator Services 73832 (O4)

e. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

To the best of our knowledge, no such relationship exists for any individual named in U.S. Bank's proposal.

f. CONTRACT PERFORMANCE

If the bidder or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

To the best of our knowledge, no such early termination of a contract has occurred.

g. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

- i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:
 - a. The time period of the project;
 - b. The scheduled and actual completion dates;
 - c. The Contractor's responsibilities;
 - d. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
 - e. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.
- iii. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.

Time period of project	Scheduled and Actual Completion Dates	Contractors Responsibilities	Reference Name and Contact Information	Project Description
University of Iowa February 1, 2015 – March 15, 2015	February 1, 2015- March 15, 2015	U.S. Bank partnered with University of Iowa on a project to convert ACH spend over to their virtual card program and generate rebate on those transactions. This involved verifying vendor contact information, recruiting vendors and enabling vendors.	John Watkins Director of Strategic Sourcing 319-384-1340 john-e-watkins@uiowa.edu	U.S. Bank partnered with University of Iowa on a project to convert ACH spend over to their virtual card program and generate rebate on those transactions. U.S Bank and Visa did most of the work for this project, verifying vendor contact information, recruiting vendors and enabling vendors. University participation was limited to identifying and supplying vendor information. Key to the success of this project was the University changing payment terms, using quicker payment terms to incentivize vendors to switch and accept the card as the preferred form of payment. At the completion of the project the University did change the payment method for enabled

				<p>suppliers from ACH to U.S. Bank Virtual Pay.</p> <p>Once target vendors were identified, the project went relatively quickly, less than 45 days. Again, at that point it was only U.S. Bank and Visa performing scheduled tasks.</p> <p>There was no expense to the University for this project.</p> <p>The result of the project nearly doubled the volume of their virtual program. Current One Card volume is \$120 million.</p> <p>The University of Iowa is the anchor and contract holder for the University of Iowa Card Consortium. The consortium includes the State, universities, colleges and political subdivisions.</p>
<p>State of Arkansas</p> <p>July 1, 2015 – September 30, 2015</p>	<p>The timelines were protracted slightly by competing IT projects within the State. That withstanding, the files, coding and transmissions were completed in roughly 90 days.</p>	<p>The State of Arkansas needed to build a process to populate their State Transparency Database with their Purchasing card, Corporate Card and Central Travel System data. They asked the Bank to do this for them without impacting already existing data delivery processes.</p>	<p>Darlene Hicks DFA - Office of State Procurement 501.371.1405 Darlene.Hicks@dfa.arkansas.gov</p>	<p>As an existing customer, the State of Arkansas needed to build a process to populate their State Transparency Database with their Purchasing card, Corporate Card and Central Travel System data. They asked the Bank to do this for them without impacting already existing data delivery processes.</p> <p>U.S. Bank took on the vast majority of the work and responsibility for this project. After receiving the required specifications, U.S. Bank coded custom files for the various State of Arkansas products. After receiving verification that the file formatting functioned as desired, U.S. Bank established automated file transmissions that the State could feed directly into their database.</p> <p>The timelines were protracted slightly by competing IT projects within the state. That withstanding, the files, coding and transmissions were completed in roughly 90 days. Ninety percent</p>

				<p>(90%) of the work and resources were provided by U.S. Bank. There was no charge to the state for this project.</p> <p>Current program volume is \$106 million.</p>
<p>Salt Lake County, Utah</p> <p>May 2016</p>	<p>May 2016</p>	<p>The implementation of the Virtual Pay program.</p>	<p>Angelina Howard Operations Manager Salt Lake County Contracts & Procurement 385.468.0303 AHoward@slco.org</p>	<p>Reference Prepared by Angelina Howard for U.S. Bank:</p> <p>Salt Lake County Government has worked with U.S. Bank for their purchasing card program since 2007. Currently, the program is quite robust and exponentially growing. I took over the program 5 years ago and at that time we had only 320 cardholders and about 100 approvers. Since then, we have grown the program to 673 active cardholders and 200 approvers. On average, we have 80% of our cards used every month.</p> <p>The program is administered by 50% of one FTE with one back-up in case the administrator is out. All cardholders must attend one hour of training on policy and using Access Online. We use our purchasing cards for anything under the small cost limit (\$5,000) or any goods/services exempt from competitive bidding. We conduct approximately 4 trainings a month.</p> <p>The program has grown increasingly popular as agencies are able to send employees out to purchase small cost items, saving time and money on purchase order processing and almost eliminating the need for petty cash. We have analyzed our savings associated with each transaction and found that with each swipe of the card \$92 is saved in processing a check. Since then we encourage cardholders to use their card for all small cost purchasing. Our annual spend has also increased over the years.</p>

			<p>Our quarterly rebate has increased a great deal over the last few years. In 2014 we anticipated \$130,000 and we received approximately \$270,000 by the end of the year. For 2016 we earned a rebate of \$319,196 and in 2017 our rebate was \$362,941. The implementation of the Virtual Pay program with U.S. Bank in second quarter of 2016 has helped us achieve the financial incentives associated with the program.</p> <p>The U.S. Bank team has been extremely helpful, responsive and professional as we work with them on expanding our program. I contact U.S. Bank almost daily and I don't ever need to fret over not getting an answer when I need it. As Salt Lake County implemented a new ERP system (PeopleSoft 9.2) U.S. Bank representatives spent many hours with me on the phone setting up our accounting structure to match the new system, as well as troubleshoot file formatting for our monthly upload. No matter how many times I asked the same question the account representative was patient and even offered humor while coaching me through a very difficult implementation period.</p>
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h. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this RFP. The names, contact information, and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

U.S. Bank will assign the support team below to manage the State's program:

Relationship Manager

- Acts as single high-level point of contact for the State's entire program
- Provides direction during program implementation
- Develops and monitors mutually determined account performance goals
- Delivers account performance reviews, program updates and product enhancements

Paul Erickson — Assistant Vice President, Relationship Management, Minneapolis, Minnesota

Paul has been with U.S. Bank since 1990, and has spent the last nine years managing client relationships for U.S. Bank Corporate Payment Systems. Paul is a graduate of the University of Minnesota and has worked with a wide range of clients, including key commercial and corporate relationships, state governments, state universities, colleges and political subdivisions. Paul was selected for, and is now fully dedicated to, our new Public Sector Relationship Management group. He currently has seven state relationships in his portfolio as well as numerous political subdivisions, universities and colleges. In 2010 Paul was awarded the U.S. Bank Pinnacle award for outstanding performance in relationship management.

Greer Almquist — Government Banking Relationship Manager

Greer will continue to serve as the State of Nebraska's Government Banking Relationship Manager, the State's primary bank contact, and strategic business partner. He is responsible for bringing the full resources of U.S. Bank to the State.

Greer joined U.S. Bank in 2011 as a Government Banking Relationship Manager and worked with public fund entities throughout Missouri. In the summer of 2012, Greer moved to Nebraska to work with the State and other public fund entities throughout Nebraska, Iowa, South Dakota, Wyoming, Oklahoma, Louisiana and Texas. Prior to joining U.S. Bank, Greer worked with public fund entities throughout Missouri and Kansas to help provide solutions for their energy needs.

Greer graduated from Webster University with his Master of Business Administration in 2008 and received his Bachelor of Arts in Political Science from the University of Missouri in 2000.

Dedicated Account Coordinator

- Assists with all aspects of program management on a daily basis
- Trains the State's personnel on U.S. Bank program tools and best practices
- Provides a mastery of commercial card programs, enabling superior service and ongoing support

Eric Anderson — Dedicated Account Coordinator

Eric Anderson achieved seven years of service at U.S. Bank on October 18, 2017. Transitioning from the Direct Lending area of U.S. Bank, Eric joined the Account Coordinator team in July of 2016. He is currently a member of our Public Sector group, where he provides consultative service and support to Corporate Payment Systems clients in the Public Sector and acts as the dedicated day-to-day contact for Program Administrators. Eric has been praised for his superior service and support, his ability to handle a large workload, and for fast response times. Eric started his U.S. Bank career in 2010 as a Universal Banker in a local branch, where he gained valuable experience in customer service. On that team, Eric achieved honors in 2012 as the top performing Universal Banker in the company. He was also awarded

with a Star of Excellence. Eric attended the University of Minnesota where he earned an Economics Degree and Minored in Business Management in 2010.

Sales Representative

- Builds the initial relationship with the State
- Helps you determine program needs and identify opportunities for use
- Introduces the implementation process

Leslie Massey — Sales Representative, Paso Robles, California

Leslie Massey oversees the sales relationship for U.S. Bank's Corporate Payments Systems for Government, Education and Nonprofit Banking customers. Leslie is an Accredited Payables Solution Consultant (APSC) and has been consulting in technology, payment, and accounting systems in both the commercial and public sectors for more than eight years. Leslie has enabled a wide range of clients to automate their Accounts Payable processes by integrating the latest technologies with best-in-class payment processes. Included in her experience has been project management and implementation of electronic procurement and payment systems for states, municipalities, hospitals, K-12 schools and universities in 12 Western states. Leslie has a Bachelor of Science degree from California Polytechnic University, San Luis Obispo.

In 2015 and 2017 Leslie was recognized by U.S. Bank's Pinnacle Award and U.S. Bank Legends of Possible Award for outstanding sales performance in Corporate Payment Systems.

Head of Travel and Payables Relationship Management Public Sector

- Leadership contact point should escalations arise
- Helps with communicating industry trends as seen throughout the higher education and public sector portfolio
- Industry liaison with Visa and Mastercard

Ryan Schweiger —Vice President Minneapolis, Minnesota

Ryan Schweiger is a 15-year veteran of the payment and financial services industry. He has worked with public and private sector organizations of all sizes to understand, implement and optimize commercial payment products. He and his team deliver operational efficiencies and cost savings through the following Corporate Payment Systems products: purchasing cards, commercial electronic payments, corporate travel services and one card.

Ryan joined U.S. Bank (then Firststar) in April 2000. He received a double major in Marketing and Real Estate from the University of Wisconsin-Milwaukee. He has spent his volunteer time helping with childhood literacy and has coached in many youth athletic programs.

References

The following references can be used for all of the above team members:

Eric Boazman

901 Marquette Ave., Suite 1800
Minneapolis, MN 55402
480.236.1759

Jeff Rankin

901 Marquette Ave., Suite 1800
Minneapolis, MN 55402
612.436.6244

Karen Ho
200 South Sixth Street
Minneapolis, MN 55402
612.344.6015

i. SUBCONTRACTORS

If the bidder intends to Subcontract any part of its performance hereunder, the bidder should provide:

i. name, address, and telephone number of the Subcontractor(s);

U.S. Bank considers TSYS a Third Party Service Provider, not a subcontractor. TSYS has been fully vetted through our internal processes and procedures.

Total Systems Services, Inc (TSYS)
1600 First Avenue
Columbus, GA 31901
Margaret Hickey
TSYS Client Relations Director
706.644.9456

iv. specific tasks for each Subcontractor(s);

Transaction processing and authorization services are contracted to TSYS. TSYS is a NYSE-listed company with the ticker symbol TSS. As the nation's largest card processor for consumer, commercial, and international cards, TSYS conducts processing for over 300 clients in 75 countries, including a multitude of major financial institutions. TSYS processes more than 439 million accounts and over 13 billion transactions annually.

Card production and issuance are also contracted to TSYS Card Production Services. Our recent decision to outsource this service resulted in an improved level of service to our internal and external partners.

Our agreement with TSYS began in 1989 and represents one of their top five relationships, which gives us considerable precedence in influencing the operational and technological enhancements they undertake. Service level agreements are written into the contract and contain objective and measurable parameters, which encourage TSYS to improve performance. If performance levels are inadequate, TSYS faces financial penalties.

v. percentage of performance hours intended for each Subcontract; and

Not applicable; this is an ongoing relationship to provide transaction processing and authorization and card production services.

vi. total percentage of Subcontractor(s) performance hours.

Not applicable; this is an ongoing relationship to provide transaction processing and authorization and card production services.

The bidder shall detail any services that have been outsourced in the past 24 months and provide an explanation for the decision to outsource these services. The bidder should also disclose if any changes with the subcontractor is anticipated in the next 24 months. The State and all card programs require the Contractor and its subcontractors to work cooperatively for an orderly and seamless transition.

Our agreement with TSYS began in 1989 and represents one of their top five relationships. To the best of our knowledge, we do not foresee any changes within the next 24 months nor have we outsources anything.

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VI as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the RFP, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this RFP. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

2. If only one Party has a particular clause then that clause shall control;
3. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
4. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BOH	U.S. Bank proposes that the structure of the contract remain similar to that as the current contract we have in place with the State. We propose, therefore, including the attached "Essential Terms and Conditions" document to be inserted as item #1 in the fellow list of incorporated documents.

The contract resulting from this RFP shall incorporate the following documents:

1. Essential Terms and Conditions;
2. Request for Proposal and Addenda;
3. Amendments to the RFP;
4. Questions and Answers;
5. Contractor's proposal (RFP and properly submitted documents);
6. The executed Contract and Addendum One to Contract, if applicable ; and,
7. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to RFP and any Questions and Answers, 4) the original RFP document and any Addenda, and 5) the Contractor's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Contractor and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.

C. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

D. BEGINNING OF WORK

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes either deleting this section in its entirety or stating that there is technically no billable work, since this contract will be for the extension of credit from which the State will incur debt and then be subject to pay.

~~The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.~~

E. CHANGE ORDERS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	X BWH		U.S. Bank proposes deleting this section in its entirety as we do not require change orders to adjust the fine detail of the program. Other large-scale changes must be addressed in an amendment to the resulting contract.

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the RFP. Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized rebate sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated rebates, if any. If there is a dispute regarding the rebate, but both parties agree that immediate implementation is necessary, the change may be implemented, and rebate negotiations may continue with both Parties retaining all remedies under the contract and law.

F. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	Please see the edits to change the notification from "immediately" to "promptly."

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately promptly give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

G. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank requests that the minimum cure period be extended to 90 days to allow for proper business response to any potential issue.

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a ninety (90)thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

H. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

I. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

J. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	Please see the edits provided below. Throughout the document we've removed any reference to subcontractors, as we will not use any for the performance of your program. However, we do use third party service providers that have been fully vetted through our internal processes and procedures. We also removed volunteers, as this program cannot be extended that far away from the nexus between employer/employee wherein the State is the employer.

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including reasonable costs, fees, and expenses related to investigation ~~costs and expenses~~, settlement ~~costs~~, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the d of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the

Contractor or its employees, ~~Subcontractors~~, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. Contractor may determine, at its sole discretion, how to remediate any infringement. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel; ~~including subcontractor's and their employees~~, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

K. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BJH	U.S. Bank proposes inserting a reasonableness standard.

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all reasonable expenses of such action, as permitted by law and if order by the court, including attorney's fees and costs, if the other Party prevails.

L. LIQUIDATED DAMAGES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BJH			

The following required schedule of liquidated damages in the form of fees for failure to perform certain requirements in the contract issued from this RFP.

The liquidated damages are categorized as follows:

Standard	\$500 per 24 hour period
High	\$1,000 per 24 hour period
Critical	\$1,500 per 24 hour period

Liquidated damages may be charged by the State or Card Program Administrator(s) (Administrator) under this paragraph for each day or partial day the contractor has failed to perform or comply with certain requirements in the contract issued from this RFP, other than failures caused by the State or circumstances beyond the control of the Contractor or its agents, as in natural disasters, etc.

2. Unresolved requirements:
 - a. All Standard and High category requirements will move to critical level of liquidated damages if not resolved within 48 business hours after notification to the Contractor.
 - b. All critical category requirements will double in liquidated damages payment if not resolved within 24 hours after notification to the Contractor.
3. Purchasing Card Services
 - a. **Required Reporting**
Within five business days of the Contractor being notified by the State or an Administrator, that reports have not been provided, the Contractor will make available the required reporting to the State or the contractor will pay liquidated damages.

Category: Standard
 - b. **Card program transaction file**
Upon being notified by the State or the card program representative or an Administrator that the program was not able to download/retrieve/receive any card program transaction file, the Contractor will either resolve the situation within 24 hours (excluding weekends and holidays) after notification or pay liquidated damages.

Category: High
 - c. **Transaction Authorization**
Upon being notified by a State representative or an Administrator that the program cardholders were not able to utilize issued and authorized cards due to contractor system failure, the Contractor will either resolve the situation within 24 hours after notification so that the State cardholders can use their cards for purchase and transactions are authorized or pay liquidated damages. This excludes instances where the merchant does not accept cards for payment, card association system failures, and II. Terms and Conditions, O. Force Majeure.

Category: Critical
 - d. **Rebate Remittance**
Upon being notified by a State Representative or an Administrator that the State has not received the rebate due the State, the Contractor will either resolve the situation within 72 business hours after notification from the State so that the State has received the rebate or pay liquidated damages.

Category: High
 - e. **Failure to provide a secure online website**
Upon being notified by a State Representative or an Administrator by email that the Contractor's on-line website is unavailable, the Contractor shall cure the situation within

one business day after notification or pay liquidated damages until the Contractor is able to get the website working again..

Category: High

As to any liquidated damages owing hereunder, Contractor will pay liquidated damages to card program by the tenth (10th) Business Day of the month following the month that the damages were incurred.

The State Treasurer, in consultation with the appropriate Administrator(s), may at his/her discretion waive a liquidated damage payment.

M. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

N. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			Please note, however, that any participating political subdivisions must credit qualify on their own and sign additional contractual documents to evidence the relationship to the program, as well as the extension of credit from U.S. Bank. This language may need editing to say such. Agencies of the State, however, may participate utilizing the credit extended by U.S. Bank to the State. We request a list of the agencies that the State will allow to participate in the program.

Any State official, state agency, or political subdivision may utilize the state purchasing card program (Neb. Rev. Stat. §81-118.02 (2)). The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

O. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

X BWH		
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Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

P. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes replacing immediately with promptly.

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately promptly of said breach and take immediate prompt corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (l)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

Q. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes the following edits to ensure that the following termination rights are consistent with how we must conduct business. We also reserve the right to edit certain section references, and section language, upon the State's acceptance of our additional Essential Terms and Conditions document.

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon one hundred twenty (120) ~~thirty (30)~~ calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor shall be entitled to payment, determined on a pro-rata basis, for products or services satisfactorily performed or provided of card charges incurred.
3. The State may terminate the contract immediately for the following reasons:
 - a. if directed to do so by statute;
 - b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
 - c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;

- d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
- e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
- f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
- g. Contractor intentionally discloses confidential information;
- h. Contractor has or announces it will discontinue support of the deliverable; and,
- i. In the event funding is no longer available.

4. The Contractor may terminate the contract immediately for the following reasons:

- a. A material adverse change in the business prospects or financial condition of the State;
- b. State's failure to comply with Section 19.1 (Compliance with Applicable Statutes and Regulations) of the Essential Terms and Conditions;
- c. If Contractor determines that provision of services under this contract is counter to any existing, new or amended law, regulation, regulatory interpretation, anticipated regulatory interpretation, or any enforcement of existing, new, or amended law, regulation, regulatory interpretation, or anticipated regulatory interpretation
- d. if directed to do so by statute;
- e. State has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
- f. a trustee or receiver of the State or of any substantial part of the State's assets has been appointed by a court;
- g. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its State, its employees, officers, directors, or shareholders;
- h. an involuntary proceeding has been commenced by any Party against the State under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the State has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the State has been decreed or adjudged a debtor;
- i. a voluntary petition has been filed by the State under any of the chapters of Title 11 of the United States Code;
- j. State intentionally discloses confidential information;
- k. State has or announces it will discontinue support of the deliverable; or,
- l. In the event funding is no longer available.

R. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes deleting sections 4 and 5 as we will work only with the State in relation to any contract closeout, and not any incoming competitor.

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;

4. ~~Cooperate with any successor Contractor, person or entity in the assumption of any or all of the obligations of this contract;~~
5. ~~Cooperate with any successor Contractor, person or entity with the transfer of information or data related to this contract;~~
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes removing all language relating to subcontracts for the reasons stated above. We also propose the following deletions in relation to U.S. Bank's employees. We encourage the State to alert us to any issues, but would like to ensure that all employee changes are within the control of U.S. Bank.

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

~~By name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.~~

All personnel assigned by the Contractor to the contract shall be employees of the Contractor ~~or a subcontractor~~, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor ~~or a subcontractor~~ to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor ~~or the subcontractor respectively~~.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3. Damages incurred by Contractor's employees within the scope of their duties under the contract;
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law; and
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees.
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, or agents, ~~or subcontractors or subcontractor's employees~~)

~~If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.~~

~~The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.~~

~~Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.~~

~~The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.~~

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at <http://das.nebraska.gov/materiel/purchasing.html>

The completed United States Attestation Form should be submitted with the RFP response.
2. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
3. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. ~~The Contractor shall insert a similar provision in all Subcontracts for services to be covered by any contract resulting from this RFP.~~

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes an exclusion for confidential information. We also propose removing the second paragraph as there are no deliverables contemplated for this contract.

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract, excluding confidential information.

~~The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.~~

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes the following edits.

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. ~~If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:~~

1. ~~Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;~~
2. ~~Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,~~
3. ~~Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.~~

~~The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.~~

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within one (1) year of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and one (1) year following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

4. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract ~~and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work.~~ This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter.** The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

5. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor ~~and any Subcontractor~~ performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor ~~or by any Subcontractor~~ or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory.** The COI shall contain the mandatory COI liability waiver language found hereinafter. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE		
COMMERCIAL GENERAL LIABILITY		
General Aggregate		\$2,000,000
Products/Completed Operations Aggregate		\$2,000,000
Personal/Advertising Injury		\$1,000,000 per occurrence
Bodily Injury/Property Damage		\$1,000,000 per occurrence
Medical Payments		\$540,000 any one person
Damage to Rented Premises		\$300,000 each occurrence
Contractual		Included
Independent Contractors		Included
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>		
WORKER'S COMPENSATION		
Employers Liability Limits		\$500K/\$500K/\$500K
Statutory Limits- All States		Statutory - State of Nebraska
USL&H Endorsement		Statutory
Voluntary Compensation		Statutory
COMMERCIAL AUTOMOBILE LIABILITY		
Bodily Injury/Property Damage		\$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability		Included
Motor Carrier Act Endorsement		Where Applicable
UMBRELLA/EXCESS LIABILITY		
Over Primary Insurance		\$1,000,000 per occurrence
CYBER LIABILITY		
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties		\$1,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE		
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."		
MANDATORY COI LIABILITY WAIVER LANGUAGE		
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."		

If the mandatory COI subrogation waiver language or mandatory COI liability waiver language on the COI states that the waiver is subject to, condition upon, or otherwise limit by the insurance policy, a copy of the relevant sections of the policy must be submitted with the COI so the State can review the limitations imposed by the insurance policy.

6. EVIDENCE OF COVERAGE

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Nebraska State Treasurer's Office
 Attn: Director of Treasury Management
 Nebraska State Capitol
 Suite 2005
 PO Box 94788
 Lincoln, NE 68509

Or Email to: NST.tmstaff@nebraska.gov

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain

such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

7. DEVIATIONS

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

By submitting a proposal, bidder certifies that there does not now exist a relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this RFP or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or an appearance of conflict of interest.

The bidder certifies that it will not knowingly employ any individual known by bidder to have a conflict of interest.

The Parties shall not knowingly, for a period of two years after execution of the contract, recruit or employ any employee or agent of the other Party who has worked on the RFP or project, or who had any influence on decisions affecting the RFP or project.

J. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

K. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes replacing best efforts with reasonable efforts, as well as removing any references to subcontractors.

The Contractor shall use ~~its best reasonable~~ efforts to ensure that its employees, ~~and agents, and Subcontractors~~ comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

L. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes making this provision mutual, as any press release made with our name or reference to this program must be vetted with our internal media relations group. We also propose the following new language as well.

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

The State will not make any "case study," testimonial, press release, or other public announcement regarding this contract or any activities performed hereunder. The prior approval of Contractor's media relations department is necessary for any press release that the State seeks to release that contains the Contractor's identity.

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

U.S. Bank supports accessibility through compliance with WCAG2 2.0, AA.

N. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes replacing copy with summary. For security purposes we cannot provide you with an exact copy of our disaster recovery plan or backup plan. You may also annually request our SO1 or SOC2.

The Contractor shall have a disaster recovery and back-up plan, of which a copy summary should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster.

O. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Payments shall not be made to the Contractor until charges are billed by file transmission to the participating card programs.

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

C. TRANSACTION FILE FOR PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
X BWH			

Payment will be made from the transaction file with sufficient details in the proper electronic format as requested by the administrator of each program, see Attachments E – G. Administrators contact information will be provided upon contract execution. The terms and conditions included in the Contractor's transaction file shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such transaction file shall be binding upon the State, and no action by the State, including without limitation the payment in whole or in part, shall be construed as binding or stopping the State with respect to any such term or condition, unless the payment term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	X BWH		U.S. Bank proposes removing this section in its entirety as this contract does not contemplate goods or services, but rather is a contract for credit.

~~Final inspection and approval of all work required under the contract shall be performed by the designated State officials.~~

~~The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.~~

E. PAYMENT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
	X BWH		U.S. Bank proposes deleting this section as it is inapplicable to a contract for credit – there is no final payment for which acceptance can be made.

~~State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. (Neb. Rev. Stat. Section 73-506(1)) Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.~~

F. LATE PAYMENT (Statutory)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	

~~The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease insofar that the State, and any participating agency (or as applicable to all participating political subdivisions) has fully paid all obligations owing to Contractor. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.~~

H. RIGHT TO AUDIT (First Paragraph is Statutory)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		X BWH	U.S. Bank proposes the following edits and a return to the current language in the contract.

The State shall have the right to audit the Contractor's performance of this contract upon a 30 days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. The State may audit, and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at ~~Contractor's place of business or~~ a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the

Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will Contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to Contractor.

The Parties shall pay their own costs of the audit. ~~In addition to, and in no way in limitation of any obligation in the contract, the Contractor shall agree that it will be held liable for any proven and verified State audit exceptions, and shall return to the State any overpayments made under the contract for which an exception has been taken or which has been disallowed because of such an exception, unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety days of written notice of the claim.~~ The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

Additional RFP Exceptions

First page of the RFP:

To facilitate such public postings, with the exception of proprietary information, the State of Nebraska reserves a royalty-free, nonexclusive, and irrevocable right to copy, reproduce, publish, post to a website, or otherwise use any contract, proposal, or response to this RFP for any purpose, and to authorize others to use the documents. Any individual or entity awarded a contract, or who submits a proposal or response to this RFP, specifically waives any copyright or other protection the contract, proposal, or response to the RFP may have; and, acknowledges that they have the ability and authority to enter into such waiver. This reservation and waiver is a prerequisite for submitting a proposal or response to this RFP, and award of a contract. Failure to agree to the reservation and waiver will result in the proposal or response to the RFP being found non-responsive and rejected.

Any entity awarded a contract or submitting a proposal or response to the RFP agrees not to sue, file a claim, or make a demand of any kind, and will indemnify and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials from and against any and all claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses, sustained or asserted against the State, arising out of, resulting from, or attributable to the posting of the contract or the proposals and responses to the RFP, awards, and other documents.

We agree you may publicly post proposal or contract material consist with requirements of Nebraska law regarding public disclosure. U.S. Bank retains all copyright and other protections of its materials.

Page six of the RFP:

T. REFERENCE AND CREDIT CHECKS

The State reserves the right to conduct and consider reference and credit checks. The State reserves the right to use third parties to conduct reference and credit checks. By submitting a proposal in response to this RFP, the bidder grants to the State the right to contact or arrange a visit in person with those clients the bidder has identified as references for this opportunity, any or all of the bidder's clients. Reference and credit checks may be grounds to reject a proposal, withdraw an intent to award, or rescind the award of a contract.

4. TECHNICAL APPROACH

The technical approach section of the Technical Proposal should consist of the following subsections:

- a. Understanding of the project requirements;
- b. Proposed development approach;
- c. Technical considerations;
- d. Detailed project work plan; and
- e. Deliverables and due dates.

a. Understanding of the project requirements

V. PROJECT DESCRIPTION AND SCOPE OF WORK

a. PROJECT OVERVIEW

The State of Nebraska is requesting proposals for Purchasing Card, Preferred Vendor Card, and Group Travel Card (Travel Card) services for state agencies and all other governmental entities and political subdivisions located in the State of Nebraska that wish to participate under the State's contract. The card programs will either be individually referred to by the title of the program (Purchasing Card, Preferred Vendor Card, Group Travel Card, and Contingency/Corporate Liability Travel Card) or jointly referred to as "card programs".

As your current provider, U.S. Bank will continue to support the following State programs: one card, preferred vendor card, corporate travel card and contingency/corporate liability travel card.

There are 93 counties and 530 cities, in addition to other non-state governmental subdivisions that could potentially use card services under the State of Nebraska contract or by contract addendum. It is expected that this higher volume will result in a pricing and rebate schedule that takes this into account. It will be the responsibility of the Contractor to contact the cities, counties and other non-state governmental subdivisions regarding the potential to participate under the contract. Each municipality, county or other governmental/political subdivision will establish a contractual relationship with the Contractor by signing a contract addendum to the State's contract and negotiate business and technical requirements according to their specific needs. Bidders should include a sample format of the contract addendum for adding participating political subdivisions/non-state governmental entities to the State's Contract. The State will work with the Contractor and the non-state governmental entity/political subdivision to finalize the contract addendum documents. All contract addendum documents must include the State Treasurer as a signatory. Alternative terms and conditions conflicting with the Contract and State law should not be proposed on any contract addendums.

Bidders may reference Attachment B Dollar Volumes for purchasing totals and transaction volume information by participating card programs. All figures represent a historical count of transactions processed under the current State contract. These figures are not a guarantee of future transaction volume. Figures are provided for the benefit of bidders in the development of their proposals.

We look forward to expanding the State's card program by adding additional political subdivisions, as well as the expansion opportunity of implementing a virtual card program. The addendum and rebate schedule reflect the anticipated growth volume in coming years for the State.

U.S. Bank will be responsible for the above requirements. Please see Exhibit 1 for a State of Nebraska Political Subdivision Addendum.

b. PROJECT ENVIRONMENT

The State Treasurer's Office will manage the contract on behalf of State card programs. The designated Administrator(s) at each program will coordinate services for their program. State of Nebraska Administrative Services, State Accounting (Accounting) shall coordinate services for all State agencies except the University of Nebraska. Each state agency under Accounting's administration shall have a designated Purchasing Card Agency Coordinator (Agency Coordinator). The Agency Coordinator is responsible for initially approving all new card applications for their agency staff and setting spending limits. The Agency Coordinator also notifies the Administrator when cards need to be issued, cancelled or changes made to a cardholders set up. The Administrator will have final approval of all card issuance. The Department of Transportation program is administered cooperatively with both Accounting and Nebraska Department of Transportation staff. Bidders shall review the policies regarding purchasing cards used by Accounting at the following website: http://das.nebraska.gov/accounting/pcard/pc_manual.pdf. Bidders shall also review the policies regarding purchasing cards used by the Nebraska Department of Transportation in Attachment C.

As your current provider since 2011, we will continue to offer the State support in card issuance, changes and cancelations and will continue to meet the State's policies.

All four of the University's campuses participate in certain card programs. Each campus administers and manages its own card programs. A comprehensive, universal set of policies and procedures to run the program were approved and adopted by the Board of Regents. This guidance also includes campus-specific requirements. Cards may be used for in-store, mail, telephone, Internet and fax order purchases. A handful of emergency cards exist to address disaster recovery efforts. Programs allow both domestic and international purchasing. The program participants include Administrators, Cardholders, Approving Officials and Reconcilers. Administrators perform day-to-day operational, maintenance and cardholder service support, act as liaisons between banking provider and cardholders, and perform various audit or internal control duties. Approving Officials approve purchases. Reconcilers record transactions in the financial system. Limits and allowable merchants vary between account and participating program. Training is mandatory prior to new card issuance. Violations of policies are subject to disciplinary consequences. Transactional data is received via daily data file feeds from the banking provider. Reports are generated to identify and monitor accounts, spending, utilization, decline activity and policy compliance.

As your current provider, we will continue to meet the Universities' policy requirements and can meet the transaction data file requirements.

Bidders shall review the policies and procedures used by the University system to administer the card programs at the following website:
<http://www.nebraska.edu/administration/business-and-finance/card-programs.html>.

Currently, the State Colleges participate under the card program operated by Administrative Services – Accounting, with the data function being part of the University system.

U.S. Bank will be responsible for the above requirements. As your current provider, we recommend the State continue using the one card solution.

c. PROJECT REQUIREMENTS

1. **To provide State entities a purchasing card program for the purchase of goods and services for and on behalf of the State of Nebraska as a payment alternative to paying vendors by Automated Clearing House (ACH) or issuing State of Nebraska Treasury Warrants.**

U.S. Bank understands the above requirement and offers the U.S. Bank One Card for the purchase of goods and services to increase efficiencies, improve controls and provide employees with the convenience they are looking for. The program allows you to manage travel and procurement transactions.

2. **To offer multiple levels of non-state government entities/political subdivisions an opportunity to use the same State service providers, thereby benefiting from the overall volume of card usage throughout the State and development of a rebate schedule that takes into account the combined higher volumes.**

As your current provider, U.S. Bank is offering the same aggregate opportunity to the State service providers. We provide the highest caliber commercial card programs with competitive financial incentives to match, which takes into account higher volumes.

3. **To provide current and emerging technologies as available and is a leading service provider in the card industry.**

U.S. Bank understands the above requirement. A culture of innovation is active and productive at U.S. Bank. The State can continue to work with a team of bankers committed to expanding technology and creating efficiencies in your operation.

U.S. Bank has been recognized as one of the most innovative banks in the nation, with awards and top rankings for innovations in products, payments and Mobile and Online Banking. The results in customer adoption and revenue are substantial.

Commercial cards are a vital part of U.S. Bank Corporate Payment Systems. This is demonstrated by our most recent and projected investments which will enable us to maintain our position as an industry leader. Our current five-year roadmap is focused on our continued commitment to the modernization of Access Online from both a usability and infrastructure standpoint. We are incorporating responsive web design into the user interface ensuring a consistent user experience across all devices. We are also enhancing the system with new functionality surrounding system security, data analytics/reporting and process improvements with an eye towards making our users more efficient.

Innovation at U.S. Bank is derived from three primary sources. First, client feedback has long been a driving force of new product development at U.S. Bank. Whether sourced through formal program reviews, roundtable meetings like our Client Advisory Panel and Access Online feedback sessions, or informal conversation, U.S. Bank takes the time to review all feedback and enhancement requests.

Not only do we listen to our clients, but we also listen to our employees. U.S. Bank staffs an award-winning internal innovation team—led by a Chief Innovation Officer—focused on improvements for our clients.

And it's not just the digital experts and product specialists who are responsible for innovation at U.S. Bank. Our distinctive leadership expectations equip employees at every level of the

organization to contribute new ways to design our products, structure their businesses and do their jobs, all for the betterment of our clients.

4. To provide transaction reporting as required by the card programs, Administrators, the State Treasurer and other entities using services under this RFP.

U.S. Bank understands the above requirement. We will continue to provide the transmission, billing files and scheduled reports already in place for the State and the University. Part of Paul Erickson's role is to assist our customers with any change or new needs that arise around data requirements and integration.

With Access Online, the State can leverage transaction management capabilities to reflect your processes and requirements and run comprehensive standard reports, define ad hoc reports and schedule recurring report delivery.

5. To maximize the Preferred Vendor Card program operated by the University of Nebraska.

U.S. Bank understands the above requirement. We have developed custom large ticket reporting for the University and will continue to suggest setting up a preferred vendor program.

We also employ a Program Optimization team dedicated to assisting our Relationship Managers with the benchmarking and growth of their clients' programs.

To support our commitment to your success and to maximize the benefits of your commercial card program, we provide a unique, consultative client engagement process called Program Optimization. Industry experts regularly describe our Program Optimization strategy and execution as one of the best service providers within the commercial card field. In fact, U.S. Bank employs a Program Optimization team dedicated to assist our Relationship Managers with the benchmarking and growth of their clients' programs.

Unlike the "off-the-shelf" benchmarking tools offered by others, our unique process covers a best practice diagnostic, accounts payable analysis and access to industry benchmark data, a unique process that differentiates U.S. Bank from competitors by offering:

- Benchmarks of your performance against leading-industry measures for commercial card program operations
- Scorecard metrics with a focus on program management and merchant category spend in comparison to peer industries across the U.S. Bank portfolio
- Best-practice recommendations for process improvement and program expansion while addressing the optimal payment strategy to apply to each type of expenditure for a cost effective payment solution
- Targeted supplier opportunity reports used to capture and enable suppliers that are currently paid by more than one payment method while addressing suppliers that more consistently support your program optimization initiative
- Actionable business cases that demonstrate the financial value of program improvements by offering detailed recommendations for implementation that share both a strategy for optimization as well as the anticipated business value
- Visibility and tracking of implementation efforts through progress reporting used to track alignment to optimization goals while offering insight into potential changes needed to meet your planned program optimization outcomes
- On-going analysis of A/P operations to identify optimization opportunities for the State

Program Optimization has been a key part of our client engagement strategy for more than 10 years and drives significant growth for our clients. In 2017, U.S. Bank clients who executed on our recommendations, recognized program expansion three times greater than that of non-participating clients. There is no fee for the program and development of best practice recommendations, targeted opportunities, business cases and action plans require minimal commitment of your time or resources.

The program optimization process consists of four primary steps, all of which are coordinated through the State's Relationship Manager and supported by the dedicated Program Optimization team:

Program Introduction

Your Relationship Manager presents an overview of the program optimization process while sharing best practices of A/P operations. We will help to identify your current pain points, procedures and needs through brief interviews with key personnel to gain an understanding of current practices and policies. Your Relationship Manager will share information needed from the State to analyze your accounts payable processes, activities and data.

Data Validation

Your Relationship Manager applies the data gathered into a diagnostic program that compares your accounts payable processes to best-in-class programs to identify and review actionable recommendations tailored for program expansion, process efficiencies and policy improvements.

We analyze your accounts payable data to identify program spend expansion opportunities at the supplier level based on the following key criteria:

- Suppliers currently accepting Visa
- Commodities for which card acceptance is common
- Payment terms
- Average Transaction Size/Total Spend Volume
- Suppliers paid both on card and other payment methods
- Acceptance of our Access Online Virtual Pay solution with other clients in our portfolio

Your Relationship Manager, Paul Erickson, reviews supplier opportunities to develop a list of target suppliers, along with actions required to transition associated payments to the card program.

An analysis of benchmarks is applied against your current program and organizations in peer industries and revenue sizes based on leading payment industry studies. Benchmark measurements include program spend and transactions, card distribution, card spend as a percentage of overall volume, active/inactive card ratios, delinquent cards as a percentage of overall cards and fraud as a percentage of overall card volume, among many others. The result of this benchmarking effort is a set of recommendations and associated actions that align your program with best practices.

Develop Recommendations Strategy

Results from the Data Validation step determine the financial benefit of program improvement and expansion, including increased rebate, transaction cost savings, cash float, etc. The Program Optimization team and Relationship Manager prepare a strategic action plan for implementation of best practice recommendations. The strategy is built with a balance of addressing your needs while achieving optimal results.

Your Relationship Manager, Paul Erickson, presents the results from the payment analysis and recommendations to key the State representatives, including potential executive sponsors, and secures commitment to proceed with project execution of the program optimization recommendations.

Program Optimization Project Execution and Monitoring

Your Relationship Manager, Paul Erickson, leverages the Program Optimization team while partnering with your representatives to execute the program optimization strategy and action plans. Regular progress reports and strategy updates are shared with you at key milestones throughout project execution. Upon completion of project execution, we recommend an annual or bi-annual review of your optimization program to address changes within your organization to move to a higher level of best-practices and to capture additional spend.

6. To maximize the Group Travel Card program operated by the University of Nebraska and Nebraska State Colleges.

U.S. Bank understands the above requirement and we can offer the same support as what is listed in the question above. Also, the University of Nebraska has implemented a Travel Virtual Pay pilot and continues to explore the opportunities there.

d. BUSINESS REQUIREMENTS

Contractor must comply with all business requirements listed.

- 1. All bidders are responsible to research Nebraska State Statutes for their legal responsibilities when doing business with the State. A list of State Statutes is provided below and others are provided in this RFP. This is not all inclusive to the legal requirements of the Contractor.**

Neb.Rev.Stat. §81-118.02	State Purchasing Card Program
Neb.Rev.Stat. §81-1110.06	State Purchasing Card Distributive Fund
Neb.Rev.Stat. §48-1122	Prohibition of Discrimination
Neb.Rev.Stat. §73-205(3)	Technology Access Standards
Neb.Rev.Stat. §73-506(2)	Service contracts with unspecified or unlimited duration
Neb.Rev.Stat. §73-506(1)	The State cannot pay for deliverables not received
Neb.Rev.Stat. § 81-2401 to 81-2408	Prompt Payment Act
Nebraska State Constitution, Article XIII, § 3	Prohibits indemnification and limitations of liability

Alternative Terms and Conditions that are in violation of or conflict with Nebraska State Statutes, this RFP document or the Nebraska State Constitution will be rejected by the State.

- 2. The Contractor must be a member of a branded national card company/association or an authorized card issuer for a branded national card company/association.**

U.S. Bank understands the above requirement. U.S. Bank offers card solutions on the Visa and Mastercard platforms. As the State is currently implemented on the Visa platform, we recommend continuing with Visa.

3. ANNUAL REPORT

The Contractor is required to provide an annual report for the period 1/1 to 12/31 to the Nebraska State Treasurer's Office for all transactions and dollar volume processed under the contract and any addendums. The report will be due February 15th of each year. The report will include, but not limited to, the following information: transaction counts, annual volume (sales less returns), and number of cards issued per entity (per state agency or other eligible entity) utilizing services under the contracts resulting from this RFP.

This report can be either emailed or mailed to:

Email: nst.tmstaff@nebraska.gov

Mail: **Nebraska State Treasurer's Office
Attn: Treasury Management Director
P.O. Box 94788
State Capitol, RM 2005
Lincoln, NE 68509**

U.S. Bank can comply. A customer activity report can be scheduled for the State or each entity and delivered through Access Online.

- 4. The Contractor may not sell or use any cardholder information, including names and addresses, for purposes other than those agreed upon in writing with the State Treasurer's Office and the Administrators. If any cardholder data is compromised, the Contractor is required to immediately notify the State Treasurer and the Administrators.**

U.S. Bank understands the above requirement. At U.S. Bank, we have an important obligation to safeguard the personal and financial information to which we have been entrusted. We will maintain the stringent safeguards that restrict unwanted or unauthorized access to cardholder information. We maintain a comprehensive set of security policies modeled around the ISO 27001 security standard. These policies are reviewed and approved annually. We do not market and sell cardholder information (mailing address, etc.) to third parties for any use, particularly the marketing and selling of special offers related or unrelated to our business. We, therefore, do not release cardholder lists to third parties, including internal U.S. Bank entities. U.S. Bank will promptly notify the State if cardholder data is compromised.

- 5. The Contractor must provide and maintain an appropriate security plan to prevent the unauthorized disclosure, misuse, alteration, or destruction of confidential information. Contractor must maintain immediate and continual communication with the State regarding any security program changes, including, but not limited to cards, account numbers, passwords, personal identification number, transactions, etc.**

U.S. Bank maintains an appropriate security plan and can provide an overview of the plan. We also maintain prompt and continual communication with the State regarding security program changes, including, but not limited to cards, account numbers, passwords, personal identification number, transactions, etc.

U.S. Bank maintains stringent policies and procedures that restrict unwanted or unauthorized access to client information. We maintain a comprehensive set of security policies modeled around the ISO 27001 security standard. These policies are reviewed and approved annually.

Access Online resides in a multi-tiered, multi-server environment with built-in redundancies. We host all our servers and manage our system firewalls. We use the latest Secure Computing Sidewinder Firewalls with 128-bit Secure Sockets Layer (SSL) data encryption to protect the application, the business logic and delivery mechanisms of Access Online and client data. All internet connections and sensitive internal connections are encrypted using SSL 3.0, RC4 with 128-bit encryption (High) and RSA with 1024 bit exchange.

Database Structure and Access

The State's program information resides on a shared data server. Within the server, we logically segregate client data into unique processing hierarchies. Clients can only access data contained within their program hierarchies.

Each Access Online user ID is associated with authorization and authentication information that dictates which accounts a user can access and which tasks a user can perform within Access Online. The system authorizes access exclusively to the data and functionality allowed by the profile associated with that user ID. This structure allows you to permit each employee access only to the information and functionality necessary to perform his or her job duties.

U.S. Bank Personnel Access

A highly qualified team of U.S. Bank personnel supports Access Online. This team includes Product Managers, Product Developers and application support, security and technical architecture personnel. Members of your U.S. Bank Relationship Management Team will have access to your data as required to provide you with personalized, efficient program management services. We assign each employee an official Security Access Profile that allows only the access necessary for that employee to perform his or her job. We tightly control and monitor access to client information.

System Security and Intrusion Monitoring

We have deployed both network-based and host-based intrusion detection systems to ensure the safety of our networks. These systems passively monitor our internal network and ensure that perimeter firewalls and defenses function properly. Continuously monitoring our systems allows us to identify and respond to vulnerabilities, unauthorized internal activity and unauthorized external traffic. We have engaged a third-party service to monitor and manage our intrusion detection systems, and have a staff of intrusion detection experts on call 24/7, ready to investigate any incidents reported to us by our trusted servicer.

Incident Response Policies

We have extensive incident response procedures to follow when suspicious activity occurs. Access Online runs on our internal servers. Because we own, host, and support these servers, we can temporarily halt the application or disable external access to the application to address a security issue. The Office of the Comptroller of the Currency (OCC) and TruSecure regularly review these procedures to ensure that we meet and exceed security best practices. We will work with you to establish incident response procedures and notification policies regarding your program.

Anti-Virus and Malware Protection

Our Information Security Services (ISS) group takes a multi-faceted approach to anti-virus protection. Our security team researches new viruses and vulnerabilities, and proactively protects our systems against potential attacks. ISS uses a specialized software suite to manage security patches, ensuring that our systems have the latest critical protection. This software also analyzes the latest threats and provides industry risk severity ratings.

- 6. The Contractor shall ensure that all transactions are compliant with the most current versions of PCI DSS or its successor. The Contractor shall maintain and ensure data integrity, vendor and State confidentiality, and ensure that security provisions are maintained throughout the length of this Contract.**

U.S. Bank understands the above requirement and we are PCI certified. Please see our response above for more details on how U.S. Bank's security policy.

b. Proposed development approach

e. SCOPE OF WORK

The scope of work for this contract is to provide branded credit cards to employees for approved purchases. The Contractor will work the Administrators to set up each card Program with the appropriate card purchase and monthly limits, to block Merchant Category Classification (MCC) purchases that are not approved according to the Program policies. Contractor will be required to send a file to the Administrator which includes the purchases completed in a format that is set by the Administrator and the frequency of the file.

Below are the following programs that currently exist and a brief description. For further details, refer to Attachment A Questionnaire:

1. Purchasing Card Programs

State of Nebraska – Administrator – Department of Administrative Services – Accounting Division

With the exception of Department of Transportation, any State employee and State College employee, with agency approval, may submit an application to obtain a purchasing card with their name and agency imprinted on the card. Cardholders have a maximum dollar amount authorized within a 30-day period, along with a single purchase limit. Certain MCC can be used to block purchases at unacceptable vendors. A data file is received from the Contractor with all purchases listed in a format that is acceptable to the State. This file assists Accounting in making the payment to the Contractor for a specific period of time. The data file for the State Colleges is sent to the University for processing.

As your current provider, U.S. Bank can offer the State the continued cardholder administration of the program, controls for each card and acceptable data files.

U.S. Bank commercial card programs allow the State to predetermine spending and transaction limits on each card, eliminating the need for requisition and purchase order approvals while enhancing security.

All controls can be set from the company, department or individual cardholder level and can be modified on an ongoing basis. Some of the control features we provide include:

- Merchant Category Code (MCC) Blocking
- Velocity Monitoring
- Cardholder Single-Purchase Limit
- Cardholder Monthly Spending Limit
- ATM Blocking
- Pre-Determined Expiration Dates
- Declining Balance Capabilities
- Account Maintenance Effective Dating (temporary and future adjustments)

Adjusting Controls

The State's Program Administrators can request changes to any of the above controls at any time using Access Online or by contacting customer service.

Department of Transportation – Administers their own program

A Department of Transportation employee, with agency approval, may submit an application to obtain a purchasing card with their name and agency imprinted on the card. Cardholders have a maximum dollar amount authorized within a 30-day period, along with a single purchase limit. Certain MCC can be used to block purchases at unacceptable vendors. A data file is received from the Contractor with all purchases listed in a format that is acceptable to the Department. This file assists in making the payment to the Contractor for a specific period of time.

As your current provider, U.S. Bank can offer continued cardholder administration of the program, controls for each card and acceptable data files.

U.S. Bank commercial card programs allow the Department of Transportation to predetermine spending and transaction limits on each card, eliminating the need for requisition and purchase order approvals while enhancing security.

All controls can be set from the company, department or individual cardholder level and can be modified on an ongoing basis. Some of the control features we provide include:

- Merchant Category Code (MCC) Blocking
- Velocity Monitoring
- Cardholder Single-Purchase Limit
- Cardholder Monthly Spending Limit
- ATM Blocking
- Pre-Determined Expiration Dates
- Declining Balance Capabilities
- Account Maintenance Effective Dating (temporary and future adjustments)

Adjusting Controls

The Department of Transportation's Program Administrators can request changes to any of the above controls at any time using Access Online or by contacting customer service.

University of Nebraska – All four campuses administers their own program

University staff interested in obtaining a purchasing card must complete an application, a training program, and a cardholder agreement for approval from the Division of Business and Finance. Purchasing cards include the name of the cardholder, campus, and the Nebraska sales tax exemption number. Cardholders have a maximum dollar amount authorized within a 30-day period, along with a single purchase limit. Certain MCC can be used to block purchases at unacceptable vendors. A data file is received from the Contractor with all purchases listed in a format that is acceptable to the campus. This file assists in making the payment to the Contractor for a specific period of time.

As your current provider, U.S. Bank can offer the University of Nebraska continued cardholder administration of the program, controls for each card and acceptable data files.

U.S. Bank commercial card programs allow the State to predetermine spending and transaction limits on each card, eliminating the need for requisition and purchase order approvals while enhancing security.

All controls can be set from the company, department or individual cardholder level and can be modified on an ongoing basis. Some of the control features we provide include:

- Merchant Category Code (MCC) Blocking
- Velocity Monitoring
- Cardholder Single-Purchase Limit
- Cardholder Monthly Spending Limit
- ATM Blocking
- Pre-Determined Expiration Dates
- Declining Balance Capabilities
- Account Maintenance Effective Dating (temporary and future adjustments)

Adjusting Controls

The Universities' Program Administrators can request changes to any of the above controls at any time using Access Online or by contacting customer service.

2. Preferred Vendor Card

University of Nebraska – All four campuses administer their own program

A Preferred Vendor is a vendor whom the University has negotiated contract pricing and favorable terms due to the volume of business and the number of transactions conducted. The Preferred Vendor Card is used to complete transactions for the preferred vendor payments. The Preferred Vendor will bill the University for periodic activity.

As your current provider, U.S. Bank will continue to support the preferred vendor card program.

3. Group Travel Card

University of Nebraska – Used by three campuses and administer their own program

The Group Travel Card is a credit card which can be used by University employees when traveling with a group of students for a University function. With proper approval, the card will be issued to an individual with the University shown on the card as the corporate buyer of products. Qualifying purchases include, but not limited to, lodging, charter buses, public transportation, airfare, vehicle rental, fuel purchases, parking, and group meals. This card can also be used to withdraw money at an ATM.

U.S. Bank understands the above requirements. We can meet and support the file format requirements for each program.

U.S. Bank commercial card programs allow the State to predetermine spending and transaction limits on each card, eliminating the need for requisition and purchase order approvals while enhancing security.

All controls can be set from the company, department or individual cardholder level and can be modified on an ongoing basis. Some of the control features we provide include:

- Merchant Category Code (MCC) Blocking
- Velocity Monitoring
- Cardholder Single-Purchase Limit
- Cardholder Monthly Spending Limit
- ATM Blocking
- Pre-Determined Expiration Dates
- Declining Balance Capabilities
- Account Maintenance Effective Dating (temporary and future adjustments)

Adjusting Controls

The University's Program Administrators can request changes to any of the above controls at any time using Access Online or by contacting customer service.

c. Technical considerations

f. FUNCTIONAL AND TECHNICAL REQUIREMENTS

Bidders must address the functional and technical requirements in Attachment A.

Please see **Attachment A** for functional and technical requirements.

d. Detailed project work plan

g. PROJECT PLANNING AND MANAGEMENT

The Contractor will work with the State Treasurer's Office and the Administrators to implement the card programs to fit the agency's need.

U.S. Bank understands the above requirement and will work with the State Treasurer's Office and Administrators to implement the card programs to fit the agency's need. As your current card provider, U.S. Bank will bring knowledge to your virtual pay program, which provides significant momentum toward rapid and comprehensive deployment and achievement of your program objectives. We will also work with you to examine your current program and make recommendations for best practices to achieve greater efficiencies and bring your program to the next level.

Please see **Exhibit 2, Sample Implementation Plan**, for a detailed plan for implementing your virtual and card program.

e. Deliverables and due dates.

h. DELIVERABLES

The contractor shall provide the State with purchasing cards so employees can make purchases with vendors that will not direct bill the State. Contractor will provide a transaction file to the State to process for payment to the contractor.

U.S. Bank understands the above requirement. We can provide the State with a data file of all card transactions for employees.

i. OPTIONAL SERVICES

- 1. Contingent/Corporate Liability Travel Card - University of Nebraska**
The option to establish a Contingent/Corporate Liability Travel Card. This program would be for employees that travel, with the ability to limit MCC. Cards issued related to this program must be able to be used nationally and internationally.

U.S. Bank understands the above requirement.

The U.S. Bank Corporate Travel Card provides a comprehensive, simplified means to monitor and control corporate travel and entertainment expenses. The program is flexible and widely accepted and can be easily tailored to meet your specific needs. Our corporate travel card offers extensive reporting functions that yield valuable information to help monitor T&E spending as well as aid in merchant negotiations. The U.S. Bank Corporate Travel Card also includes:

- Extensive travel benefits
- Flexible billing
- Centrally-billed travel capability
- Access to worldwide cash advance system
- 24/7 customer service support
- Ease of payment
- Competitive pricing
- Electronic Expense Reporting
- Alliances with Expense Reporting, Value Added Tax (VAT) Reclamation, Travel Benchmarking and Consolidated Data Warehousing and Reporting providers

The U.S. Bank Corporate Travel Card provides complete insurance protection, travel assistance, an extensive cash access program and emergency assistance services for cardholders.

2. Virtual or ePayables - University of Nebraska

The option to establish Virtual Payments. Instead of a card, an account number is issued to purchase good received and services rendered. The Contractor must provide the necessary software to administer the program. The software must allow vendors access to contact information. The Contractor will be required to train staff and detail the process for enrolling and setting up vendors.

U.S. Bank understands the above requirement. U.S. Bank Access® Online Virtual Pay is an innovative virtual payment solution that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of virtual cards. Virtual Pay extends the value of purchasing card programs by further automating your Accounts Payable payment processes, replacing traditional paper check payments with cardless U.S. Bank virtual accounts.

Virtual Pay allows you to use your current business practices, which may include processing purchase orders, receipts, approvals, coding and invoices in your system. Once approved, payments are ready for processing. The State provides these payments to U.S. Bank via a file, online form or through an API.

We then use one or a combination of the options below, depending on supplier preference, to accommodate payment to your suppliers:

State-Initiated Payments (Straight-Through Processing)

- Funds are automatically deposited into a merchant bank account less interchange
- U.S. Bank provides reconciliation functionality in our tools to automatically match processed supplier payment transactions with your authorized payments

Supplier-Initiated Payments

- **Single-Use Accounts**—Unique account numbers are assigned to each approved payment transaction; users have the ability to request and access a virtual account on their mobile device
- **Pre-authorized Limit Accounts**—We dynamically raise credit limits on supplier-dedicated cards from zero to the amount of the payment appearing on the approved payment file

Virtual Pay can accommodate both supplier-initiated and buyer-initiated payments without the need for separate file integration.

Your U.S. Bank Relationship Manager, Paul Erickson, and assigned Supplier Enablement Manager will work with you to target suppliers. Our Supplier Enablement strategy, which mirrors our implementation methodology, will be specifically tailored to the State and your suppliers.

U.S. Bank is unique in that we own our own payment acquiring business. We have trained a specific subset of our sales team to be versed in supplier enablement and business-to-business solutions; specifically with calling suppliers that do not currently accept credit cards. This team is able to navigate a payment acceptance discussion and offer the full suite of payment acquiring solutions, including straight-through processing (push payments).

Identifying Target Suppliers

the State will be asked to provide U.S. Bank with an A/P file identifying your procurement spend (file excludes expenditures relating to tax refunds, settlement of estates, non-business related expenditures, etc.). If possible, the file should also identify present method of payment such as check or ACH.

The following steps will be involved in our initial A/P Analysis:

Match File Against Visa Database

We will use the State's file to identify:

- Suppliers that accept Visa as a form of payment. Of suppliers that already accept Visa as a payment method, we estimate a conversion rate of 25 to 40 percent.
- Suppliers already enrolled in Virtual Pay. Of suppliers that already accept Virtual Pay payments from other U.S. Bank clients, we estimate a conversion rate of 80 to 90 percent.

Compare Analysis Against Spend

We will compare our A/P analysis against spend that is presently going through the existing purchasing card program. The analysis will compare similar periods of data to:

- Reveal missed spend opportunities with suppliers already accepting the purchasing card as a form of payment. Multiple relationships with a supplier may include purchasing card, ACH and check payments.
- Identify those suppliers that represent an ideal target for the first phase of implementing a Virtual Pay solution.
- Identify those suppliers that accept Visa as form of payment and represent the next group of suppliers to target.

Present Analysis

We will present the A/P Analysis findings to the State. During the session, we will:

- Identify opportunities for method of payment shutdown for specific suppliers where the purchasing card is accepted and is the preferred method of payment for specific purchases.
- Present a plan for rolling our Virtual Pay program to those suppliers already enrolled in the Virtual Pay program.
- Present a plan for enrolling phase two suppliers into the Virtual Pay program.
- Present a plan for engaging Elavon, our merchant acquiring organization, for solicitation of suppliers that do not accept Visa as a form of payment that you have targeted for participation in the Virtual Pay program.
- Present a strategy regarding communication and method to communicate with enabled suppliers from phases one and two to convert to straight-through processing.

Contacting and Enrolling Suppliers

We have various letter and e-mail templates available that are used to reach out to your suppliers. These letters and templates explain the initiative, payment process and how to enroll. The suppliers contact U.S. Bank via phone or e-mail to enroll. Follow-up phone calls are made to suppliers that do not respond in a timely manner.

Once the supplier agrees to participate in the program, we create a supplier record (including the supplier name, contact name, address, phone number and e-mail) within Access Online. Our Supplier Enablement Team sends out instructions on how to process their payments and provides the supplier with their designated credit card number (if using our PAL accounts) or instructions on how to gain access to their one-time use account number (if using our Single-Use accounts). We then notify you that these suppliers have agreed to participate; the State will begin to send payments to the supplier using Virtual Pay.

For suppliers who choose to be enrolled for straight-through processing, our Supplier Enablement Team will submit a request for Elavon to contact the supplier, and send the supplier an enrollment form that will authorize Elavon to process the credit card on their behalf and deposit the funds directly into the account of their choice. Conversion to straight-through processing typically takes two or three days.

Training and Supporting Suppliers

We understand that resources are often limited. One of the benefits of the Virtual Pay program is our dedicated helpdesk to assist your suppliers with their daily payment related questions or concerns, should they arise. Their contact information is located on the notifications your suppliers receive.

Supplier Support Team Assistance includes:

- Program walk through
- Card details for merchants (CVV, Expiration Date, card number, name, etc.)
- Transaction decline questions/concerns/validations
- Link locked, system issues, browser versions outdated, etc. (provide assistance with how to correct and identify what is needed)
- Merchant contact information updates (names, email addresses, phone numbers, etc.)
- Reconciliation assistance for the State (manual matching, allocation and transaction details)
- Assisting clients with reports in Access Online
- Reissuing of payments at the State's request
- Resending of payments at the State's request
- Precise Pay removal at the State's request
- Upload file issue troubleshooting

Please see **Exhibit 3, Virtual Pay Opportunity Analysis** for a breakdown of potential virtual opportunity.

VII. REBATE PROPOSAL REQUIREMENTS

This section describes the requirements to be addressed by bidders in preparing the State's Rebate Proposal. The bidder must use the State's Rebate Proposal. The bidder should submit the State's Rebate Proposal in accordance with Section I Procurement Procedure, I. Submission of Proposal.

THE STATE'S REBATE PROPOSAL AND ANY OTHER REBATE DOCUMENT SUBMITTED WITH THE PROPOSAL SHALL NOT BE CONSIDERED CONFIDENTIAL OR PROPRIETARY AND IS CONSIDERED A PUBLIC RECORD IN THE STATE OF NEBRASKA AND WILL BE POSTED TO A PUBLIC WEBSITE.

a. CARD PROGRAM REBATE PROPOSAL

No fees are permitted in determining the amount of the rebate the State programs and other political subdivisions may earn as a result of the use of cards under this contract.

All rebates received under this contract will be paid to the State of Nebraska, Department of Administrative Services – Accounting Division per Neb. Rev. Stat. § 81-1110.06 – State Purchasing Distributive Fund. The rebate will be calculated consistent with the statement cycle dates and paid within twenty-five (25) business days after its respective quarter's end. A detailed summary that supports the rebate calculation will be sent to the Administrators and NST.TMStaff@nebraska.gov for proper disbursement. Information is to include, but is not limited to, total purchase, total credits, total cash advances, total fraud, total write-offs, total activity, large ticket items, transaction count, average transaction size, number of accounts, rebate percentage, rebate period, and any other relevant information. The Program Administrator and/or his/her designee has the right to request additional information.

The State reserves the right to review all aspects of rebate for reasonableness and to request clarification of any proposal where the rebate component shows significant and unsupported deviation from industry standards or in areas where detailed pricing is required.

Please see U.S. Bank's Rebate Proposal, as well as our Financial Proposal, which is packaged separately, as requested.

Form A
Bidder Contact Sheet
Request for Proposal Number 5791 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	U.S. Bank National Association
Bidder Address:	901 Marquette Ave., Suite 1800 Minneapolis, MN 55402
Contact Person & Title:	Leslie Massey
E-mail Address:	leslie.massey@usbank.com
Telephone Number (Office):	805.591.7255
Telephone Number (Cellular):	805.904.4454
Fax Number:	612.436.6490

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	U.S. Bank National Association
Bidder Address:	U.S. Bank Lincoln Tower 233 South 13th Street, 9th Floor Lincoln, NE 68508
Contact Person & Title:	Greer Almquist
E-mail Address:	greer.almquist@usbank.com
Telephone Number (Office):	402.536.5101
Telephone Number (Cellular):	913.484.6908
Fax Number:	

Attachment A
Request for Proposal Number 5791 Z1

Questionnaires

Bidder Name: **U.S. Bank National Association**

Bidder should complete all questionnaires provided in this attachment.

Questionnaires A.1-A.7 are to be included as part of the Functional and Technical Proposal.

- Questionnaire A.1: **Mandatory Requirements**
- Questionnaire A.2: **Baseline Functional and Technical Requirements**
- Questionnaire A.3: **Baseline Functional and Technical Requirements**
 – State Accounting
- Questionnaire A.4: **Baseline Specific Functional and Technical Requirements**
 – Department of Transportation
- Questionnaire A.5: **Baseline Specific Functional and Technical Requirements**
 – University of Nebraska
- Questionnaire A.6: **Baseline Specific Functional and Technical Requirements**
 – Nebraska State Colleges
- Questionnaire A.7: **Baseline Specific Functional and Technical Requirements**
 Group Travel Card Program - University of Nebraska and Nebraska
 State Colleges
- Questionnaire A.8: **Optional Functional and Technical Requirements**
 – University of Nebraska

Questionnaire A.1
Request for Proposal Number 5791 Z1

Mandatory Requirements

Please answer the following six Mandatory Requirements questions with a check mark after the appropriate response. Any "No" answer will eliminate the bidder from further evaluations.

1. Yes No Contractor must be an Authorized Issuer of Cards.
2. Yes No Contractor must be a financial institution, card-issuing bank, credit card company, charge card company, debit card company, or third-party merchant bank capable of operating the state purchasing card program on behalf of the state and those political subdivisions that participate in the state contract for such services. (Neb. Rev. Stat. §81-118.02)
3. Yes No Contractor must have a minimum of five (5) years' experience providing Purchasing Card services to a program of similar size.
4. Yes No Contractor must provide EMV chip card technology.
5. Yes No Contractor must agree to meet all federal, state and local laws as well as regulations, rules and requirements set forth by the card company/association and overseeing industry.
6. Yes No Contractor has financial stability to do business with the State of Nebraska. (Refer to Section VI. Proposal Instructions, A. Proposal Submission, 2. Financial Stability.)

Questionnaire A.2
Request for Proposal Number 5791 Z1

Baseline Functional and Technical Requirements

Each bidder should respond in a detailed manner how the bidder **will comply** with the following statements. If you mark No, please explain why you cannot comply with the requirement in the Response or provide an alternate method.

Req #	Functional and Technical Requirements
Card Format and Design	
2.1	Most Purchasing card programs require that cards issued contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?
<p>Response:</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>U.S. Bank can exclude references to ATMs on cards.</p>	
2.2	The cards shall be branded by a national card company/association. The bidder should detail the card branding being offered.
<p>Response:</p> <p>U.S. Bank offers card solutions on the Visa and Mastercard platforms in the U.S., with Visa offerings everywhere else. Considered a staple of the commercial card industry, Visa and U.S. Bank have a long standing partnership. We are one of the world's largest Visa commercial card issuers. Through its acceptance, convenience, choice and security, Visa offers support that we are proud to recommend to the State.</p>	
2.3	The bidder should detail the national and international acceptance of its proposed branded card products to meet the requirements detailed in this RFP.
<p>Response:</p> <p>U.S. Bank commercial cards can provide the State with access to the world's largest acceptance network with merchant and cash locations in more than 200 countries and territories. Our vast worldwide acceptance via the Visa network ensures your employees access to goods, services and cash around the globe—eliminating the need for more costly alternatives (such as petty cash or cash advances) and ensuring that the State captures detailed transaction data on every purchase.</p> <p>The envelope marked proprietary contains a Visa acceptance matrix which shows the number of accepting locations in regions around the world for U.S. Bank commercial cards.</p>	

Card Issuance, Cardholder Enrollment, and Card Maintenance

2.4

The Contractor is required to accommodate mass card enrollment for programs. The bidder should detail their process for new card enrollment and issuance for conversion.

Response:

As your current provider, the State would not need to reissue cards to current cardholders, saving resources and time. We have developed relationships, processes and a thorough understanding of your business requirements that provides significant momentum toward rapid and comprehensive deployment and achievement of your program objectives. We believe that a change in providers would slow progress toward these objectives at a very high price to the State in critical project areas.

For additional cardholders, political subdivisions and ongoing issuance, we offer the following options for issuance:

For the initial rollout, a data file is submitted to U.S. Bank of all employees authorized to receive a card. The card order takes approximately six business days to process. After processing, U.S. Bank mails all cards to cardholders directly or to the Program Administrator, if required.

Ongoing Issuance

After implementation, Program Administrators can submit an application using Access Online, or send via fax or email. If expedited delivery cards are ordered via Access Online before 2 p.m. CT, they will be processed and shipped the same day. For standard delivery, cards will be produced the next day and shipped the day after. Post-rollout, we can support file-based uploads for large number of cards and/or online applications for one-off requests.

In the United States, we also offer integration with your IIR system, which allows you to automatically synchronize cardholder updates on your internal systems, reducing the time and effort required to manually update cardholders within our tools.

- **Renewal**—All commercial cards in good standing are automatically reissued every four years. They are mailed directly to all cardholders prior to the expiration date.
- **Termination**—Cardholders and Program Administrators can terminate card accounts in real-time within Access Online
- **Lost/Stolen Cards**—Cardholders can call the Customer Service Center domestically or the Visa Assistance Center internationally to report a card lost or stolen and to request emergency replacement

2.5

The bidder should submit a timeline to convert existing cards to the new program.

Response:

As business partners, we share your desire to achieve significant cost saving objectives through your commercial card program and other best practice settlement solutions. We bring the distinct advantage of knowledge and momentum as your current provider and would not need to convert cards, as other providers would, to the program.

This understanding of your current program, gives us the ability to move management supported expansion efforts forward very quickly. Establishing a program with a new provider may cause a delay of 12 months in achievement of expansion opportunities to accommodate re-issuance of cards, restructuring of reallocation capabilities and valid account codes, redevelopment of general ledger mappers, rewriting of training and

communication materials, among many other tasks. The loss of momentum from a change in provider will affect the State's rebate as well as transactional savings and direct supplier cost reductions.

2.6

The Program Administrators or their designees require the ability to self-order new or replacement cards from a secure online website, can the bidder comply? Bidder should provide screen prints of its online enrollment system to meet this requirement.

Yes No

Response:

Program Administrators can submit an application using Access Online, our proprietary system for program management. The following screenshots demonstrate the steps in the card issuance process:

1. Define Product Settings

Create New Account



1. Define Product Settings

Please provide your organization's Processing Hierarchy, beginning with Product selection. ⓘ
Required Fields (unless noted as optional)

Product (Bank)

One Card - 4419

Agent

1351

Division (optional)

Q Search

Send a Physical Card With This Account?

Physical Card ⓘ

Yes

Company

12465

Department (optional)

Cancel

Next

2. Enter Account Information

Create New Account



Product One Card	Processing Hierarchy 4419-1351-12455	Managing Account *****-9274	Managing Account ID 017692747800	Managing Account Name ABC CD ONE CARD LUC 1	Physical Card Yes	Edit
----------------------------	--	---------------------------------------	--	---	-----------------------------	-------------

2. Enter Account Information

Account Owner's Information

[Editable](#)

Required Fields (unless noted as optional)

First Name MI (optional) Last Name

Social Security Number

Mailing Address ⓘ

Country

Address Line 1

Address Line 2 (optional)

City State ZIP Code

Work Phone

Email Address

Account Owner's Information Comments (optional)

[Show Optional Fields](#)

Account Details

[Editable](#)

Required Fields (unless noted as optional)

Cycle Day Expiration Date

Physical Card Delivery

Delivery Options

- Standard delivery: Delivery in 5 - 7 business days.
- Expedited delivery: The request must be submitted and approved by 8:00 p.m. Central Time (Monday - Friday) for delivery in 1 - 3 business days.

Delivery Address

Mailing Address in Account Owner's Information section

Account Details Comments (optional)

[Show Optional Fields](#)

Default Accounting Code Edit

Required Fields (values added as optional)

Default Accounting Code (1)
OL CODE (S) (optional) **0019**

COBIT CENTER (4) **0019**

JOB/PROJECT NUMBER (20) (optional)

Default Accounting Code Codebook (225044)

Authorization Limits Edit

Required Fields (values added as optional)

Account Credit Limit (1)

Authorization Limit Comments (optional)

Show Optional Fields

3. Review Information

Create New Account



3. Review Information

Define Product Settings Edit

Product One Card	Managing Account ID 017692747000
Processing Hierarchy 4419-1351-12486	Managing Account Name ABC CO ONE CARD LOC 1
Managing Account ****_*_*_*_*_*_*_*_*_*_*_9274	Physical Card No

Enter Account Information

Account Owner's Information Edit

First Name Demolest	Date of Birth -
-------------------------------	---------------------------

Mailing Address			Personal Phone		
901 Marquette Ave S			-		
Minneapolis			Additional Phone		
MN 554023205 United States			-		
Work Phone			Fax Number		
555-555-5555			-		
Email			Account Owner's Information Comments		
test@usbank.com			-		
Social Security Number					
***--0000					
Account Details					Edit
Cycle Day			Specify Valid Account Active Dates		
5			Temporary Authorization Start Date		
Expiration Date			-		
--			Temporary Authorization End Date		
Reporting Level			-		
Level 1	Level 2	Level 3	Organization Name		
12486	--	--			
Default Accounting Code					Edit
GL CODE (5)			JOB/PROJECT NUMBER (20)		
-			-		
COST CENTER (4)			Default Accounting Code Comments		
0010			--		
Authorization Limits					Edit
Account Credit Limit			Additional Credit Limits		
\$ 1			Single Purchase Limit		
Use Values from Managing Account?			\$ 0		
Single Purchase Limit -Yes			Velocity Limit		
Velocity Limit -Yes			First Fiscal Month		
Merchant Authorization Controls -Yes			January		
			Authorization Limit Comments		
			-		
Cancel		Save		Submit	

4. Confirmation

Create New Account 

4. Confirmation



New account for Demotest Account has been submitted

Job ID : pvm:0a1225k

2.7	The Contractor's online card enrollment system shall capture at a minimum, the following information: cardholder's name, address, city, state, zip code, business phone number, alternate phone number, agency/department name, agency business unit coding/cost center, identification number (i.e., currently employee ID #), card blocking strategy, monthly credit limit, and single purchase limit. Can the bidder comply by providing all the information listed above?
------------	--

Yes **X** No _____

Response:

Program Administrators can set up and maintain new cardholder accounts using Access Online. The setup procedure requires Program Administrators to enter data about the cardholder, including:

Demographics

Required demographic information:

- First name, last name
- Social Security Number—if contingent or joint and several liability
- Address line 1, city, state, ZIP/postal code, country
- Work phone

Optional demographic information:

- Date of birth
- Optional 1 to 15 alpha/numeric character field (often times used for Employee ID #)
- Optional 2 to 15 alpha/numeric character field
- Address Line 2
- Home phone
- Alternate phone
- Fax
- Email address

Account Information

Required account information:

- Hierarchy
- Plastic selection

Optional account information:

- Hierarchy levels; division and department
- Organization name to be embossed on the second line of plastic, beneath cardholder name
- Temporary authorization start/end dates—allows for the account creator to assign the start/end of the functionality of the account (for temporary or infrequently used cards)
- Reporting levels, if different from standard account hierarchy

Default Accounting Code

Required information:

- Default accounting code

Authorization Limits

Required authorization limit information:

- Credit limit

Optional authorization limit information:

- Single purchase limit—for purchasing cards
- Merchant authorization controls—this is not required as the controls can be defaulted from the parent/managing account
- Velocity limits—assigning limits for daily, cycle, monthly, quarterly, yearly

2.8	Bidder should detail any other fields in the enrollment system available for use (other than those requested in 2.7 above), the purpose of the field, and if it is a required field in the Contractor's enrollment system.
------------	--

Response:

Additionally, there are five custom fields available in Access Online that can be configured by the customer—field name, required/not required, alpha/alpha numeric, field length or drop down list. Please also see the additional required and optional fields in the response above, which includes demographics, account information, default accounting codes and authorization limits.

2.9	The State prefers delivery of newly issued cards within 3 business days following cardholder enrollment by the Administrator, can the bidder comply?
------------	--

Yes X No ___

Response:

The State currently has two day shipping, with cards received three days after the application is created in Access Online.

2.10	The bidder should explain any and all of its manual intervention in the card issuance or reissuance process. The bidder should detail the quality controls used by the Contractor to ensure cards are issued accurately.
-------------	--

Response:

Our third party vendor completes quality checks throughout the embossing process to ensure quality of cards and accuracy of embossing and packaging.

Random samples of cards are pulled from the production line every day throughout the embossing process. The card samples are pulled to ensure the following components:

- Embossing accuracy
 - Account number and expiration date match
 - Name Line 1 and Name Line 2 match
 - Tipping color accuracy and quality
 - CVV value match and clarity
 - Overall embossing quality-lines are straight, no missing tipping
 - Card carriers are scanned for data match to card
 - Magnetic stripe and chip data accuracy and functionality
 - Ultra-graphic logos (if applicable) are verified for image accuracy and quality

This process is done every day and logged by the Quality Assurance team at our vendor.

2.11	The Contractor may not deny card issuance to any cardholder approved by the card programs for set up, unless required by Federal or State law or a card company/association age restriction. Can the bidder comply?
-------------	---

Yes No
Response:

All employees for whom the State submits an application will receive a card.

2.12	The Contractor may not require or complete a credit line approval process or perform a credit check on an employee or an entity participating in any program. Can the bidder comply?
-------------	--

Yes No
Response:

U.S. Bank does not perform any pre-issuance credit checks on employee cardholders, except for contingent liability card applicants. The result of the credit check does not determine if we will issue a card but instead helps determine the credit limit that will be issued to the applicant.

U.S. Bank will work with the State to establish a credit limit that allows the State the flexibility to meet your business needs without exposing either the bank or the State to substantial financial risk. U.S. Bank will establish a maximum extension of credit for each type of card based upon its analysis of the State's financial statements and other pertinent information as required by applicable federal lending laws, banking rules and regulations, and U.S. Bank's credit policy. The State can establish exception limits on a case-by-case basis to specific cardholders with more generous or restrictive limits. Limits can be changed in Access Online or by contacting the Account Coordinator team.

Participating entities operating under a participating entity addendum, consistent with the current program structure today, will be subject to a credit worthiness review. The State has the flexibility of proceeding with these entities under a participation addendum where these participating entities would not be subject to a credit review and the liability of the program will reside with the State.

2.13	The bidder should detail their ability/process to detect, investigate, notify card programs, and/or deter duplicate card issuances.
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Response:	
The Program Administrator will be able to see in the Access Online Account List Report if there are duplicate cards issued for a cardholder. In the report, the cardholder name will appear twice and the last four digits on the account numbers will be different.	
2.14	On occasion, card programs may require two or more cards to be issued for the same cardholder for accounting purposes. The bidder should address how it identifies legitimate requests for duplicate cards for the same cardholder.
Response:	
We are able to provide two cards for the same cardholder by setting up cards with different account numbers. The State will have control to set-up accounts as needed.	
2.15	The card programs require that issued cards be mailed directly to the Program Administrators or his/her designee via expedited delivery. The bidder should include a description and flow chart of the card distribution process including issuance timeframes.
Response:	
After processing the card order, U.S. Bank can mail all cards to the Program Administrator, if required. The following description includes the timeframe for card delivery based on the shipping method.	
The State currently has two day shipping, with cards received three days after the application is created in Access Online.	
If expedited delivery cards are ordered via Access Online before 2 p.m. CT, they will be processed and shipped the same day.	
For standard delivery, cards will be produced the next day and shipped the day after. Post-rollout, we can support file-based uploads for large number of cards and/or online applications for one-off requests.	
2.16	The card programs require the ability to customize the card carrier information mailed along with issued cards. The card programs understand that certain language is required on the card carriers by the card companies. The card programs shall exclude language pertaining to interest rates, statement billing, and on-line account access. Industry-related pamphlets are not to be included. Can the bidder comply?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Response:	
U.S. Bank is able to customize some of the verbiage on carrier inserts, but we cannot exclude industry related pamphlets such as the Visa Guide to Benefits brochures or certain required messages on the carriers.	
Per the State's request, we currently have turned off inserts for some of the State's programs with an agreement that the inserts are posted online for cardholder's to access as needed.	
2.17	The bidder should detail, in years, how often cards are reissued.

Response:	
All commercial cards in good standing are automatically reissued every four years.	
2.18	Can the bidder mail reissued cards directly and securely to the Program Administrator?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Response:	
We currently and can continue to mail cards directly to the Program Administrator.	
2.19	The bidder should detail advance timing of card reissuance prior to original expiration.
Response:	
All commercial cards in good standing are automatically reissued every four years. They are produced at least four weeks prior to the expiration date and mailed approximately four weeks prior to the expiration date.	
2.20	Can the bidder allow the Program Administrators to activate reissued and new cards?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Response:	
Program Administrators are able to work with our Account Coordinators to activate multiple accounts. The Program Administrator would send the Account Coordinator the account list and the Account Coordinator would submit a request to activate the accounts and generate PIN mailers to be processed after the activation. PINs take 7-10 days to arrive, whereas the self-activation process completed by the cardholder would mean the cardholder has a PIN right away.	
The best practice is for a cardholder to activate their own account, which allows them to self-select their PIN.	
2.21	Can the Program Administrator reserve the right to require certain reissued cards be issued with original expiration date?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Response:	
When a card is replaced due to a lost or stolen situation, it retains the original expiration date.	
2.22	The bidder should detail its notification policies and procedures for lost, stolen, or fraud card status changes on an account.
Response:	
Unusual spending is tracked through the U.S. Bank Fraud Department. A fraud representative will attempt to contact the cardholder to verify any suspicious activity. The option also exists for the cardholder to sign up for fraud alerts which can either be received via text message or email. The Fraud Department also sends a daily report of suspicious activity to your Account Coordinator, who will contact the State if fraud is suspected.	

In addition, Access Online allows Program Administrators to schedule customized reports to track their own criteria, including:

- Transactions above a specified amount.
- Specific merchants or Merchant Category Codes for audit purposes
- Specific cardholders
- Merchant volumes for negotiation purposes
- By type of merchant, for compliance to preferred merchant list

U.S. Bank employs dedicated teams of analysts who constantly monitor fraud and misuse trends. The analysts create fraud rules for the point of sale or monitor a transaction after it has occurred. Rules at the point of sale are set to decline based on the fraud risk of the transaction. The monitoring rules may queue an account for review after the transaction has been approved or declined at the point of sale.

When fraud is suspected and the account is queued for review, our team will attempt to call the cardholder via the phone numbers listed on the account to confirm the validity of the transaction(s) and a temporary block status may be applied to the account to prohibit further charging activity. Another contact option would be text or email alerts, should the cardholder choose to enroll. Once contact is made and validity confirmed, the block is removed. If the cardholder has not contacted U.S. Bank before the end of the business day, the account will appear on a report that the Account Coordinators will receive the following day. They will send an email to the Program Administrator to advise that the account needs to have activity confirmed by the cardholder.

2.23

How are the cardholder and administrator notified of fraud attempts?

Response:

U.S. Bank employs dedicated teams of analysts who constantly monitor fraud and misuse trends. When an account is believed to be compromised, our fraud team makes direct contact with the affected cardholder by phone to confirm the validity of the transaction(s). If the cardholder cannot be reached, a referral status will be placed on the account and an electronic notice is sent to the U.S. Bank Account Coordinator team. An Account Coordinator will then contact the State Program Administrator to alert and direct the cardholder to verify the transaction(s) directly with the fraud group. The option also exists for the cardholder to sign up for fraud alerts which can either be received via text message or email.

U.S. Bank will establish the State's program with specific controls that you design to limit and prevent misuse through the use of spending limits and MCC blocking. In addition, Access Online provides a suite of reporting that will help your organization monitor transaction trends.

2.24

The bidder should detail the process and timeline of card reissuance due to lost/stolen or fraud.

Response:

When a replacement card is required, the cardholder calls the Customer Service Center domestically or the Visa Assistance Center internationally to report a card lost or stolen and request emergency replacement. There are no replacement fees for standard delivery of the card replacement and neither the State nor the cardholder is responsible for fraudulent charges made to the promptly reported lost or stolen card. If expedited delivery cards are ordered before 2p.m. CT, they will be processed and shipped the same day. For standard delivery, cards will be produced the next day and shipped the day after. When a card is replaced due to a lost or stolen situation, it retains the original expiration date.

Our cardholders' convenience and safety is of utmost importance to us, which is why U.S. Bank Customer Service Representatives and Assistance Center Representatives have the ability to make arrangements for an emergency cash advance and hotel room booking, as necessary, until the replacement card arrives.

2.25

The bidder should detail their ability to set up an account without issuance of plastic (e.g., Virtual Accounts). Describe the set up process, stipulations, timing and means of providing account information to the Program Administrator.

Response:

A ghost or virtual card account is generated without plastic. The account can be on file at the supplier as a payment method when taking phone orders or assigned to an employee designee of an organization to use for making purchases for a specific area, project, department, etc. Ghost accounts are effective in facilitating purchases when numerous buyers in an organization have procurement needs; however, their spend volume and/or frequency don't justify issuing them their own individual purchasing cards.

Ghost accounts can also be used in situations when individual purchasing cards do not add value, such as eProcurement, or Enterprise Resource Planning (ERP) purchase module integrations (e.g. Ariba, Oracle, or SAP), where the online software houses the accounts, assists in directing purchases toward preferred suppliers and imposes limits, and accountability on the buyer.

Supplier Accounts

We can also set up accounts in which key suppliers are assigned a central account for employees to charge purchases exclusively at that supplier. Other suppliers registered by their acquirer in the same merchant category code (MCC) could then be blocked from individual accounts to discourage spending at competing suppliers.

There is no additional cost for ghost or supplier accounts; these accounts provide all the same spending controls (e.g., MCC blocking, monthly spend limits, single purchase limits, velocity monitoring) available for traditional purchasing card accounts.

U.S. Bank Access® Online Virtual Pay Accounts

U.S. Bank Access® Online Virtual Pay is an innovative Virtual Payment solution that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of virtual cards. Virtual Pay extends the value of purchasing card programs by further automating your Accounts Payable payment processes, replacing traditional paper check payments with cardless U.S. Bank virtual accounts.

Virtual Pay allows you to use your current business practices, which may include processing purchase orders, receipts, approvals, coding and invoices in your system. Once approved, payments are ready for processing. State provides these payments to U.S. Bank via a file, online form or through an API. We then use one or a combination of the options below, depending on supplier preference, to accommodate payment to your suppliers:

State-Initiated Payments (Straight-Through Processing)

- Funds are automatically deposited into a merchant bank account less interchange
- U.S. Bank provides reconciliation functionality in our tools to automatically match processed supplier payment transactions with your authorized payments

Supplier-Initiated Payments

- **Single-Use Accounts**—Unique account numbers are assigned to each approved payment transaction; users have the ability to request and access a virtual account on their mobile device
- **Pre-authorized Limit Accounts**—We dynamically raise credit limits on supplier-dedicated cards from zero to the amount of the payment appearing on the approved payment file
- In a typical pull scenario, and a common payment approach, the State sends U.S. Bank a payment file, we setup a virtual card and send the notification as well as instructions to the supplier to process the payment. The supplier then uses the single-use account or pre-authorized limit virtual account to process the payment.

Virtual Pay can accommodate both supplier-initiated and buyer-initiated payments without the need for separate file integration.

State-Initiated Payments Process Flow



Supplier-Initiated Payments Process Flow



We will send an email notification to the appropriate supplier that communicates the virtual account payment information, remittance advice for payment application and your contact information for supplier questions and concerns. Optionally, email notifications may also be sent to State-designated contacts for confirmation of payment availability to the suppliers. Suppliers receiving email notifications then process the virtual card to receive their payment.

We currently have more than 60,000 suppliers participating in Virtual Pay and is growing on a daily basis. From a supplier perspective, Virtual Pay does not differ in any appreciable way from a traditional purchasing card solution. Suppliers currently accepting commercial cards are not required to implement any new technology or absorb any additional fees to participate in the Virtual Pay program.

U.S. Bank also provides supplier enablement support. We will provide you with templates to communicate payment method changes to your suppliers or, based on the wishes of the State, we will contact suppliers on your behalf at no extra cost to you. These processes have proven effective with quickly converting other payment methods to Pre-Authorized Limits and Single-Use Accounts, and allow you to steadily grow your Virtual Pay program.

The primary advantage of the Virtual Pay program is that it requires very few changes to existing business processes. The State has the ability to use all current controls and processes to generate supplier payments. Implementing the program typically requires only a minor adjustment to accounting entries (similar to a

traditional purchasing card program) to create, clear, offset or suspend accounts related to Virtual Pay transactions. The State sends a payment instruction file to U.S. Bank and can receive an inbound file for automated reconciliation purposes.

Benefits

Virtual Pay provides significant benefits for the State, including:

- Increased controls through single use accounts and authorization controls
- Extended Days Payable Outstanding
- Reduced costs for the State by eliminating checks
- Increased savings for the State by using a streamlined automated reconciliation process
- Potential for additional rebate

In addition, your suppliers will benefit by:

- Reduced Days Sales Outstanding
- Receives payment typically within 48 hours of processed payment
- Automated payment reconciliation

2.26

The bidder should identify all parameters necessary for enrollment (including default parameters). The bidder should detail how parameters are created, identified, maintained, managed, and ultimately discussed with the Program Administrator.

Response:

U.S. Bank has the advantage of being both an issuer and acquirer and has the resources and expertise to proactively help your suppliers become enabled to accept commercial cards. U.S. Bank can work with you to develop and execute a strategy to enable suppliers. For more than 40 years, U.S. Bank has specialized in developing flexible and cost-effective electronic payment processing solutions to help suppliers grow their businesses. U.S. Bank proposes the following strategy with regards to maximizing the potential of the program from a merchant enablement perspective.

Locator and Matching Services

U.S. Bank offers two services to assist in supplier management services. The Visa supplier locator service is a resource for locating merchants/suppliers that accept the U.S. Bank card, and the matching service can identify your existing suppliers that already accept Visa commercial payment products.

Accounts Payable Analysis Tool – U.S. Program

The U.S. Bank Accounts Payable (A/P) Analysis Tool is for the U.S. program and identifies spending patterns and process savings opportunities. The A/P Analysis Tool provides visibility into hard and soft dollar savings; implements industry best practices and lowers expenses in commercial card programs. The results identify opportunities that support strategic sourcing, compliance and vendor management initiatives when a commercial card program is first introduced.

Clients also receive in-depth spend analysis as part of our comprehensive strategic account management services. This analysis is offered at no cost and allows our clients to leverage the resources and vast client and best-practice experience of U.S. Bank's Relationship Managers.

Your U.S. Bank Relationship Manager, Paul Ericksen, can work with the State to target key suppliers. This strategy is referred to as Supplier Management.

- Conduct an accounts payable analysis on the your vendor payables system
- Identify those suppliers that accept credit cards as a form of payment
- Review the analysis with procurement to identify those suppliers where a direct relationship is required. These suppliers may include capital expenditures, one time suppliers or suppliers that provide unique

goods or services, in which case they may dictate payment terms. Suppliers that fall into these categories are removed from list.

- Provide further analysis of spend by commodity grouping with goal of targeting specific commodities for supplier consolidation.
- Collect up-to-date supplier contact information
- Implement change in policy
- Commence supplier onboarding plan and drive spend to key targeted suppliers
- Our partnership with you can identify suppliers that are reluctant to accept the card versus a paper-based invoice program. We will work with you on a supplier engagement strategy to help them analyze their payment acceptance and then lay out a business case to accept the card.

Supplier Enablement and Recruitment

Our merchant account support function for North America and Europe is provided in-house by Elavon Inc. ("Elavon"), a wholly-owned subsidiary of U.S. Bank. Elavon, as the acquirer, is the entity responsible for processing payment transactions and will be the contracting entity for such services. To ensure wide supplier participation in your commercial card program, a U.S. Bank Payment Solutions Consultant will assist in bringing your supplier base to full Visa capability. Our recruitment and implementation cycle consists of five phases: benefits presentation, account setup, implementation, training, and support.

The steps to target those suppliers presently not accepting credit cards as a form of payment include:

With the State's involvement, we will create a forum for introducing the program to this target group

A U.S. Bank Payment Solutions Consultant will follow up with attendees about enrolling them in the program the State supports an endorsement letter campaign identifying your payment initiatives and requesting supplier support of the card program (Our experience has shown a series of follow-up endorsement letters significantly reduces the time it takes to enroll existing suppliers in the program)

U.S. Bank provides monthly updates on success of enrollment efforts

The steps to target new suppliers for participation in the program include:

- U.S. Bank provides web address for cardholders to identify new suppliers to recruit
- the State provides an endorsement letter identifying your payment initiatives and requesting supplier support of program (Our experience has shown the endorsement letter significantly reduces the time it takes to sign up a new supplier, and increases the odds of a supplier participating in the program)
- U.S. Bank acknowledges receipt of lead within two business days of submission
- A U.S. Bank Payment Solutions Consultant follows up with supplier within five business days of receipt of lead
- Once the U.S. Bank Payment Solutions Consultant receives the completed merchant application, it will take approximately four to seven days to get the merchant account approved and set up in our system
- Once the supplier's merchant account is ready to process, the supplier will speak to one of our training representatives for a brief activation and training session performed at the merchant's convenience, so they may continue to service customers without interruption
- U.S. Bank Payment Solutions Consultant and Relationship Manager team will provide the State with a quarterly report on supplier leads and enrollment

Merchant Enrollment

A U.S. Bank Payment Solutions Consultant will send all of your interested suppliers merchant account setup materials, which include:

- Discount rate and equipment or software costs
- New merchant application and service agreement
- Request for business clarification
- Request for voided check for demand deposit account number (DDA) and routing number

Once a supplier completes the account setup package, we submit the merchant application to our operations center for processing, where our credit underwriting specialists will review the information provided, perform the necessary analysis, and approve or decline the application. We will contact the supplier within 24 to 72 hours if we require additional information.

Once we approve the credit application, the supplier's merchant account will be established and entered into our systems. Our deployment team will prepare any equipment or software for shipment or programming, and your supplier will receive their package within two-to-five days. Inside the package, suppliers will find a Getting Started Kit which contains a packing list, Merchant Identification number (MID), support materials and training information.

After the supplier calls the training number provided in the Getting Started Kit, they will speak to one of our representatives for a brief training session. The session will cover credit card processing, set-up and usage instructions for their processing terminal or software solution and a description of additional informational resources available to the supplier.

Training session agenda:

- Verification of equipment receipt
- Verification of deployment kit materials (cords, cables, training collateral)
- Merchant training on services (Visa, Electronic Gift Card, Electronic Check Services)
- Terminal Downloads for adding additional services
- Terminal training on basic functions such as sales, credits, voids, forces, reports and settlement

If we do not hear from the supplier after sending the Getting Started Kit, we will contact them to schedule a session. All work is performed at the merchant's convenience, so they may continue to service customers without interruption. Immediately after training, the supplier becomes fully capable and is ready to process transactions.

Our end-to-end service offering enables supplier merchants to take instant and full advantage of the U.S. Bank payments solution.

U.S. Bank's payment processing solutions pass commercial payment transaction data for interchange qualification so that your merchants qualify at the lowest possible rates. Your Payment Solutions Consultant will work with your suppliers proactively to address Visa Operating Regulations pertaining to their business and the card processing program.

2.27	Bidder should describe the process and timing of modifying, adding and/or restricting Merchant Category Code (MCC) access. The card programs require the ability to make single MCC modifications at the account level. The card programs require temporary or permanent real time changes. The bidder should indicate its ability to accommodate these requirements.
-------------	---

Response:

All controls can be set down to the individual cardholder level and can be modified on an ongoing basis in real time.

Merchant Category Code (MCC) Blocking

To prevent purchases of specific commodities and services, we will block the MCCs that represent these items. We can establish universal MCC blocking for uniformity across all cards, or set unique limits at the cardholder level. We can also set up MCC Group blocking consisting of a cluster of MCCs. We recommend that you

choose blocking that fits the spending requirements for the majority of your cardholders, and only use cardholder blocking on an exception basis.

2.28

Bidder should describe their options to control (decline/authorize) card transactions. Controls may include, but are not limited to the following:

1. Merchant Category Codes (MCC)
2. Standard Industry Classification Codes (SIC)
3. North American Industry Classification System (NAICS)
4. National Institute of Governmental Purchasing Code (NIGP)
5. Unique merchant identification number.

Response:

The State will have the flexibility to establish predetermined spending and transaction limits on each card, eliminating the need for requisition and purchase order approvals while enhancing security.

All controls can be set down to the individual cardholder level and can be modified on an ongoing basis. Some of the control features we provide include:

- MCC Blocking
- Velocity Monitoring
- Cardholder Single-Purchase Limit
- Cardholder Monthly Spending Limit
- ATM Blocking
- Pre-Determined Expiration Dates
- Declining Balance Capabilities (North America only)
- Account Maintenance Effective Dating (temporary and future adjustments)

Your Program Administrators can request changes to any of the above controls at any time using U.S. Bank Access Online or by contacting customer service. As we offer MCC controls, we can help the State match the corresponding MCC code from the original SIC, NAICS or NIGP if needed. Changes affecting a large number of cardholders can be processed more efficiently by requesting the changes through your Account Coordinator team.

2.29

Bidder should describe the ability/process to block/restrict specific merchants and/or specific items.

Response:

The State can restrict merchant/industry access by MCC at the department or cardholder level. Over our 10-year relationship, we have developed an extensive network of MCC templates to fit the State's needs. In addition, a ghost or supplier account could be established specifically for designated department purchases.

Ghost Accounts

A ghost or virtual card account is generated without plastic. The account can be on file at the supplier as a payment method when taking phone orders or assigned to an employee designee of an organization to use for making purchases for a specific area, project, department, etc. Ghost accounts are effective in facilitating purchases when numerous buyers in an organization have procurement needs, however, their spend volume and or frequency don't justify issuing them their own individual purchasing cards.

Ghost accounts can also be used in situations when individual purchasing cards don't add value, such as eProcurement or ERP purchase module integrations (e.g. Ariba, Oracle or SAP), where the online software houses the accounts, assists in directing purchases toward preferred suppliers and imposes limits, and accountability on the buyer.

Supplier Accounts

U.S. Bank can also set up accounts in which key suppliers are assigned a central account for employees to charge purchases exclusively at that supplier. Other suppliers registered by their acquirer in the same MCC could then be blocked from individual accounts to discourage spending at competing suppliers.

There is no additional cost for ghost or supplier accounts; these accounts provide all the same spending controls (e.g. merchant category blocking, monthly spend limits, single purchase limits, velocity monitoring) available for traditional purchasing card accounts.

2.30

The Program Administrator or his/her designee requires the ability to make real-time, on-line changes to an account. These changes include, but are not limited to billing address, department name, phone numbers, cost object code, business unit, personnel identification number, employment termination or non-renewal. Bidder should detail supporting controls and timing from change request to enforcement.

Response:

The following items can be changed or added by the Program Administrator via Access Online, in real-time:

- **Limits/Cash Access**—Adjust total credit limit, adjust single purchasing limit, add cash withdrawal access or remove cash withdrawal access, if cash is available on program
- **Demographic Information**—Alter address, phone, alternate phone, email and two optional fields for employee ID or other
- **Reporting Hierarchy**—Move cardholders within the reporting or processing hierarchy; some hierarchy changes are queued up to take place the day after cycle for billing purposes, rather than in real-time
- **Account Setup/Cancel and Card Order**—Set up new accounts and order cards, enter desired embossing text, cancel accounts and reopen previously cancelled accounts
- **MCC Group Changes**—Alter MCC groups assigned as “open” or “closed” on an account within the limits established by the organization (corporate liability only)

Other controls can be changed upon request through the Account Coordinator team and will typically take effect the next day. Overarching changes would be made through your Relationship Manager.

Account Maintenance Effective Dating

Access Online also offers an account maintenance effective dating feature allows entitled users the ability to define effective dates for temporary and future permanent account maintenance requests. Account maintenance effective dating eliminates the need to track temporary changes with hand written notes and tickler files. You will gain more control of your card accounts by controlling when a maintenance request is updated.

Users may use effective dating to change the following information for an account:

- **Demographic Information**—Address, phone, fax, email and two optional fields
- **Account Information**—Organization name, department name, etc.
- **Default Accounting Code**—Temporary change for an employee working on a project for another department, or future permanent change for an employee who is moving to a different department, for example
- **Authorization limits**—Credit limits, single purchase limits and velocity limits

To set a temporary change, the user must enter the start and end dates for the change to define the timeframe it is effective. To set a future permanent change, the user enters the start date, but leaves the end date blank. The screen shot below illustrates the user-friendly effective dating screen for authorization limits.

Enhanced Supplier Management
 Account Information
 Reporting
 Dashboard
 Data Exchange
 My Personal Information

Home
 Contact Us
 Training

Active Effective Dates

The current value will change to the previous value and the request removed by selecting "Cancel" from the Update Action field. The current value will remain and the request removed by selecting "Permanent" from the Update Action field.

Update Action	Field	Previous Value	Current Value	Start Date	End Date
---------------	-------	----------------	---------------	------------	----------

There are no active effective date requests.

[Submit](#)

Maintain Effective Dates

* = value required when a start date provided

Field	Current Value	New Value	Start Date	End Date
Credit Limit:	1	*		
Single Purchase Limit:	1			
% Cash:	1			
Daily Dollar:	0			
Daily Transaction:	0			
Cycle Dollar:	0			
Cycle Transaction:	0			
Monthly Dollar:	0			
Monthly Transaction:	0			
Quarterly Dollar:	0			
Quarterly Transaction:	0			
Yearly Dollar:	0			

2.31

The bidder should detail their process and procedures to enforce MCC codes upon card activation. The bidder should detail their process to monitor MCC parameters to verify only legitimate transactions are allowed on accounts.

Response:

To prevent purchases of specific commodities and services, we will block the MCCs that represent these items. When an MCC is declined for a cardholder, the Program Administrator will be able to see in Access Online the time of the block and the specific MCC which was blocked.

In the area of reporting, U.S. Bank offers a suite of reports that may be run in a standard format or customized by the State according to their requirements. Exception reporting may be generated by creating a series of queries that compare actual performance to desired results.

Program Administrators can schedule customized reports to track their own criteria, including:

- Transactions above a specified amount.
- Specific merchants or MCCs for audit purposes
- Specific cardholders
- Merchant volumes for negotiation purposes
- By type of merchant, for compliance to preferred merchant list

Additionally, Program Management Reports enables the State to support general program management activities and monitor company policy compliance. Program performance indicators can highlight important trends that our clients can use to proactively manage their accounts. Program Administrators gain access to information on every type of account activity.

Financial Management Reports allows the State to access transaction management activity information. These reports can be used to determine if cardholders are properly managing their accounts and ensure that expenses are being assigned to the proper cost centers.

2.32

The card programs require the Program Administrator to modify account limits, both temporary and permanent, within an on-line system. The bidder should detail its accommodation of this requirement and how soon those changes are enforced. Examples of on-line changes would be monthly limits, strategy changes, override, credit limit changes, blocking strategy changes, demographics.

Response:

The following items can be changed or added by the Program Administrator via Access Online, in real-time:

- **Limits/Cash Access**—Adjust total credit limit, adjust single purchasing limit, add cash withdrawal access or remove cash withdrawal access, if cash is available on program
- **Demographic Information**—Alter address, phone, alternate phone, email and two optional fields for employee ID or other
- **Reporting Hierarchy**—Move cardholders within the reporting or processing hierarchy; some hierarchy changes are queued up to take place the day after cycle for billing purposes, rather than in real-time
- **Account Setup/Cancel and Card Order**—Set up new accounts and order cards, enter desired embossing text, cancel accounts and reopen previously cancelled accounts
- **MCC Group Changes**—Alter MCC groups assigned as “open” or “closed” on an account within the limits established by the organization (corporate liability only)

With effective dating, entitled users have the ability to define effective dates for temporary and future permanent account maintenance requests. Account maintenance effective dating eliminates the need to track temporary changes with hand written notes and tickler files. You will gain more control of your card accounts by controlling when a maintenance request is updated.

The controls listed above can be changed in real time and additional controls can be changed upon request through the Account Coordinator team and will typically take effect the next day. Overarching changes would be made through your Relationship Manager.

2.33

The bidder should detail the process of varied card program set up. If bidder offers varied programs, will enrollment occur through the same website? The bidder should detail their quality assurance process to ensure cards are issued with correct plastic appropriate for that card program.

Response:

Yes. Our proprietary system for program management and reporting provides the backbone for our commercial payment solutions and would include enrollment for all of your card programs.

Quality Assurance

U.S. Bank maintains an enterprise-wide quality assurance plan. Our effective quality assurance and testing policies and procedures actively prevent disruption to the State’s card program. All system changes go through thorough testing and strict change control procedures.

Card production rules are in place that only allow the program specific cards to be applied to an agent in a specific bank. For example, there are controls that would not allow a purchasing card plastic to be used in a

corporate card bank. The plastics are defined at the agent level rather than account level which allows for better control of the entire agent plastic needs.

2.34

What is the process for expediting card issuance for new or replacement cards? What is the turnaround time? Can expedited card delivery be redirected?

Response:

If expedited delivery cards are ordered via Access Online before 2 p.m. CT, they will be processed and shipped the same day. Cards can also be ordered through your Account Coordinator or Customer Service. Cards may be shipped to an alternate address. The State currently has two day shipping with the card received three days after the application is created in Access Online.

2.35

The bidder should detail memo functionality within their online system available to the Program Administrators and to the Contractor.

Response:

Access Online allows users to enter comments on Access Online Account Setup and Maintenance, Transaction Management and Order Management. These comments include date and time stamps of when the comments were made, as well as the User ID of who made the comment. These comments are stored in the system for six years online and 15 years offline and are available in their respective areas and reporting.

2.36

The bidder should detail the ability of Program staff to view Contractor notations on an account housed in the Contractor's online solutions.

Response:

We do not use Contractors to administer the program. U.S. Bank notations are not visible unless an internal employee makes a comments using the various comment fields in Access Online.

2.37

The bidder should detail its card stock management process in preparation for new card and card re-issuance.

Response:

As the State has a current program with U.S. Bank, the implementation steps would not need to be completed. For new clients, implementation numbers are requested for a new client and if the plastic requested is a custom card design specific to the client, the initial order of plastics would be for the amount of cards needed specifically for the implementation. The client is asked to provide their estimated usage in the first 12 months after implementation. That amount is added to the initial order. For the first three months after full implementation, monthly usage is monitored to ensure the 12 months quoted is still on track. Any spikes in usage are reviewed and if inventory levels reach a 6 month remaining level, subsequent orders are placed to replenish stock.

Reissue forecasting is completed each month and inventory orders are placed as needed to supplement stock for upcoming reissues as deemed necessary. Inventory levels are always maintained at a minimum of six months of inventory based on historical usage.

2.38

The bidder should detail its ability to issue cards with higher limits as outlined in Attachment D.

Response:

The State will have flexibility to set and maintain individual credit limits directly in the Access Online tool.

Card Acceptance	
2.39	Can the card accommodate in-store, internet, fax, mail order, and over-the phone transactions without any exceptions?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Response:</p> <p>Yes. U.S. Bank cards can accommodate in-store, internet, fax, mail order and over the phone transactions, as long as the MCC is not restricted.</p>	
2.40	Bidder should detail all volume and spending limits placed on the cards. Details should address at a minimum, PIN-based transactions, and signature based transactions. Specify if limits are daily, weekly, monthly or per transaction. The bidder should detail the process and timing to modify and enforce change limits.
<p>Response:</p> <p>Velocity Monitoring Velocity monitoring allows the State to limit the number of transactions and dollar limits per day, month, cycle, quarter, year or other (refresh date or date to clear and number of days).</p> <p>Cardholder Single-Purchase Limit This limit restricts the amount of a single purchase made by the cardholder. Generally, a single purchase can be comprised of a single item or of multiple items purchased at one time at a particular vendor location. For example, if a cardholder's single-transaction limit is set at \$500 and a cardholder attempts to purchase several items for a total of \$550, the transaction request is declined. Single purchase limits can also be assigned to specific MCCs.</p> <p>Cardholder Monthly Spending Limit The monthly limit is the maximum dollar amount authorized for a cardholder within a 30-day billing cycle. Spending limits may vary between cardholders depending upon their level and projected usage. Spending limits are replenished automatically the day following the State's chosen cycle date.</p> <p>Expiration Dates The State may set predetermined expiration dates on cards used for specific projects. Additionally, the State Program Administrators may cancel any commercial card account at any time using Access Online, or by calling the customer service department or Service Point.</p> <p>Declining Balance Capability U.S. Bank commercial cards can be set up so employees draw down from a pre-set amount using the card's declining balance feature. This allows the State to set per-project dollar limits tied to a particular project or budget.</p> <p>The declining balance feature allows U.S. Bank clients to impose a pre-determined credit limit on their corporate-billed accounts. The card becomes inactive at the expiration date or when the declining balance limit is depleted.</p>	

Adjusting Controls

The State Program Administrators can request changes to any of the above controls at any time using Access Online or by contacting customer service. The following changes can be made in real time: Limits/Cash Access, Demographic Information, Reporting Hierarchy, Account Setup/Cancel and Card Order and MCC (Merchant Category Code) Group Changes. Additional controls will typically take effect the next day.

Changes affecting a large number of cardholders can be processed more efficiently by requesting the changes through Service Point.

2.41

The bidder should detail how cardholder PIN information is distributed within programs allowing its use.

Response:

All cardholders are prompted to select their PIN when they activate their account via the Customer Service Center. Following activation, the cardholder will be prompted to self-select their PIN. They will enter it once, then enter again to confirm. Because cardholders are selecting their own PIN at activation, it is less likely they will forget their PIN in the future.

2.42

The bidder should detail how cardholder PIN may be changed by cardholder.

Response:

Changing a PIN is easy. Cardholders can call the Customer Service number on the back of their card, enter their account number, validate their identity, then follow the prompts to PIN Options. As a security measure, the cardholder must know their current PIN to change a PIN. If the cardholder does not know their current PIN, they can request a PIN Reminder be mailed to them.

It should be noted, while most chip-card transactions are still verified by cardholder signatures, in some circumstances a cardholder may need to enter a PIN at the point of sale (if prompted by the card reader). Our cards are signature preferring, so PIN prompts would be uncommon in the U.S. but may occur more frequently abroad.

2.43

Is the bidder willing to recruit new businesses for inclusion in the card programs? For example, when a card is not accepted by a business, the Contractor shall contact such business and attempt to include the business as an entity that will accept the Contractor's card.

Yes No

Response:

U.S. Bank agrees. We have the advantage of being both an issuer and acquirer and have the resources and expertise to proactively help your suppliers become enabled to accept commercial cards. Our merchant support function is provided in-house by our wholly owned subsidiary, Elavon, Inc., a leader in the payment processing industry. Elavon provides global merchant processing services to financial institutions and customers in the United States, Canada, Puerto Rico, Mexico and Europe. Elavon offers integrated payment processing services to more than one million merchants worldwide.

The innovative and comprehensive offerings from Elavon enable supplier merchants to take instant and full advantage of the U.S. Bank payments solution. We can work with you to develop and execute a strategy to

enable suppliers. We specialize in developing flexible and cost-effective electronic payment processing solutions to help suppliers grow with their businesses.

2.44

The bidder should detail options available to the card programs to make payments to entities that do not accept the branded card used by the Contractor. The bidder should include information on payable automation services available to card programs.

Response:

U.S. Bank has partnered with Elavon, our wholly-owned merchant acquiring business, to develop a closed-loop network as a tool to attract and retain key suppliers for our customers. This program offers key suppliers processing fees that are similar to or lower than large-ticket rates. Lower acceptance costs can neutralize price objections and make Virtual Payment more attractive to strategically targeted suppliers.

We will work with the State to identify the suppliers that meet the profile for the Preferred Supplier Program. Once you agree to target these key suppliers, we will launch a supplier enablement campaign to enroll the key suppliers in Virtual Pay. All of the transactions processed on the Preferred Supplier Program are completed through Straight-Through Processing, which automatically pushes the payment into the supplier's merchant account. This will eliminate the merchant's need for a supplier to ever handle the card, further reducing potential fraud or compliance concerns.

Our Supplier Prefer Pay portal allows you to enable your suppliers to electronically enroll in your electronic payment program. Supplier Prefer Pay is a branded website that allows suppliers to log in and select how they would like to receive their payments, increasing the speed of the enrollment process. Suppliers will receive a notification once their enrollment is complete, and you have the ability monitor the progress of the enrollment campaign using the Supplier Prefer Pay enrollment dashboard.

2.45

The bidder should detail programs available that can increase rebates to card programs.

Response:

As your current provider, we recommend the following solutions to drive rebate performance.

To support our commitment to your success and to maximize the benefits of your commercial card program, we provide a unique, consultative client engagement process called Program Optimization. Industry experts regularly describe our Program Optimization strategy and execution as one of the best service providers within the commercial card field. In fact, U.S. Bank employs a Program Optimization team dedicated to assist our Relationship Managers with the benchmarking and growth of their clients' programs. Our Program Optimization capabilities are available for the State's U.S. spend to provide consolidated North America optimization.

Unlike the "off-the-shelf" benchmarking tools offered by others, our unique process covers a best practice diagnostic, accounts payable analysis and access to industry benchmark data, a unique process that differentiates U.S. Bank from competitors by offering:

- Benchmarks of your performance against leading-industry measures for commercial card program operations
- Scorecard metrics with a focus on program management and merchant category spend in comparison to peer industries across the U.S. Bank portfolio

- Best-practice recommendations for process improvement and program expansion while addressing the optimal payment strategy to apply to each type of expenditure for a cost effective payment solution
- Targeted supplier opportunity reports used to capture and enable suppliers that are currently paid by more than one payment method while addressing suppliers that more consistently support your program optimization initiative
- Actionable business cases that demonstrate the financial value of program improvements by offering detailed recommendations for implementation that share both a strategy for optimization as well as the anticipated business value
- Visibility and tracking of implementation efforts through progress reporting used to track alignment to optimization goals while offering insight into potential changes needed to meet your planned program optimization outcomes
- On-going analysis of A/P operations to identify optimization opportunities for the State

Program Optimization has been a key part of our client engagement strategy for more than 10 years and drives significant growth for our clients. In 2017, U.S. Bank clients who executed on our recommendations, recognized program expansion three times greater than that of non-participating clients. There is no fee for the program and development of best practice recommendations, targeted opportunities, business cases and action plans require minimal commitment of your time or resources.

Program Review

U.S. Bank recognizes the importance of regular program reviews that are customized and tailored to your objectives. To ensure the success and continued growth of the State's program, we will meet initially with the State management to understand your current goals and business plan for the program and discuss your long-term goals for the next five years. We recommend four of these partnership reviews each year, typically quarterly.

At a minimum, each review will consist of:

- Current performance vs. established plan
- Data analysis and payables optimization
- Updates on new U.S. Bank products/services as well as updates on Access Online Enhancements

We will establish metrics to ensure your objectives are being met, compare your program to broader industry trends, and focus on where our card program can best align with the strategic initiatives of the State.

Virtual Pay

With Virtual Pay, the State has control and automation of client purchasing and payables systems while simplifying payment and increasing rebate opportunities. Virtual Pay extends the value of purchasing card programs by further automating your Accounts Payable payment processes, replacing traditional paper check payments with cardless U.S. Bank virtual accounts. The replacement of traditional paper checks with virtual accounts allow the virtual account spend to be included in the annual spend and increase rebate potential.

Purchasing Card Program Administration

2.46	Can the bidder's card programs allow the Program Administrator or his/her designee to specify at a minimum, (the following account information) 1. single transaction dollar limits; 2. monthly credit limit; 3. MCC parameters;
-------------	---

- | | |
|--|--|
| | 4. cost center/business unit information;
5. cardholder demographic information;
6. department name/agency name;
7. cash access information; and
8. any other field entered into the cardholder enrollment screen? |
|--|--|

Yes No

Response:

Program Administrators can set up and maintain new cardholder accounts using Access Online. The setup procedure requires Program Administrators to enter data about the cardholder, including:

Demographics

Required demographic information:

- First name, last name
- Social Security Number—if contingent or joint and several liability
- Address line 1, city, state, ZIP/postal code, country
- Work phone

Optional demographic information:

- Date of birth
- Optional 1 to 15 alpha/numeric character field (often times used for Employee ID #)
- Optional 2 to 15 alpha/numeric character field
- Address Line 2
- Home phone
- Alternate phone
- Fax
- Email address

Account Information

Required account information:

- Hierarchy
- Plastic selection

Optional account information:

- Hierarchy levels; division and department
- Organization name to be embossed on the second line of plastic, beneath cardholder name
- Temporary authorization start/end dates—allows for the account creator to assign the start/end of the functionality of the account (for temporary or infrequently used cards)
- Reporting levels, if different from standard account hierarchy

Default Accounting Code

Required information:

- Default accounting code

Authorization Limits

Required authorization limit information:

- Credit limit

Optional authorization limit information:

- Single purchase limit—for purchasing cards

- Merchant authorization controls—this is not required as the controls can be defaulted from the parent/managing account
- Velocity limits—assigning limits for daily, cycle, monthly, quarterly, yearly

Additionally, there are five custom fields available in Access Online that can be configured by the customer—field name, required/not required, alpha/alpha numeric, field length or drop down list.

2.47	The bidder should review the card limits designated by the card programs detailed in Attachment D. Does the bidder understand and accept the card programs require various levels of spending depending on the cardholder's job function and program type?
-------------	--

Yes No
Response:

Your Program Administrator controls employee access to program information and Access Online functionality. Each Access Online user ID is associated with authorization and authentication information that dictates which accounts a user can access and which tasks a user can perform within Access Online. When accounts profiles are set-up, the Program Administrator also selects the hierarchy and card limits for each profile. The system authorizes access exclusively to the data and functionality allowed by the profile associated with that user ID. This structure allows you to permit each employee access only to the information and functionality necessary to perform his or her job duties.

The credit limits in attachment D can be accommodated under the current State program structure. Travel card programs under a contingent liability structure could be subject to credit review, however, the State will have the flexibility to proceed with those cards under a corporate or joint and several liability type. The State will also have the ability to set and maintain the individual card limits in Access Online.

2.48	Does the bidder agree that the State or card programs will not be liable for any purchase or charge incurred after being notified of termination or cancellation of an account?
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Yes No
Response:

All of your cardholders are automatically covered by complete fraud protection at no cost. Neither you nor your cardholders will be held liable for fraudulent charges made to a promptly reported lost or stolen card.

Visa Liability Waiver Protection

All U.S. Bank liability options qualify for the Visa Liability Waiver Program, which protects against losses associated with terminated employees (maximum coverage is \$100,000 per employee). Coverage is effective 75 days prior to notification of termination and 14 days after notification. There is no cost for this coverage.

2.49	Does the bidder agree that the State or card programs will not be liable for any purchase or charge incurred after notification that a card was reported lost or stolen?
-------------	--

Yes No
Response:

All of your cardholders are automatically covered by complete fraud protection at no cost. Neither you nor your cardholders will be held liable for fraudulent charges made to a promptly reported lost or stolen card.

Visa Liability Waiver Protection

All U.S. Bank liability options qualify for the Visa Liability Waiver Program, which protects against losses associated with terminated employees (maximum coverage is \$100,000 per employee). Coverage is effective 75 days prior to notification of termination and 14 days after notification. There is no cost for this coverage.

2.50

The bidder should detail the ability of the Program Administrator or his/her designees to inactivate lost or stolen cards. If the Contractor allows card inactivation by the Program Administrator, the bidder should detail if this process will automatically trigger replacement card issuance or the steps necessary to get a card reissued.

Response:

Program Administrators can terminate card accounts in real-time within Access Online.

U.S. Bank provides multiple options for card issuance and replacement, including online self-service options, cardholder initiated account setup and bulk uploads for mass card orders. We mail new cards directly to the cardholder, including automatic reissuance prior to card expiration. We can also mail cards directly to Program Administrators as default upon request.

Upon request, U.S. Bank can provide expedited delivery for replacement cards. Rush requests can be ordered through your Account Coordinator, customer service, or Access Online during account setup.

Compromised Cards

When a compromise has occurred with a merchant that impacts our accounts, our fraud professionals determine which accounts are impacted and if a proactive reissue is necessary. If a proactive reissue is deemed necessary the fraud department will subsequently alert all internally impacted teams of the plan to perform a reissue.

New accounts will be issued and the compromised account will remain open until the cardholder receives and activates their new account or until the timeframe of 20 calendar days is reached, at which time the old card will automatically be closed. Cardholders will receive an insert with the new card outlining the reason for the reissue and notification that they should activate their new account.

2.51

The State requires a contract addendum to be signed by the State Treasurer, the Contractor and any governmental entity/political subdivision interested in using the Contract. The Contractor is required to have all contract addendums signed. A signed copy shall be provided to all parties prior to work being started. Will the bidder comply?

Yes No

Response:

U.S. Bank can comply. The contract process involves the State signing the Master Contract and the political subdivisions **sign a Political Subdivision Addendum**. Please see **Exhibit 1** for our current **Political Subdivision Addendum**.

2.52

The bidder should indicate their ability to issue cards that can be used for the payment of utilities.

Response:

U.S. Bank has the ability to issue cards that can be used for the payment of utilities. However, utilities require cards on file, a certain dollar limit or a fee to process the payment. We also have the following options to help with the payment process.

The U.S. Bank One Card streamlines the purchasing process and empowers your supply chain management strategies. By using the card to place orders, the costs associated with processing requisitions, purchase orders and check requests are reduced by \$74 per transaction. The program simplifies and enhances all aspects of the purchasing process, including policy compliance, vendor negotiations, transaction monitoring, security, reporting and payment.

Ghost Accounts

A ghost or virtual card account is generated without plastic. The account can be on file at the supplier as a payment method when taking phone orders or assigned to an employee designee of an organization to use for making purchases for a specific area, project, department, etc. Ghost accounts are effective in facilitating purchases when numerous buyers in an organization have procurement needs; however, their spend volume and/or frequency don't justify issuing them their own individual purchasing cards.

Ghost accounts can also be used in situations when individual purchasing cards do not add value, such as eProcurement ERP purchase module integrations (e.g. Ariba, Oracle, or SAP), where the online software houses the accounts, assists in directing purchases toward preferred suppliers and imposes limits, and accountability on the buyer.

Supplier Accounts

We can also set up accounts in which key suppliers are assigned a central account for employees to charge purchases exclusively at that supplier. Other suppliers registered by their acquirer in the same MCC could then be blocked from individual accounts to discourage spending at competing suppliers.

There is no additional cost for ghost or supplier accounts; these accounts provide all the same spending controls (e.g., MCC blocking, monthly spend limits, single purchase limits, velocity monitoring) available for traditional purchasing card accounts.

2.53

Contractor must present a yearly review and analysis of each card program thirty (30) days prior to the anniversary date of the contract and a final review upon program request (within 30 days of the expiration of the contract and any renewal options available.) Contractor's card program Manager/Representative shall meet to complete a detailed review of each card program, its contractual responsibilities, contractor's performance and management of the relationship. Benchmark measurements for performance and performance comparison analyses based upon such benchmarks shall be established and reviewed over the Term as part of the annual review meeting. The Contractor shall submit to the card programs, contractor's report of strategies and planning goals for the ensuing calendar year. Contractor's representative shall at this time meet with the designated representatives of each card program to discuss all programs, contractor and contractor management effectiveness, future objectives, future growth opportunities, and industry updates. Does the bidder agree to such presentation?

Yes No

Response:

Throughout the life of the program, your Relationship Manager, Paul Erickson, will conduct formal account reviews quarterly at a minimum. For your current program, Paul has monthly status calls with the State.

During the account review, Paul will discuss the State's program performance, provide benchmarking information for evaluation of the State's program statistics, and provide consultation regarding any actions that may be taken to improve the program. U.S. Bank has developed a complete set of (dashboard) account review tools for Relationship Managers to use in providing clients with the most effective and useful information upon which to base future action. Many of our clients present account review data to executive management to provide support for sustained key stakeholder backing.

The criteria tracked for account reviews is typically established before the program is rolled out, during the implementation planning phase. However, there are some basic year-to-date elements that are typically included, such as:

- Total organizational program spend
- Total number of organizational transactions
- Total spend and number of transactions by card type
- Total diversion (ghost) account spend
- Total number of diversion (ghost) account transactions
- Total spend and number of transactions by MCC
- Total spend and number of transactions by vendor
- Total amount and number of cash advances, if applicable
- Cash advance fees incurred, if applicable
- Total number of enrolled cards
- Total number of active cards
- Card activity ratio
- Total number of new cards since last account review
- Average spend per card
- Average file turn
- Total dollar amount of organizational card losses (write-offs)
- Total dollar amount of card losses (write-offs) by card type
- Current and past rebate dollars earned
- Late fees incurred, if applicable

As part of the account review process, Paul will rely on U.S. Bank and other complementary industry statistics to compare your organization to best-in-class programs. Utilizing the results of these benchmarking activities, your Relationship Manager will offer consultative advice and recommendations regarding:

- Card program improvement opportunities
- Card program enhancement opportunities
- Adoption of best practices
- Other U.S. Bank solutions that could help your organization improve efficiency, increase cost savings and achieve your goals and objectives

Together, the U.S. Bank servicing team and the State will act upon the information and advice provided during account reviews to create a vision of the State financial supply chain's future. To help your organization realize that vision, Paul will oversee the development, implementation and management of a strategic action plan, including goals, timelines and accountabilities. The State will be kept abreast of its progress via regular status meetings and future account reviews.

Additionally, Paul and the State can utilize the Procure-to-Pay Best Practices tools and Commercial Card Program ROI tools to assess your program, determine opportunities and establish a business plan to help you reach both your short and long term goals.

Resources Behind the Assessment Tools

U.S. Bank continually conducts research and works with outside consulting resources to ensure that our Relationship Managers have the best tools available and the most current industry benchmarks to help the State achieve success. These resources include comprehensive studies of procurement and payment best practices, performance tools designed to measure the State's performance to its peers, and financial ROI tools. These resources have been developed by world-class consulting organizations and some of the top procure-to-pay optimization experts of our time. On average, organizations that have implemented the documented best practices have saved anywhere from \$1.75 million to more than \$8 million in indirect transaction processing costs—not including the additional potential cost savings relative to vendor discounts or front-end processing efficiencies.

Performance Tools

The Procure-to-Pay Performance tools were designed to assist organizations in understanding how to improve their current procure-to-pay performance and technology and the resulting benefits from making those improvements. This provides an excellent opportunity for you to compare and contrast your organization's performance relative to benchmarked best practices. The Performance tools require the input of information specific to your organization's processes, total spend and supplier information through a series of questions.

Once the information has been properly entered, the tool will:

- Produce a customized diagnostic report rating your organization's performance against the best practices
- Recommend specific best practices
- Calculate projected savings associated with implementation of best practices

Financial ROI Tool

The Financial Return on Investment (ROI) tool is designed to provide an estimate of the financial benefits an organization may realize by either implementing a commercial card program or expanding their existing commercial card program.

The Financial ROI tool nets the multiple benefits of your commercial card against the implementation and on-going costs of a card program. Based upon how quickly you decide to set up or expand your card program, the tool will provide you with an excellent summary of the financial benefits. It also enables you to track the actual performance against goals set in the tool. Other features of the Financial ROI tool include:

- Providing a detailed Cost/Benefit quantitative evaluation tool
- Allowing your organization to set three-year volume goals
- Allowing tracking of actual results against goals
- Offering financial cost comparisons of streamlining the invoicing and payment processes with increased purchasing card usage

By implementing Procure-to-Pay best practice tools, we can help to provide the State with additional value-added services (e.g., consulting, performance measurement, program improvement and evaluations).

Benchmarks achieved with best practices implementations include:

- 71% automated payments
- 98% compliance with audit criteria
- 29% discount on negotiated airline rates
- 90% of all travel booked via in-house web tool

Customer Service for Cardholders

2.54	Can the bidder provide toll-free customer service lines and established summary of policies and procedures to handle cards issued?
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Yes No

If yes, please provide the policies and procedures.

Our in-house, 24/7 Customer Service Center is available toll-free and is fully dedicated to U.S. Bank Corporate Payment Systems commercial card programs.

Customer Service Representatives provide general account information to cardholders after personal information is verified and maintain cardholder accounts. Please see question 2.56 for more information on how customer service can assist cardholders.

Cardholder Issue Resolution

If a cardholder experiences difficulties with their card, they should not hesitate to contact U.S. Bank Customer Service using the toll-free number on the back of the card. Cardholders will receive immediate assistance on matters such as billing, lost or stolen card procedures, declined transactions, disputes and a variety of other issues.

Should the cardholder feel the Customer Service Representative is not resolving the issue to their satisfaction, we encourage the cardholder to request to speak with a supervisor. The call will then be escalated until the matter is successfully resolved.

Provided below is a summary of the service performance targets and procedures used by our Customer Service Representatives. The data is tracked daily and performance is reported to management monthly. U.S. Bank typically does not share performance metrics with clients as this data is considered proprietary.

Service	Service Performance Target
Basic Assistance	<ul style="list-style-type: none">Available 24/7 to respond to account inquiries and problems, and for notification of billing.
Telephone Service (monthly average)	<ul style="list-style-type: none">Answer at least 75% of all incoming calls within 30 secondsAllow no more than 4% of incoming calls to be abandoned from queue
Card Applications	<ul style="list-style-type: none">Applications will be processed generally real time in Access Online, or within two days if credit approval is required
Card Production (including emergency replacement of lost or stolen cards)	<ul style="list-style-type: none">New account cards mailed within three business days.Replacement and additional cards mailed within three business daysCards requested on an emergency basis mailed the same day as requested if request is received by 2 p.m. CT on business days
Daily Data Download	<ul style="list-style-type: none">Client receives a data file of all card transactions for employees. The file will be available for download on the requested date no later than 5 p.m. CT
Statement Delivery	<ul style="list-style-type: none">Statements must be mailed within the following timelines:Central bill—three business days after cycleCardholder statements—100% of statements mailed no later than three business days after cycleStatements made available in Access Online one business day after cycle

If no, please explain why bidder is unable to provide policies and procedures.

2.55	The customer service lines must be available 24 hours a day, 365 days a year, at no cost. Can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>Our in-house, U.S. based, Customer Service Center is available 24/7 toll-free and is fully dedicated to U.S. Bank Corporate Payment Systems commercial card programs.</p>	
2.56	Bidder should detail the types of inquires handled by their customer service line.
<p>Response:</p> <p>Customer Service Representatives can assist with:</p> <ul style="list-style-type: none"> ▪ General Information ▪ Account closures ▪ Account balance and status ▪ Card replacement ▪ Spending limit availability ▪ Lost or stolen card reports ▪ Payment due dates and mailing addresses ▪ Non-receipt reports ▪ Dispute status ▪ Manual authorization ▪ Duplicate statement requests ▪ Resolving disputes ▪ Statement transactions ▪ Resetting passwords for Access Online ▪ Maintenance Tasks ▪ General Navigation for Access Online ▪ Card activation ▪ Making a payment ▪ Name and address changes 	
2.57	The bidder should provide sample customer service scripts of the cardholder processes most routinely managed through the call center, including at a minimum lost/stolen card issues, new card activation, fraud, declines, etc.
<p>Response:</p> <p>We have established procedures that Customer Service Call Center follow when handling common inquires such as lost/stolen card issues, new card activation, fraud, declines.</p> <p>U.S. Bank has designed a service model that effectively supports the State and was designed to meet the needs of our public sector portfolio specifically. All support personnel are U.S. Bank employees, working from U.S.-based offices.</p> <p>Clients are assigned to U.S. Bank resources with experience in their own markets and assigned a dedicated Relationship Manager. These assignments are assessed by size and scope to determine which Account Coordinator service model will serve them best, such as dedicated vs. shared. The State, for example, has a dedicated Relationship Manager and a dedicated Account Coordinator.</p>	

For clients taking advantage of our shared-service model, U.S. Bank's Account Coordinators are organized into pods based upon market and region. Our unique pod structure ensures specific knowledge and customer service.

Overall, our service team is highly experienced and knowledgeable.

2.58

Call Center Customer Service Representatives shall be competent, qualified, trained, and able to communicate effectively. The bidder should detail its Customer Service abilities addressing each item identified above in 2.57.

Response:

Account Coordinators dedicated to U.S. Bank commercial card products must complete a three week training program. Throughout the three weeks of training representatives learn inquiry and maintenance procedures, such as lost and stolen card, new card activation procedures, as well as how to navigate on our key systems, our transaction processing and authorization system. The training program consists of instructor led training, eLearning lessons, peer to peer observation of call handling, all with opportunities for trainee to practice new skills in a safe environment. Employees are assessed in a variety ways throughout the training, from quizzes, to demonstrations, to client call handling role plays. A grade book is compiled at the end of the class and provided to the new hires supervisor. This grade book provides quantitative and qualitative assessment results and feedback on the new hire, which aids the supervisor on continuation training efforts.

Their supervisors provide daily feedback and coaching as well as comprehensive monthly development plans to discuss employee performance. A Service Quality Analyst is also assigned to the representative following on-the-job training. This analyst meets with the representative each month to listen to actual calls and to coach the representative in accordance with U.S. Bank categories established by the company-wide program for superior customer service, the U.S. Bank Service Advantage. Finally, a state-of-the-art call monitoring system is used to record representatives' calls as well as system screens that have been accessed. This system facilitates goal-setting and accountability for call delivery and accuracy.

2.59

The bidder should provide the ability for a Program Administrator to access card holder information within call center customer service.

Response:

The Program Administer, who is listed in the system, can access some cardholder information through customer service. Some personal data will not be released due to classification of the data.

2.60

The bidder should describe the telephone communication system it uses or proposes using to operate the toll-free telephone system, whether call center services will be performed by contractor staff or sub-contractor staff and the call center functions to be performed at each location. Additionally, it should detail the number of lines available for clients, the planned staffing levels at various times of the day/week/month, the language and system skill levels of attendants, and the call management software used to monitor performance. The bidder should detail how it manages for weather or any other related issues that could impair its ability to maintain adequate staffing levels in the subcontractor or contractor operated call centers.

Response:

Our in-house, 24/7 Customer Service Center is available toll-free and is fully dedicated to U.S. Bank Corporate Payment Systems commercial card programs. Our two U.S.-based call centers are located in Fargo, North

Dakota, and Coeur d'Alene, Idaho. Cardholders can use the IVR or speak to a Customer Service Representative about pertinent account information.

Customer Service Representatives in both locations can assist with:

- General Information
- Account closures
- Account balance and status
- Card replacement
- Spending limit availability
- Lost or stolen card reports
- Payment due dates and mailing addresses
- Non-receipt reports
- Dispute status
- Manual authorization
- Duplicate statement requests
- Resolving disputes
- Statement transactions
- Resetting passwords for Access Online
- Maintenance Tasks
- General Navigation for Access Online
- Card activation
- Making a payment
- Name and address changes

Provided below is a summary of the service performance commitments used by our Customer Service Representatives, MIS department and Account Coordinators. We meet these service benchmarks more than 99% of the time.

Service	Service Performance Target
Basic Assistance	<ul style="list-style-type: none"> ▪ Available 24/7 to respond to account inquiries and problems, and for notification of billing.
Telephone Service (monthly average)	<ul style="list-style-type: none"> ▪ Answer at least 75% of all incoming calls within 30 seconds ▪ Allow no more than 4% of incoming calls to be abandoned from queue
Card Applications	<ul style="list-style-type: none"> ▪ Applications will be processed generally real time in Access Online, or within two days if credit approval is required
Card Production (including emergency replacement of lost or stolen cards)	<ul style="list-style-type: none"> ▪ New account cards mailed within three business days. ▪ Replacement and additional cards mailed within three business days ▪ Cards requested on an emergency basis mailed the same day as requested if request is received by 2 p.m. CT on business days
Daily Data Download	<ul style="list-style-type: none"> ▪ Client receives a data file of all card transactions for employees. The file will be available for download on the requested date no later than 5 p.m. CT
Statement Delivery	<ul style="list-style-type: none"> ▪ Statements must be mailed within the following timelines: ▪ Central bill—three business days after cycle ▪ Cardholder statements—100% of statements mailed no later than three business days after cycle ▪ Statements made available in Access Online one business day after cycle

Provided below is a summary of the Service Level Targets used by our Account Coordinators. The timeline for Account Coordinators begins when the request received is accurate and complete. Requests received after 3 p.m. CT are submitted for processing on the following day. Other service level targets include:

- **Telephone Answer**—First contact, when possible
- **Inquiry Status Update**—Within 1 business day
- **Call Return**—Within 1 business day; same day if received by 3 p.m. CT
- **E-mail acknowledgment**—1 business days

Our business continuity plans are developed and maintained to address recovery strategies for such events as: pandemic/high employee absenteeism, technology outages, natural hazard impacts, weather etc. Below are examples of what might occur during an interruption of normal business operations.

In the event a business site becomes inaccessible, we presently employ the following recovery strategies for mission critical functions:

- **Transfer work**—Work is transferred to another location that does the same business function or has been cross trained.
- **Relocate people within business**—Team members are relocated to another site.
- **Relocate to regional recovery center**—A location, other than normal facility, will be used to process data and/or conduct critical or necessary business functions.
- **Vendor work area recovery**—An external site will be used for the recovery of mission critical personnel and processes utilizing a third party owned location.
- **Work from home**—Team members will work from home on a bank-owned device.

Billing Statements and Cardholder Statement

2.61

The card programs may require the contractor to send a monthly statement of charges to each cardholder and to the Program Administrator within 5 business days after each statement cycle closes. Each Program Administrator shall designate acceptable statement formats for their cardholders, this may include either a paper or electronic statement.

Response:

U.S. Bank provides multiple statement delivery options to integrate with the State's data management needs.

- **Online Statements**—All statements can be viewed online through Access Online.
 - Statements may be viewed online the morning following your billing cycle date, and are archived online for viewing or printing for 24 statement cycles.
 - Summarizes the month's activity and details transactional information by cardholder, by division and department, depending on the cardholder setup.
 - Also provides transactions, posting dates, vendor name, city and state, and debit/credit amounts.
 - Cardholders may opt-in to receive an email notification when their statements are ready to be reviewed
- **Electronic Statement Billing File (SBF)**—The SBF is an ASCII flat file with transactional details for each cardholder within a given cycle. Transactional detail includes the supplier information associated with each transaction.
 - Available through electronic file transfer or within two days after your billing cycle date.
 - Provides a single source of information for all purchase activity and can be archived to provide historical data.
 - Can be used as an interface with your internal accounting or general ledger system.
- **Paper Statement**—A paper statement is available for each company or cardholder setup established.

- Created the day after the billing cycle date and mailed to the company address.
- Summarizes the month's activity and details transactional information by cardholder, division and department, depending on the cardholder setup.
- Also provides transactions, posting dates, vendor name, city and state, and debit/credit amounts.
- Paper statements may be suppressed at the State's request.

2.62	Card programs may designate that all or certain cardholders either receive no statement or only have access to online statements. The bidder should detail their ability to block either entire programs or specific cardholders from receiving statements. The bidder should detail how this is set up during initial card enrollment and how it will be monitored or managed with ongoing card issuances.
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Response:

Currently, the State receives paper statements for managing accounts and cardholders can make their own selection. The University of Nebraska receives paper statements for managing accounts and electronic for cardholders.

For additional political subdivisions joining the program, we will work with you to define your company's requirements for billing statements. These requirements will then be incorporated into the processing hierarchy to meet your needs. We recommend electronic statements for efficiency and ecological impact. Cardholders can be notified when their statements are ready to be viewed.

2.63	The bidder should detail solutions available for cardholders to be able to access monthly activity via an online contractor operated web-based reporting solution. The bidder should detail its ability to provide card programs reports in both a PDF and CSV format. Bidder should provide samples of on-line statements. The bidder should detail its enrollment process.
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Response:

Online statements are available for up to 24 cycles within Access Online. Statements are available in PDF format to both view and save, thus eliminating the need to maintain paper copies.

- **Online Statements**
 - Statements may be viewed online the morning following your billing cycle date, and are archived online for viewing or printing for 24 statement cycles.
 - Summarizes the month's activity and details transactional information by cardholder, by division and department, depending on the cardholder setup.
 - Also provides transactions, posting dates, vendor name, city and state, and debit/credit amounts.
 - Cardholders may opt-in to receive an email notification when their statements are ready to be reviewed

In addition, with the Access Online reporting tool, you can run predefined standard reports or create organization-driven ad hoc reports with up to six years of transaction data available online. For current clients, previously archived data was not retroactively added to the system. Rather, program data will accumulate until six years of data is reached.

Access Online means immediate access to your transaction data, allowing you to run reports whenever needed. The highly intuitive user interface makes it easy for you to access your vital program data. Users simply select from a list of reports, define specific selection and sort options and choose an output type.

All reports are parameter-driven and offer a high degree of flexibility and variety of output formats, all fully exportable and viewable online in the following formats:

- **Browser**—Open in the user’s existing internet browser, requiring no additional software. Some reports take advantage of drill-down links for additional detail.
- **PDF**—Readily formatted for printing, downloading or email exchange.
- **Excel**—Use a spreadsheet structure for ease of additional analysis, sorting and filtering, and useful for export to third-party applications.
- **Active**—Use dynamic HTML to display using the existing browser but also offer interactive features, including on-demand sorting, filtering, charts, graphs and export to XML and CSV.

Please see **Exhibit 4**, for **Online Statements**.

2.64

The bidder should indicate its ability to allow program hierarchy for on-line statement viewing. Allowed access is determined by the Program Administrator.

Response:

We will work with you to define your company’s requirements for online statements. These requirements will then be incorporated into the processing hierarchy to meet your needs.

Online statements are available for up to 24 cycles within Access Online. Statements are available in PDF format to both view and save, thus eliminating the need to maintain paper copies.

▪ **Online Statements**

- Statements may be viewed online the morning following your billing cycle date, and are archived online for viewing or printing for 24 statement cycles.
- Summarizes the month’s activity and details transactional information by cardholder, by division and department, depending on the cardholder setup.
- Also provides transactions, posting dates, vendor name, city and state, and debit/credit amounts.
- Cardholders may opt-in to receive an email notification when their statements are ready to be reviewed

Users can run reports on program data to which they have access rights. Your Program Administrator controls employee access to program information and Access Online functionality. Each Access Online user ID is associated with authorization and authentication information that dictates which accounts a user can access and which tasks a user can perform within Access Online.

Reports can be grouped by either reporting hierarchy or processing hierarchy.

The reporting hierarchy is a seven-level hierarchy customized for your reporting purposes only. We work with you to establish the reporting hierarchy. The reporting hierarchy allows you to break down data solely for reporting purposes.

The processing hierarchy controls how transactions are processed for billing and accounting purposes, and includes bank, agent, company, division and department. Not all organizations use all levels of the processing hierarchy. For example, an organization may use only the bank, agent and company levels. The processing hierarchy contains the following data:

- Bank number, four-digit number assigned by U.S. Bank.
- Agent number, four-digit number assigned by U.S. Bank. The agent number is the top level of a relationship where the basic templates for cards and statements are determined.
- Company number, five-digit number assigned by U.S. Bank. The company number houses the State-type specifics where the account information is set, such as billing type and cycle date.
- Division number, five-digit number assigned by you to assist with breaking down the billing invoice.

	<ul style="list-style-type: none"> ▪ Department number, four-digit number assigned by you to assist with further breaking down the billing invoice.
<p>2.65</p>	<p>The bidder should detail the billing statement cycles.</p>
<p>Response:</p> <p>U.S. Bank offers 19 cycle dates, from the 6th through the 25th day of each month (exclusive of the 19th of each month). The State's current cycle is on the 25th. If the billing cycle date chosen falls on a Saturday, Sunday or holiday, the data is cycled at the end of the next business day.</p>	
<p>2.66</p>	<p>Can the bidder list sales tax separately for each transaction, if tax information was passed thru during the authorization process? This information is useful in situations where the cardholder was erroneously charged sales tax and the program requires a refund.</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>If the bidder cannot itemize sales tax, the bidder is required to propose an alternative solution.</p> <p>If the merchant provides that level of detail with the transaction, then this information will be available in Access Online Transaction Management and in reporting.</p> <p>We offer Tax Management tools to help the State filter transaction data, and to leverage order data and applicable user information to assist in use tax accrual.</p> <p>We provide reporting and models to assist you with the proper assessment and exemption from sales tax. Merchants that capture sales tax (Level II data) at the point of sale will pass this information on to us and we pass it to you through reporting and transaction data files. Because not all merchants capture Level II data at the point of sale, it is important for the State to develop a tax accrual program. Once established, a tax accrual program will help eliminate the need to make a tax decision on each purchase transaction.</p> <p>Although no card program can exact compliance with non-exempt tax status for non-profit or government clients, most merchants will work with companies that are tax-exempt to ensure no tax is assessed for eligible purchases.</p> <p>We have developed reporting solutions within the Access Online tool to support your tax estimation requirements. These reports are designed to "filter" transactions prior to estimating and accruing tax, and can be used in tandem with the Best Practice Tax Model (presented below) as a tax accrual method.</p> <p>The following reports offer simple filtering to assist the State with a basic approach to accruing use tax.</p> <ul style="list-style-type: none"> ▪ Tax Accrual Model Report—Provides transaction detail of expenditures and reported tax information. It is designed to support the use of the Best Practice Tax Model, and facilitates the filtering of in-state versus out-of-state transactions based on Level I and Level II transaction data. <ul style="list-style-type: none"> • "Merchant State" is used to approximate the "Ship from State" or "Origination" of the goods. • "Cardholder State" is used to approximate the "Ship to State" or "Destination" of the goods. ▪ Sales and Use Tax by State Report—Provides a summary of transaction amounts and sales tax reported on a state-by-state basis. ▪ Best Practice Tax Report—A standard report currently available through our MIS department to provide a summary of expenditures and reported tax information based on the use of the Best Practice Tax Model. 	

The following reports leverage available enhanced data to refine your accrual analysis.

- **Tax Accrual Model with Tax Management Detail Report**—Provides transaction detail of expenditures and reported tax information, leveraging available enhanced data through the Access Online Tax Management functionality. It is designed to support use of the Best Practice Tax Model.
 - Refines filtering based on whether tax was paid or “implied.”
 - Leverages Level I, Level II and Level III transaction information, as well as order information (if available), to determine the “Ship from State” or “Ship to State.”
- **Sales and Use Tax by State with Tax Management Detail Report**—Provides a summary of transaction amounts and sales tax reported on a state-by-state basis, leveraging enhanced data available through the Tax Management functionality.

Best Practice Tax Model

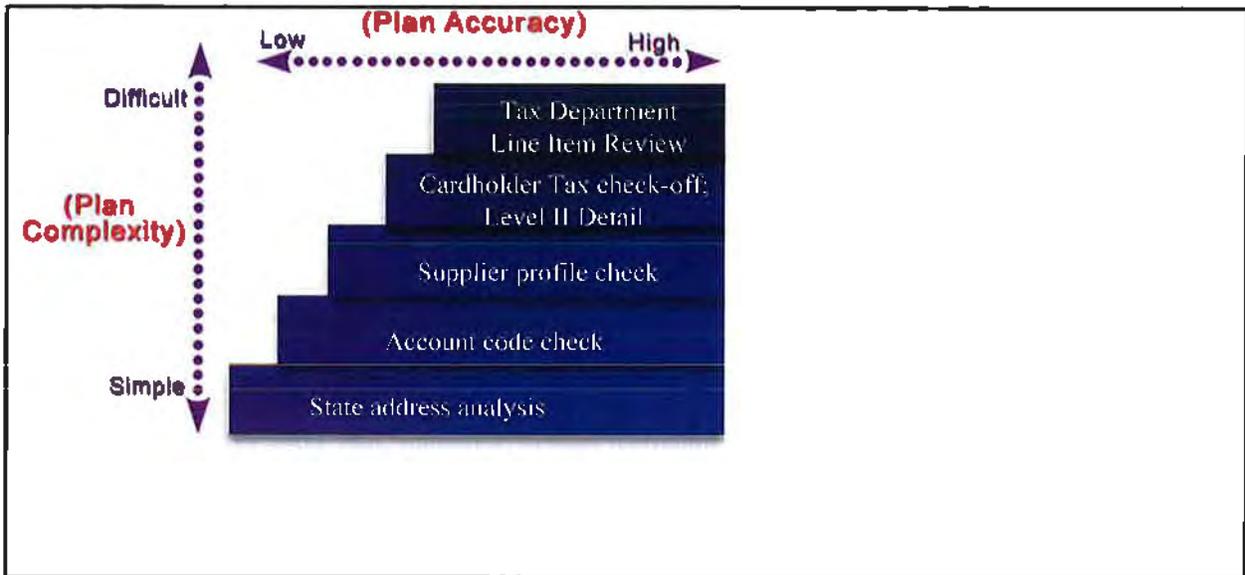
As sales and use taxes become increasingly important sources of revenue, state audits of sales and use tax collection, accrual and payment procedures have become more rigorous. Research has demonstrated that commercial card programs can help organizations save significant time and resources by automating processes. However, the streamlining facilitated by commercial cards can present special challenges for managing sales and use tax issues. The most significant challenge involves identifying which transactions are subject to use tax. Clients with a card program must be able to account for sales and use tax without the “paper trail” (requisition requests, purchase orders, shipping/receiving documents and invoices) provided by the traditional purchasing process.

To assist you with sales and use tax identification, we provide the Best Practice Tax Model and reporting through the Access Online program tool. The Tax Model serves as a foundation for developing your approach to addressing sales and use tax issues associated with a purchasing card program. The Tax Model addresses compliance, audit and taxability management, as well as presenting a five-level best practice for transaction review and exclusion from use tax calculations.

In a traditional purchasing process, each transaction is reviewed as the Accounts Payable department receives the paperwork documenting the transaction. In the Tax Model, tax decisions are based on the cardholder, supplier and transaction data that become part of the model. Since the process is automated, transaction data need only be collected once, rather than reviewed with each transaction. The data is consistently applied to each transaction passed through the Tax Model. The five levels work as filters to eliminate transactions from individual review based on information already known.

The steps in the Tax Model include:

- **State Address Analysis**—Eliminates transactions from the use tax calculation if the cardholder and supplier are located in the same state.
- **Account Code Check**—Checks whether the account code represents a non-taxable purchase.
- **Supplier Profile Check**—Verifies which out-of-state suppliers charge sales tax, and identify suppliers that provide exempt goods and services.
- **Cardholder Tax Check-off**—Identifies cardholder transactions where sales tax was charged.
- **Tax Department Line Item Review**—Requires the tax department to review all transactions.



2.67	The bidder should detail availability of view only access of transaction data to individuals that are not cardholders (upon the approval of the Program Administrator).
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Response:

You determine functional and data access rights for each user and can set-up view only access. Program Administrators can modify access rights in real-time within Access Online.

2.68	The bidder should detail the purpose of control accounts and how they vary from individual cardholder accounts. The bidder should detail how control statements differ between control accounts and individual cardholder accounts. The bidder should include a sample cardholder and control account statement in their RFP response. The bidder should detail if online control statements are available if requested by a card program.
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Response:

Access Online offers a feature-rich platform that is easily configured to meet the unique needs of U.S. Bank clients. The State will choose the features and functionalities that best support and enhance your business processes. Access Online offers effective and efficient management controls, allowing multiple users within your organization to efficiently manage accounts, effectively manage transactions and establish workflow. When using Access Online, functionality can differ between user groups, such as:

Program Administrators	Managers	Cardholders
<ul style="list-style-type: none"> • Establish and maintain cardholder accounts • Manage system access and user entitlements • Establish policies, procedures and workflow • Maintain cost allocation coding, lists and rules • Generate reporting • Schedule financial extracts • Integrate data into financial systems 	<ul style="list-style-type: none"> • Review and approve cardholder maintenance requests • Visibility into cardholder activity • Review and approve cardholder transactions • Generate reporting 	<ul style="list-style-type: none"> • View online statements • Review and dispute transactions • Add comments and user line-items • Reallocate transactions • Pay individual bills online • Manage account details and update demographic information • Establish language preference • Update Account Address

Managing account statements are delivered to a designated program administrator and are accessible through Access Online.

Please see **Exhibit 5**, for a sample of a **Master and Individual Account Statement**.

2.69	The bidder should detail its process to manage returned cardholder statements. The bidder should detail how future statement mailing will be handled after the statements have been returned. The bidder should detail its process to monitor changes in statement status and notify the Program Administrator or his/her designee that cardholder statements for their program are being returned and/or that printing and mailing is being discontinued.
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Response:

Statements will be mailed to the billing address that is set up with the account. Returned mail will be delivered to our Customer Service Center in Fargo, North Dakota. If the statement is returned because of an incorrect address, Customer Service Representatives will manually update the account to suppress future paper statements until further notice.

Because of the volume of returned mail we receive, there is no Program Administrator notification in regards to the returned mail. It should be noted that electronic statements are always available in Access Online and mailing address information can be updated by the cardholder or Program Administrator in real-time via Access Online or by calling Customer Service.

Reporting

2.70	The bidder should detail their program administration online reporting tool.
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Response:

Comprehensive reporting is vital to the State for effectively managing your payment programs. Currently the State has the following reports set-up: Concur, Fraud Case, Account List and a Daily Transaction File. With the U.S. Bank Access Online reporting tool, you can run predefined standard reports or create organization-driven ad hoc reports with up to six years of transaction data available online. For current clients, previously archived data was not retroactively added to the system. Rather, program data will accumulate until six years of data is reached.

Access Online means immediate access to your transaction data, allowing you to run reports whenever needed. The highly intuitive user interface makes it easy for you to access your vital program data. Users simply select from a list of reports, define specific selection and sort options and choose an output type.

Report Categories

Report categories available include:

- **Program Management Reports**—Supports general program management activities and allows you to monitor compliance with organization policy. Program performance indicators highlight important trends that you can use to proactively manage your accounts. Program Administrators gain access to information on every type of account activity.
- **Financial Management Reports**—Allows you to access transaction management activity information; can be used to determine if cardholders are properly managing their accounts and ensure that expenses are assigned to the proper cost centers.
- **Supplier Management Reports**—Allows you to manage supplier relationships, support supplier negotiations and manage spending by category. Used to analyze the overall effectiveness of your supplier strategies and identify overall performance issues and opportunities. The State is armed with actual program performance information that can be leveraged to drive supplier behavior and positively impact supplier negotiations.
- **Tax and Compliance Management Reports**—Assist you with monitoring expenditures, tracking variances and managing account allocations; can be used to ensure your programs are operating in accordance with U.S. Federal Government standards and requirements.
- **Administration Reports**—Allows Program Administrators to support system functionality, including accounting code and user management.

Custom Reporting

In addition to standard reports, Access Online offers the following ad hoc reporting and scheduling options:

- **Flex Data Reporting**—Puts the control in the user's hands, so they can define what they want to see in a report. By setting the report context—date ranges, processing or reporting hierarchies and more—users are able to choose the amount of data they want. By defining report content (fields to include or calculate) users ensure only the information they need is in the report. Users can define a logical grouping of data, and at what level it should be subtotaled.
- **Report Scheduler**—Available with our Standard Reports; allows Program Administrators to schedule reports to run once or on a recurring basis. Additional features include:
 - Reports can be delivered to multiple recipients
 - Recipients can be notified via email when the report is available
 - Access to functionality is controlled by Report Scheduler entitlement

Report Formats

All reports are parameter-driven and offer a high degree of flexibility and variety of output formats, all fully exportable and viewable online in the following formats:

- **Browser**—Open in the user's existing internet browser, requiring no additional software. Some reports take advantage of drill-down links for additional detail.
- **PDF**—Readily formatted for printing, downloading or email exchange.

- **Excel**—Use a spreadsheet structure for ease of additional analysis, sorting and filtering, and useful for export to third-party applications.
- **Active**—Use dynamic HTML to display using the existing browser but also offer interactive features, including on-demand sorting, filtering, charts, graphs and export to XML and CSV.

Reports can be delivered via the following methods:

- **Internet**—Access Online is a web-based system that allows users 24/7 access to reports.
- **Data File**—We will provide a data file at a frequency level directed by you.
- **Access Online Data Exchange**—Scheduled reports are only delivered through Access Online Data Exchange, and can be retrieved from the Access Online Secure Mailbox. You will receive email notification when reports are available for viewing. Access Online provides 128-bit Secure Sockets Layer (SSL) data encryption. We do not distribute actual reports via email for security reasons.

Benefits

In short, the Access Online Management Reporting:

- Meets your unique reporting needs with customized reporting tools
- Measures and monitors program performance
- Identifies unique spending patterns and preferred supplier opportunities
- Eliminates hard-copy report distribution
- Makes monitoring purchasing and travel program compliance easy
- Provides online access to six years of transaction data

2.71	The bidder should detail how its online tool will be set up to meet program needs or requirements, how user names and passwords to access the system will be distributed, and how users and Program Administrators will be trained.
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Response:

A U.S. Bank Solutions Engineer will serve as a liaison between the State and the U.S. Bank MIS team during implementation. Your Solutions Engineer will work with you, your Relationship Manager and our MIS staff to determine the State's system requirements. Responsibilities include:

- Supporting implementation of Access Online advanced features
- Providing ongoing pre- and post-sales support for Access Online, Electronic Data Interchange (EDI) and mapper development
- Consulting with you regarding eCommerce, cProcurement, eCatalog and related initiatives
- Supporting the integration of Electronic Expense Reporting (EER)

We assign a temporary password to each new U.S. Bank Access Online user ID. After the first successful login, Access Online prompts the user to create a new alphanumeric password that meets the following criteria:

- Min of 12 characters
- Have one uppercase letter
- Have one lowercase letter
- Have one number
- Have one special character
- Not contain 4 consecutive char user first name
- Not contain 4 consecutive char user last name
- Not contain 4 consecutive char user id
- Must not contain more than 8 consecutive numbers
- Allowable special characters: ! # \$ % ^ ' () * + , - . / : ; < = > ? @ _ ` { | } ~

Passwords expire, at a minimum, every 60 days. However, <<Customer>> can establish more rigid password expiration time limits; any custom expiration period must fall between one and 60 days. Access Online will prompt the user to create a new password the first time the user attempts to login after password expiration. Users can change their passwords at any time within Access Online. Users who forget their passwords can reset their passwords from the login screen by correctly responding to a user-defined authentication question. However, three unsuccessful login attempts will lock the account and the user will need to contact the U.S. Bank Customer Service Center or our Technical Help Desk. Representatives can provide password assistance after verifying the caller's identity by requesting previously provided personal information.

From electronic self-study programs to instructor-led classes, we empower our clients to get the most out of their payment programs. The following personnel and training tools and services are offered to our clients at no cost:

Support Personnel

You will be assigned the following personnel to assist with implementation and ongoing technical support:

- Relationship Manager
- Implementation Project Manager
- Technical Resources
- Account Coordinator Team
- Relevant Subject Matter Experts

Support Tools

During implementation, the State will be provided with tools such as a sample policy and procedures document, implementation guidebook, cardholder communications and necessary forms at no cost. You will also receive training tools directly from your assigned Relationship Manager.

To train the State on Access Online, our web-based program management and reporting tool, we offer self-directed training via a web-based training tool for cardholders, and web conferencing for targeted, instructor-led training for Program Administrators. Training is provided at no charge.

Our Relationship Managers host regionally-based user group meetings and networking activities at no cost. Webinars are also offered throughout the year on a variety of topics.

Access Online offers a feature-rich platform that is easily tailored to meet the unique needs of our clients. We will assist the State with choosing the features and functionality that best support and enhance your business processes. Access Online offers effective and efficient management controls as well as complete integration with client financial systems.

Core Access Online functionality includes:

- **Account Setup and Maintenance**—Set up and edit accounts and user profiles in real-time
- **Transaction Management and Approval**—Leverage transaction management capabilities to reflect your processes and requirements
- **Accounting Code Validation**—Automate the allocation process and reduce manual intervention
- **Reporting**—Run comprehensive standard reports in real-time, define ad hoc reports and schedule recurring report delivery
- **Financial Extracts**—Extract the data you need in a format that integrates with your financial system
- **Data Exchange**—Transfer frequently used files such as statement billing files, general ledger data feeds and custom reports with Access Online Data Exchange
- **Order Management**—Connect your commercial card program and eProcurement solution by automating accounting code allocation and facilitating order and transaction reconciliation

We assign a temporary password to each new U.S. Bank Access Online user ID. After the first successful login, Access Online prompts the user to create a new alphanumeric password that meets the following criteria:

- Minimum of eight characters
- Maximum of 20 characters
- Contains at least one letter and one number

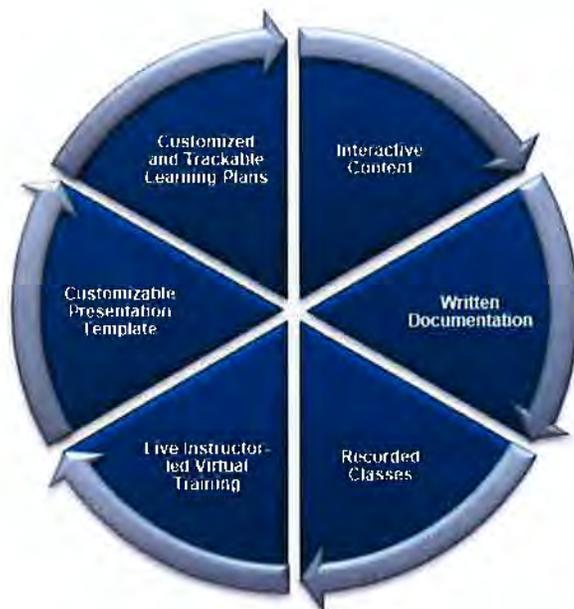
Training

Experienced adult-learning professionals who know the needs of our clients and the industry have invested time and talent to develop and maintain quality training materials. U.S. Bank's training team, comprised of Instructional Designers, eLearning Developers, Trainers and Technical Writers, has more than 160 years of experience in L&D and 58 years of U.S. Bank experience combined.

During the Design phase of your implementation process, we will consult with you to develop a training plan that meets your specific needs. Our training is flexible, and role-based with function-specific content and is available in various delivery methods, including web-based training (available 24/7) or through a virtual instructor led scheduled training. These various delivery methods fit the different learning styles of most adult learners.

We will work with you to design a tailored training program just for your Program Administrators that will provide the knowledge needed to effectively utilize and manage your card program, ensuring overall success and increased program adoption.

The types of training resources we offer include:



Interactive Content

- Self-paced lessons, available 24/7 on our Web-based Training (WBT) platform, offer step-by-step instruction and quizzes
- Guided and hands-on simulations offer interactive practice for key tasks
- Registered users can print certificates of completion for training modules they have completed and passed the certification assessment(s)

Written Documentation

- Specific step-by-step instructions to help Program Administrators and cardholders learn how to perform their tasks
- Quick reference guides to help learn how to perform common work tasks at a glance

Recorded Classes

- A narrated demonstration of how to complete tasks in a specific area available anytime on a variety of topics

Live Instructor-led Virtual Training

Live, virtual training for Program Administrators available multiple times a month on a variety of topics, such as (but not limited to):

- Account Administration and User Profiles
- Reporting
- Transaction Management

Customized and Trackable Learning Plans

- Each user can customize a learning plan and create a library of saved documents

Customizable Presentation Template

- A fully customizable PowerPoint file with short demos and speaker notes that you can use to modify and deliver your own cardholder training
- The ability to incorporate your unique policies and procedures within the template
- Use of the final file as a handout, for training presentations or as a self-paced resource housed in your Learning Management System

Ongoing Training

Provided through similar self-paced formats as described above such as:

- Recorded Calls
- Web-Based Training
- Documentation
- Virtual Instructor Led Training

If a product knowledge need still exists after all the training resources have been delivered or reviewed, then your Relationship Manager will work with you to identify that knowledge gap and offer potential solutions on how best to close the gap.

2.72	The bidder should detail data retention, including the number of months data is retained via the online tool.
Response: Full transaction data is accessible via the User Interface for twelve months and available online for reporting purposes for 72 months. Data can also be made available off-line for an additional 15 years.	
2.73	The bidder should specify the number of months data is archived after it is no longer available via the online tool. The bidder should detail the length of time to retrieve data requests of information stored in its archive solution.
Response:	

Data can also be made available off-line for an additional 15 years. It takes three to five business days to retrieve and may incur an additional fee. The State would contact your Account Coordinator team for assistance with obtaining archived data.

2.74

Bidder should detail the reports available (both custom and already programmed) through this online tool. The bidder should provide a list of reports available and sample reports.

Response:

Comprehensive reporting is vital to the State for effectively managing your payment programs. Currently the State has the following reports set-up: Concur, Fraud Case, Account List and a Daily Transaction File. With the U.S. Bank Access Online reporting tool, you can run predefined standard reports or create organization-driven ad hoc reports with up to six years of transaction data available online.

Access Online means immediate access to your transaction data, allowing you to run reports whenever needed. The highly intuitive user interface makes it easy for you to access your vital program data. Users simply select from a list of reports, define specific selection and sort options and choose an output type.

Report Categories

Report categories available include:

- **Program Management Reports**—Supports general program management activities and allows you to monitor compliance with organization policy. Program performance indicators highlight important trends that you can use to proactively manage your accounts. Program Administrators gain access to information on every type of account activity.
- **Financial Management Reports**—Allows you to access transaction management activity information; can be used to determine if cardholders are properly managing their accounts and ensure that expenses are assigned to the proper cost centers.
- **Supplier Management Reports**—Allows you to manage supplier relationships, support supplier negotiations and manage spending by category. Used to analyze the overall effectiveness of your supplier strategies and identify overall performance issues and opportunities. the State is armed with actual program performance information that can be leveraged to drive supplier behavior and positively impact supplier negotiations.
- **Tax and Compliance Management Reports**—Assist you with monitoring expenditures, tracking variances and managing account allocations; can be used to ensure your programs are operating in accordance with U.S. Federal Government standards and requirements.
- **Administration Reports**—Allows Program Administrators to support system functionality, including accounting code and user management.

Custom Reporting

In addition to standard reports, Access Online offers the following ad hoc reporting and scheduling options:

- **Flex Data Reporting**—Puts the control in the user's hands, so they can define what they want to see in a report. By setting the report context—date ranges, processing or reporting hierarchies and more—users are able to choose the amount of data they want. By defining report content (fields to include or calculate) users ensure only the information they need is in the report. Users can define a logical grouping of data, and at what level it should be subtotaled.
- **Report Scheduler**—Available with our Standard Reports; allows Program Administrators to schedule reports to run once or on a recurring basis. Additional features include:
 - Reports can be delivered to multiple recipients
 - Recipients can be notified via email when the report is available
 - Access to functionality is controlled by Report Scheduler entitlement

Benefits

In short, the Access Online Management Reporting:

- Meets your unique reporting needs with customized reporting tools
 - Measures and monitors program performance
 - Identifies unique spending patterns and preferred supplier opportunities
 - Eliminates hard-copy report distribution
 - Makes monitoring purchasing and travel program compliance easy
 - Provides online access to six years of transaction data
- Please see **Exhibit 6, Report List** and **Exhibit 7, Sample Reports**.

2.75

Bidder should detail their ability to provide Level III data. What percentage of Contractor's merchants provide Level III data?

Response:

Level I financial record data is captured with every transaction, but Level II/III enhanced data capture is dependent on the capability of the merchant that accepts the card. U.S. Bank Merchant Payment Services and Corporate Payment Systems are both capable of receiving and storing specific enhanced data elements for commercial card transactions and these data elements can be accessed through Access Online. In addition, every merchant that U.S. Bank Merchant Payment Services implements to accept cards as payment is set up to be Level II capable.

Data Level Capture

Association	Merchants who provide Level I	Merchants who provide Level II	Merchants who provide Level III
Visa	100%	33%	6%
Mastercard	100%	66%	4%

2.76

The bidder should detail their ability to provide transaction detail with up to the minute information.

Response:

At the time of purchase, our interface with the processing system will show the transaction was sent for authorization (pre-posting). The timing of transaction posting and its availability within Access Online ultimately depends on when the merchant batches its transactions to the merchant bank. A transaction will post within 24 to 48 hours of the merchant submitting the transaction to its merchant bank. Once the transaction posts, the transaction becomes viewable on Access Online. Both transaction approvals and declines are visible in real-time in Access Online.

2.77

Bidder should describe current software/hardware requirements necessary to access internet/online solutions and any PC based applications offered in the RFP response and specify the required Windows version.

Response:

Access Online was created in-house, and the design team that created the system continues to develop it today. The team has an aggressive product development docket and roll out an average of four new releases per year, to ensure that our clients have the best new functionality our technology can offer.

Access Online is a user-friendly, web-enabled system with modest computing requirements:

- Desktop Supported Browsers:
 - Microsoft Internet Explorer versions 11 and higher for Windows is recommended to ensure user has all security patches required for PCI data
 - Firefox 31.4.0 and higher for Windows and Mac
 - Chrome 40.0.2214 and higher for Windows and Mac
 - Safari 7 and higher
- Mobile Support Browsers:
 - Mobile Safari 6.0 and above
 - Chrome Mobile 40.0.2214 and above
 - Firefox Mobile 31.4.0 and above
 - Android browser 4 and above
- Adobe Acrobat Reader version XI or later or Adobe Acrobat Reader DC
- Microsoft Excel 2007 or later
- Pop-up blockers turned off

Operating Systems with the required browsers and TLS 1.2

- Minimum for Web:
 - Windows 7
 - Windows 8
 - Windows 8.1
 - Windows 10
 - Mac OS X 10.9 +
 - Linux
- Minimum for Mobile:
 - iOS 5.x +
 - Android 5.x +

Operating Systems for a machine acting as a server for the purposes of web service functionality (examples of webservices - API calls, XML calls, SFTP servers and/or Batch Servers)

- Minimum OS installed on machines acting as Servers:
 - Windows Server 2008 R2
 - Windows Server 2012
 - Windows Server 2012 R2
 - Windows Server 2016
 - CentOS 6+ / RHEL 6+ (Linux)

* Access Online can be accessed on any device with an internet browser (including Macs, PCs, mobile devices, etc.). The preferred browser is Internet Explorer, on which Access Online has been certified. We cannot guarantee user experience will be exactly the same when using other browsers, but our system should function within any browser.

2.78

Multiple program users access the online system simultaneously to view activity, generate reports, create extracts, etc. Bidder should detail all limits to using its reporting tools and details accommodating multiple users.

Response:	
Access Online is designed to support over 1 million total users and is currently scaled to support 10,000 concurrent users.	
2.79	The bidder should detail how reports are created, what formats are offered, related notification, and delivery options.
Response:	
Users simply select from a list of reports in Access Online, define specific selection and sort options and choose an output type.	
<ul style="list-style-type: none"> ▪ Report Scheduler—Available with our Standard Reports; allows Program Administrators to schedule reports to run once or on a recurring basis. Additional features include: <ul style="list-style-type: none"> • Reports can be delivered to multiple recipients • Recipients can be notified via email when the report is available • Access to functionality is controlled by Report Scheduler entitlement 	
Report Formats	
All reports are parameter-driven and offer a high degree of flexibility and variety of output formats, all fully exportable and viewable online in the following formats:	
<ul style="list-style-type: none"> ▪ Browser—Open in the user's existing internet browser, requiring no additional software. Some reports take advantage of drill-down links for additional detail. ▪ PDF—Readily formatted for printing, downloading or email exchange. ▪ Excel—Use a spreadsheet structure for ease of additional analysis, sorting and filtering, and useful for export to third-party applications. ▪ Active—Use dynamic HTML to display using the existing browser but also offer interactive features, including on-demand sorting, filtering, charts, graphs and export to XML and CSV. 	
Reports can be delivered via the following methods:	
<ul style="list-style-type: none"> ▪ Internet—Access Online is a web-based system that allows users 24/7 access to reports. ▪ Data File—We will provide a data file at a frequency level directed by you. ▪ Access Online Data Exchange—Scheduled reports are only delivered through Access Online Data Exchange, and can be retrieved from the Access Online Secure Mailbox. You will receive email notification when reports are available for viewing. Access Online provides 128-bit Secure Sockets Layer (SSL) data encryption. We do not distribute actual reports via email for security reasons. 	
2.80	The Contractor shall provide a report, at least monthly, of all current open/active cardholder accounts at the campus/agency or card program level. The cardholder listing report shall include, but may not be limited to the following cardholder/account information: account number, name, program types, cardholder address, department name, credit line, phone number, single purchase limit, expiration date, date opened, cost center, department name, and identification number. The report may be requested more frequently by the participating card programs. The bidder should detail if the report is available online and if sorting capabilities exist.
Response:	
The Account List Report meets these requirements or the State can create an account list report with Flex Data for more customization. Both reports can be scheduled or run on demand.	

<p>2.81</p>	<p>The Contractor shall provide a report, at least monthly or as needed, of all cardholder accounts issued since program inception at both the campus/agency or card program level. The cardholder listing report shall include, but may not be limited to the following cardholder/account information: account number, name, address, department name, credit line, phone number, single purchase limit, expiration date, date opened, cost center, department name, account status, date of recent status change, program type and identification number. The bidder should detail if the report is available and if sorting capabilities exist.</p>
<p>Response:</p> <p>The Account List Report meets these requirements or the State can create an account list report with Flex Data for more customization. Both reports can be scheduled or run on demand.</p>	
<p>2.82</p>	<p>The bidder should detail their ability to provide detailed decline reports by card program, minimum of weekly, summarizing transaction date, time, amount, merchant identification, reason for decline, MCC identification, account status, cardholder name and account number. The bidder should include details about format, file sharing, and manipulation capability.</p>
<p>Response:</p> <p>Currently the State has the following reports set-up: Prepopulated Transaction File for Concur, Fraud Case, Account List and a Daily Transaction File.</p> <p>The Declined Transaction Authorizations report supplies details of declining transaction authorizations information along with related account and merchant information. The user can define specific selection and sort options and choose an output type. This report can also be scheduled to run on a recurring basis, can be delivered to multiple recipients and recipients can be notified via email when the report is available.</p> <p>Access Online allows users to run predefined standard or tailored reports through the use of multiple selection, sorting and output functions. Featuring a comprehensive set of reporting options—from simple to complex—reports are parameter-driven, offer a high degree of flexibility and are fully exportable and/or viewable online. Access Online also offers the following ad hoc reporting and scheduling options.</p> <p>Flex Data Reporting This Access Online feature puts the control in the user's hands, so they can define what they want to see in a report. By setting the report context—date ranges, processing or reporting hierarchies and more—users are able to choose the amount of data. By defining report content (fields to include or calculate) users ensure only the information they need is in the report. Users can define a logical grouping of data, and at what level it should be subtotaled.</p> <p>Report Scheduler This Access Online feature allows Program Administrators to schedule reports to run once or on a recurring basis. Additional features include:</p> <ul style="list-style-type: none"> ▪ Reports can be delivered to multiple recipients ▪ Recipients can be notified via email when the report is available ▪ Access to functionality is controlled by Report Scheduler entitlement <p>Custom reports can also be requested and scheduled by contacting your Account Coordinator team.</p> <p>Report Formats</p> <ul style="list-style-type: none"> ▪ Browser—Open in the user's existing internet browser, requiring no additional software. Some reports take advantage of drill-down links for additional detail. 	

<ul style="list-style-type: none"> ▪ PDF—Readily formatted for printing, downloading or email exchange. ▪ Excel—Use a spreadsheet structure for ease of additional analysis, sorting and filtering, and useful for export to third-party applications. ▪ Active—Use dynamic HTML to display using the existing browser but also offer interactive features, including on-demand sorting, filtering, charts, graphs and export to XML and CSV. 	
Fee Requirements for Card Programs	
2.83	Does the bidder agree that no fees will be charged for the card programs, implementation thereof, or any of the services detailed in the RFP?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>U.S. Bank complies with this request.</p>	
2.84	Unless otherwise specified, the contractor shall, at no cost, furnish all necessary labor, forms, equipment, supplies, written or visual aids, literature, and related information to perform the services required in this RFP. Will the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>U.S. Bank complies with this request.</p>	
2.85	Will the bidder agree the card programs shall not incur interest or fees on balances less than forty-five (45) days past cycle date?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>If payment meets the prompt payment act, no late fees will be enacted. If not, the contractor has the right to bill late fees on all delinquent accounts, and will have the right to recover any reasonable legal fees and/or other expenses incurred. In collecting any delinquent amount on a cancelled account. The minimum late fee on an account is two U.S. Dollars (\$2.00).</p>	
2.86	The card programs shall not incur interest or fees for purchases/transactions in dispute, can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>Once a transaction is in dispute, it is removed from the total amount due that appears on the card statement. Disputed amounts are not subject to finance charges, regardless of the final resolution decision.</p>	
Transaction Dispute Process/Reconciliation and Fraud	

2.87

Bidder should detail the work flow and time requirements regarding disputed transactions indicating the responsibilities of the parties involved.

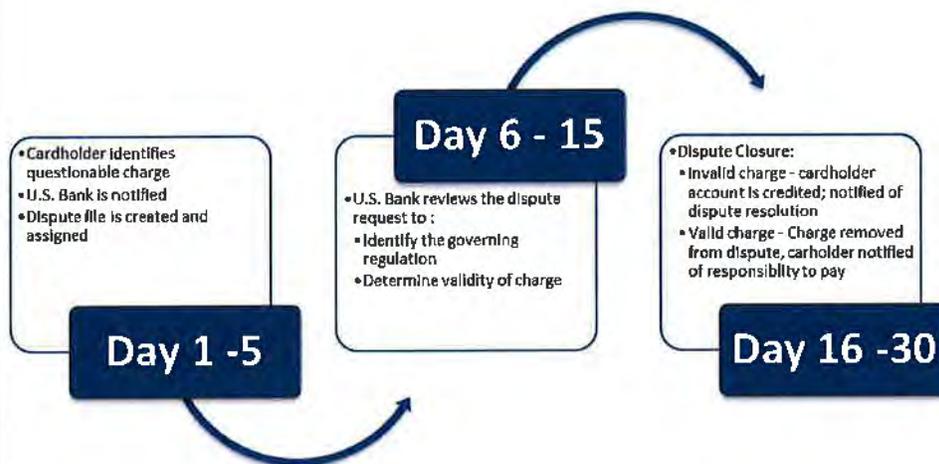
Response:

As a best practice in the event of a dispute, we encourage clients to contact the merchant first. The majority of the time, disputed charges can be resolved this way, without having to undergo the full dispute process. However, when a full transaction dispute is necessary, we make the process simple. We handle the process from initiation to resolution, and there is little to no paperwork required. Using Access Online, the State will save time by simply going online to initiate disputes, check the status of disputed transactions and run reports.

Dispute Initiation

Disputes may be initiated by phone or online and can be tracked in Access Online, and all dispute data is updated daily. Through Access Online, users can:

- View all disputed transactions electronically
- View the current status of a dispute
- Cancel a disputed transaction
- Determine if a transaction has been disputed electronically



Dispute Billing

Once a transaction is in dispute, it is removed from the total amount due that appears on the card statement. Disputed amounts are not subject to finance charges, regardless of the final resolution decision.

Cardholder Notification

The cardholder will receive a letter in the mail notifying them of the dispute resolution, and whether or not they are responsible for payment of the charge.

Dispute Reporting

In Access Online, disputed transactions are marked with a “D” to easily identify transactions that are currently in the dispute process. To assist you with effective Program Management, several reports can be run on disputed transactions:

- **Transaction Detail**—Shows summary allocation information for a specific accounting code and provides specific transaction detail. The Transaction Detail report provides the following fields:
 - **Disputed**—Shows whether the transaction has ever been disputed (Y/N)

	<ul style="list-style-type: none"> • Dispute Status—Shows whether the dispute has been resolved, and in whose favor • Dispute Status Date—Lists the date of the dispute resolution ▪ Full Transaction and Order Detail—Fully details expenditures, including transaction, line item, order, account allocation and tax estimation information ▪ Bill Transaction Analysis with Order Detail—Offers detailed and summary billed transaction information regarding the results of order and transaction matching <p>Disputed items are removed from the balance due and do not age while in a dispute status. If the dispute claim is resolved favorably, the charge is completely removed from the account; if it is resolved unfavorably, the charge is then reflected back into the balance due.</p>
<p>2.88</p>	<p>Bidder should detail its process to suspend accounts while in dispute and related notification thereof.</p>
	<p>Response:</p> <p>The Program Administrator may temporarily suspend or permanently close an account and reopen a temporarily or permanently closed account via Access Online. Note that reopen requests may go through a Credit Department review.</p> <p>Dispute Billing</p> <p>Once a transaction is in dispute, it is removed from the total amount due that appears on the card statement. Disputed amounts are not subject to finance charges, regardless of the final resolution decision.</p> <p>Cardholder Notification</p> <p>The cardholder will receive a letter in the mail notifying them of the dispute resolution, and whether or not they are responsible for payment of the charge.</p> <p>Disputed items are removed from the balance due and do not age while in a dispute status. If the dispute claim is resolved favorably, the charge is completely removed from the account; if it is resolved unfavorably, the charge is then reflected back into the balance due.</p>
<p>2.89</p>	<p>Bidder should include copies of all forms and affidavits required to be completed in cases of transaction disputes and fraud.</p>
	<p>Response:</p> <p>Please see Exhibit 8 for a copy of a Dispute Form and Statement of Fraud Form.</p>
<p>2.90</p>	<p>Bidder should detail how disputes and fraudulent transactions are handled. The bidder should indicate how they identify and reconcile credits associated with original debits. Is this a paper or electronic process? What is the expected turnaround time for credit receipt due to fraud?</p>
	<p>Response:</p> <p>Disputes may be initiated by phone or online and can be tracked in Access Online, and all dispute data is updated daily. Through Access Online, users can:</p> <ul style="list-style-type: none"> ▪ View all disputed transactions electronically ▪ View the current status of a dispute ▪ Cancel a disputed transaction ▪ Determine if a transaction has been disputed electronically

Dispute Reporting

In Access Online, disputed transactions are marked with a “D” to easily identify transactions that are currently in the dispute process. To assist you with effective Program Management, several reports can be run on disputed transactions:

- **Transaction Detail**—Shows summary allocation information for a specific accounting code and provides specific transaction detail. The Transaction Detail report provides the following fields:
 - **Disputed**—Shows whether the transaction has ever been disputed (Y/N)
 - **Dispute Status**—Shows whether the dispute has been resolved, and in whose favor
 - **Dispute Status Date**—Lists the date of the dispute resolution
- **Full Transaction and Order Detail**—Fully details expenditures, including transaction, line item, order, account allocation and tax estimation information
- **Bill Transaction Analysis with Order Detail**—Offers detailed and summary billed transaction information regarding the results of order and transaction matching

Fraud

In situation of fraud, depending on the type of transaction (counterfeit vs. card not present) as well as other details of the transactions, the case processing analyst will follow the proper channels to charge the merchant back for the full amount of the transaction. If the merchant accepts the chargeback then the merchant will issue a credit, if they dispute the charge further the case processor can pursue pre-arbitration to attempt to get the funds.

When a cardholder initiates a fraud case, it typically takes about one week for credit to be posted. If credit is needed immediately, the cardholder would have to state that at the time they call in to start the case and request a rush. Even in such a case it can take up to 48 hours for the system to post the credit.

2.91	The bidder should detail the types of cardholder adjustments processed by the bank and generally included in transaction files to customers. The bidder should detail their ability to customize the file to block certain types of adjustments unacceptable to the individual card program(s). The bidder should detail the delivery options (combined with current file, separate file transmission, etc.) available for cardholder adjustment entries and what timing options those entries can be provided to the programs (daily, weekly, monthly, etc). An example of an unacceptable entry would include internal bank GL credit and debit adjustments.
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Response:

A list of transactions can be viewed for the current cycle and the past 12 months, as well as any details available for each transaction. All cardholders can have the ability to view transaction information based on the each of the State program’s requirements and cardholder restrictions. We will continue to work with the State to better understand the business processes and functions in order to meet your needs.

Our Transaction Management Allocation ability delivers comprehensive functionality around the processing and management of your transactions in a real-time environment. Access Online functionality includes:

- **Merchant Category Code (MCC) Allocation**—A transaction management best practice that streamlines the reconciliation process and reduces manual posting errors

- User Defined Line Items—Functionality that is particularly helpful for those transactions that do not have Level III data relayed by the merchant.
- A variety of cardholder reallocation options

The Access Online transaction management capabilities are both flexible and customizable, designed to meet your unique needs. Transaction lists and details are available on demand for the current and past 12 months. Program administrators can adjust reallocation parameters to meet your company's needs ranging anywhere from one to 399 days.

After cycle close, cardholders also have the ability to reallocate transactions to one or multiple accounting codes, including the option of splitting individual transactions by specific dollar or percent of transaction amounts.

You can update your valid value lists by uploading a tab delimited text file (flat file) via an administrative page within Access Online or updating your valid value list directly within Access Online. You will have the option to either add or delete selected values from an existing valid value list or replace all existing values within a valid value list. These changes can be made in real-time.

We can provide a file to support your content and can provide a data transmission via Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect:Direct or AS2. We also provide billing data via the Access Online Data Exchange using HTTPS with SSL.

Access Online reports can be exported in Excel, PDF or comma delimited. Since you create these reports yourself, you can modify the information that is included and choose the format that best works for your needs. Statement Billing Files and other data transmissions can be modified to meet your specific needs.

The timing of the transmission can be daily, weekly and monthly and we will continue to customize this for the State.

2.92

The contractor shall monitor, identify and alert the Program Administrator or his/her designee of potentially fraudulent transactions. The bidder should detail its fraud prevention system and workflow process.

Response:

U.S. Bank Corporate Payment Systems offers a full range of fraud prevention and investigative services as part of our standard offering to clients. The core service is driven by a team of dedicated fraud professionals focused on best-in-class service and results for our clients. Complete fraud life-cycle support includes:

Account Monitoring and Notification

- Trained fraud professionals available 24/7
- Combination of real-time and near real-time fraud rule engines
- Authorization scoring with industry-leading risk models designed to profile cardholder behavior and compare it against known fraud patterns
- Outbound telephone calls to cardholders and program offices to verify activity
- Optional fraud alerts via text message and email
- 3D Secure authentication for card not present (online) charge activity

Development of Detection Strategies

- Sophisticated data modeling techniques used to detect fraud trends

- Standard industry practices including card activation programs requiring cards to be activated before first use and Card Verification Value (CVV) embedded in card magnetic strips along with chip enabled cards to prevent counterfeit risk

Identity Theft Mitigation

- Our Threat and Vulnerability team monitors the internet for rogue websites impersonating our sites and closes them down
- Compromised user ID alerts
- Immediate response to breaches through our cardholder privacy office

Customized Fraud Risk Controls

- Account opening and maintenance policies
- Appropriate credit limit assignments
- Merchant restrictions

Intelligence Gathering

- Participation in industry roundtables provides current information on fraud trends and allows for proactive steps toward fraud mitigation
- Quarterly reviews conducted with Visa and Mastercard on fraud trends, performance and innovative fraud products

Complete Investigative Services

- Coordination with local, state and Federal law enforcement agencies
- Industry leading recovery rates minimize cost of programs to our clients
- Assistance on internal fraud cases by providing copies of charge receipts, transaction detail and copies of applications to law enforcement agencies, if required

When an account is believed to be compromised, our fraud team makes direct contact with the affected cardholder by phone to confirm the validity of the transaction(s). If the cardholder cannot be reached, a referral status will be placed on the account and an electronic notice is sent to the U.S. Bank Account Coordinator team. An Account Coordinator will then contact the State Program Administrator to alert and direct the cardholder to verify the transaction(s) directly with the fraud group. The option also exists for the cardholder to sign up for fraud alerts which notification can be sent via text message or email.

Another way to prevent internal fraud is through Payment Analytics.

Payment Analytics is a web-based solution that enhances auditing practices by looking beyond the traditional card controls to provide 100 percent commercial card transaction monitoring. Using customizable rule templates, you can automatically review all card transactions and flag suspected card misuse and out-of-policy spending. By automatically running policy rules on all transactions, Payment Analytics makes cardholder transaction monitoring dramatically more targeted, efficient and effective. Program Administrators can receive email notifications of possible non-compliance and spend violations so they can safeguard against commercial card misuse and improve purchasing practices.

Payment Analytics is available 24/7 and does not require new hardware or software. It automatically integrates your commercial card transaction data.

Rules Management

The Rules Management functionality makes it easy to select and modify rule templates. The rule templates allow you to be automatically notified via email when the State-defined transaction parameters are met. You can choose from a variety of rule templates that include:

- Unauthorized Merchant Category Code (MCC) Alert

- Merchant Watch List Alert
- Transaction with a Non-Preferred Merchant Alert
- Split Transaction Alert
- Split Purchase Alert
- Transaction Close to Single Purchase Limit Alert
- Large Spend Increase over Average Spend Alert
- Excessive Use of Convenience Checks Alert
- Excessive Cash Withdrawals Alert
- Corporate Travel Card Purchase in Cardholder's Postal Code Alert
- Weekend/Holiday Purchase Alert
- Account Opened/Maintained with Limits Exceeding Standards Alert
- Account Balance Alert
- Foreign Currency Transaction Alert

Case Management

The Case Management functionality allows you to create cases for follow-up investigation, and cases can be assigned to different owners for further examination. You are able to set the current status of the case as well as sort cases by rule name, date opened and last updated. By creating and associating cases, you can detect relationships between transactions over time, and move from a reactive to proactive control framework.

Benefits to the State

- **Improve Compliance**—Manage out-of-policy spend and detect fraudulent activities in near real-time by associating time, people and events together.
- **Enhance Control**—Audit 100 percent of transactions versus a random sample, offering greater peace of mind and a more complete detection of policy violations and suspicious card use.
- **Reduce Risk**—Route flagged transactions to the appropriate personnel for review, providing greater program supervision over non-compliant activity.
- **Increase Efficiency**—Streamline the audit process with multi-dimensional rules that are consistently and continually applied across all transactions and card users.
- **Boost Cost Savings**—Automate routine audit tasks, focusing on transactions that are a cause of concern.
- **Streamline Administration**—Empower Program Managers with self-service capabilities, allowing them the flexibility to manage user entitlements, specify alert notifications and configure audit rules.
- **Broaden Visibility**—Record all case details in one central database, enabling Program Managers to gain insights into your organization's performance over time and improve the predictability of who, when and where problems may arise.
- **Expand Revenue Share Opportunity**—Realize growth incentives by identifying spend leakage and moving volume to secure card payment methods.

2.93

The bidder should detail activity triggering fraud alerts.

Response:

U.S. Bank employs dedicated teams of analysts who constantly monitor fraud and misuse trends. The analysts create fraud rules for the point of sale or monitor a transaction after it has occurred. Rules at the point of sale may be set to decline or refer based on the fraud risk of the transaction. The monitoring rules may queue an account for review after the transaction has been approved, declined or referred at the point of sale.

We remain an industry leader regarding protecting our clients from fraud with new technology such as:

- **Geolocation**—Allows U.S. Bank to track mobile phones and match transactions to the phone location.

	<ul style="list-style-type: none"> ▪ Pindrop Voice Biometrics—Provides protection against fraudsters calling the support center. It analyzes up to 150 factors and can identify the true location of the caller, if tools are used to mask the caller ID, and it identifies the voice and whether their calling from a land line, mobile phone or VoIP.
<p>2.94</p>	<p>The bidder should detail the options in communicating fraud to the cardholders or Program Administrators. The bidder should detail volume of phone calls, the potential scripts, written communication, identification of callers (i.e., the bidder or its subcontractor) and customer service phone numbers.</p>
<p>Response:</p> <p>U.S. Bank employs dedicated teams of analysts who constantly monitor fraud and misuse trends. When an account is believed to be compromised, our fraud team makes direct contact with the affected cardholder by phone to confirm the validity of the transaction(s). If the cardholder cannot be reached, a referral status will be placed on the account and an electronic notice is sent to the U.S. Bank Account Coordinator team. An Account Coordinator will then contact the State Program Administrator to alert and direct the cardholder to verify the transaction(s) directly with the fraud group.</p> <p>U.S. Bank will establish the State’s program with specific controls that you design to limit and prevent misuse through the use of spending limits and MCC blocking. In addition, Access Online provides a suite of reporting that will help your organization monitor transaction trends.</p> <p>Fraud Alerts</p> <p>The fraud alert process builds upon our current fraud process. When suspicious activity is detected, the card in question is placed in Fraud status, automatically declining subsequent activity, and an SMS alert is sent to the registered cardholder cell phone number – all in real time. Upon receipt of the message, the cardholder is prompted to respond “VALID” if the transaction is valid or “FRAUD” if the transaction is fraudulent.</p> <p>A “VALID” response clears the Fraud status from the account. The cardholder receives a follow-up message confirming that the Fraud status has been lifted.</p> <p>A “FRAUD” response triggers a follow-up message informing the cardholder that a U.S. Bank fraud agent will call to initiate our standard fraud process, including cancelling the compromised card and issuing a replacement. Alternatively, the cardholder will be provided the option to call our fraud agents immediately.</p> <p>If U.S. Bank does not receive a response to the fraud alert message, our fraud analysts will handle the suspicious activity per our existing process.</p> <p>Fraud Line</p> <p>Our toll-free Fraud Support line (1-800-523-9078) is available to cardholders and Program Administrators 24/7. Cardholders and Program Administrators can call directly to report fraud or check the status of an existing fraud case. The State can also call the Customer Service number on the back of the card to be transferred to the Fraud Department.</p>	
<p>2.95</p>	<p>The bidder should detail how parameters of the fraud system can be adjusted, monitored, or controlled to ensure cards are properly handling legitimate transactions, both nationally and internationally.</p>
<p>Response:</p> <p>Our fraud detection rules are reviewed daily and can be updated daily if the fraud activity warrants changing a rule. Fraud rules are evaluated for their fraud detection success, as well as to insure they are also maintaining a positive client experience, with both being equally important. Our fraud analytics teams reviews the past six</p>	

<p>months worth of cases to look for fraud trends on a daily basis as well. They not only review our commercial activity, but they review the consumer and debit activity, allowing them to have a better view of what is happening in all of our portfolios.</p>	
2.96	<p>The bidder should detail instances when a card shall be suspended or inactivated in cases of fraud that have not been reported by the cardholder. If a card is suspended or cancelled due to fraud, the bidder should detail timing of replacement issuance and delivery.</p>
<p>Response:</p> <p>When fraud is suspected and the account is queued up for review, a team will attempt to call the cardholder via the phone numbers listed on the account to confirm the validity of the transaction(s) or send an alert via text message/email and a temporary block status may be applied to the account to prohibit further charging activity. The temporary block status does not cause a decline response but instead a referral response. Once contact is made and validity confirmed, the block is removed. If the cardholder has not contacted U.S. Bank before the end of the business day, the account will appear on a report that the Account Coordinators will receive the following day. They will send an email to the Program Administrator to advise that the account needs to have activity confirmed by the cardholder.</p> <p>When a replacement card is required, the cardholder calls the Customer Service Center domestically or the Visa Assistance Center internationally to report a card lost or stolen and request emergency replacement. There are no replacement fees for standard delivery of the card replacement and neither the State nor the cardholder is responsible for fraudulent charges made to the promptly reported lost or stolen card. If expedited delivery cards are ordered before 2 p.m. CT, they will be processed and shipped the same day. For standard delivery, cards will be produced the next day and shipped the day after. When a card is replaced due to a lost or stolen situation, it retains the original expiration date.</p> <p>Our cardholders' convenience and safety is of utmost importance to us, which is why U.S. Bank Customer Service Representatives and Assistance Center Representatives have the ability to make arrangements for an emergency cash advance and hotel room booking, as necessary, until the replacement card arrives.</p>	
2.97	<p>The bidder should detail how prior spend impacts fraud parameters. The bidder should detail its accommodations to new card programs that lack historical data.</p>
<p>Response:</p> <p>Our fraud team reviews the consumer and debit activity, allowing them to have a better view of what is happening in all of our portfolios, but also uses the following fraud strategies:</p> <p>Account Monitoring and Notification</p> <ul style="list-style-type: none"> ▪ Trained fraud professionals available 24/7 ▪ Combination of real-time and near real-time fraud rule engines ▪ Authorization scoring with industry-leading risk models designed to profile cardholder behavior and compare it against known fraud patterns ▪ Outbound telephone calls to cardholders and program offices to verify activity ▪ Optional fraud alerts via text message and email ▪ 3D Secure authentication for card not present (online) charge activity <p>Development of Detection Strategies</p> <ul style="list-style-type: none"> ▪ Sophisticated data modeling techniques used to detect fraud trends 	

- Standard industry practices including card activation programs requiring cards to be activated before first use and Card Verification Value (CVV) embedded in card magnetic strips along with chip enabled cards to prevent counterfeit risk

Identity Theft Mitigation

- Our Threat and Vulnerability team monitors the internet for rogue websites impersonating our sites and closes them down
- Compromised user ID alerts
- Immediate response to breaches through our cardholder privacy office

Customized Fraud Risk Controls

- Account opening and maintenance policies
- Appropriate credit limit assignments
- Merchant restrictions

Intelligence Gathering

- Participation in industry roundtables provides current information on fraud trends and allows for proactive steps toward fraud mitigation
- Quarterly reviews conducted with Visa and Mastercard on fraud trends, performance and innovative fraud products

Complete Investigative Services

- Coordination with local, state and Federal law enforcement agencies
- Industry leading recovery rates minimize cost of programs to our clients
- Assistance on internal fraud cases by providing copies of charge receipts, transaction detail and copies of applications to law enforcement agencies, if required

2.98	The bidder should detail its process to identify, communicate, monitor, and resolve instances of breaches/compromises of numerous accounts. Detail shall include timelines, card replacements, etc.
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Response:

When a compromise has occurred with a merchant that impacts our accounts, our fraud professionals determine which accounts are impacted and if a proactive reissue is necessary. If a proactive reissue is deemed necessary the fraud department will subsequently alert all internally impacted teams of the plan to perform a reissue.

New accounts will be issued and the compromised account will remain open until the cardholder receives and activates their new account or until the timeframe of 20 calendar days is reached, at which time the old card will automatically be closed. Cardholders will receive an insert with the new card outlining the reason for the reissue and notification that they should activate their new account.

2.99	The bidder should detail all internal Contractor operated or card company/programs/services available to protect card programs against loss due to employee misuse or fraud. The bidder should provide all materials related to those programs/services available.
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Response:

Fraud Support

Our toll-free Fraud Support line (1.800.523.9078) is available to cardholders and Program Administrators 24/7. Cardholders and Program Administrators can call directly to report fraud or check the status of an existing fraud case. The State can also call the Customer Service number on the back of the card to be transferred to the Fraud Department.

U.S. Bank employs dedicated teams of analysts who constantly monitor fraud and misuse trends. When an account is believed to be compromised, our fraud team makes direct contact with the affected cardholder by phone to confirm the validity of the transaction(s). Please see question 2.9.7 for more information on our fraud strategies.

Mitigating Employee Misuse

The real control against employee misuse comes from the State in a set of well-documented and broadly published policies and procedures. Your U.S. Bank Relationship Manager will assist the State in putting together the documentation. Employee misuse will be greatly reduced if not eliminated when employees are made aware of the consequences for misusing the card or account, just as if an employee misuses other company funds.

U.S. Bank recommends that policies and procedures include:

- Direct manager audits
- Purchasing program manager random audits
- Cardholder signs an acceptance letter stating the card is not for personal use and cardholder will reimburse the company for any non-business or personal purchases

Another way to prevent internal fraud is through Payment Analytics.

Payment Analytics is a web-based solution that enhances auditing practices by looking beyond the traditional card controls to provide 100 percent commercial card transaction monitoring. Using customizable rule templates, you can automatically review all card transactions and flag suspected card misuse and out-of-policy spending. By automatically running policy rules on all transactions, Payment Analytics makes cardholder transaction monitoring dramatically more targeted, efficient and effective. Program Administrators can receive email notifications of possible non-compliance and spend violations so they can safeguard against commercial card misuse and improve purchasing practices.

Payment Analytics is available 24/7 and does not require new hardware or software. It automatically integrates your commercial card transaction data.

Rules Management

The Rules Management functionality makes it easy to select and modify rule templates. The rule templates allow you to be automatically notified via email when the State-defined transaction parameters are met. You can choose from a variety of rule templates that include:

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- Account Balance Alert
- Foreign Currency Transaction Alert

Case Management

The Case Management functionality allows you to create cases for follow-up investigation, and cases can be assigned to different owners for further examination. You are able to set the current status of the case as well as sort cases by rule name, date opened and last updated. By creating and associating cases, you can detect relationships between transactions over time, and move from a reactive to proactive control framework.

Benefits to the State

- **Improve Compliance**—Manage out-of-policy spend and detect fraudulent activities in near real-time by associating time, people and events together.
- **Enhance Control**—Audit 100 percent of transactions versus a random sample, offering greater peace of mind and a more complete detection of policy violations and suspicious card use.
- **Reduce Risk**—Route flagged transactions to the appropriate personnel for review, providing greater program supervision over non-compliant activity.
- **Increase Efficiency**—Streamline the audit process with multi-dimensional rules that are consistently and continually applied across all transactions and card users.
- **Boost Cost Savings**—Automate routine audit tasks, focusing on transactions that are a cause of concern.
- **Streamline Administration**—Empower Program Managers with self-service capabilities, allowing them the flexibility to manage user entitlements, specify alert notifications and configure audit rules.
- **Broaden Visibility**—Record all case details in one central database, enabling Program Managers to gain insights into your organization’s performance over time and improve the predictability of who, when and where problems may arise.
- **Expand Revenue Share Opportunity**—Realize growth incentives by identifying spend leakage and moving volume to secure card payment methods.

Controls for Virtual Pay

Risks tied to fraud or misuse within Virtual Pay are rare, if not non-existent. A core feature of Virtual Pay is the ability to tightly control credit limits, which are tied directly to your payment instructions and significantly reduce the chance for a fraudulent transaction to be authorized.

Security is also increased with the basic functionality of Virtual Pay. As part of the payment instruction file, you have the ability to select the following to further reduce fraud and limit misuse:

- **Single-Use Account**—Assigned account with an approved payment limit
- **Pre-Authorized Limit Account**—Limit is temporarily increased until payment is authorized

Specific to duplicate payments, Virtual Pay files are run through a validation before they are processed, and each payment has a unique identifying number attached to the payment. A payment with a duplicated identifying number would be rejected with an email notice sent to the State alerting you of the duplicate payment.

Emergency Card Issuance/Business Continuity Planning

2.100

The card programs require the ability to obtain cards that have higher credit limits for disaster situations. Cards will be stored securely with limited access. Can the bidder comply?

Yes No
Response:

U.S. Bank provides solutions to meet a wide variety of business continuity needs. Our emergency response cards offer seamless integration into your plans so that you can focus your attention on maintaining operations and pursuing the restoration of services. This program is designed to assist employees in facilitating their recovery efforts during hurricanes, floods, fires, power outages and other crises.

Spending limits and controls are pre-set to match your policies and the individual payment needs of your employees so that when an emergency arises, your organization can simply activate the cards as planned, knowing your payment requirements are being fulfilled. The cards can be activated at any time by way of phone call to the Account Coordinator team during business hours or customer service after hours. To assure the caller is authorized to fund the account, the State would supply us with a list of authorized callers. In addition, the caller must be able to identify specific account information before the master account is funded.

2.101

The bidder should detail their ability to assist when a disaster occurs. The bidder should detail prior experience with similar sized or similar entity programs that have encountered a disaster situation.

Response:

U.S. Bank has developed an emergency response protocol managed by Client Services and Relationship Management. The protocol is both proactive (where possible) and reactive to emergency situations.

U.S. Bank considers an “emergency situation” to include any major event that threatens the health and safety of the public. Common events include, but are not limited to fire, flood, mudslides, hurricanes, riots, protests, and acts of terror or mass violence. U.S. Bank understands the primary responsibility of any municipality is to protect public lives and property. It is our responsibility to keep cards working effectively during these high stress situations.

The emergency response protocol might be triggered in one of two ways:

- 1) The incident is known to us (national news, social media, etc)
- 2) The incident has been reported to us by an employee or a client

Once an emergency is reported to Client Services or Relationship Management, the emergency response protocol is activated. A lead representative within Client Services Management is assigned to mobilize internal departments, as indicated below. The Relationship Manager or Account Coordinator will also reach out to Program Administrators to offer support.

- RM/AM: Partner with AC and Client Services Management to coordinate response
- Client Services Management: Pull together and mobilize internal departments
- AC/Team Lead: Research & determine impacted clients, proactively reach out via email or phone, notify internal departments, submit CSM service requests and requests to credit or fraud
- Client Setup & Maintenance (CSM): Review and complete service requests
- CPS Fraud: Review requests, adjust accounts as required, email requestor with updates, and update requests
- CPS Credit & Risk: Promptly respond and process any requests submitted for increases
- RPS: Be aware of potential increased call volume, determine after hours or weekend coverage, honor do not strand policies

To prevent declines in an emergency, U.S. Bank will review all options with Program Administrators, such as:

- a. Apply suspension overrides for past due accounts as needed
- b. Apply overrides to ensure our fraud system does not decline legitimate transactions

- c. Proactively review available credit to ensure transactions do not decline for credit limit
- d. Increase limits as needed
 - i. Have the client confirm if they want and need increased limits
 - ii. Increase managing account and cardholder limits as needed
 - iii. Utilize the expanded limit account approach as needed
- e. Honor client requests to rush cards as requested.

Recent Examples of U.S. Bank's Response & Support:

1. Orville Dam Emergency, February 2017
 - a. Damage to the spillway of the dam threatened dozens of California communities
 - b. Hundreds of thousands were evacuated from their homes
 - c. We followed the steps listed above, identified other clients at risk, and reached out proactively to offer our support
 - d. Applied suspension overrides, fraud overrides, limit increases, etc. in cooperation with the agency Program Administrators
 - e. Supported the effort during immediate response and for many months of clean-up efforts

2. Northern California Fires, October 2017
 - a. Record breaking fires in heavily populated areas, thousands of homes/buildings destroyed, dozens of lives lost
 - b. Hundreds of thousands were evacuated from their homes across multiple cities/counties
 - c. We followed the steps listed above to identify other clients at risk, and reached out proactively to offer our support
 - d. Applied suspension overrides, fraud overrides, limit increases, etc. in cooperation with the agency Program Administrators
 - e. Supported the effort during immediate response and for many months of clean-up efforts

Disaster Recovery/Business Continuity Planning

2.102

The bidder should detail how often the bidder's disaster recovery plan is tested for both physical and cyber disaster, what redundancy is in place for critical systems (card enrollment systems, card production, customer service call center, web based solutions, etc.), and how quickly operations can begin once a disruption has occurred.

Response:

The U.S. Bancorp Enterprise Preparedness Program establishes and supports our organization's Business Continuity and Contingency Planning Program. The program is designed to evaluate the impact of significant events that may adversely affect customers, assets or employees. This program helps ensure that we can recover our mission-critical functions and applications, thereby meeting our fiduciary responsibility to our stakeholders and complying with the requirements of the Federal Financial Institutions Examination Council (FFIEC), the Securities and Exchange Commission (SEC), the Office of the Comptroller of the Currency (OCC), the Financial Industry Regulatory Authority (FINRA) and the Office of the Superintendent of Financial Institutions (OSFI). In addition, we have met all recovery criteria as prescribed by the Interagency White Paper on Sound Practices to Strengthen the Resilience of the U.S. Financial System.

The U.S. Bancorp Board of Directors approve the U.S. Bancorp Enterprise Preparedness Policy annually, and key issues and status are reported to the Board and senior executives on a periodic basis.

For Access Online, the total downtime and restoration period is less than 0.01 percent. Our Visa transaction authorization and cardholder customer service systems have triple redundancy for back-up and recovery, which ensures that you can always make purchases and speak with customer service representatives.

Unplanned downtime occurs rarely. In these instances, our cardholder customer service representatives are not able to immediately access or update account information.

2.103

The bidder should detail the last time a significant disruption in service occurred. The bidder should detail the cause of the disruption and the length of the disruption of service. What did the bidder learn from that disruption of service and what have they changed to be more prepared in the future.

Response:

Over the past nine years, we have had one occurrence where our system for transaction management and reporting, Access Online, was down for just over one business day because of a city power outage. As a result of this outage, we implemented enhanced crisis mitigation procedures.

We have a disaster recovery plan in place to minimize the risk of any long term issues that would result because of a disaster scenario. It is our requirement that Access Online not be down longer than 24 hours.

2.104

The bidder should discuss if their disaster recovery plan/business continuity plan has ever been implemented. If the plan was implemented, how long did the situation continue, and how long until the Contractor was operational following the start of the disaster or system failure.

Response:

The U.S. Bancorp Pandemic Preparation and Response Plan was developed in partnership with our executives, senior leaders and other critical support departments to prepare for the possibility of pandemic flu in the same way that we prepare for other events that could affect our employees, customers and communities. The plan is reviewed annually. We are not able to provide the requested information as this data is considered U.S. Bancorp Confidential.

Settlement & Posting of Program Payments

2.105

The Contractor is required to accept all payments made by Automated Clearing House (ACH) for the term of the contract. The bidder should provide the payment detail process (not bank instructions) that the card programs will use to post the payment to control account vs. individual cardholder account.

Response:

Payments are applied either at the managing account (corporate account), diversion account or individual account level. If you are corporate-billed, the payment would be made to the managing account (corporate account). If a payment is submitted on an individual account, there is an option to force post that payment to the corporate account.

The payment is applied in the following order, when applicable, and applies to managing, diversion and individual accounts:

- Current cash finance charge

<ul style="list-style-type: none"> ▪ Current purchase finance charge ▪ Miscellaneous charges ▪ Two or more cycles old cash ▪ One cycle old cash ▪ Two or more cycles old purchase ▪ One cycle old purchase ▪ Current cash ▪ Current purchase <p>We require the specific account number and the payment amount for the remittance file to post a consolidated corporate payment to individual card accounts.</p>	
2.106	The bidder should indicate their ability to accept and post payments in the dollar amount received (up to seven digits plus cents). Card program payments are required to be posted to the control account for the same amount paid by the program.
<p>Response:</p> <p>U.S. Bank is able to accept and post payments in the dollar amount received and payments are posted to the control account for the same amount paid by the program.</p>	
Rebate & Payment to Participating Programs	
2.107	How many business days after the quarter's end will the Treasurer's Office receive the rebate via ACH transaction?
<p>Response:</p> <p>Rebates will be paid quarterly within 25 days and paid in the same currency as stated in the terms of the contract. U.S. Bank prefers to send rebate payments via ACH, thus eliminating the chance for lost and uncashed paper checks.</p>	
Other	
2.108	The bidder should detail its request process for obtaining copies of charge slips for card transactions. Will the bidder agree there will be no cost to obtain a copy of a missing charge slip? What is the typical turnaround time for providing copies of requested charge slips?
<p>Response:</p> <p>Yes. U.S. Bank can provide copies of lost charge slips at no cost. It can take six weeks or longer for U.S. Bank to obtain these copies; it is often faster to request copies from the supplier where the transaction was made.</p>	
2.109	The bidder should detail any card company/association rules or regulations violations that have occurred in the last 24 months relating to its services or the RFP requirements (those instances not caused by a customer).
<p>Response:</p> <p>To the best of our knowledge, no violations have occurred in the last 24 months.</p>	

2.110	The bidder should provide two business references (including entity name, phone number, program services dates) of similar size or program dynamics.
<p>Response:</p> <p>University of Iowa John Watkins Director of Strategic Sourcing 319.384.1340 john-e-watkins@uiowa.edu</p> <p>Union Pacific Railroad Jason D. Hormann Sr. Manager-Fuel & Mat/Accounts Payable 402.544.0650 jdhorman@up.com</p>	
2.111	The bidder should detail its approach on development of new services. If a card program was to request enhancements, the bidder should detail the development process, resources, prioritization, and timeline for such a request. Describe the types of enhancements and the timelines related to those customer requested enhancements that have been completed related to the Contractor's systems in the last 24 months.
<p>Response:</p> <p>A culture of innovation is active and productive at U.S. Bank. The State can look forward to working with a team of bankers committed to expanding technology and creating efficiencies in your operation.</p> <p>U.S. Bank has been recognized as one of the most innovative banks in the nation, with awards and top rankings for innovations in products, payments and Mobile and Online Banking. The results in customer adoption and revenue are substantial.</p> <p>Innovations in banking technology are constant.</p> <ul style="list-style-type: none"> ▪ U.S. Bank completely redesigned our online banking platform and we have taken the mobile bank space by storm with developments in digital and mobile capabilities. ▪ We enlist a Dynamic Dozen program — a group of Millennial employees from across U.S. Bank who advise management on the viewpoint of young customers and bankers. These individuals are especially valuable as U.S. Bank intensifies our interactions with customers through social media. ▪ It's not just the digital experts and product specialists who are responsible for innovation. Our distinctive leadership expectations equip employees at every level of the organization to contribute new ways to design our products, structure their businesses and do their jobs. <p>Commercial cards are a vital part of U.S. Bank Corporate Payment Systems. This is demonstrated by our most recent and projected investments which will enable us to maintain our position as an industry leader. Our current five-year roadmap is focused on our continued commitment to the modernization of Access Online from both a usability and infrastructure standpoint. We are incorporating responsive web design into the user interface ensuring a consistent user experience across all devices. We are also enhancing the system with new functionality surrounding system security, data analytics/reporting and process improvements with an eye towards making our users more efficient.</p>	

Innovation at U.S. Bank is derived from three primary sources. First, client feedback has long been a driving force of new product development at U.S. Bank. Whether sourced through formal program reviews, roundtable meetings like our Client Advisory Panel and Access Online feedback sessions, or informal conversation, U.S. Bank takes the time to review all feedback and enhancement requests.

Not only do we listen to our clients, but we also listen to our employees. U.S. Bank staffs an award-winning internal innovation team—led by a Chief Innovation Officer—focused on improvements for our clients.

And it's not just the digital experts and product specialists who are responsible for innovation at U.S. Bank. Our distinctive leadership expectations equip employees at every level of the organization to contribute new ways to design our products, structure their businesses and do their jobs, all for the betterment of our clients.

Clients can submit system functionality change requests to their Relationship Manager. All change requests are reviewed and prioritized by a review group composed of Product Management, Technology and Relationship Management.

Review meetings are held weekly to approve and prioritize fixes and enhancements to the system. Relationship Management is responsible for keeping clients informed of the status of their change requests. Change requests are also submitted by U.S. Bank Access Online Level 3 support for fixes and enhancements to the system.

Major system functionality releases of Access Online typically occur quarterly.

2.112

The bidder should detail any card service pilot programs and/or unique features provided by the bidder that the card programs should consider.

Response:

U.S. Bank Access Online Virtual Pay is an innovative Virtual Payment solution that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of virtual cards. Virtual Pay extends the value of purchasing card programs by further automating your Accounts Payable payment processes, replacing traditional paper check payments with cardless U.S. Bank virtual accounts.

Virtual Pay allows you to use your current business practices, which may include processing purchase orders, receipts, approvals, coding and invoices in your system. Once approved, payments are ready for processing. The State provides these payments to U.S. Bank via a file, online form or through an API. We then use one or a combination of the options below, depending on supplier preference, to accommodate payment to your suppliers:

State-Initiated Payments (Straight-Through Processing)

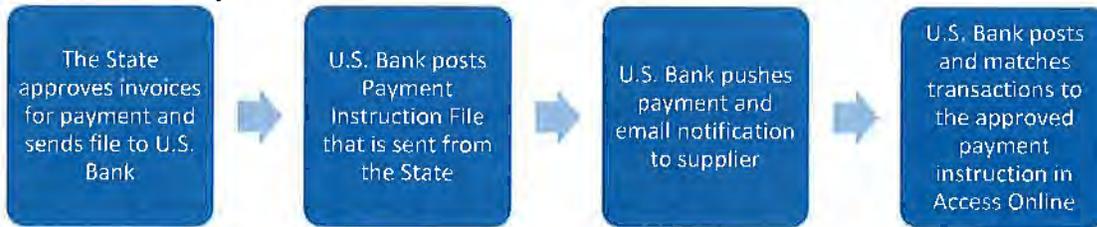
- Funds are automatically deposited into a merchant bank account less interchange
- U.S. Bank provides reconciliation functionality in our tools to automatically match processed supplier payment transactions with your authorized payments

Supplier-Initiated Payments

- **Single-Use Accounts**—Unique account numbers are assigned to each approved payment transaction; users have the ability to request and access a virtual account on their mobile device
- **Pre-authorized Limit Accounts**—We dynamically raise credit limits on supplier-dedicated cards from zero to the amount of the payment appearing on the approved payment file

Virtual Pay can accommodate both supplier-initiated and buyer-initiated payments without the need for separate file integration.

State-Initiated Payments Process Flow



Supplier-Initiated Payments Process Flow



Benefits

Virtual Pay provides significant benefits for the State, including:

- Increased controls through single use accounts and authorization controls
- Extended Days Payable Outstanding
- Reduced costs for the State by eliminating checks
- Increased savings for the State by using a streamlined automated reconciliation process
- Potential for additional rebate

In addition, your suppliers will benefit by:

- Reduced Days Sales Outstanding
- Receives payment typically within 48 hours of processed payment
- Automated payment reconciliation

2.113	The Contractor shall be required to participate in education opportunities hosted by the State Treasurer's Office or any of the participating card programs for cardholders, State agencies, cities, counties and other political subdivisions. Describe how Contractor will participate in education opportunities.
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Response:

The ongoing training U.S. Bank will provide is detailed in question 2.71. Your Relationship Manager, Paul Erickson will also be involved and provide assistance and training as needed. As additional noted, your Relationship Manager, Paul Erickson, will hold annual reviews and will plan the agenda based on training requests.

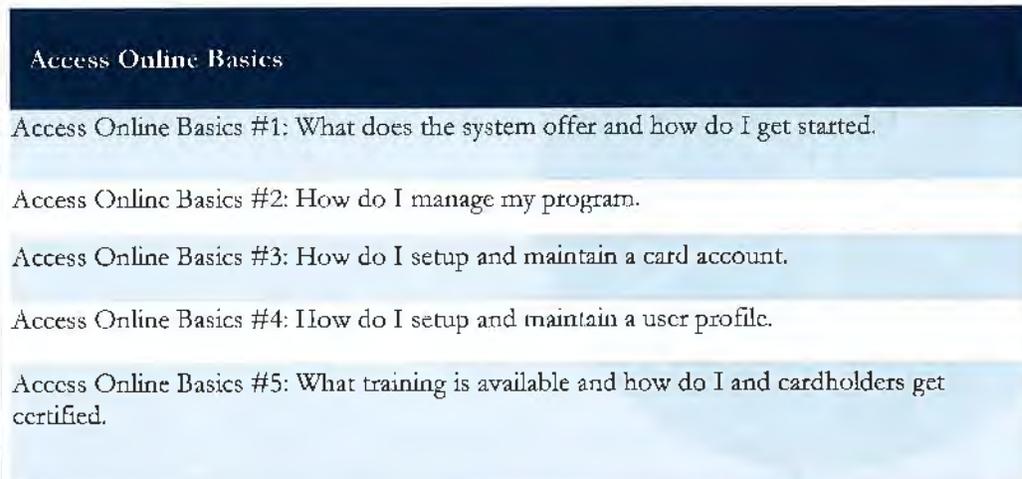
2.114	The bidder should detail training provided to Program Administrators, their designees, cardholders or system users as a part of the conversion/implementation process and program staffing changes.
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Response:

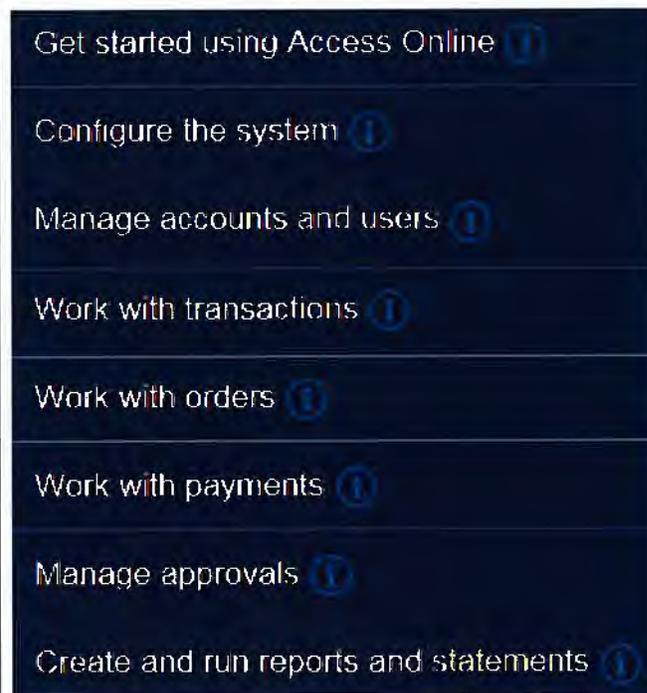
U.S. Bank provides many options to onboard clients like the State of Nebraska. During the Design phase of implementation, a U.S. Bank training leader along with an Implementation Manager will meet with you to

determine your specific training curriculum. This training curriculum will be based on the specific card programs you implement and the nuances specific to the State of Nebraska.

Here is an example of a potential curriculum for the State of Nebraska Program Administrator delivered virtually to you:

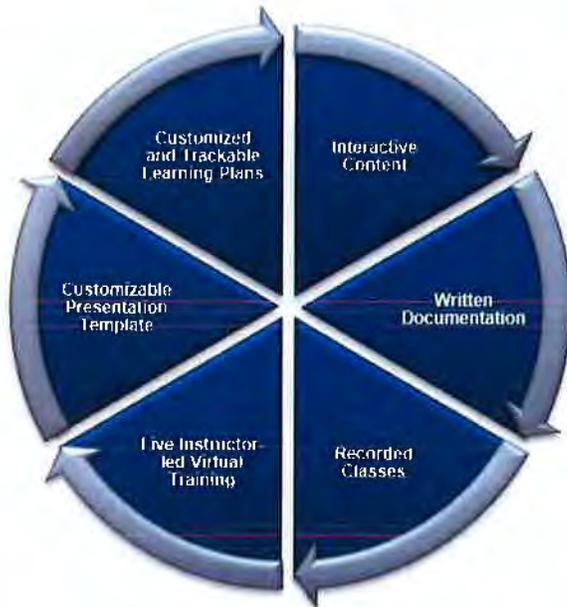


In addition, for the Program Administrator there are multiple self-directed paths that include eLearning lessons, quick reference guides, user guides and simulations for these topics:



The Cardholder will have access to similar content but not the depth and breadth of training curriculum accessible to a Program administrator.

The content is delivered in multiple formats as depicted by the graphic below. All of this content is easily accessed, and password protected (by role) right from the Access Online platform.



2.115	The bidder should detail how cardholder data is protected against a hacking or theft by internal staff. The bidder should detail the required security background checks completed on its staff viewing sensitive data. The bidder should disclose if enrollment data has ever been compromised either by a contractor or subcontractor data compromise, hacking or bidder internal employee theft/compromise.
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Response:

U.S. Bank maintains stringent policies and procedures that restrict unwanted or unauthorized access to client information. We maintain a comprehensive set of security policies modeled around the ISO 27001 security standard. These policies are reviewed and approved annually.

Access Online resides in a multi-tiered, multi-server environment with built-in redundancies. We host all our servers and manage our system firewalls. We use the latest Secure Computing Sidewinder Firewalls with 128-bit Secure Sockets Layer (SSL) data encryption to protect the application, the business logic and delivery mechanisms of Access Online and client data. All internet connections and sensitive internal connections are encrypted using SSL 3.0, RC4 with 128-bit encryption (High) and RSA with 1024 bit exchange.

Database Structure and Access

The State's program information resides on a shared data server. Within the server, we logically segregate client data into unique processing hierarchies. Clients can only access data contained within their program hierarchies.

Each Access Online user ID is associated with authorization and authentication information that dictates which accounts a user can access and which tasks a user can perform within Access Online. The system authorizes access exclusively to the data and functionality allowed by the profile associated with that user ID. This structure allows you to permit each employee access only to the information and functionality necessary to perform his or her job duties.

U.S. Bank Personnel Access

A highly qualified team of U.S. Bank personnel supports Access Online. This team includes Product Managers, Product Developers and application support, security and technical architecture personnel. Members of your U.S. Bank Relationship Management Team will have access to your data as required to provide you with personalized, efficient program management services. We assign each employee an official Security Access Profile that allows only the access necessary for that employee to perform his or her job. We tightly control and monitor access to client information.

System Security and Intrusion Monitoring

We have deployed both network-based and host-based intrusion detection systems to ensure the safety of our networks. These systems passively monitor our internal network and ensure that perimeter firewalls and defenses function properly. Continuously monitoring our systems allows us to identify and respond to vulnerabilities, unauthorized internal activity and unauthorized external traffic. We have engaged a third-party service to monitor and manage our intrusion detection systems, and have a staff of intrusion detection experts on call 24/7, ready to investigate any incidents reported to us by our trusted services.

Incident Response Policies

We have extensive incident response procedures to follow when suspicious activity occurs. Access Online runs on our internal servers. Because we own, host, and support these servers, we can temporarily halt the application or disable external access to the application to address a security issue. The Office of the Comptroller of the Currency (OCC) and TruSecure regularly review these procedures to ensure that we meet and exceed security best practices. We will work with you to establish incident response procedures and notification policies regarding your program.

Anti-Virus and Malware Protection

Our Information Security Services (ISS) group takes a multi-faceted approach to anti-virus protection. Our security team researches new viruses and vulnerabilities, and proactively protects our systems against potential attacks. ISS uses a specialized software suite to manage security patches, ensuring that our systems have the latest critical protection. This software also analyzes the latest threats and provides industry risk severity ratings.

Pre-Employment Screening

U.S. Bank conducts pre-employment screening for each applicant that receives a conditional offer of employment and, in some cases, for independent contractors and employees of temporary staffing agencies assigned to perform services for U.S. Bank (collectively "new hires"). The decision to hire or not hire an external applicant is made consistent with applicable legal guidelines and U.S. Bank policy. U.S. Bank does not fingerprint or drug test minors except when conditional offers for employment are made to minors that will work in the U.S. Bank Corporate Trust Division or as otherwise required by law.

As a condition of employment, all new hires are fingerprinted and processed through the FBI's Criminal History Records Check. Local Human Resources professionals are responsible for ensuring that fingerprints are taken at the time the conditional offer is made or as soon as practicable thereafter. If the results of the FBI criminal history records check are unsatisfactory, the conditional offer is withdrawn, whether the employee has started with the company or not.

Human Resources representatives make a reasonable effort to verify the employment history of external candidates under consideration for employment. Verification of the most recent ten years of employment is an acceptable standard. In some situations, the hiring manager may also want to participate in the verification of previous employment. A new hire may be subject to termination based on adverse information received in connection with employment verification.

Security

Employee training is one component of a comprehensive approach to data security that includes strict physical security and rigorous practices and procedures to maintain appropriate control of sensitive data. The

importance of this is understood by all employees and is reflected in the policies that govern how employees manage a wide variety of bank activities from document retention policies, handling departing employees, mobile computing, press inquiries, and even marketing. Each year, all employees of U.S. Bank must read and accept our Code of Ethics and Business Conduct.

Our Corporate Security division includes specific departments dedicated to employee fraud detection, investigations, and loss prevention. These groups spend time monitoring all employee cases as well as identifying policy gaps and recommending process changes accordingly.

Please also see attached Info Sec Posture, page 13 and 14, sections “Incident Event & Communications Management” and “Distributed Denial-of-Service (DDoS) Attack Protection.

2.116	<p>The bidder must detail their security plan which includes its security program procedures for the prevention of and response to security breaches, and include a designated contact for security related issues. Bidder shall describe the process for reacting to fraudulent or questionable activity and security breaches including, but not limited to, the following:</p> <ol style="list-style-type: none"> 1. Immediately notifying Program Administrators and cardholders when their accounts are compromised; 2. Assigning new account number to account that are compromised; 3. Providing additional monitoring for accounts that are known to have been compromised; and 4. Regardless of impact to the State and/or cardholders, Contractor shall immediately notify the State Treasurer's Office and Administrators of any security breach, hacking, or fraud incident that Contractor or subcontractor experiences. If said incident is cause by an employee of the Contractor or subcontractor they shall assume financial liability associated with this type of breach.
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Response:

- Appropriate reporting procedures are identified to ensure information security events and weaknesses associated with information systems are communicated in an appropriate manner allowing timely corrective action to be taken. Responsibilities and procedures are in place to handle information security events and weaknesses effectively once they have been reported. A process of continual improvement is applied to the response activities and overall management of information security incidents. For more information, please see page 13-14 of the attached U.S. Bancorp Information Security Posture. Further details on the process may be available upon receipt of a mutual nondisclosure agreement.
 - More detailed process for reacting to fraudulent or questionable activity and security breaches may be negotiated during the contract stage and following terms are generally agreeable:
 - U.S. Bank shall maintain physical, electronic, and procedural safeguards that are designed to (a) maintain the security and confidentiality of Personal Data; (b) protect Personal Data against anticipated threats or hazards to the security or integrity of Personal Data; and (c) prevent unauthorized access to or use of such Personal Data that could result in substantial harm or inconvenience to the applicable Customer.
 - U.S. Bank shall provide prompt notice to Client in the event that U.S. Bank becomes aware that Personal Data of Client's current or former Customers has been compromised as a result of a breach of security at U.S. Bank. Such notice will include U.S. Bank's reasonable estimate of the number of Customer records affected and the nature of the information exposed, together with the steps to be taken by U.S. Bank to limit such exposure and avoid a recurrence thereof.
1. Service Provider shall provide prompt notice to Client in the event that Service Provider becomes aware that Personal Data of Client's current or former Customers has been compromised as a result of a breach of security at Service Provider, its [Affiliates] or its [Agents]. Such notice will include Service Provider's reasonable estimate of the number of Customer records affected and the nature of the information

exposed, together with the steps to be taken by Service Provider to limit such exposure and avoid a recurrence thereof.

2. U.S. Bank will assign new account number to account that are compromised.
3. We will provide additional monitoring for accounts that are known to have been compromised
4. Regardless of impact to the State and/or cardholders, we shall promptly notify the State Treasurer's Office and Administrators of any security breach, hacking, or fraud incident that Contractor experiences. We propose removing the last sentence because liability is an issue that depends on individual facts involved in breach or security incidents.

2.117	Describe how Contractor will communicate and provide regulatory support and updates to the card program.
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Response:

Your Relationship Manager, Paul Erickson, will ensure that you are informed of any new processes/procedures that could benefit the State's program. Paul will continue to lead the monthly program status and update calls. These are a necessary and convenient venue for the bank to share relevant updates and for the State and University to provide feedback and ask questions. He will also work on your behalf as an advocate for any transition issues that may arise during a program change. Your dedicated Account Coordinator Eric Anderson will also be a support to the State for any needs that arise.

In addition to communication with your Relationship Manager, the Access Online Client Home Page provides notification of any technology updates or scheduled downtime. Other program changes that affect individual cardholders, such as updates to the cardholder contract or benefits, will be communicated via statement inserts.

State Questions and Service Needs

For questions or service needs, we encourage the State's Program Administrator to contact the U.S. Bank Account Coordinator team. Account Coordinators provide ongoing daily service and consultation to client organizations regarding U.S. Bank products, processes and best practices.

Cardholders should contact the Customer Service Center with any questions concerning day-to-day issues such as available credit, card replacement and dispute resolution. With the proper permissions, cardholders can also perform these tasks online.

2.118	Bidder should detail how their entity handles system upgrades. The bidder should detail technical support during set up or upgrades.
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Response:

Upgrades are completed during non-peak hours (late evening or weekend hours) and are scheduled in advance. If a release requires a system outage, the State's Program Administrator will receive notification at least one week prior to the release.

Our multiple-column architecture minimizes the impact of the release and allows us to optimize scalability and load balancing. During the release, columns are individually rotated out of service, upgraded and certified. As each column is phased back into service, the next column is rotated out. This process facilitates efficient release application with minimal client disruption.

Major system functionality releases of Access Online typically occur quarterly.	
2.119	The bidder should provide a current client list including the number of cards issued and the annual card transaction volume for each program listed. If the bidder considers the client list proprietary information, the bidder should submit the information requested in this requirement in accordance with the instructions outlined in the RFP.
Response:	
<p>The public sector represents 22 percent of our total volume of commercial card business. With more than 3,300 public sector clients, this is the market that drives our commercial card product, technology and service enhancements. Our client base within the public sector includes local school districts, police and fire departments, county governments, local municipalities, state government agencies and numerous Federal Government agencies.</p> <p>We currently manage 21 state programs, approximately 827 clients in the educational sector and 2,479 cities and political subdivisions. We are the largest commercial card issuer and payment processor for the Federal Government.</p>	
Quality Control	
2.120	The bidder should detail the quality control measures taken and resources used to provide accurate and timely information to the participating card programs. Details shall cover customer service for cardholder inquiries and administrative inquiries, file sharing integrity, account changes, account set up, program systems, subcontractors, logging of issues, prioritizing issues, management involvement, mitigating repeat errors, ensuring follow-up, adequate awareness or education of client's requirements/needs, etc.
Response:	
<p>Our quality control program focuses on continuous monitoring and improvement, and it is frequently benchmarked against industry best practices. It is a comprehensive system that enables us to develop and/or improve processes, implement upgrades, and measure effectiveness. All internal processes used to support clients are documented and reviewed periodically. Measurable objectives are monitored and analyzed independently from the servicer. In addition, we offer a post-call survey on all cardholder inquiries and conduct quarterly surveys to measure customer satisfaction and capture clients' feedback on their most recent interactions with the Account Coordinator team. In addition, on an annual basis, we engage a third-party provider to conduct a detailed customer satisfaction study asking our clients to rate our overall performance.</p> <p>We constantly benchmark our performance against a set of KPIs. For example, a statistically valid sample size of emails and phones are reviewed for accuracy and service standards. Last but not least, our managers conduct monthly performance reviews and provide feedback/coaching to their employees.</p> <p>U.S. Bank has an established process, Quality Management Review (QMR), to analyze these customer service and issue management activities. This process also assists us in our defect prevention, continuous improvement and ongoing product development strategies. The QMR is a team of cross-functional managers who regularly review and analyze CRM information and management reporting to identify recurring client feedback items or patterns that indicate a proactive quality improvement initiative may be required (e.g., process or product).</p> <p>Depending on the specific quality improvement situation, the QMR may have resources at their disposal to initiate and complete a process-related quality initiative. In the case of product development activities, the methodology and process for improvement requests is the Product Lifecycle Management process (PLM).</p>	

PTM includes six stages, outlined below. All changes and updates made to the original request are maintained on U.S. Bank's internal PTM website.

Generation

During the Generation stage, a request form must be completed by the employee initiating the request. The request must be approved by the employee's senior manager before it can be entered into the system, where it is further defined by a team of individuals. In the Generation stage, the following tasks are completed:

- Full Product and Marketing review
- Secure full U.S. Bank Corporate Payment Systems Business Senior Management sign-off
- Provide auditable trail of request: approved or denied
- Assign owner of Examination stage
- Provides opportunity to assess process

Examination

In the Examination stage, the following tasks are completed:

- Establishes a kickoff meeting
- Assures information is collected from all impacted departments
- Analysis is documented in Product Proposal
- Secures full U.S. Bank Corporate Payment Systems Business Senior Management sign-off
- Provides auditable trail of request, approved or denied
- Secures resources needed for project from impacted areas
- Assigns owner of Definition stage
- Provides opportunity to assess process

Definition

In the Definition stage, the following tasks are completed:

- Requirements methods determined through the kick-off meeting
- Builds on Product Proposal Document
- Assures documentation is created through the creation of the High Level Business Requirements, Stakeholder Request and Statement of Work
- Establishes the approach meeting to review and recommend the best approach that will satisfy the Business Line requirements
- Secures Business Line validation and sign-off of each document
- Establishes review by both Card Product and E-Access teams, and requires sign-off.
- Assigns owner of Creation stage

Creation

In the Creation stage, the following tasks are completed:

- Secures Product and Marketing sign-off on development documentation before development takes place
- Marketing Delivery and Beta briefing provides ample advance notice and a learning opportunity for all impacted business lines
- Beta Test Plan is developed
- Requires Core Product involvement in testing and validation that solution satisfies requirements
- Requires full U.S. Bank Corporate Payment Systems Product and Marketing sign-off to move to deploy solution
- Requires U.S. Bank Corporate Payment Systems Senior Management sign-off to proceed or not.

Delivery

In the Delivery stage, the following tasks are completed:

- Delivery planned at kick-off meeting

- Documents and Requirements developed in creation stage are assembled into a Market Delivery Plan.
- Requires Product and Marketing sign-off to proceed
- Market Delivery Plan is executed
- Requires U.S. Bank Corporate Payment Systems Senior Management sign-off to deliver solution to marketplace

Performance Evaluation

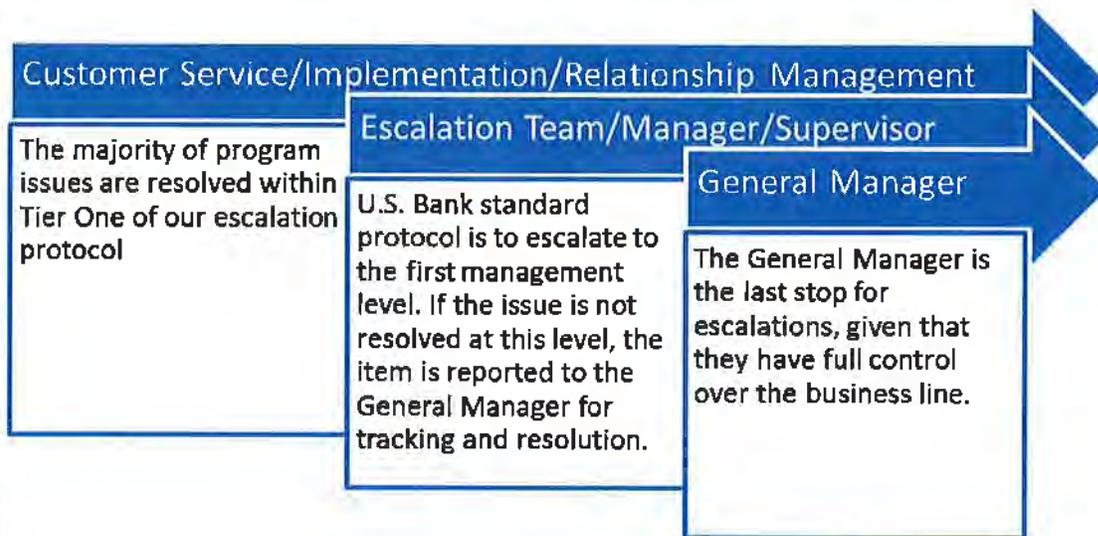
A performance evaluation is performed at regular intervals to ensure the product is meeting clients' needs and expectations.

Problem Resolution

Program Issue Resolution

U.S. Bank's issue resolution protocol is structured to empower each of our service representatives, supervisors, and managers to resolve a broad range of problems appropriate to their position within Cardholder Service, Relationship Management and U.S. Bank Corporate Payment Systems as a whole.

An overall escalation process follows the structure outlined below. To ensure that our service is not subject to repeating issues, client issues are tracked and reported to senior management.



Cardholder Issue Resolution

If a cardholder experiences difficulties with their card, they should not hesitate to contact U.S. Bank Customer Service using the toll-free number on the back of the card. Cardholders will receive immediate assistance on matters such as billing, lost or stolen card procedures, declined transactions, disputes and a variety of other issues.

Should the cardholder feel the Customer Service Representative is not resolving the issue to their satisfaction, we encourage the cardholder to request to speak with a supervisor. The call will then be escalated until the matter is successfully resolved.

2.121	The bidder should detail performance/service qualities that are measured. The bidder should detail how often these are measured and if these are shared with its clients.
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Response:

Provided below is a summary of the service performance targets used by our Customer Service Representatives, MIS department and Account Coordinators. The data is tracked daily and performance is reported to management monthly. U.S. Bank typically does not share performance metrics with clients as this data is considered proprietary.

Service	Service Performance Target
Basic Assistance	<ul style="list-style-type: none"> ▪ Available 24/7 to respond to account inquiries and problems, and for notification of billing.
Telephone Service (monthly average)	<ul style="list-style-type: none"> ▪ Answer at least 75% of all incoming calls within 30 seconds ▪ Allow no more than 4% of incoming calls to be abandoned from queue
Card Applications	<ul style="list-style-type: none"> ▪ Applications will be processed generally real time in Access Online, or within two days if credit approval is required
Card Production (including emergency replacement of lost or stolen cards)	<ul style="list-style-type: none"> ▪ New account cards mailed within three business days. ▪ Replacement and additional cards mailed within three business days ▪ Cards requested on an emergency basis mailed the same day as requested if request is received by 2 p.m. CT on business days
Daily Data Download	<ul style="list-style-type: none"> ▪ Client receives a data file of all card transactions for employees. The file will be available for download on the requested date no later than 5 p.m. CT
Statement Delivery	<ul style="list-style-type: none"> ▪ Statements must be mailed within the following timelines: ▪ Central bill—three business days after cycle ▪ Cardholder statements—100 percent of statements mailed no later than three business days after cycle ▪ Statements made available in Access Online one business day after cycle

2.122	Bidder should detail their process to accurately manage changes as listed in 2.120 in a timely manner and to assure that requested changes are made on a timely basis and are accurate.
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Response:

Our automated tool set (Customer Relationship Management system or CRM) to capture, review and monitor client feedback for applicable follow-through by the appropriate U.S. Bank work teams.

The CRM methodology and software not only provide a point of entry for capturing client feedback but also provide the ability to assign resources (if required) to a particular client request, and to track and document ongoing progress. A reporting methodology and process is also available to monitor concerns that are still pending resolution, have exceeded established service level or problem resolution standards, or require additional analysis and management.

U.S. Bank has an established process, Quality Management Review (QMR), to analyze these customer service and issue management activities. This process also assists us in our defect prevention, continuous improvement and ongoing product development strategies. The QMR is a team of cross-functional managers who regularly review and analyze CRM information and management reporting to identify recurring client feedback items or patterns that indicate a proactive quality improvement initiative may be required (e.g., process or product).

Perform Implementation

2.123	<p>Bidder should detail their implementation approach as a part of their RFP response. The details shall include at a minimum:</p> <p>a. The bidder should detail its approach to completing discovery (fact finding) of a new program prior to the start of the implementation phase.</p> <p>b. The bidder should detail how information will be communicated to the State program team during the implementation phase.</p>
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Response:

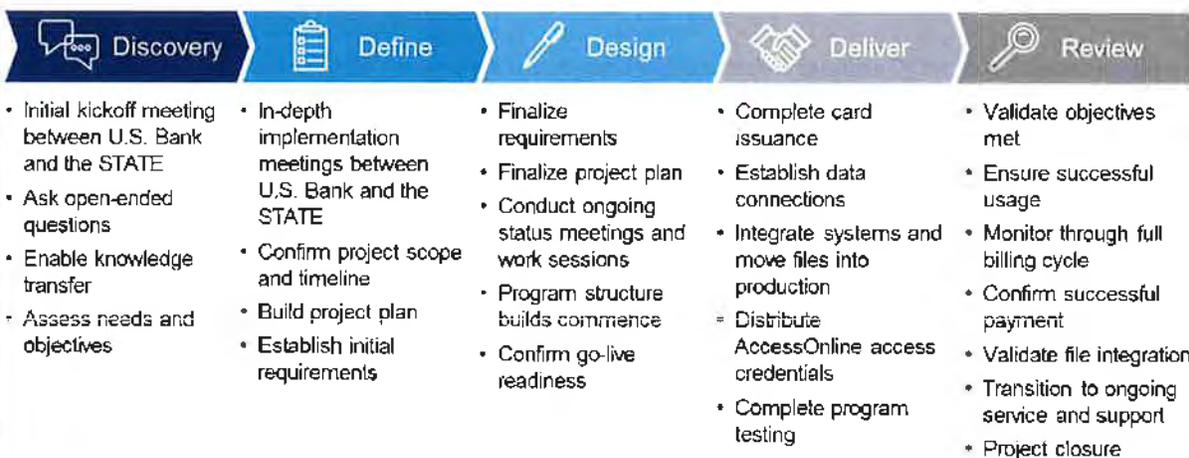
Recommended Onboarding Approach for Participating Government Entities

Once a participating entity has received approval to participate in the State's program, and based on requirements the entity will complete an onboarding workbook, which captures essentials program requirements and highlights any parameters predetermined by the State. Your assigned implementation project manager will then work with that entity to ensure the program built successfully and to recommend appropriate training solutions. After cards have been issued and all needs have been met, the entity will be transitioned to the assigned Relationship Manager and Account Coordinator for ongoing support.

U.S. Bank's implementation process is flexible and focused to deliver the State the solutions you need in a timeframe that works for you across all your markets. While our process methodology follows a rigorous standard developed over 28 years of implementing commercial card programs, we tailor our execution to each individual implementation. We will take the lead to determine the nuances of your current program, develop a complete understanding of your needs and bring you to full capability with U.S. Bank.

Our exclusive Program Management Approach minimizes disruption and allows the State to remain focused on critical business needs. U.S. Bank customizes the implementation process following a rigorous methodology developed over three decades of implementing government and commercial card programs. Each agency/organization transition is tailored based upon a full understanding of program needs and timelines. A detailed project plan is created to ensure deadlines are met timely and accurately. In 2017, U.S. Bank completed approximately 1,500 implementations.

Our proven multi-phase Program Management Approach facilitates a smooth and seamless implementation.



2.124	Bidder should provide a detailed implementation plan including at least the following: required start up documentation forms, a detailed implementation schedule with phases and milestones, individual tasks and critical tasks. The bidder should detail pilot program options available. Multiple state agencies will be a part of the implementation process.
<p>Response:</p> <p>Please see Exhibit 2 for a Sample Implementation Plan for both card and Virtual Pay programs. During the kickoff call, the U.S. Bank Implementation Project Manager will discuss your Virtual Pay program roll out and discuss whether a full rollout or pilot approach will be used. If the State would like to have a pilot program prior to full roll out, additional conversations will occur regarding timing of card issuance, length of pilot and full program go-live date. Along with the conversations, the decisions will be captured in status notes and a project plan.</p>	
2.125	Describe the resources that the Contractor will provide during implementation, including training (in person, over the phone, user manuals, or web based), technical support, and on-site visits/State Agency implementation meetings.
<p>Response:</p> <p>From electronic self-study programs to instructor-led classes, we empower our clients to get the most out of their payment programs. The following personnel and training tools and services are offered to our clients at no cost:</p> <p>Support Personnel</p> <p>You will be assigned the following personnel to assist with implementation and ongoing technical support:</p> <ul style="list-style-type: none"> ▪ Relationship Manager ▪ Implementation Project Manager ▪ Technical Resources ▪ Account Coordinator Team ▪ Relevant Subject Matter Experts <p>Support Tools</p> <p>During implementation, the State will be provided with tools such as a sample policy and procedures document, implementation guidebook, cardholder communications and necessary forms at no cost. You will also receive training tools directly from your assigned Relationship Manager.</p> <p>To train the State on Access Online, our web-based program management and reporting tool, we offer self-directed training via a web-based training tool for cardholders, and web conferencing for targeted, instructor-led training for Program Administrators. Training is provided at no charge.</p> <p>Our Relationship Managers host regionally-based user group meetings and networking activities at no cost. Webinars are also offered throughout the year on a variety of topics.</p>	
2.126	What process is in place to manage implementation issues?
<p>Response:</p> <p>Any issues during implementation can be reported to your Implementation Project Manager, who will take the necessary steps to ensure that they are resolved before moving into the maintenance phase of the program. The</p>	

Implementation Project Manager will schedule regular touch point meetings throughout the process to provide the State with the opportunity to bring up any issues or concerns.	
2.127	During the implementation phase, describe how you will communicate timely any concerns regarding meeting implementation timeframes.
<p>Response:</p> <p>Your Implementation Project Manager will communicate any concerns, will design a detailed implementation project plan, conduct interviews with the State's personnel to refine program needs from the outset and Monitors the progress of your program's implementation and works with you to resolve any issues that may arise.</p> <p>During implementation, the U.S. Bank Implementation Team performs the initial assessment of risks and their severity and determines mitigation plans. Because all program areas are represented on the Implementation Team, they are able to swiftly resolve problems should they occur. If the team cannot resolve the problem within an appropriate timeframe, they will escalate to the relationship manager and then to the executive teams at both the State and U.S. Bank. All risks and issues are documented within a risk log and the project plan is updated accordingly.</p>	
Post Implementation	
2.128	Describe the resources used for post implementation, including services requested/required in the RFP scope of work, technical support or on-site visits.
<p>Response:</p> <p>Before cards are issued, Paul and the Implementation Project Manager will confer with your Program Administrator to review progress against the implementation checklist and discuss any remaining tasks. Several months after the initial card rollout, Paul will schedule a progress meeting to review program performance, evaluate potential for program growth and discuss additional program goals.</p> <p>After your rollout is complete, your Relationship Manager, Paul Erickson, and your Account Coordinator, Eric Anderson, will continue to serve as your primary program contacts through the life of your program as your implementation project manager transitions away. All major concerns should be brought to the attention of Paul, who is your primary point of contact.</p> <p>Ongoing Technical Support The Technical Help Desk is staffed 24/7 for Program Administrators at 877.452.8083, or via email at accessonlinesupport@usbank.com. Program administrators would contact the Technical Help Desk with all Access Online system related questions.</p> <p>Cardholders may utilize the Customer Support Area for general navigation and password resets; all other card program or system-related concerns should be directed to the cardholder's Program Administrator.</p> <p>Upon receiving a call from a client, the Help Desk classifies the call into two general groups:</p> <ul style="list-style-type: none"> ▪ System Issues—If the caller indicates a connectivity issue or system error, the Help Desk will immediately validate the concern and report it to the Client Services Group (CSG), our corporate response team for application, system or technical infrastructure problems. The CSG prioritizes and resolves issues according to client impact, with Severity 1 issues resolved within four hours, Severity 2 issues resolved within eight hours and Severity 3 issues resolved within three business days. 	

- **Access Online Support**—After determining that the call is not a system issue, the Help Desk identifies and logs the call into Connex, our enterprise solution for issue tracking and resolution. Concerns, questions or issues that the Help Desk Representative cannot immediately answer are researched. If not resolved within two hours, the concern, question or issue is directed to Business Functional Analysts.

Issues and requests falling to Business Functional Analysts are generally caused by data anomalies or are very technical in nature, requiring in depth research and analysis and, quite likely, system development for resolution. Because Business Functional Analysts are directly responsible for managing Access Online system defects and change requests, they are perfectly aligned to address these types of requests.

U.S. Bank's Dedicated Supplier Enablement Managers

Supplier Enablement Managers design and execute fully customized supplier enablement campaigns for users of our virtual payment programs. Campaigns run in perpetuity and will adapt and evolve over time based on the success and learnings of prior campaigns.

On Site Visits

Your Relationship Manager, Paul, will travel to your site for account reviews. Additional assessments, such as A/P analysis, process reviews and etc., will involve travel on an as-needed basis.

2.129	Indicate if your organization provides a newsletter or email covering industry topics, rules and regulations updates and timing of the distribution or publication.
<p>Response:</p> <p>We send a quarterly newsletter to clients, which covers industry trends, best practices, and program and technology update information.</p>	
2.130	Describe any on-going training that will be made available as upgrades or system changes occur.
<p>Response:</p> <p>The training team partners with the product owner through a structured weekly meeting where product updates are shared and reviewed. The training team then assesses the product enhancements to best determine what and which training content needs to be either updated or added based on the scope of change. This training is reviewed and approved by the product manager prior to the launch of system changes. Thus, the training is always current for the end user.</p>	

Questionnaire A.3
Request for Proposal Number 5791 Z1

Baseline Functional and Technical Requirements – State Accounting

Agency Specific	
Department of Administrative Service – State Accounting	
3.1	<p>Can the bidder provide a card designed specially and exclusively for the State of Nebraska program? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> 1. Display on the face of the card, the name "State of Nebraska" and a logo selected by the State on the face of the card; 2. Have embossed on the face of the card, the name of the cardholder to whom the card is issued; 3. The name of the agency where the employee is employed; and 4. Display on the back of the card, the Contractor's toll free "customer service" phone number.
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Response:</p> <p>The standard information embossed on all U.S. Bank commercial cards includes:</p> <ul style="list-style-type: none"> ▪ Account number ▪ Expiration date ▪ Cardholder name (21 characters) ▪ Group name (21 optional characters), which may be used for sub-divisions (such as department, division or cost center) <p>The reverse side of each plastic on all card options includes space for the cardholder signature and the toll-free, 24/7 U.S. Bank Customer Service number.</p> <p>In addition to our standard card design, U.S. Bank offers custom plastics to cardholders in North America. Our logo and custom options are described below:</p> <p>Logo Cards</p> <p>For logo cards, we place the State's logo in the upper left corner of our standard card design. The logo imprint can be produced in any one of the following colors: silver, gold or white. Logo card requests require three weeks lead-time prior to program rollout. A sample card will be provided for approval. There is no cost to the State for logo cards.</p>	
3.2	<p>The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Response:</p> <p>U.S. Bank can exclude references to ATMs on cards.</p>	

3.3	<p>Administrative Services - Accounting file process and file layout</p> <p>The bidder should review and indicate its ability to generate and provide a monthly file in the format specified in Attachment E. Files are to be generated after the cycle completion date. The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment E. The bidder should detail any concerns regarding the requested file format.</p>
<p>Response:</p> <p>As your existing provider, U.S. Bank will continue to meet the requirements provided in the Attachment E file format. Additionally, U.S. Bank is willing to accommodate any future changes to file requirements, as needed, at no cost.</p> <p>The monthly files can be delivered by an electronic mailbox via Access Online's Data Exchange for manual retrieval. Additionally, U.S. Bank can offer automated transmission delivery options including Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect Direct or AS2.</p>	
3.4	<p>The card programs require files to be delivered on the same day of the month and in the format as listed in Attachment E. Can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>We can continue to deliver the files on the same day of the month as the format indicates.</p>	

Questionnaire A.4
Request for Proposal Number 5791 Z1

Baseline Functional & Technical Requirements
Department of Transportation

Agency Specific	
Department of Transportation	
4.1	<p>Can the bidder provide a card designed specially and exclusively for the State of Nebraska program? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> 1. Display on the face of the card, the name "State of Nebraska" and a logo selected by the State on the face of the card; 2. Have embossed on the face of the card, the name of the cardholder to whom the card is issued; 3. The name of the agency where the employee is employed; and 4. Display on the back of the card, the Contractor's toll free "customer service" phone number.
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>The standard information embossed on all U.S. Bank commercial cards includes:</p> <ul style="list-style-type: none"> ▪ Account number ▪ Expiration date ▪ Cardholder name (21 characters) ▪ Group name (21 optional characters), which may be used for sub-divisions (such as department, division or cost center) <p>The reverse side of each plastic on all card options includes space for the cardholder signature and the toll-free, 24/7 U.S. Bank Customer Service number.</p> <p>In addition to our standard card design, U.S. Bank offers custom plastics to cardholders in North America. Our logo and custom options are described below:</p> <p>Logo Cards</p> <p>For logo cards, we place the State's logo in the upper left corner of our standard card design. The logo imprint can be produced in any one of the following colors: silver, gold or white. Logo card requests require three weeks lead-time prior to program rollout. A sample card will be provided for approval. There is no cost to the State for logo cards.</p>	
4.2	<p>The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>U.S. Bank can exclude references to ATMs on cards.</p>	

4.3	The bidder should review and indicate its ability to generate and provide a weekly file in the format specified in Attachment F. The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment F. The bidder should detail any concerns regarding the requested file format.
<p>Response:</p> <p>As your existing provider, U.S. Bank will continue to meet the requirements provided in the Attachment F file format. Additionally, U.S. Bank is willing to accommodate any future changes to file requirements, as needed, at no cost.</p> <p>The monthly files can be delivered by an electronic mailbox via Access Online's Data Exchange for manual retrieval. Additionally, U.S. Bank can offer automated transmission delivery options including Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect Direct or AS2.</p>	
4.4	The card programs require files to be delivered on consistent schedule and in a format as listed in Attachment F. Can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>We can continue to deliver the files on a consistent schedule and as the format indicates.</p>	

**Questionnaire A.5
Request for Proposal Number 5791 Z1**

**Baseline Functional and Technical Requirements
University of Nebraska**

Agency Specific	
University of Nebraska	
5.1	<p>Can the bidder provide a card designed specially and exclusively for the University of Nebraska programs? Each plastic card issued shall, at a minimum:</p> <ol style="list-style-type: none"> 1. Display on the face of the card, the name "University of Nebraska" and a logo selected by the University of Nebraska on the face of the card. The University Group Travel Card Program shall have a different color card and the University may require an alternative logo be used on that card; 2. Display on the face of the card, the phrase "For Official Use Only"; 3. Have embossed on the face of the card, the phrase "NE State Sales Tax Exempt"; 4. Have embossed on the face of the card, the name of the cardholder to whom the card is issued; and 5. Display on the back of the card, the Contractor's toll free "customer service" phone number. <p>The University of Nebraska program cards shall include the University Sales Tax Exempt number.</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>The standard information embossed on all U.S. Bank commercial cards includes:</p> <ul style="list-style-type: none"> ▪ Account number ▪ Expiration date ▪ Cardholder name (21 characters) ▪ Group name (21 optional characters), which may be used for sub-divisions (such as department, division or cost center) ▪ We are able to emboss an optional Tax ID or tax exempt language on the face of the card <p>While the embossing character limit is 21, we are able to print "NE State Sales Tax Exempt" into the card design.</p> <p>The reverse side of each plastic on all card options includes space for the cardholder signature and the toll-free, 24/7 U.S. Bank Customer Service number.</p> <p>In addition to our standard card design, U.S. Bank offers custom plastics to cardholders in North America. Our logo and custom options are described below:</p> <p>Logo Cards</p> <p>For logo cards, we place the State's logo in the upper left corner of our standard card design. The logo imprint can be produced in any one of the following colors: silver, gold or white. Logo card requests require three weeks lead-time prior to program rollout. A sample card will be provided for approval. There is no cost to the State for logo cards.</p>	

5.2	The Purchasing card program require the cards issued must contain no reference to Automatic Teller Machine (ATM) machine usage, can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>U.S. Bank can exclude references to ATMs on cards.</p>	
5.3	The card programs require the ability to obtain cards that have higher credit limits for disaster situations. Cards will be stored securely with limited access. The bidder should review Attachment D for spending limits. Can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>For corporate liability cards, we are able to meet the spending limits in attachment D. Emergency cards will be setup under a corporate liability structure, which is consistent with the current program structure of the State. These accounts can be set at the \$500,000 limit with the flexibility for the program administrator to adjust these individual account limits within the Access Online tool.</p>	
5.4	The bidder should review the University's Preferred Vendor Card program limits listed in Attachment D and can the bidder meet those requirements?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>For corporate liability cards, we are able to meet the limits in attachment D. Purchasing card limits outlined in attachment D can be met with the State's ability to make adjustment on an account basis to the single and monthly purchase limit.</p>	

Questionnaire A.6
Request for Proposal Number 5791 Z1

Baseline Functional and Technical Requirements
Nebraska State Colleges

Nebraska State Colleges	
Agency Specific	
6.1	<p>State Colleges ~ Purchasing Card and Group Travel Card State College data shall be developed and transmitted in the same manner as University data. The bidder should review the required file formats for the State Colleges as listed for the University programs in Attachment G and indicate their ability to generate and provide daily files in the specified format. The State Colleges shall receive up to eight separate files daily, four separate Purchasing Card files and three Group Travel Card files. Files are by location (Wayne State College, Chadron State College, Peru State College and State College Central Administration). Files shall be transmitted to the University for processing, can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>As your existing provider, U.S. Bank will continue to meet the requirements provided in the Attachment G file format. Additionally, U.S. Bank is willing to accommodate any future changes to file requirements, as needed, at no cost.</p> <p>The monthly files can be delivered by an electronic mailbox via Access Online's Data Exchange for manual retrieval. Additionally, U.S. Bank can offer automated transmission delivery options including Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect Direct or AS2.</p>	
6.2	<p>Reporting shall be available to the programs and to the Program Administrator, Administrative Services – Accounting. Can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>Comprehensive reporting is vital to the State for effectively managing your payment programs. With the U.S. Bank Access Online reporting tool, you can run predefined standard reports or create organization-driven ad hoc reports of transaction data online. Access Online means immediate access to your transaction data, allowing you to run reports whenever needed.</p>	
6.3	<p>Rebates will be sent to the State's bank account, with rebate details to the Treasurer and the Program Administrator, Administrative Services – Accounting. Can the bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>U.S. Bank can comply.</p>	

Questionnaire A.7
Request for Proposal Number 5791 Z1

Baseline Functional and Technical Requirements
University of Nebraska and Nebraska State Colleges
Group Travel Card Program

University of Nebraska and Nebraska State Colleges	
Group Travel Card Program	
7.1	<p>The Contractor will provide a branded card to be used for cash advances, ATM withdrawals and the purchase of goods, services, or travel at locations nationally and internationally. The card must accommodate in-store, internet, fax, mail order, and over-the phone transactions. Can bidder comply?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Response:</p> <p>Currently the University uses the U.S. Bank Event Planner Card for this purpose.</p> <p>We offer a corporate liability event planner card for your event planners to pay for charges incurred while planning and executing meeting and group events. Our clients use event planner cards for charges such as conference room rental, audio-visual equipment, internet and teleconferencing services, transportation/group shuttles, event food and beverage, special event admission fees, group air travel or any other meeting-related expenditures that may not be appropriate to bill to an individual corporate travel card.</p> <p>Controls Because these accounts are corporate liability accounts, controls are of paramount importance. Event planner cards can be customized using the following U.S. Bank system controls:</p> <ul style="list-style-type: none"> ▪ Account expiration dates ▪ Account credit limits based upon meeting or event budgets ▪ Merchant Category Code acceptance blocking or limits based upon the unique needs of any meeting, event or trade show ▪ Convenience Checks for those few merchants that may not be able to accept a card as payment <p>Benefits Event planner cards allow you to:</p> <ul style="list-style-type: none"> ▪ Manage, control and track meeting and event expenses ▪ Efficiently reconcile and pay all meeting and event expenses ▪ Reduce internal costs related to meeting and event expense payment or reimbursement ▪ Increase rebate opportunities 	
7.2	<p>Can the bidder only allow cash advances or ATM transactions for Group Travel programs?</p>
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Response:</p>	

Cash advances may be limited, blocked or allowed at the company or individual level. Additional controls may be set, such as a daily, weekly or monthly limit or dollar amount. During card set-up, we would need to know which cards would have cash advance capability, in order to set them up properly.

Your Relationship Manager will review your requirements to design a program that best meets your unique travel needs.

7.3

The card program shall not incur any fees for cash advances or ATM transactions, including domestic or foreign, from the Contractor. Can the bidder comply?

Yes No
Response:

U.S. Bank can comply.

7.4

The bidder should provide a comprehensive listing of available ATM networks associated with the Group Travel Cards.

Response:

Visa is accepted in more than 200 countries and territories and over 45 million locations, including more than 2.5 million ATMs and more than 600,000 member offices worldwide.

The envelope marked proprietary contains a Visa acceptance matrix which shows the number of accepting locations in regions around the world for U.S. Bank commercial cards.

7.5

For the Group Travel Card Program, a PIN number would be required. Describe how the PIN number will be mailed securely and directly to the cardholder?

Response:

All cardholders are prompted to select their PIN when they activate their account via the Customer Service Center. Following activation, the cardholder will be prompted to self-select their PIN. They will enter it once, then enter again to confirm. Because cardholders are selecting their own PIN at activation, it is less likely they will forget their PIN in the future.

Changing a PIN is easy. Cardholders can call the Customer Service number on the back of their card, enter their account number, validate their identity, then follow the prompts to PIN Options. As a security measure, the cardholder must know their current PIN to change a PIN. If the cardholder does not know their current PIN, they can request a PIN Reminder be mailed to them.

It should be noted, while most chip-card transactions are still verified by cardholder signatures, in some circumstances a cardholder may need to enter a PIN at the point of sale (if prompted by the card reader). Our cards are signature preferring, so PIN prompts would be uncommon in the U.S. but may occur more frequently abroad.

7.6

Bidder shall detail all volume and spending limits placed on the cards for ATM transactions and cash advances. The bidder should specify if limits are daily, weekly, monthly or per transaction. The bidder should detail the process and timing to modify and enforce change limits.

Response:

Cash advances may be limited at the company, group or individual level. This limit is typically set at 20 percent of the spending guideline during each billing cycle. Restrictions are also placed on ATM withdrawals by the bank that owns each ATM. Although they vary, many banks limit advances to three transactions per day, \$250 per transaction and \$999 a day.

We have recommended spending guidelines and cash advance percentage parameters for corporate travel card accounts. Your Relationship Manager will review your requirements to design a program that best meets your unique travel needs.

7.7

Certain card programs require cards issued for coach and team travel needs. Cards, used nationally and internationally, allow for food, travel, housing expenses, etc. Multiple purchases from the same merchants may be charged during the same time frame to accommodate the volume of travelers or the merchant's desire to accept payment. (i.e., individually or as a lump sum). The bidder should detail how they are able to accommodate these types of purchases.

Response:

U.S. Bank can meet these requirements and spend activity. If for some reason there is an issue or concern with a group of cards, we can work with the University of Nebraska and Nebraska State Colleges to customize fraud strategies for the group to minimize any impact.

7.8

Certain card programs require cards to be issued for student group travel needs. Cards, used nationally and internationally, allow for food, travel, housing expenses, etc. Multiple purchases from the same merchants may be charged during the same time frame to accommodate the volume of travelers or the merchant's desire to accept payment. (i.e., individually or as a lump sum). The card program may also allow select cardholders the ability to complete ATM and cash advance transactions. The bidder should detail its ability to accommodate student group travel needs.

Response:

Currently the University uses the U.S. Bank Event Planner Card for this purpose.

We offer a corporate liability event planner card for your event planners to pay for charges incurred while planning and executing meeting and group events. Our clients use event planner cards for charges such as conference room rental, audio-visual equipment, internet and teleconferencing services, transportation/group shuttles, event food and beverage, special event admission fees, group air travel or any other meeting-related expenditures that may not be appropriate to bill to an individual corporate travel card.

Controls

Your Relationship Manager, Paul, will review your requirements to design a program that best meets your unique travel needs. Cash advances limits are typically set at 20 percent of the spending guideline during each billing cycle. Restrictions are also placed on ATM withdrawals by the bank that owns each ATM. Although they vary, many banks limit advances to three transactions per day, \$250 per transaction and \$999 a day.

Because these accounts are corporate liability accounts, controls are of paramount importance. Event planner cards can be customized using the following U.S. Bank system controls:

- Account expiration dates
- Account credit limits based upon meeting or event budgets

- Merchant Category Code acceptance blocking or limits based upon the unique needs of any meeting, event or trade show
- Convenience Checks for those few merchants that may not be able to accept a card as payment

7.9

The bidder should detail how the Contractor's fraud program be adjusted to accommodate the purchases detailed in Questions 7.7 and 7.8.

Response:

Should the card program be impacted negatively by fraud strategies beyond what is deemed an acceptable level due to fraud detection, adjustments can be made to reduce negative impacts based on cardholder spend. These adjustments will take into consideration both cardholder spend and potentially increased fraud risk to determine the correct balance.

Account Monitoring and Notification

- Trained fraud professionals available 24/7
- Combination of real-time and near real-time fraud rule engines
- Authorization scoring with industry-leading risk models designed to profile cardholder behavior and compare it against known fraud patterns
- Outbound telephone calls to cardholders and program offices to verify activity
- Optional fraud alerts via text message and email
- 3D Secure authentication for card not present (online) charge activity

Development of Detection Strategies

- Sophisticated data modeling techniques used to detect fraud trends
- Standard industry practices including card activation programs requiring cards to be activated before first use and Card Verification Value (CVV) embedded in card magnetic strips along with chip enabled cards to prevent counterfeit risk

Identity Theft Mitigation

- Our Threat and Vulnerability team monitors the internet for rogue websites impersonating our sites and closes them down
- Compromised user ID alerts
- Immediate response to breaches through our cardholder privacy office

Customized Fraud Risk Controls

- Account opening and maintenance policies
- Appropriate credit limit assignments
- Merchant restrictions

Intelligence Gathering

- Participation in industry roundtables provides current information on fraud trends and allows for proactive steps toward fraud mitigation
- Quarterly reviews conducted with Visa and Mastercard on fraud trends, performance and innovative fraud products

Complete Investigative Services

- Coordination with local, state and Federal law enforcement agencies
- Industry leading recovery rates minimize cost of programs to our clients
- Assistance on internal fraud cases by providing copies of charge receipts, transaction detail and copies of applications to law enforcement agencies, if required

7.10	The bidder should review the required file formats for the University of Nebraska program in Attachment G and indicated their ability to generate and provide daily files in the specified format. The University receives 8 separate files daily, 4 separate purchasing card files, 3 travel card files, and a Preferred Vendor Card Data File. Files are by campus (University of Nebraska Lincoln, University of Nebraska Omaha, University Medical Center and University of Nebraska Kearney). The bidder should detail the options available to the program to retrieve or receive files. The bidder should detail any required deviations from file layout specifications detailed in Attachment G. The bidder should detail any concerns regarding the requested file format.
<p>Response:</p> <p>As your existing provider, U.S. Bank will continue to meet the requirements provided in the Attachment G file format. Additionally, U.S. Bank is willing to accommodate any future changes to file requirements, as needed, at no cost.</p> <p>The monthly files can be delivered by an electronic mailbox via Access Online's Data Exchange for manual retrieval. Additionally, U.S. Bank can offer automated transmission delivery options including Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect Direct or AS2.</p>	
7.11	The University and Nebraska State College programs require files be generated each business day that data is available from the card issuer. The University requires the ability to retrieve the files and not have them sent to the University. The University strongly prefers to use FTP/Secure (FTP using SSL/TLS protocol) to transmit data, can the bidder comply?
<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Response:</p> <p>As your existing provider, U.S. Bank will continue to provide the required files daily or as needed. Additionally, U.S. Bank is willing to accommodate any future changes to file requirements, as needed, at no cost.</p> <p>The monthly files can be delivered by an electronic mailbox via Access Online's Data Exchange for manual retrieval. Additionally, U.S. Bank can offer automated transmission delivery options including Secure FTP with an option of PGP encryption, Native FTP, VAN, VPN, Connect Direct or AS2.</p>	

Questionnaire A.8
Request for Proposal Number 5791 Z1

OPTIONAL Functional and Technical Requirements
University of Nebraska

University of Nebraska	
OPTIONAL Contingent/Corporate Liability Travel Card Program	
8.1	<p>The bidder should detail its ability to provide Contingent/Corporate Liability Travel Cards to employees that travel. Bidder should detail its program parameters and cardholder enrollment process.</p>
<p>Response:</p> <p>If the corporate cards will be set up with contingent liability, Social Security Numbers (SSN) will be required. If they are set up with corporate liability, an employee ID can be used in place of the SSN. For the initial rollout, the University submits a data file to U.S. Bank of all employees authorized to receive a card. The card order takes approximately six business days to process. After processing, U.S. Bank mails all cards to cardholders directly or to the Program Administrator, if required.</p> <p>Ongoing Issuance After implementation, Program Administrators can submit an application using Access Online, or send via fax or email. If expedited delivery cards are ordered via Access Online before 2 p.m. CT, they will be processed and shipped the same day. For standard delivery, cards will be produced the next day and shipped the day after. Post-rollout, we can support file-based uploads for large number of cards and/or online applications for one-off requests.</p> <p>In the United States, we also offer integration with your HR system, which allows you to automatically synchronize cardholder updates on your internal systems, reducing the time and effort required to manually update cardholders within our tools.</p> <ul style="list-style-type: none"> ▪ Renewal—All commercial cards in good standing are automatically reissued every four years. They are mailed directly to all cardholders six weeks prior to the expiration date. ▪ Termination—Cardholders and Program Administrators can terminate card accounts in real-time within Access Online ▪ Lost/Stolen Cards—Cardholders can call the Customer Service Center domestically or the Visa Assistance Center internationally to report a card lost or stolen and to request emergency replacement. 	
8.2	<p>The bidder should detail the MCC strategy tied to the cards.</p>
<p>Response:</p> <p>To prevent purchases of specific commodities and services, we will block the MCCs that represent these items. We can establish universal MCC blocking for uniformity across all cards, or set unique limits at the cardholder level. During implementation we will provide templates for recommended MCCs. We can also set up MCC Group blocking consisting of a cluster of MCCs. We recommend that you choose blocking that fits</p>	

the spending requirements for the majority of your cardholders, and only use cardholder blocking on an exception basis.

8.3

Are the cards issued for this program able to be used nationally?

Yes No
Response:

The cards for this program can be used nationally.

U.S. Bank commercial cards can provide the University with access to the world's largest acceptance network with merchant and cash locations in more than 200 countries and territories. Our vast worldwide acceptance via the Visa network ensures your employees access to goods, services and cash around the globe—eliminating the need for more costly alternatives (such as petty cash or cash advances) and ensuring that the University captures detailed transaction data on every purchase.

8.4

Are the cards issued for this program able to be used internationally?

Yes No
Response:

The cards for this program can be used internationally.

The following matrix shows the number of accepting locations in regions around the world for U.S. Bank commercial cards:

The envelope marked proprietary contains a Visa acceptance matrix which shows the number of accepting locations in regions around the world for U.S. Bank commercial cards.

OPTIONAL Virtual or ePayables Credit Card Program

8.5

Bidder should detail their ability to provide virtual or ePayables credit card program by which vendors can be paid for goods received and services rendered.

Response:

We have approximately 431 Virtual Payment clients, with 168,957 virtual accounts and a combined annual spend of approximately \$7.6 billion.

Access Online Virtual Pay is an innovative Virtual Payment solution that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of virtual cards. Virtual Pay extends the value of purchasing card programs by further automating your Accounts Payable payment processes, replacing traditional paper check payments with cardless U.S. Bank virtual accounts.

Virtual Pay allows you to use your current business practices, which may include processing purchase orders, receipts, approvals, coding and invoices in your system. Once approved, payments are ready for processing.

The University provides these payments to U.S. Bank via a file, online form or through an API. We then use one or a combination of the options below, depending on supplier preference, to accommodate payment to your suppliers:

University-Initiated Payments (Straight-Through Processing)

- Funds are automatically deposited into a merchant bank account less interchange
- U.S. Bank provides reconciliation functionality in our tools to automatically match processed supplier payment transactions with your authorized payments

Supplier-Initiated Payments

- **Single-Use Accounts**—Unique account numbers are assigned to each approved payment transaction; users have the ability to request and access a virtual account on their mobile device
- **Pre-authorized Limit Accounts**—We dynamically raise credit limits on supplier-dedicated cards from zero to the amount of the payment appearing on the approved payment file

Virtual Pay can accommodate both supplier-initiated and buyer-initiated payments without the need for separate file integration.

The University-Initiated Payments Process Flow



Supplier-Initiated Payments Process Flow



Benefits

Virtual Pay provides significant benefits for the University, including:

- Increased controls through single use accounts and authorization controls
- Extended Days Payable Outstanding
- Reduced costs for the University by eliminating checks
- Increased savings for the University by using a streamlined automated reconciliation process
- Potential for additional rebate

In addition, your suppliers will benefit by:

- Reduced Days Sales Outstanding
- Receives payment typically within 48 hours of processed payment
- Automated payment reconciliation

8.6	The Contractor must provide the necessary software for administration of this program. The software must allow access to contact information for vendors, as well, as amounts outstanding, amounts paid, etc. Can the bidder comply?
<p>Yes <u>X</u> No _____ Response:</p> <p>Our Virtual Pay solution is run through Access Online and is an innovative tool that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of one cards. Virtual Pay extends the value of one card programs by further automating the University's accounts payable payment processes, replacing traditional paper check payments with cardless purchasing accounts.</p> <p>Under Virtual Pay, the University uses current business practices, which may include processing purchase orders, receipts, approvals, coding and invoices. Once approved payments are ready for processing, the University provides a file of these payments to U.S. Bank or can submit a single payment instruction online.</p> <p>A third payment process includes pre-approving a payment request or requisition prior to purchase. We then use one of two options to accommodate payment to your suppliers:</p> <ul style="list-style-type: none"> ▪ Pre-Authorized Limit—We dynamically raise credit limits on supplier dedicated cards from zero to the amount of the payment appearing on the approved payment file received from the University. ▪ Single-Use Accounts—Provides the same dynamic credit limit capability as our Pre-Authorized Limit program with the added capability of assigning unique account numbers (Single-Use Accounts) to each approved payment transaction. In addition, Single-Use Accounts simplify reconciliation through the one-to-one relationship of the account number to the posted transaction. <p>Under both options, suppliers are provided an email notification of the availability of the payment for commercial card transactions as well as key remittance information. Finally, we provide reconciliation functionality within Access Online to automatically match processed supplier payment transactions with authorized payments from the University.</p> <p>Payment Instructions</p> <p>Virtual Pay also offers an online payment instruction capability to address urgent or single payment requests. As with uploaded payment instruction files, online payment instructions utilize Single-Use Accounts or existing supplier Pre-Authorized Limit accounts that replace check disbursements. This process eliminates costs associated with paper payments and increases your visibility of its overall spend. This option complements the payment instruction file upload process with a solution that makes no demand on the University's valuable IT resources, while providing greater flexibility and convenience to process a single payment instruction in Access Online.</p> <p>Requisitions</p> <p>The requisition function within Virtual Pay provides the University the ability to preauthorize expenditures prior to purchase and payment. The program allows the University to maintain existing controls and processes, such as pre-purchase approvals. The requisition capability allows the University to request the purchase of goods and/or services that require pre-approval, usually because of the dollar value, the nature of the purchase or the type of goods and services. Once created, the requisition may be routed for approval using the approval process routing hierarchy within Access Online. The routing hierarchy can be customized to reflect your existing approval processes and approval levels needed. Upon final approval, either a Single-Use or a Pre-Authorized Limit account is assigned to the requisition and the account is raised to the approved payment amount limit.</p>	

The self-approver option within the requisition function, a one-step approval, allows the University to use your own proprietary approval process (or none at all) instead of using the approval process available in Virtual Pay. It allows the University to quickly and easily generate a Single-Use Account or raise the credit limit on a Pre-Authorized Limit account and does not require any supplier enablement since the “requestor” is someone in the University’s organization who can simply pass along a card number for the authorized purchase to a supplier.

Straight-Through Processing

Straight-through processing offers organizations real cost savings and the precision control they seek from start to finish, all within Virtual Pay. This innovative program feature provides clear cost savings, precise cash management, and stringent security and control. Virtual Pay allows the University to choose how payments will be disbursed, with or without straight-through processing. The key difference is straight-through processing provides direct deposit of payments into supplier bank accounts with no intervention required on the part of your suppliers. Overall, straight-through processing simplifies payments, extends your commercial card program, improves your cash position and expands your revenue sharing opportunities.

Virtual Pay Reporting

We offer several Access Online Financial Management reports:

- **Billed Transaction Analysis with Requisition Details**—Summary and detail billed transaction information regarding the results of requisition and transaction matching
- **Billed Transaction Analysis with Payment Instruction Details**—Summary and detail billed transaction information regarding the results of payment instruction and transaction matching
- **Requisition Analysis**—Summary and detail requisition information regarding the results of requisition and transaction matching
- **Payment Instruction Analysis**—Summary and detail payment instruction information regarding the results of payment instruction and transaction matching

8.7	Bidder should indicate whether they provide a supplier portal to view activity across multiple customers.
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Response:

Yes. Access Online, our proprietary system for program management and reporting, houses our Virtual Pay functionality.

U.S. Bank Access Online Virtual Pay is an innovative tool that combines the control and automation of client purchasing and payables systems with the simplified payment and rebate opportunity of purchasing cards. Virtual Pay increases your control over the payment process and reduces risk. Virtual Pay allows you to:

- Automate payment and reconciliation processes
- Reduce costs and fraud associated with check payments
- Enhance cash management

8.8	Contractor will provide all training necessary for this program. Explain the type of training the Program Administrators will receive, example: in person, webinars, etc.
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Response:

We will work with you to design a tailored training program just for your Program Administrators that will provide the knowledge needed to effectively utilize and manage your card program, ensuring overall success and increased program adoption.

The types of training resources we offer include:



Ongoing Training

Provided through similar self-paced formats as described above such as:

- Recorded Calls
- Web-Based Training
- Documentation
- Virtual Instructor Led Training

If a product knowledge need still exists after all the training resources have been delivered or reviewed, then your Relationship Manager will work with you to identify that knowledge gap and offer potential solutions on how best to close the gap.

8.9	The bidder should detail the process for enrolling and setting up vendors in this program on behalf of the University.
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Response:

U.S. Bank offers a dedicated team of professionals who manage enrollment by assisting with outreach to suppliers. The level of outreach is defined through a consultative process to ensure the effort is focused on suppliers that will make the largest impact to the success of the enrollment campaign. U.S. Bank's experience shows that strategic and custom supplier enablement campaigns are the key engine behind successful programs and, when executed correctly, will yield results that organically grow spend and adoption over time. U.S. Bank has best-in-class options that put us at the cutting edge of the market, and several of the offerings we promote are either unique to U.S. Bank, or are under-utilized in the industry.

U.S. Bank follows a proven 5-step process in every supplier enablement initiative. Each stage is tailored to the needs of your organization and supplier network.

1. AP File Analysis

- Gain understanding of your goals and supplier relationships:
- What are your payment practices, spend and invoice volume for each supplier?
- How do you pay them?
- Create a target list of suppliers
 - Identify suppliers that accept Visa as a form of payment and those already enrolled in U.S. Bank's Virtual Pay program.
 - Remove suppliers in industries known not to accept Virtual Cards as a form of payment, such as tax payments or fines.

2. Supplier Enrollment Strategy

- Determine optimal payment methods for each supplier
- Develop strategies and tactics to enroll your suppliers

3. Supplier Outreach

- Prioritize suppliers
- Conduct enrollment campaigns via phone, email and direct mail
 - We have various letter and e-mail templates available that are used to reach out to your suppliers. These letters and templates explain the initiative, payment process and how to enroll.
 - Once the supplier agrees to participate in the program, we create a supplier record (including the supplier name, contact name, address, phone number and e-mail) within Access Online. Our Supplier Enablement Team sends out instructions on how to process their payments and provides the supplier with their designated credit card number (if using our PAL accounts) or instructions on how to gain access to their one-time use account number (if using our Single-Use accounts). We then notify you that these suppliers have agreed to participate; the University will begin to send payments to the supplier using Virtual Pay.

4. Program Review

- Monitor program success and recommend best practices for increasing supplier enrollment and Virtual Payment use. This is an ongoing process

5. Optimization

- As outlined below, U.S. Bank will continue to recommend advanced strategies and highly targeted tactics (e.g., pricing and payment terms) to maximize adoption, utilization and overall program performance

Optimization

To support our commitment to the University's success and maximize the benefits of your commercial card program, we provide a proprietary, consultative client engagement process called Program Optimization. Visa regularly describes our Program Optimization strategy and execution as the best in the commercial card industry. In fact, U.S. Bank employs a Program Optimization team dedicated to assist our Relationship Managers in the benchmarking and growth of their clients' programs.

Unlike the "off-the-shelf" benchmarking tools offered by others, our unique process covers a best practice diagnostic, accounts payable analysis, and access to industry benchmark data, unique process that differentiates ourselves from competitors by offering:

- Benchmarks of the University's performance against industry-leading measures of commercial card program performance, including those provided to us by CG Insights, a McKinsey company, as well as RPMG ("The Palmer Study"), and Aberdeen.

- Scorecard metrics with a focus on program management and merchant category spend in comparison to peer industries across the U.S. Bank portfolio.
- Best-practice recommendations for process improvement and program expansion while addressing the optimal payment strategy to apply to each type of expenditure, including a transition from ACH payments to a more cost effective payment solution
- Targeted supplier opportunity reports used to capture and enable suppliers that are currently paid by more than one payment method while addressing suppliers that more consistently support the University's procure-to-pay initiative
- Actionable business cases that demonstrate the financial value of program improvements by offering detailed recommendations that share both a strategy for optimization as well as the anticipated business values
- Detailed action plans resulting from a thorough analysis of the University's accounts payable activities to support the implementation of program improvements
- Automated clients progress reporting used to track alignment to optimization goals while offering insight into potential changes need to the action plan to meet the University's desired program optimization results

U.S. Bank's dedicated Program Optimization team will fully support the University through the optimization process while simplifying the optimization tasks for the University to address.



**U.S. BANK
POLITICAL SUBDIVISION ADDENDUM**

This U.S. Bank Political Subdivision Addendum ("**Political Subdivision Addendum**") constitutes an addendum to and modification of the Sate Contract 50324 04 – Essential Agreement Terms for Purchase Card and Corporate Card Services dated November 17, 2011 between the State of Nebraska, Administrative Services, Material Division, Purchasing Bureau (the "**State**") and U.S. Bank National Association ("**U.S. Bank**") (the "**Agreement**"). This Political Subdivision Addendum shall become effective upon signing by or on the behalf of U.S. Bank ("**Effective Date**") and supersedes any previous and like addenda with the Political Subdivision.

RECITALS

- A. The State has entered into the Agreement for the purpose of making available a Corporate Card, Purchase Card or One Card as described in the Agreement ("**Card Program**") for use by Political Subdivisions;
- B. The State is willing to permit Political Subdivisions to participate in the Card Program provided that Political Subdivision assumes all responsibility and liability for Political Subdivision's performance of the terms and conditions of the Agreement as if Political Subdivision was the entity signing the Agreement as the State. The State shall not bear liability or responsibility for Political Subdivision under the Agreement or this Political Subdivision Addendum; and
- C. Political Subdivision has received a copy of the Agreement from the State, and after a thorough review of the Agreement, desires to participate as a Political Subdivision under this Agreement. Political Subdivision assumes all responsibility and liability for Political Subdivision's performance of the terms and conditions of this Political Subdivision Addendum as well as the Agreement as if Political Subdivision was the entity signing the Agreement as the State, but Political Subdivision shall not be liable for the acts and omissions of the State under the Agreement or this Political Subdivision Addendum.

AGREEMENT

Now therefore, in consideration of the foregoing Recitals, which are incorporated herein by reference, the mutual promises and covenants set forth in the Agreement, which are incorporated herein by reference, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, all parties agree as follows:

- 1. Capitalized terms used in this Political Subdivision Addendum and not otherwise defined in this Political Subdivision Addendum are used with the same respective meanings attributed thereto in the Agreement.
- 2. Political Subdivision agrees to accept and perform all duties, responsibilities and obligations required of the State as set forth in the Agreement. Cards shall be issued to designated employees of Political Subdivision upon execution of this Political Subdivision Addendum by Political Subdivision and U.S. Bank.
- 3. In order to determine credit qualifications for the Political Subdivision, the Political Subdivision shall provide U.S. Bank with the last three (3) years of audited financial statements with this signed Political Subdivision Addendum. The Political Subdivision shall provide to U.S. Bank annual financial statements thereafter. U.S. Bank will review the financial statements and notify the Political Subdivision of the approval or decline of its credit qualification. If such financial statements can be independently obtained by U.S. Bank, the Political Subdivision will not be required to provide such financial statements.
- 4. Political Subdivision shall make payment to U.S. Bank for all Debt incurred by Political Subdivision and its Cardholders as provided in the Agreement. "**Debt**" means all amounts charged to a card and/or account including without limitation all amounts related to purchases, fees and other Charges that are owed to U.S. Bank by Political Subdivision and its Cardholders.
- 5. Political Subdivision declares that cards shall be used for official Political Subdivision purchases only, and shall not be used for individual, consumer purchases or to incur consumer debt. Political Subdivision warrants that it possesses the financial capacity to perform all of its obligations under the Agreement and this Political Subdivision Addendum.
- 6. The notice address for Political Subdivision is:

Political Subdivision:

Attn:

- 7. The representations, warranties and recitals of Political Subdivision set forth in this Political Subdivision Addendum and the Agreement constitute valid, binding and enforceable agreements of Political Subdivision. All extensions of credit made pursuant to this Political Subdivision Addendum and the Agreement to Political Subdivision will be valid and enforceable obligations of Political Subdivision and Political Subdivision shall pay to U.S. Bank all Debts incurred by Political Subdivision in



accordance with the terms of the Agreement and this Political Subdivision Addendum. The execution of this Political Subdivision Addendum and the performance of the obligations hereunder and under the Agreement are within the power of Political Subdivision, have been authorized by all necessary action and do not constitute a breach of any agreement to which Political Subdivision is a party or is bound.

- 8. Authorization and Execution. Political Subdivision represents and warrants that this transaction is within the scope of the normal course of business and does not require further authorization for the Political Subdivision to be duly bound by this Political Subdivision Addendum. This Political Subdivision Addendum requires approval as to form by the Attorney for the Political Subdivision. If this Political Subdivision Addendum is not approved as to form by the Attorney for the Political Subdivision, the completion of a Certificate of Authority is required and must accompany this Political Subdivision Addendum.

In witness whereof, the parties have, by their duly authorized representatives, executed this Political Subdivision Addendum.

<p>DATE: _____</p> <p>_____</p> <p>Legal Name of Political Subdivision</p> <p>_____</p> <p>(Signature of Authorized Individual)</p> <p>_____</p> <p>(Printed Name of Authorized Individual)</p> <p>_____</p> <p>(Printed Title of Authorized Individual)</p> <p>Approved as to form:</p> <p>_____</p> <p>(Signature of Attorney for Political Subdivision)</p> <p>_____</p> <p>(Printed Name of Attorney)</p>	<p>DATE: _____</p> <p>_____</p> <p>U.S. Bank National Association</p> <p>_____</p> <p>(Signature of Authorized Individual)</p> <p>_____</p> <p>Brad W. Hoffelt</p> <p>(Printed Name of Authorized Individual)</p> <p>_____</p> <p>Senior Vice President</p> <p>(Printed Title of Authorized Individual)</p>
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The State of Nebraska *Draft* Implementation Plan

The implementation project plan will be tailored to meet your specific requirements. Deliverables and dates subject to change as program requirements are defined and will be replicated to meet agency needs.

ID	Task Name	Resource Names	Duration	Predecess	Start	Finish	Notes
1	DEFINE PHASE		70 days		Thu 3/1/18	Wed 6/6/18	
2	<i>Verbal Award</i>	<i>The State</i>	<i>0 days</i>		<i>Thu 5/31/18</i>	<i>Thu 5/31/18</i>	
3	<i>Executed Agreements/Underwriting</i>	<i>The State</i>	<i>60 days</i>		<i>Thu 3/1/18</i>	<i>Wed 5/23/18</i>	
4	<i>Knowledge Transfer</i>	<i>The State,USB Implementation Team</i>	<i>5 days 2,3</i>		<i>Thu 5/31/18</i>	<i>Wed 6/6/18</i>	
5	<i>Strategic Goals & Objectives</i>	<i>The State,USB Implementation Team</i>	<i>5 days 2,3</i>		<i>Thu 5/31/18</i>	<i>Wed 6/6/18</i>	
6	<i>Project Kick-Off Meeting</i>	<i>The State,USB Implementation Team</i>	<i>0 days 4,5</i>		<i>Wed 6/6/18</i>	<i>Wed 6/6/18</i>	
7	DESIGN PHASE		15 days 6		Thu 6/7/18	Wed 6/27/18	
8	<i>Consult on Policies, Procedures & Best Practices</i>	<i>The State,Relationship Manager</i>	<i>15 days 6</i>		<i>Thu 6/7/18</i>	<i>Wed 6/27/18</i>	
9	Program Management Plan	The State,Relationship Manager	5 days		Thu 6/7/18	Wed 6/13/18	
10	Review Existing Policies & Procedures	The State,Relationship Manager	5 days		Thu 6/7/18	Wed 6/13/18	
11	Identify Program Changes	The State,Relationship Manager	5 days		Thu 6/7/18	Wed 6/13/18	
12	Communication Plan	The State,USB Implementation Team	5 days		Thu 6/7/18	Wed 6/13/18	
13	Identify Audiences	The State,USB Implementation Team	5 days		Thu 6/7/18	Wed 6/13/18	
14	Determine Messaging	The State,USB Implementation Team	5 days		Thu 6/7/18	Wed 6/13/18	
15	Determine Distribution Method	The State,USB Implementation Team	5 days		Thu 6/7/18	Wed 6/13/18	
16	Training Plan	The State,USB Implementation Team	5 days 24		Thu 6/21/18	Wed 6/27/18	
17	Determine Program Administrator Needs	The State,USB Implementation Team	5 days		Thu 6/21/18	Wed 6/27/18	
18	Determine Cardholder Needs	The State,USB Implementation Team	5 days		Thu 6/21/18	Wed 6/27/18	
19	Determine Program Parameters	The State,USB Implementation Team	15 days 6		Thu 6/7/18	Wed 6/27/18	
20	Program Structure	The State,Implementation Project Manager	10 days		Thu 6/7/18	Wed 6/20/18	
21	Determine Corporate Structure	The State,Implementation Project Manager	10 days		Thu 6/7/18	Wed 6/20/18	
22	Determine Account Needs	The State,Implementation Project Manager	10 days		Thu 6/7/18	Wed 6/20/18	
23	Determine Payment Method	The State,Implementation Project Manager	10 days		Thu 6/7/18	Wed 6/20/18	
24	Systems Configuration	The State,Technology Consultant	10 days		Thu 6/7/18	Wed 6/20/18	
25	Determine User Access Needs	The State,Technology Consultant	10 days		Thu 6/7/18	Wed 6/20/18	
26	Determine Reporting Needs	The State,Technology Consultant	10 days		Thu 6/7/18	Wed 6/20/18	
27	Determine Accounting Functionality Needs	The State,Technology Consultant	10 days		Thu 6/7/18	Wed 6/20/18	
28	Systems Integration	The State,Technology Consultant	5 days 21		Thu 6/21/18	Wed 6/27/18	
29	Accounting/Expense Systems	The State,Technology Consultant	5 days		Thu 6/21/18	Wed 6/27/18	
30	Determine File Needs	The State,Technology Consultant	5 days		Thu 6/21/18	Wed 6/27/18	
31	Determine Delivery Requirements	The State,Technology Consultant	5 days		Thu 6/21/18	Wed 6/27/18	
32	Rollout Timeline Confirmed	The State,USB Implementation Team	1 day		Thu 6/7/18	Thu 6/7/18	

The State of Nebraska *Draft* Implementation Plan

The implementation project plan will be tailored to meet your specific requirements. Deliverables and dates subject to change as program requirements are defined and will be replicated to meet agency needs.

ID	Task Name	Resource Names	Duration	Predecessors	Start	Finish	Notes
33	DELIVER PHASE		23 days		Thu 6/14/18	Mon 7/11/18	
34	Deliver Policies, Procedures & Best Practices	The State, Relationship Manager	20 days		Thu 6/14/18	Wed 7/11/18	
35	Program Management Plan	The State	5 days		Thu 6/14/18	Wed 6/20/18	
36	Revise Policies & Procedures	The State	5 days 9		Thu 6/14/18	Wed 6/20/18	
37	Distribute Policies & Procedures	The State	0 days 36		Wed 6/20/18	Wed 6/20/18	
38	Communication Plan	The State	5 days		Thu 6/14/18	Wed 6/20/18	
39	Develop Communications	The State	5 days 12		Thu 6/14/18	Wed 6/20/18	
40	Distribute Communications	The State	0 days 37,39		Wed 6/20/18	Wed 6/20/18	
41	Training Plan	The State, USB Implementation Team	10 days		Thu 6/28/18	Wed 7/11/18	
42	Develop Training	The State, USB Implementation Team	5 days 17		Thu 6/28/18	Wed 7/4/18	
43	Rollout Training	The State, USB Implementation Team	5 days 42		Thu 7/5/18	Wed 7/11/18	
44	Program Setup & Delivery	The State, Implementation Project Manager	68 days		Thu 6/21/18	Mon 9/24/18	
45	Program Structure	The State, Implementation Project Manager	68 days		Thu 6/21/18	Mon 9/24/18	
46	Build Corporate Structure	Implementation Project Manager	5 days 20		Thu 6/21/18	Wed 6/27/18	
47	Establish Payment Method	Implementation Project Manager	3 days 46		Thu 6/28/18	Mon 7/2/18	
48	Pilot		3 days		Mon 7/2/18	Thu 7/5/18	
49	Conduct Pilot Program Validation/Go-No Go Decision	The State, Implementation Project Manager	0 days 47		Mon 7/2/18	Mon 7/2/18	
50	Build pilot accounts	Implementation Project Manager	3 days 49		Tue 7/3/18	Thu 7/5/18	
51	Issue and deliver pilot cards	Implementation Project Manager	0 days 50		Thu 7/5/18	Thu 7/5/18	
52	Full Rollout		3 days		Wed 9/19/18	Mon 9/24/18	
53	Conduct Full Program Validation/Go-No Go Decision	The State, Implementation Project Manager	0 days 69		Wed 9/19/18	Wed 9/19/18	
54	Build full roll out accounts	Implementation Project Manager	3 days 53		Thu 9/20/18	Mon 9/24/18	
55	Issue and deliver full roll out cards	Implementation Project Manager	0 days 54		Mon 9/24/18	Mon 9/24/18	
56	Systems Configuration	Technology Consultant	5 days 46		Thu 6/28/18	Wed 7/4/18	
57	Build User Access Requirements	Technology Consultant	5 days 25		Thu 6/28/18	Wed 7/4/18	
58	Build Reporting Requirements	Technology Consultant	5 days 26		Thu 6/28/18	Wed 7/4/18	
59	Build Accounting Functionality Requirements	Technology Consultant	5 days 27		Thu 6/28/18	Wed 7/4/18	
60	Deliver System Credentials	Technology Consultant	0 days 57,58,59		Wed 7/4/18	Wed 7/4/18	
61	Systems Integration	The State, Technology Consultant	30 days		Thu 6/28/18	Wed 8/8/18	
62	Accounting/Expense System	The State, Technology Consultant	30 days 29		Thu 6/28/18	Wed 8/8/18	
63	Order File	Technology Consultant	10 days		Thu 6/28/18	Wed 7/11/18	
64	Establish Connectivity	Technology Consultant	10 days		Thu 6/28/18	Wed 7/11/18	

The State of Nebraska *Draft* Implementation Plan

The implementation project plan will be tailored to meet your specific requirements. Deliverables and dates subject to change as program requirements are defined and will be replicated to meet agency needs.

ID	Task Name	Resource Names	Duration	Predecess	Start	Finish	Notes
65	Test Integration	The State,Technology Consultant	10 days	64	Thu 7/12/18	Wed 7/25/18	
66	Move to production	The State,Technology Consultant	10 days	65	Thu 7/26/18	Wed 8/8/18	
67	REVIEW PHASE		436 days		Wed 2/1/17	Wed 10/3/18	
68	Review and Confirm Setup	The State,USB Implementation Team	436 days		Wed 2/1/17	Wed 10/3/18	
69	Pilot		30 days	48,61	Thu 8/9/18	Wed 9/19/18	
70	Monitor Pilot Usage for a full cycle	The State,Implementation Project Manager	30 days		Thu 8/9/18	Wed 9/19/18	
71	Confirm Successful Pilot Usage	The State,Implementation Project Manager	0 days	70	Wed 9/19/18	Wed 9/19/18	
72	Confirm Successful Pilot Payment	The State,Implementation Project Manager	0 days	71	Wed 9/19/18	Wed 9/19/18	
73	Confirm Pilot Program Setup Meets Requirements	The State,USB Implementation Team	0 days	72	Wed 9/19/18	Wed 9/19/18	
74	Full Rollout		436 days		Wed 2/1/17	Wed 10/3/18	
75	Confirm Successful Usage	The State,Implementation Project Manager	0 days		Wed 2/1/17	Wed 2/1/17	
76	Confirm Successful Payment	The State,Implementation Project Manager	0 days	75	Wed 2/1/17	Wed 2/1/17	
77	Review Program Setup Meets Requirements	The State,USB Implementation Team	0 days	76	Wed 2/1/17	Wed 2/1/17	
78	Close Existing Program	The State	10 days	73,77	Thu 9/20/18	Wed 10/3/18	
79	Transition	The State,USB Implementation Team	0 days		Wed 10/3/18	Wed 10/3/18	
80	Transition to Servicing Team - Meeting	The State,USB Implementaiton Team	0 days	78	Wed 10/3/18	Wed 10/3/18	
81	Customer Care Document Provided	Implementation Project Manager	0 days	78	Wed 10/3/18	Wed 10/3/18	



Virtual Pay Opportunity Assessment

Drive high performance, savings and efficiency

Virtual Pay Opportunity Assessment

Thank you for working with U.S. Bank to transform your accounts payable process. Strong supplier participation is critical to maximizing the value of your Virtual Pay program, and supplier enablement is a key driver to creating efficiencies, cost savings and rebate revenue for your organization. The more suppliers that enroll, the more value your organization can gain from your Virtual Pay program.

This assessment is based on an analysis of your AP file. It provides insight into current program performance and identifies growth opportunities. This information will be used to develop a comprehensive supplier enablement strategy that reflects your organization's goals and needs. Upon strategy approval, your U.S. Bank Supplier Enablement Manager will work with you to execute a campaign designed to maximize supplier adoption and ensure long-term success.

This report is organized into five sections that are summarized below.

Supplier Acceptance Summary

Suppliers are matched against U.S. Bank and Visa and/or MasterCard databases to identify the ones that currently accept card-based forms of payments. Suppliers are segmented into the following groups:

- In Network Virtual Pay - Suppliers receiving virtual card payments from other U.S. Bank customers.
- Acceptors - Suppliers receiving virtual cards from other ePayables programs or that are known to accept credit cards.
- Non-Acceptors - Suppliers not known to accept any type of credit card as a form of payment.

Payment Type Detail

Summary of your supplier base including the payment volume and count associated with check, card and ACH payment methods. Also includes a payment analysis that segments your suppliers into payment tiers by average dollar volume.

Industry Segmentation

Your supplier base and payment volume segmented by industry type. Highlights specific industries that might not accept virtual card payments.

Projected Opportunity

Summary of your Virtual Pay program opportunity based on an analysis of your AP file. Contains the percentage of supplier spend projected to convert to virtual card payments.

Additional Insights

Listing of your top suppliers with acceptance and payment type if that information is available.

Supplier Acceptance Summary

The Supplier Acceptance Summary contains information that will be used to develop your supplier campaign strategy. Your suppliers are segmented into three groups based on their likelihood of converting to virtual payment. Acceptance status will help determine who to target, what to offer and how to prioritize outreach efforts.

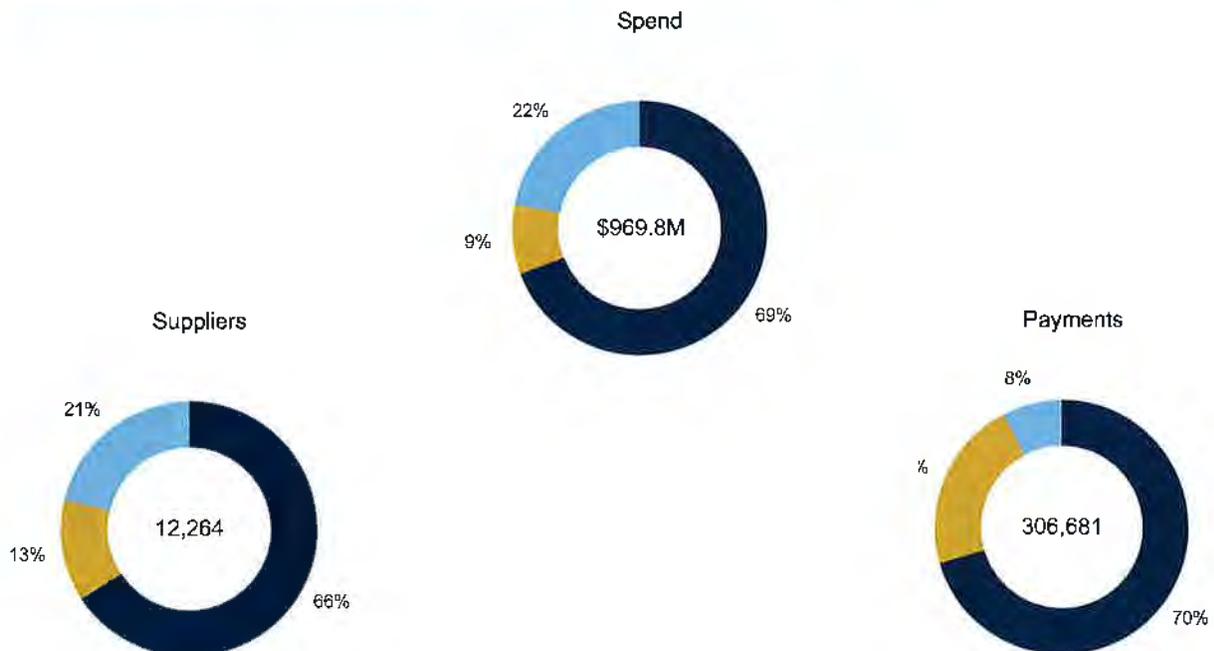


Your Supplier Enablement Manager will work closely with you to identify the right approach to maximize acceptance from all groups. U.S. Bank offers unique programs to target strategic suppliers, non-acceptors and/or those suppliers less likely to change payment methods.

<u>Acceptors</u>	
* Suppliers:	8,070
* Payments:	215,971
* Spend:	\$670,652,353

<u>In Network Virtual Pay</u>	
* Suppliers:	1,587
* Payments:	67,563
* Spend:	\$86,675,102

<u>Non-Acceptors</u>	
* Suppliers:	2,607
* Payments:	23,147
* Spend:	\$212,467,485



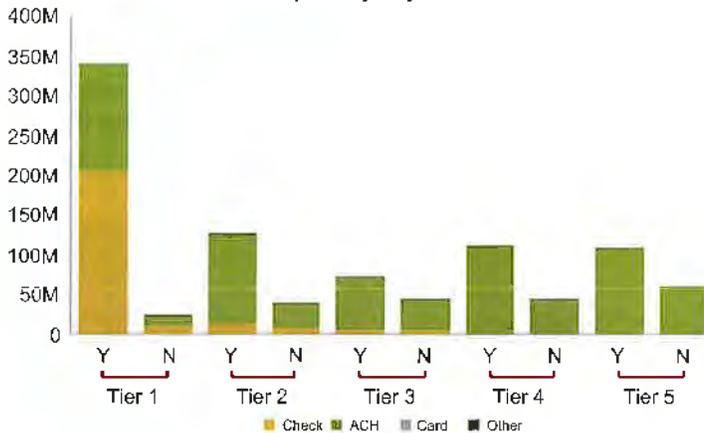
Payment Type Detail

Understanding supplier acceptance, how you pay suppliers, and average transaction size are key considerations when building an effective enablement strategy. A summary of the suppliers that are most likely to accept virtual card payment can be grouped into the following categories:

- High - Any supplier that receives payment via a check less than \$100,000, or a card payment of any size.
- Low - Any supplier that receives payment via ACH, or suppliers that receive check payments of more than \$100,000.

U.S. Bank has developed programs to help increase a supplier's likelihood of accepting card payments. Your Supplier Enablement Manager will help you identify which programs are a good fit based on your current payment methods, payment frequency and spend volume.

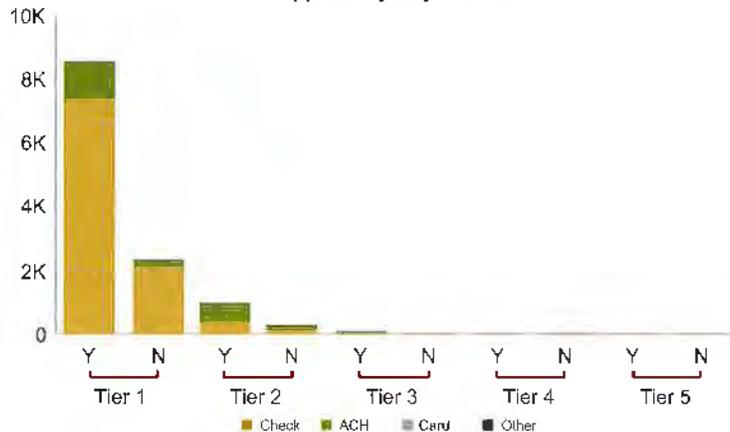
Spend by Payment Tier



Tier	Average Payment	Spend	%
1	<\$10,000	\$363,671,806	37.5%
2	\$10,000 - \$99,999	\$164,798,616	17.0%
3	\$100,000 - \$499,999	\$116,104,050	12.0%
4	\$500,000 - \$999,999	\$156,182,569	16.1%
5	>\$1,000,000	\$189,037,900	17.4%

Total		\$969,794,940	100%
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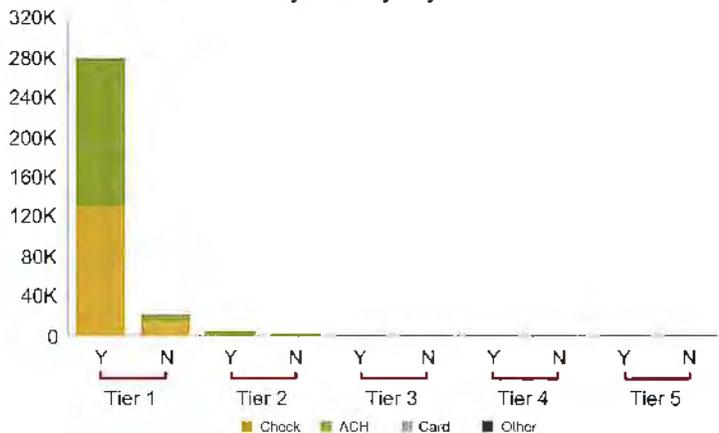
Suppliers by Payment Tier



Tier	Average Payment	Suppliers	%
1	<\$10,000	10,896	88.8%
2	\$10,000 - \$99,999	1,252	10.2%
3	\$100,000 - \$499,999	98	.8%
4	\$500,000 - \$999,999	12	.1%
5	>\$1,000,000	6	.0%

Total		12,264	100%
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Payments by Payment Tier



Tier	Average Payment	Payments	%
1	<\$10,000	299,092	97.5%
2	\$10,000 - \$99,999	6,588	2.1%
3	\$100,000 - \$499,999	590	.2%
4	\$500,000 - \$999,999	268	.1%
5	>\$1,000,000	143	.0%

Total		306,881	100%
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If listed in bar chart, Y = All Acceptors and N = Non-Acceptors

Industry Segmentation

Card acceptance can vary significantly by industry type. For example, payments made to suppliers in retail, wholesale trade and travel related industries tend to be very good opportunities. Industries such as utilities, finance and insurance may experience lower virtual credit card adoption. Understanding your payment mix is an important consideration when building your supplier enablement strategy.

The report below segments your suppliers by industry type in order to better quantify your specific opportunity. Your Supplier Enablement Manager will work with you to maximize acceptance from your suppliers in all industries.

Spend By Industry Type *

Industry Type	# of Payments	% of Payments	Total Spend	% of Spend
Industry Type Not Available	344	0.1%	\$4,816,777	0.5%
MCC Not Available	180,565	58.9%	\$618,696,573	63.8%
Non-Targeted Industry	6,469	2.1%	\$83,074,195	8.6%
Direct Marketing	2,261	0.7%	\$3,960,499	0.4%
Education	2,071	0.7%	\$19,800,768	2.0%
Entertainment, Amusement & Recreation	779	0.3%	\$8,556,725	0.9%
Furniture	137	0.0%	\$671,330	0.1%
Healthcare	9,291	3.0%	\$12,425,373	1.3%
Repairs/Dealers	1,184	0.4%	\$3,438,692	0.4%
Restaurants	9,809	3.2%	\$21,559,052	2.2%
Retail - Apparel	1,369	0.4%	\$1,527,781	0.2%
Retail - General Merchandise	46,662	15.2%	\$38,249,342	3.7%
Service - Other	1,229	0.4%	\$4,738,001	0.5%
Services - Contracted	4,067	1.3%	\$12,840,815	1.3%
Services - Personal	2,251	0.7%	\$4,503,491	0.5%
Services - Professional	10,350	3.4%	\$75,294,064	7.8%
Supermarkets	766	0.2%	\$67,147	0.0%
Transportation - Commercial and Passenger	1,881	0.6%	\$2,892,987	0.3%
Travel and Related Services	6,363	2.1%	\$6,215,294	0.6%
Utilities and Telecom	1,102	0.4%	\$2,116,826	0.2%
Wholesale Trade - Durable Goods	17,731	5.8%	\$46,349,210	4.8%

* Industry type is available for suppliers known to accept card payments and provided by Visa or MasterCard. In instances where a supplier is associated with multiple industries, payment information is included in the primary industry received.

Projected Opportunity

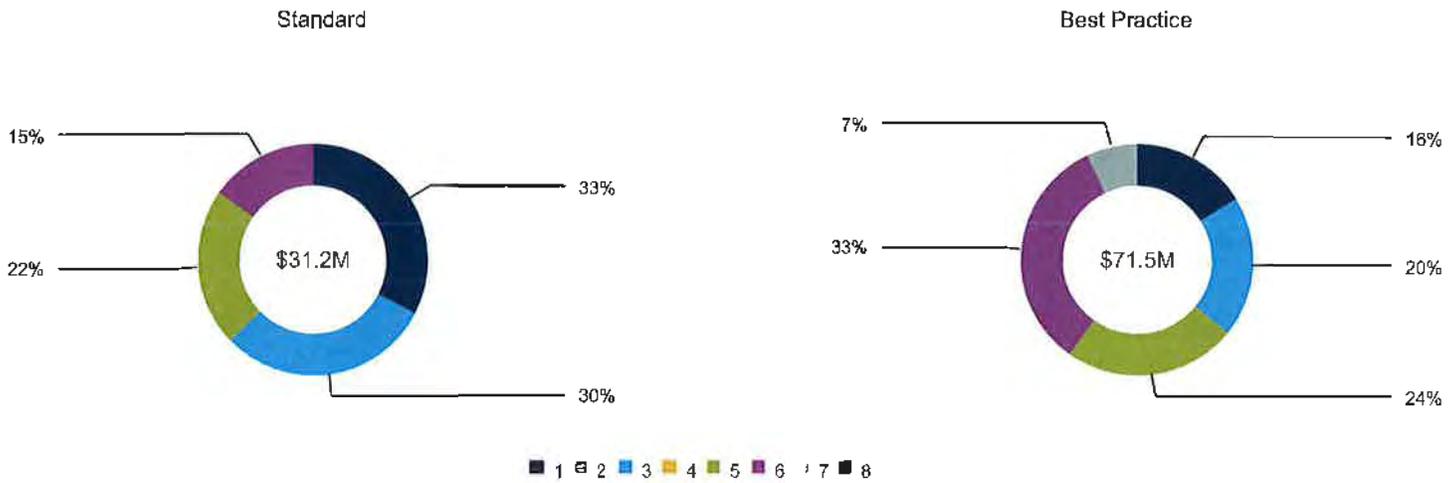
Many factors contribute to the success of your program. Your approach to encouraging suppliers to accept a virtual card payment is crucial. Your suppliers want to do business with you. This gives you the opportunity to guide them to the form of payment that you would like them to use. Organizations that achieve the highest adoption rates are shown to take a more aggressive approach by deploying a majority of the best practices listed below. Those that take a more conservative approach might only use one or two of these tactics.

Best Practices

- Identify a champion within your organization
- Conduct supplier enablement campaigns every 6-12 months
- Offer U.S. Bank special interchange pricing for strategic suppliers
- Include a payment menu with supplier contracts
- Modify your payment terms (e.g., check net 60, virtual card net 0)
- Brand your program and personalize your approach

Your projected opportunity is presented below, taking both a standard approach and a best practice approach.

Projected Opportunity by Segment



Segment	Annual Spend	Total Spend	Standard	Best Practice	Suppliers	Payments
1 In Network Virtual Pay	\$5K - \$5M	\$13,553,727	\$10,165,296	\$11,520,669	494	14,550
2 In Network Virtual Pay	\$5M - \$15M	\$0	\$0	\$0	0	0
3 Acceptors	\$5K - \$5M	\$46,904,270	\$9,380,854	\$14,071,281	1,795	31,343
4 Acceptors	\$5M - \$15M	\$0	\$0	\$0	0	0
5 ACH(In Network VP)	\$5K - \$15M	\$68,794,523	\$6,879,452	\$17,198,631	378	48,396
6 ACH(Acceptors)	\$5K - \$15M	\$236,594,194	\$4,731,884	\$23,659,419	1,104	97,430
7 Non-Acceptors	\$5K - \$5M	\$101,403,302	\$0	\$5,070,165	868	19,485
8 Non-Targeted*	<\$5K, >\$15M, Non-Acceptors>\$5M	\$502,544,925	\$0	\$0	7,625	95,477
Total		\$969,794,940	\$31,157,486	\$71,520,164	12,264	306,681

* Suppliers receiving less than \$5,000 or greater than \$15,000,000 in payments per year, suppliers in industries identified as excluded due to their low likelihood to accept payment on a virtual card, Non-Acceptors with greater than \$5,000,000 in payments per year, and all wire payments.

Additional Insights: Top Virtual Pay Acceptors

Every organization has key strategic suppliers, and additional consideration might be required when requesting that they change payment methods. These are typically suppliers with the most spend volume or the largest number of payments.

The list below ranks your top 25 In Network Virtual Pay suppliers by spend. Current payment type is also provided if available.

Top 25 Virtual Pay Acceptors
Spend <= \$15,000,000

Supplier	Payments	Spend	Payment Size*	Payment Type
CONNECTION	2,880	\$4,784,433	Tier 1	ACH
LINCOLN ELECTRIC SYSTEM	1,557	\$2,818,734	Tier 1	ACH
BRUKER DALTONICS INC	7	\$1,999,200	Tier 3	ACH
ELAVON INC	107	\$1,725,055	Tier 2	ACH
EAKES OFFICE SOLUTIONS	281	\$1,639,071	Tier 1	ACH
AUDIO VISUAL INNOVATIONS	131	\$1,529,223	Tier 2	ACH
RASMUSSEN MECHANICAL SERV	28	\$1,466,987	Tier 2	ACH
VWR INTERNATIONAL LLC	5,114	\$1,465,237	Tier 1	ACH
ELECTRONIC CONTRACTING CO	60	\$1,476,541	Tier 2	ACH
SUPPLYWORKS	1,916	\$1,412,200	Tier 1	ACH
ILLUMINA INC	171	\$1,389,594	Tier 1	ACH
ORACLE AMERICA INC	22	\$1,261,197	Tier 2	ACH
OPTIV SECURITY INC	20	\$1,230,198	Tier 2	ACH
SIGMA ALDRICH INC	4,975	\$1,171,175	Tier 1	ACH
BLACKBOARD INC	21	\$1,110,547	Tier 2	ACH
CITY OF LINCOLN TREASURER	33	\$970,718	Tier 2	ACH
NIKON INSTRUMENTS INC	18	\$933,155	Tier 2	ACH
ROSENBAUER SOUTH DAKOTA L	2	\$926,094	Tier 3	ACH
FUJIFILM SONOSITE INC	2	\$897,465	Tier 3	ACH
MC MACHINERY SYSTEMS INC	2	\$810,000	Tier 3	ACH
CANON SOLUTIONS AMERICA I	45	\$790,649	Tier 2	ACH
SILVERHAWK AVIATION INC	42	\$765,155	Tier 2	ACH
QIAGEN INC	795	\$707,190	Tier 1	ACH
BRUKER BIOSPIN CORP	13	\$694,177	Tier 2	ACH
OLYMPUS AMERICA INC	33	\$685,437	Tier 2	ACH

* See page 4 for a definition of payment size tiers.



ACCOUNT NUMBER _____
STATEMENT DATE 01-28-2017
AMOUNT DUE \$29,443.36
NEW BALANCE \$29,443.36
PAYMENT DUE ON RECEIPT

COMPANY NAME
ATTN: CUSTOMER NAME
PO BOX 123
ANY CITY US 00000-0000

AMOUNT ENCLOSED
\$

Please make check payable to "U.S. Bank"

U.S. BANK CORPORATE PAYMENT SYSTEMS
P.O. BOX 790428
ST. LOUIS, MO 63179-0428

Please tear payment coupon at perforation.

CORPORATE ACCOUNT SUMMARY								
COMPANY NAME	Previous Balance	Purchases And Other + Charges	Cash + Advances	Cash Advance + Fees	Late Payment + Charges	- Credits	- Payments	New = Balance
Company Total	\$49,393.46	\$30,441.45	\$0.00	\$0.00	\$0.00	\$998.09	\$49,393.46	\$29,443.36

MARKETING MESSAGES

Our check processing payment center address has changed. Your statement and enclosed remittance envelope reflect the new address.

The new overnight address is: U.S. Bank Internal Payments, 830 N 11th Street, Dept. 790428, St. Louis, MO 63101

CORPORATE ACCOUNT ACTIVITY				
COMPANY NAME			TOTAL CORPORATE ACTIVITY	
			\$49,393.46CR	
Post Date	Tran Date	Reference Number	Transaction Description	Amount
01-07	01-07	747982820070000000000000	PAYMENT - THANK YOU 06000 C	27,619.58 PY
01-28	01-26	747982820080000000000000	PAYMENT - THANK YOU 06000 C	21,773.88 PY

CUSTOMER SERVICE CALL 1-800-344-5696	ACCOUNT NUMBER		ACCOUNT SUMMARY	
	STATEMENT DATE	DISPUTED AMOUNT	PREVIOUS BALANCE	49,393.46
SEND BILLING INQUIRIES TO: U.S. Bank National Association ND C/O U.S. Bankcorp Corporate Card Program P.O. Box 6343 Fargo, ND 58125-6343	01/28/02	.00	PURCHASES & OTHER CHARGES	30,441.45
			CASH ADVANCES	.00
			CASH ADVANCE FEES	.00
			LATE PAYMENT CHARGES	.00
			CREDITS	998.09
			PAYMENTS	49,393.46
			AMOUNT DUE	29,443.36
		ACCOUNT BALANCE	28,443.36 11	

NEW ACTIVITY

CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
0000-0000		\$0.00	\$862.84	\$0.00	\$862.84
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-02	12-31	24158382001001304000000	COMSTAR TECHNOLOGIES WAUKESHA WI	20.97	
01-11	01-09	24717052010580101000000	NWA AIR 0127071000000 COLUMBUS IN 02-03-02	246.87	
01-18	01-17	24361402017000316000000	MKE NW H MEM NW H TPA NW V DTW NW V MKE SCIENTECH INC/NUS 301-2582000 MD	595.00	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
0000-0000		\$0.00	\$1,414.45	\$0.00	\$1,414.45
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-17	01-15	24164072016915521000000	UNITED AIR 0167071411971 COLUMBUS IN 01-15-02	395.29	
01-18	01-16	24164072017153055000000	MSN UA ARPT PRK MDSON550000000 MADISON WI	14.00	
01-18	01-16	24268572017255060000000	NATIONAL CAR RENTAL NASHVILLE TN 808000000	68.18	
01-18	01-17	24610432017072019000000	WYNDHAM HOTELS F/B NASHVILLE TN 0034451400000 ARRIVAL:01-16-02	12.27	
01-18	01-17	24610432017072018000000	WYNDHAM HOTELS NASHVILLE NASHVILLE TN 0943171000000 ARRIVAL:01-15-02	94.06	
01-21	01-19	24717052020580201000000	NWA AIR 0127056171581 NORTHBROOK IL 01-22-02	557.95	
01-28	01-24	24164072025153056000000	MSN NW B MSP NW B SAN NW B MSP NW B MSN ARPT PRK MDSON550000000 MADISON WI	21.00	
01-28	01-25	24269412027500112000000	HOLIDAY INN SAN DIEGO SAN DIEGO CA	243.76	
01-28	01-24	24399002026507564000000	HOST INTL INC 000000000 SAN DIEGO CA	7.94	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
0000-0000		\$0.00	\$6.22	\$0.00	\$6.22
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-21	01-18	24164072019799010000000	AMOCO 083000000 STOUGHTON WI	6.22	
CARDHOLDER NAME		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
12-28	12-27	24092761361000570000000	INSTITUTE OF NOISE CONTRO 000-0000000 VA	95.00	
12-31	12-28	24164071363153050000000	ARPT PRK MDSON550000000 MADISON WI	11.00	
12-31	12-27	24275301362776040000000	ALAMO RENT-A-CAR PHILADELPHIA PA	64.79	
12-31	12-28	24435651363401120000000	MCINTOSH INN WILMINGTON WILMINGTON DE 122000000 ARRIVAL:12-27-01	85.32	
12-31	12-26	24455011362136250000000	SUNOCO CRUM LYNNE PA	4.50	

NEW ACTIVITY

Post Date	Tran Date	Reference Number	Transaction Description	Amount	
12-31	12-27	24717051362583620000000	NWA AIR 0127056900000 COLUMBUS IN 12-27-01	112.64	
12-31	12-28	24717051383603830000000	MSN NW V CLE NW V PHL NW V DTW NW V MSN TGI FRIDAY'S #1885 WILMINGTON DE	27.19	
01-14	01-10	24399002011507558000000	HOST INTL INC 00000000 DETROIT MI	27.49	
01-14	01-03	24717052011580110000000	NWA AIR 0127056900000 COLUMBUS IN 01-10-02	197.54	
01-14	01-10	24717052011580110000000	MSN NW M DTW NW M PHL NW MSN NWA AIR 0127071400000 COLUMBUS IN 01-28-02	365.40	
01-17	01-15	24717052016580160000000	MSN NW B DTW NW B CLT NW B DTW NW B MSN NWA AIR 0127071400000 COLUMBUS IN 01-18-02	497.89	
01-18	01-16	24138292017390000000000	MSN NW B DTW NW B PHL NW B DTW NW B MSN HOLIDAY INNS WILMINGTON DE 21590000 ARRIVAL: 01-10-02	563.76	
01-18	01-16	24164072017153055000000	ARPT PRK MDSON55000000 MADISON WI	49.00	
01-21	01-11	74717052020580200000000	NWA AIR 0127056900000 COLUMBUS IN 00-00-00	500.40 CR	
01-21	01-19	24142062022002000000000	SCRIMMAGES RESTAURANT WILMINGTON DE	27.90	
01-21	01-16	24717052018501819000000	NWA AIR 0122922500000 PHILADELPHIA PA	100.00	
01-24	01-22	24138292023390000000000	HOLIDAY INNS WILMINGTON DE 21660000 ARRIVAL: 01-22-02	375.84	
01-24	01-22	24164072023153055000000	ARPT PRK MDSON55000000 MADISON WI	31.00	
CARDHOLDER NAME 0000-0000					
		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
		\$0.00	\$166.25	\$0.00	\$166.25
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-16	01-14	24164072014799014000000	AMOCO 08300000 STOUGHTON WI	5.75	
01-21	01-19	24326842019083487000000	AISC-PUBS-E 312-670-0000 IL	160.50	
CARDHOLDER NAME 0000-0000					
		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
		\$0.00	\$5.11	\$0.00	\$5.11
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-14	01-11	24164052012378000000000	EXXON MOBIL26 09630000 STOUGHTO WI	5.11	
CARDHOLDER NAME 0000-0000					
		CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
		\$497.69	\$2,577.24	\$0.00	\$2,079.55
Post Date	Tran Date	Reference Number	Transaction Description	Amount	
01-04	01-02	24717052003580030000000	NWA AIR 0127056970000 COLUMBUS IN 01-07-02	497.69	
01-09	01-07	24399002008138000000000	MSN NW B DTW NW B PHL NW B MSP NW B MSN RED LOBSTER 00000000 TALLEYVILLE DE	22.78	
01-10	01-08	24399002009471420000000	CHILIS 64 71000000 WILMINGTON DE	14.87	
01-11	01-09	24435232010980547000000	IMPERIAL INN WILMINGTON DE	19.00	

NEW ACTIVITY

CARDHOLDER NAME	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
0000-0000	\$0.00	\$22.23	\$0.00	\$22.23

Post Date	Tran Date	Reference Number	Transaction Description	Amount
01-09	01-07	24226362008324305000000	WAL MART PORTAGE WI	7.07
01-18	01-17	24493982018170886000000	RITE WAY PLAZA SPRING GREEN WI	15.16

CARDHOLDER NAME	CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
0000-0000	\$0.00	\$18.00	\$0.00	\$18.00

Post Date	Tran Date	Reference Number	Transaction Description	Amount
01-11	01-09	24493982010170252000000	ERNIE S BAR AND GRILL MUSCODA WI	18.00

Department: 00000 Total: \$29,443.36
 Division: 00000 Total: \$29,443.36

This sample is not completely indicative of an actual U.S. Bank statement. Most Corporate Card statements are several pages in length. The purpose of this sample is to demonstrate content, format and type of information displayed on a U.S. Bank statement.



Statement

ABC CORPORATION

U.S. BANK NATIONAL ASSOCIATION ND
C/O U.S. BANCORP SERVICE CENTER, INC.
P.O. BOX 6343
FARGO, ND 58125-6343

ACCOUNT NUMBER

REMIT TO:
U.S. BANK CORPORATE PAYMENT SYSTEMS
PO BOX 790428
ST. LOUIS, MO 63179-0428

PAYMENT DUE ON RECEIPT
\$.00

AMOUNT ENCLOSED
\$

|||||
CUSTOMER NAME
COMPANY NAME
123 ANY STREET
MAILSTOP 123
ANY CITY US 00000

000000000

PLEASE MAKE ANY ADDRESS CHANGES ON
THE BACK OF THIS PAYMENT COUPON

POSTAL DATE	DESCRIPTION	TRANS DATE	REFERENCE NUMBER	AMOUNT DEBITED/PAYMENT
	***** NOTICE MEMO *****	ITEMS	LISTED-BELOW *****	\$
08-17	HOME DEPOT #3302 HENDERSON NV 0815033020237	08-15	5200	36.21
08-20	CLARK COUNTY FENCE & C 1111111111 NV 08115326 TAX \$ 0.00	08-17	5713	126.53
08-23	HOME DEPOT #3302 HENDERSON NV 0821033020331	08-21	5200	6.76
08-23	HOME DEPOT #3303 LAS VEGAS NV 0821033031380	08-21	5200	18.13
08-24	HOME DEPOT #3302 HENDERSON NV 0822033021794	08-22	5200	20.89
***** TOTAL AMOUNT OF MEMO ITEM(S):				208.52

SEND BILLING INQUIRIES TO:

U.S. BANK NATIONAL ASSOCIATION ND
C/O U.S. BANCORP SERVICE CENTER, INC.
P.O. BOX 6344
FARGO, ND 58125-6344

CUSTOMER SERVICE PHONE:
1-800-344-5696

STATEMENT DATE:

SEP 06, 2001

LOST/STOLEN CARDS CALL:
1-800-344-5696

PREVIOUS BALANCE	.00
PURCHASES & OTHER CHARGES	.00
CASH ADVANCES	.00
CREDITS	.00
PAYMENTS	.00
LATE PAYMENT CHARGE	.00
CASH ADVANCE FEE	.00
NEW BALANCE	.00

Please remember to:

- Enclose your check or money order, payable in U.S. dollars, with this payment coupon, but do not staple or tape them together.
- Write your account number on the front of your check or money order:
- Make checks payable to : U.S. Bank Corporate Payment Systems
P.O. Box 790428
St. Louis, MO 63179-0428

Please enter new address or telephone number here:

Name _____

Address _____

City _____

State _____ Zip _____

() ()

Home Phone _____ Business Phone _____

CUSTOMER SERVICE 1-800-344-5696

Our Customer Service Representatives are available 24 hours a day, 365 days a year. If you have questions about your U.S. Bank Purchasing Card account, please call U.S. Bank at 1-800-344-5696 or write to us at U.S. Bank Corporate Payment Systems, P.O. Box 6343, Fargo, ND 58125-6343.

MAKING PAYMENTS

The amount shown as Amount Due is payable in full upon delivery of this billing statement.

If an employer is making payment for individual employee cardholders, the employer must provide a single check, or other payment acceptable to U.S. Bank, covering all Amounts Due, as well as a list of account numbers and the dollar amount to be credited to each account.

If individual employee cardholders are responsible for payment, a check, or other payment acceptable to U.S. Bank, for the Amount Due together with the top portion of this billing statement must be mailed by the individual employee to U.S. Bank Corporate Payment Systems, P.O. Box 790428, St. Louis, MO 63179-0428.

A payment less than the Amount Due, but intended to settle an account in full, must be mailed to U.S. Bank Corporate Payment Systems, P.O. Box 790428, St. Louis, MO 63179-0428. Accepting a partial payment will not change any agreement between either the individual employee cardholder or the employer and U.S. Bank in any way.

Use the enclosed envelope to mail your payment to U.S. Bank Corporate Payment Systems, P.O. Box 790428, St. Louis, MO 63179-0428. All payments by check or money order and accompanied by a payment coupon will be credited to your account on the day of receipt if received at this address by 1:00 p.m. on any banking day. Banking days are all calendar days except Saturday, Sunday and federal holidays. Other payments will be credited to your account within five days of receipt by U.S. Bank.

LOST OR STOLEN CARDS

If a Card is lost or stolen, the individual employee cardholder must call U.S. Bank immediately at 1-800-344-5696 and notify the employer in accordance with the employer's policies and/or instructions.

BILLING INQUIRIES

To dispute or question a charge on your statement, YOU MUST WRITE TO U.S. BANK CORPORATE PAYMENT SYSTEMS, P.O. BOX 6344, FARGO ND 58125-6344. U.S. Bank must be contacted by you no later than 60 days after receiving the first bill on which the error or problem appeared. You can telephone us but doing so will not preserve your rights.

Your letter must include the following information:

- (1) Name and account number;
- (2) The dollar amount of the charge in question; and
- (3) Any possible explanation of the error.

After U.S. Bank receives your letter, U.S. Bank will not try to collect the amount you questioned or report your account as past due. While U.S. Bank is conducting an investigation, you do not need to pay the amount of the charge which is in dispute; however, YOU ARE OBLIGATED TO PAY ANY CHARGES THAT ARE NOT IN QUESTION.

U.S. Bank must acknowledge your letter within 30 days unless the error has been corrected by then. Within 90 days, U.S. Bank either must correct the error or explain why the charge was correct. If there is a correction, it will be shown on your next statement.



P.O. BOX 6343
FARGO ND 58125-6343

105

ACCOUNT NUMBER 4246 0445 5559 8568
STATEMENT DATE 01-27-2017
AMOUNT DUE \$0.00
NEW BALANCE \$0.00

PAYMENT DUE ON RECEIPT



000000077 1 SP 106481447008333 S

MARY SPAULDING
ACME DEMO TEST
200 S 6TH ST
EP-MN-L26C ATTN J. JOHNSON-HILLE
MINNEAPOLIS MN 55402-1403

AMOUNT ENCLOSED
\$

Please make check payable to "U.S. Bank"

U.S. BANK CORPORATE PAYMENT SYSTEMS
P.O. BOX 790428
ST. LOUIS, MO 63179-0428

4246044555598568 000000000 000000000

Please tear payment coupon at perforation.

CORPORATE ACCOUNT SUMMARY									
ACME DECLINING 4246 0445 5559 8568	Previous Balance	Purchases And Other + Charges	Cash Advances +	Cash Advance Fees +	Late Payment Charges	- Credits	- Payments	New = Balance	
Company Total	\$0.00	\$25.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00	\$0.00	

NEW ACTIVITY					
NANCY SMITH 4246-0400-1031-9855		CREDITS \$5.00	PURCHASES \$5.00	CASH ADV \$0.00	TOTAL ACTIVITY \$0.00
Post Date	Tran Date	Reference Number	Transaction Description		Amount
01-04	01-04	747982620040040000001623	PAYMENT		5.00 CR
01-04	01-04	74798262004004000000997	ABC WIRELESS MINNEAPOLIS MN		5.00
TOM JOHNSON 4246-0400-1031-9871		CREDITS \$5.00	PURCHASES \$5.00	CASH ADV \$0.00	TOTAL ACTIVITY \$0.00
Post Date	Tran Date	Reference Number	Transaction Description		Amount
01-04	01-04	747982620040040000001615	PAYMENT		5.00 CR
01-04	01-04	74798262004004000000989	ABC WIRELESS MINNEAPOLIS MN		5.00
JOHN CLARK 4246-0400-1031-9897		CREDITS \$5.00	PURCHASES \$5.00	CASH ADV \$0.00	TOTAL ACTIVITY \$0.00

CUSTOMER SERVICE CALL 800-344-5696	ACCOUNT NUMBER 4246-0445-5559-8568		ACCOUNT SUMMARY	
	STATEMENT DATE 01/27/12	DISPUTED AMOUNT .00	PREVIOUS BALANCE	.00
SEND BILLING INQUIRIES TO: U.S. Bank National Association ND C/O U.S. Bancorp Purchasing Card Program P.O. Box 6335 Fargo, ND 58125-6335	AMOUNT DUE .00		PURCHASES & OTHER CHARGES	25.00
			CASH ADVANCES	.00
			CASH ADVANCE FEES	.00
			LATE PAYMENT CHARGES	.00
			CREDITS	25.00
		PAYMENTS	.00	
		ACCOUNT BALANCE	0.00	



Company Name: MARY SPAULDING
Corporate Account Number: 4246 0445 5559 8568
Statement Date: 01-27-2012

NEW ACTIVITY						
Post Date	Tran Date	Reference Number	Transaction Description			Amount
01-04	01-04	74798262004004000001607	PAYMENT			5.00 CR
01-04	01-04	74798262004004000000971	ABC WIRELESS MINNEAPOLIS MN			5.00
MIKE TOWER			CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0400-1031-9905			\$5.00	\$5.00	\$0.00	\$0.00
Post Date	Tran Date	Reference Number	Transaction Description			Amount
01-04	01-04	74798262004004000001631	PAYMENT			5.00 CR
01-04	01-04	74798262004004000001003	ABC WIRELESS MINNEAPOLIS MN			5.00
CAL WINTER			CREDITS	PURCHASES	CASH ADV	TOTAL ACTIVITY
4246-0400-1031-9913			\$5.00	\$5.00	\$0.00	\$0.00
Post Date	Tran Date	Reference Number	Transaction Description			Amount
01-04	01-04	74798262004004000001649	PAYMENT			5.00 CR
01-04	01-04	74798262004004000001011	ABC WIRELESS MINNEAPOLIS MN			5.00

Exhibit 6 – Standard Reports and Descriptions

Access Online includes a comprehensive set of reporting options ranging from the most basic to the most sophisticated. All reports are parameter-driven and offer a high degree of flexibility and variety of output formats. The following tables list and describe standard reporting options.

Program Management Reports

Program management reports provide Program Administrators easy access to basic program parameter data. This data can be combined with other program performance indicators to signal important trends that can be used to proactively manage clients' accounts.

Report Name	Report Functionality	Report Benefit
Account List	Shows all account holders and basic account information by hierarchy (e.g., open date, credit limit, etc.)	Makes basic company program review quick and easy, leading to more informed decisions
Account Spend Analysis	Lists cardholder account spending at a summary level, excluding supplier detail	Helps ensure program compliance through cardholder account audits
Account Status Change	Lists accounts that have a change status of lost/stolen, closed or opened	Reveals trends that can be proactively addressed by quickly identifying accounts with changes within a given period
Account Suspension	Details open accounts that are past due and suspended or pending suspension	Drives better program compliance and readily identifies accounts requiring immediate attention
Automated Allocation Rules	Provides a summary of allocation rules engines and detail of their respective allocation rules	Supports efficient use of automated allocation features in Access Online, and drives program efficiency
Cash Advance	Details account cash advances including transaction amount, date and reference number	Identifies cash advance activity for complete analysis of the impact cash advance functionality has on overall payment program performance
Charge-Off	Provides a listing of accounts charged-off, based on the population of the charge-off status field	Analyzes program policy compliance and its impact on overall payment program performance
Declined Transaction Authorizations	Supplies details of declining transaction authorizations information along with related account and merchant information	Allows managers to better detect possible misuse or fraud attempts. It may also help managers determine if account limits are set at the right levels
Declining Balance/Managed Spend	Displays summary and detail information of declining balance accounts for relocation card programs by name and account number	Enables Program Administrators to easily identify the number of relocation accounts with active outstanding balances
Merchant Allocation Rules Set	Provides summary and drill-down detail of your merchant allocation rules set	Assists with monitoring and managing allocation according to merchant type, thereby improving overall program management
Order File History	Provides information regarding the status of the order data file after it is loaded for order match processing	Enables clients to monitor the order file and manage any file processing exceptions that may occur
Past Due	Creates a list of accounts with past due balances and number of times past due	Helps quickly identify problem accounts and review program policy adherence rates, leveraging information to proactively manage policy guidelines
Transaction Approval Status	Shows transaction approval status for cardholder accounts	Offers the ability to thoroughly audit cardholders and approval managers' compliance with the organization's transaction approval policies
Request Status Queue	Provides information on multiple Request Status Queue items	Simplifies tracking and auditing, resulting in improved program management

Account Maintenance Effective Dating Activity

Provides a detailed history of effective dated account maintenance activity.

Report can be used for audit purpose to review history of changes made to account related fields under the scope of effective dating changes.

Payment Request Approval Status	Shows summary and detail information for the approval status of payment requests.	Report allows a Program Administrator to summarize the approval statuses of Payment Requests by user. There is an optional drilldown to the Payment Request Approval Status Detail Report to assist in resolving approval process problems identified in the summary report.
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Financial Management Reports

Financial management reports provide Program Administrators access to transaction management activity information. These reports can be used to determine if cardholders are properly managing their individual accounts and ensure that expenses are being assigned to the proper cost centers.

Report Name	Report Functionality	Report Benefit
Account Allocation	Displays all transaction detail for a specific account for a specific date range, allowing Program Administrators and cardholders to view account allocation and reallocation detail by accounting code	Helps Program Administrators and cardholders manage their allocation and reallocation activities, leading to better account management and/or posting of transactions to their general ledger systems
Billed Transaction Analysis with Order Detail	Offers detailed and summary billed transaction information regarding the results of order and transaction matching	Allows clients to review transaction activity by transaction matching status (i.e. matched, unmatched), individual transaction details and base order information
Billed Transaction Analysis with Requisition Detail	Provides detailed and summary billed transaction information about the results of requisition and transaction matching	Supports the use of Access Online Payment Plus functionality by allowing clients to review transaction activity by transaction matching status (i.e., matched, unmatched), individual transaction details and base requisition information
Billed Transaction Analysis with Payment Instruction Detail	Provides detailed and summary billed transaction information about the results of requisition and payment transaction matching	Supports the use of Access Online Payment Plus functionality by allowing clients to review transaction activity by transaction matching status (i.e., matched, unmatched), individual transaction details and base payment instruction information
Extract Reconciliation	Summarizes transactions by account that have been extracted versus statemented	Lets client confirm/audit transaction totals that they have posted to Access Online, received a statement for (billed/paid for), and have been extracted to their GL system
Full Transaction and Order Detail	Fully details expenditures, including transaction, line item, order, account allocation and tax estimation information	Drills down to an additional line item, order, account allocation or tax management detail
Managing Account Approval Status	Provides a history of managing account and cardholder account statement approvals and certifications	Clients use this report to track the status and progress of account approvals as they align with their internal operating procedures. In this way, organizations can ensure compliance with established procedures and actively manage and improve the efficiency of their programs
Order Analysis	Provides detailed and summary order information, regarding the results of order and transaction matching	Reviews order activity by order fulfillment status (i.e., open, partial, fulfilled, etc.), individual order details and base transaction information

Order Receipt	Shows detailed and summary receipt information as recorded against the order or order line items	Allows clients to accurately track receipt status of their orders
Payment Instruction Analysis	Summary and detail payment instruction information regarding the results of payment instruction and transaction matching	Supports the use of Access Online Payment Plus functionality
Payment Instruction Detail	Detailed Payment Instruction information	Supports the use of Access Online Payment Plus functionality
Payment Request Analysis	Provides summary and detail requisition information regarding the results of requisition and transaction matching	Supports the use of Access Online Payment Plus functionality
Payment Request Detail	Provides detailed requisition information	Supports the use of Access Online Payment Plus functionality
Transaction Detail	Shows summary allocation information for a specific accounting code and provides specific transaction detail	Facilitates proactive program management by both the Program Administrators and cardholders
Order Detail	Provides detailed order data, including line item detail, if desired	Assists in tracking and managing orders
Fleet Activity Detail	Provides the user summary and detail information about fleet transactions with enhanced fleet data by cardholder account	Client uses the report information for gathering fuel and non-fuel expenses by vehicle, driver, and pool cardholders.

Supplier Management Reports

Supplier management reports are used to analyze the overall effectiveness of clients' supplier strategies and identify overall performance issues and opportunities. Clients are armed with actual program performance information that can be leveraged to drive supplier behavior and positively impact supplier negotiations.

Report Name	Report Functionality	Report Benefit
Airline Itinerary Detail	Provides statement transaction detail and itinerary information for airline merchant category codes specific to airline merchant category codes only	Allows client to demonstrate specific corridor utilization by airline provider, which can be leveraged during negotiations
Airline/Rail City Pairs	Shows the number of trips between city pairs for airline and/or rail	Helps clients more closely analyze program compliance and ensure utilization of preferred suppliers by specific airline/rail provider, negotiate corridor specific rates and analyze airline dollar spend. Enables Program Administrators to target airlines that may be candidates for preferred vendor status, as well as discount programs
Airline Refund	Generates a list of airline credit transactions with supplier and location information specific to airline merchant category codes only	Ensures clients are receiving proper credit on refunded airline tickets thus reducing the costs of overall travel and entertainment expenses
Airline Spending	Summarizes information for all airline spending by airline	Lets clients breakout specific airline/rail spend information, useful to validate current supplier strategies, evaluate program compliance and drive successful negotiations
Hotel Spending	Creates summary information for all lodge spending by hotel	Enables clients to breakout specific hotel spend information used to validate current supplier strategy, evaluate program compliance and drive successful negotiations. Useful when analyzing where lodging dollars are being spent, enabling a Program Administrator to target hotels that may be candidates for preferred vendor status and discount programs

Level II Quality by Merchant	Gives clients the ability to report on the quality of level II data on financial records by supplier	Evaluates the quality of level II information which can be utilized to drive supplier behavior
Merchant List	Lists suppliers' demographic information based on those suppliers who had transaction activity within the requested time period	Offers clients the data to analyze the effectiveness of supplier programs based on demographic indicators and determine if supplier programs support overall corporate diversification policies
Merchant Spend Analysis	Provides an overall view of total supplier base activity or total commodity type.	Clients can use this information to support service-level and pricing requests with their suppliers
Merchant Spend Analysis by Line Item	Provides summary and detail information	May be used for analyzing merchant spend activity by purchasing line item
Rental Car Spending	Provides summary information for all rental car spending by car rental company	Empowers clients to breakout specific car rental spend information, used to validate current supplier strategy, evaluate program compliance and drive successful negotiations. Useful when analyzing where transportation dollars are being spent, enabling a Program Administrator to target Rental Car Agencies that may be candidates for preferred vendor status and discount programs
Temporary Services Spending	Generates both summary and detail information for temporary services spending by agency	Empowers clients to breakout temporary services spend information, used to validate current supplier strategy, evaluate program compliance and drive successful negotiations
Top Merchant Spend Analysis	Provides a list of top merchants by merchant category group or by MCC, based either on spend or number of transactions	Facilitates head-to-head analysis of your most-used suppliers based on purchase activity. When combined with supplier service performance, you can create a complete supplier partnership image
Straight Through Processing Enabled Merchant List	Provides merchant demographic information including Client Supplier Information.	Gives an holistic view of suppliers and helps manage a client's merchant list to make certain they are all set up as needed, downloaded for review, editing, etc.

Travel Expense Management Reports

Travel Expense Management Reports are used to support the expense report functionality within Access Online.

Report Name	Report Functionality	Report Benefit
Expense Summary	Provides an overview of the expense reports your cardholders have created in Access Online. From the summary information, you can drill into a specific expense report	Helps you monitor expensed transactions and the expense report process
Expense by Category	Provides summary information for the expensed transactions for specific spend categories	Lets you monitor program compliance and maintain vendor relationships

Tax and Compliance Management Reports

Tax and compliance management reports are used to ensure clients' programs are operating in accordance with U.S. Federal government standards and requirements.

Report Name	Report Functionality	Report Benefit
Sales and Use Tax by State	Summarizes transaction and tax paid amounts within a specified date range, as well as calculated percentages on a state-by-state basis	Facilitates easier and quicker analysis of Sales and Use Tax by state within specific timeframes

Sales and Use Tax by State with Tax Management Detail	Includes the summarized transaction and tax paid amounts as well as calculated tax percentages on a state-by-state basis	Allows thorough analysis of clients' sales and use tax approach by state and enables them to proactively manage their sales and use tax program
Tax Accrual Model	Supports clients' use of Best Practice Tax Model	Compares actual sales and use tax accrual process against best practice to identify areas of potential improvement
Tax Accrual Model with Tax Management Detail	Supports the use of the Best Practice Tax Model (for sales and use tax estimation), in conjunction with Access Online tax estimation functionality	Assists in analyzing sales and use tax by cardholder and/or merchant state within specific timeframes
Tax Accrual Model by Accounting Code with Tax Management Detail	Supports the use of the Best Practice Tax Model (for sales and use tax estimation), in conjunction with Access Online tax estimation functionality by Accounting Code	Assists clients in accruing use tax. Allows the client to sample transactions by accounting code to determine whether they are taxable or nontaxable. Similar to the Tax Accrual Model with Tax Management Detail Report except this report displays by accounting code instead of by transaction
Unmatched Transaction Analysis for Form 1099	Lists transactions where a supplier profile was unavailable at the time of reporting for the specified date range and additional supplier information research for 1099 reporting	Lets clients quickly identify suppliers with missing information and determine a course of action. With frequently utilized suppliers, the Program Administrator can ensure that the proper profiles are obtained in the future thus driving more complete supplier information
Vendor Summary by Socio-economic Indicator	Provides a summary and detail of expenditures that have occurred with suppliers classified as minority supplier types (e.g., minority, women-owned, veterans and small business)	Allows thorough review of minority supplier expenditures to ensure clients' procurement programs are in compliance
Vendor Summary for Form 1099-MISC	Provides a summary and detail of expenditures that have occurred with suppliers classified as minority supplier types (e.g., minority, women-owned, veterans and small business)	Allows thorough review of minority supplier expenditures to ensure clients' procurement programs are in compliance

Administration Reports

Administration reports provide Program Administrators easy access to basic program configuration information and help determine the impact program structure may have on performance and utilization.

Report Name	Report Functionality	Report Benefit
Accounting Code Structure	Lists information on current configuration of Accounting Code Structures, Valid Value Lists and Accounting Validation Controls	Gives the client the ability to easily review the current configuration of their Accounting Code Management Controls, allowing them to efficiently review, confirm or troubleshoot accounting code attributes
Accounting Validation Control	Provides information on your accounting validation controls to support effective management of the accounting code reallocation feature	By more effectively managing reallocation, organizations ensure accurate accounting and greater overall program control
Alternate Accounting Codes Report	Provides detailed information about the alternate accounting codes you have built in Access Online. Lists which accounts are assigned to which alternate accounting codes	Assists with adjusting alternate accounting codes, thereby improving transaction allocation and program efficiency
Default Accounting Codes Report	Provides detailed information about the default accounting codes associated to cardholder and managing accounts	This report is used to keep track of how your default accounting codes are in use in the system and to see if you need to reassign default accounting codes to an account. By using this report and making adjustments, you can improve transaction allocation and program efficiency

Locked Accounts	Displays accounts locked at the time the report is generated	Enables Program Administrators to actively manage online registration activity and facilitate/expedite cardholder participation and successful registration
Online Registration	Provides the results of online registration activity for cardholder accounts	Allows program and system administrators to actively manage cardholder participation in the online registration process
System User List	Provides information about user IDs and associated user profile information, including a list of the hierarchy access and functional entitlements	Allows managers to better monitor users of Access Online
System User List Summary	Provides summary information about Access Online user IDs for one, many or all organizations	Provides a quick overview of the users in your program
System User List with Account Details	Provides an overview of users and accounts within an organization.	Allows managers to see which users have access to which accounts; most beneficial for use in organizations that allow for individual Transaction Approval as well as those that have a need to identify which approval managers have access to which accounts.
Support Active Work Queue Activity	This report provides information about Support Active Queue requests.	Lets organizations track requests so that you can stay on top of program management activities

Global Reports

Global reporting includes a comprehensive set of documents including international capabilities relating to consolidation and currencies that can be utilized by clients to monitor and drive their global program performance.

Report Name	Report Functionality	Report Benefit
Account Activity	Shows account transaction details	Facilitates transaction detail review and enables clients to identify potential account inconsistencies
Account List	Lists all account holders and detailed account information	Makes basic company program review quick and easy, leading to more informed decisions
Affiliate Groups	Displays Affiliate information including first transaction date, latest feed date, and Affiliate Group membership	Enables clients to view which Affiliates are contained in any given Affiliate Group
Affiliate Status	Displays Affiliate information including first transaction date, latest feed date and Affiliate Group membership	Identifies scope of data available for all Global Reports
Airline/Rail City Pairs	Shows number of trips between city pairs for airline or rail	Demonstrates specific corridor utilization by airline/rail provider, which is important during negotiations
Airline/Rail Itinerary Detail	Details transactions including airline and rail itinerary	Allows clients to more closely analyze program compliance and ensure utilization of preferred suppliers by specific airline/rail provider
Airline/Rail Spending	Lists airline/rail spend	Lets clients breakout specific airline/rail spend information, used to validate current supplier strategy, evaluate program compliance and drive successful negotiations. Highlights the spending or transaction volumes among carriers, useful for monitoring airline spending patterns and negotiating price discounts
Cash Advance	Displays account cash advance detail	Identifies cash advance activity and enables complete analysis of the impact cash advance functionality has on overall payment program performance
Hotel Spending	Provides listing of hotel spend	Enables clients to breakout specific hotel spend information, used to validate current supplier strategy, evaluate program compliance and drive successful negotiations. Allows Program Administrators to identify

		hotels that are candidates for preferred vendor status and discount programs
Individual Merchant Spend Analysis Summary	Generates summary spending information by supplier name	Gleans information on a supplier by supplier basis used to validate current supplier strategy, evaluate program compliance and drive successful negotiations
MCC Spend Analysis Summary	Gives summary spending information by merchant category code	Supports hands-on management of supplier strategy within overall global program
Rental Car Spending	Lists car rental spend	Allows clients to breakout specific car rental spend information used to validate current supplier strategy, evaluate program compliance and drive successful negotiations
Top Merchant Spend Analysis	Lists top suppliers by description (e.g., air, rail, car and hotel)	Facilitates targeted head-to-head analysis of clients' most utilized suppliers based on international purchase activity and enables clients to create a complete supplier partnership image when combined with supplier service performance

CARDMEMBER SERVICE

P.O. Box 6335
Fargo, ND 58125-6335

*****THIS IS A DRAFT*****

[*LONG DATE]

Case Number: [*CASE ID]

[*CARDHOLDER NAME]

[*SECONDARY CARDHOLDER]

[*CARDHOLDER ADDRESS 1]

[*CARDHOLDER ADDRESS 2]

[*CARDHOLDER CITY] [*CARDHOLDER STATE] [*CARDHOLDER ZIP CODE]

Account number ending with: [*ACCOUNT LAST FOUR]

Dear [*CARDHOLDER NAME] :

Thank you for contacting Cardmember Service regarding your dispute with [*MERCHANT NAME] in the amount of \$[*DISPUTE AMOUNT]. We have placed the item into dispute status to prevent fees or finance charges from posting to your account while we investigate your dispute. In order to further research your dispute, additional information is required.

From your original correspondence we were unable to determine the reason for your dispute. Please complete the enclosed form to provide us with further information regarding your dispute. A detailed letter explaining the circumstances surrounding this matter would also be helpful.

Please send your response to [*BIN ADDRESS] [*BIN CITY] [*BIN STATE] [*BIN ZIP CODE] or you may fax it to [*BIN FAX], so that we receive it no later than [*RETURN DATE].

If we do not receive your response by this date, we will be unable to investigate your dispute further due to lack of information. If you have any additional questions concerning this matter, please contact me directly at the number listed below. We accept relay calls.

Sincerely,

[*REP NAME]

Cardmember Service Representative

Direct [*REP PHONE NUMBER]

Toll Free [*BIN TELEPHONE] EXT. [*REP PHONE EXTENSION]

Fax [*BIN FAX]

Cardmember Services

Case Number: [*CASE ID]

Attn: [*REP NAME]

[*BIN ADDRESS]

[*BIN CITY] [*BIN STATE] [*BIN ZIP CODE]

Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at [*BIN TELEPHONE]. We will be more than happy to advise you in this matter.

1. UNAUTHORIZED

I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

2. DUPLICATE PROCESSING

The transaction listed above represents multiple billing to my account. I only authorized one charge for this amount. Date _____ and Reference # _____ of first transaction.

3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____.

My account has been charged for the above transaction, but I have not received the merchandise or service. The expected date and time of delivery _____ (MMDDYY). I contacted the merchant on _____ (MMDDYY) and requested that my account be credited. I spoke with _____ (name).

4. MERCHANDISE OR SERVICE CANCELED IN THE AMOUNT OF \$ _____.

I notified the merchant on _____ (MMDDYY) at _____ am/pm to cancel the pre-authorized order/reservation. Cancellation # _____ (required for Hotel Rooms).
Reason for and method of cancellation: _____

Person I spoke to: _____

5. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____.

My account has been charged for the above listed transaction, but the merchandise has since been returned. (Please enclose a copy of the postal or UPS receipt)

6. MERCHANDISE WAS RECEIVED DAMAGED OR DEFECTIVE

The merchandise shipped to me arrived damaged and/or defective (circle one) on _____ (MMDDYY). I returned it on _____ (MMDDYY). I contacted the merchant on _____ (MMDDYY) and requested that my account be credited. I spoke with _____ (name).

Enclosed is an explanation of how the merchandise was damaged or defective.

7. NOT AS DESCRIBED

The item(s) specified do not conform to what was agreed upon with the merchant. Please provide details on separate sheet of paper.

- Cardmember must specify what goods, services, or other things of value received.
- The cardmember must have attempted to return the merchandise and state so in their complaint.

8. PAID BY OTHER MEANS

I did participate in the transaction; however, I paid for the transaction using another form of payment. (Describe form of payment): _____

If the other transaction occurred on a credit or debit card, please provide the following information:

- Account Number _____
- Card Type (Visa, Mastercard, Amex, etc.) _____
- Transaction Date _____
- Transaction ID _____
- Reference Number _____

Enclosed is a copy of my proof of other payment (i.e. canceled check, other credit card statement, cash receipt, etc.).

9. CREDIT NOT RECEIVED

I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. A copy of the credit voucher is enclosed.

10. ALTERATION OF AMOUNT

The sales receipt amount was increased from \$ _____ to \$ _____. Enclosed is a copy of my receipt.

11. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE

I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me I will have to review the copy and if further dispute still exists I will have to provide further information regarding the dispute. If a copy of the sales draft cannot be obtained, a credit will appear on my account.

12. COPY REQUEST

I recognize this charge, but need a copy of the sales draft for my records.

13. OTHER

If none of the above reasons apply - please describe the situation

ADDITIONAL DETAILS

Please provide a detailed description of what was purchased: _____

If you have attempted to resolve this matter with the merchant, please include the following information (VISA/Mastercard Regulations require that you have attempted to resolve this matter with the merchant prior to filing a dispute.):

The name or title of the person you spoke with: _____

The date you contacted the merchant: _____

What was the merchant's response to your request for credit: _____

If you have not attempted to resolve with the merchant, explain why: _____

[*CARDHOLDER NAME]

Account Number Ending with: [*ACCOUNT LAST FOUR]

CARDHOLDER SIGNATURE

DATE

(AREA CODE) TELEPHONE NBR

[*TRAN POSTDATE]

[*TRAN REF NMBR]

[*MERCHANT NAME]

[\$[*DISPUTE AMOUNT]]

Please return this form to [*BIN ADDRESS] [*BIN CITY] [*BIN STATE] [*BIN ZIP CODE] or you may fax it to [*BIN FAX], so that we receive it no later than [*RETURN DATE].

Sincerely,

[*REP NAME]

Cardmember Service Representative

Direct [*REP PHONE NUMBER]

Toll Free [*BIN TELEPHONE] EXT. [*REP PHONE EXTENSION]

Fax [*BIN FAX]

CARDMEMBER SERVICE

P.O. Box 6335
Fargo, ND 58125-6335

[*LONG DATE]

Case Number: [*CASE ID]

[*CARDHOLDER NAME]
[*SECONDARY CARDHOLDER]
[*CARDHOLDER ADDRESS 1]
[*CARDHOLDER ADDRESS 2]
[*CARDHOLDER CITY] [*CARDHOLDER STATE] [*CARDHOLDER ZIP CODE]

Account Number Ending With: [*ACCOUNT LAST FOUR]

Dear [*CARDHOLDER NAME]:

Please sign and return these two (2) Statement of Fraud forms to the above address by [*RETURN DATE]. We have enclosed a return envelope for your convenience.

I, do hereby certify, state and declare under penalty of perjury that the following statement(s) is/are true: (Place an X by the applicable information)

- I am claiming that my Credit Cards were Lost/Stolen.
 I am claiming that my Credit Cards were never received.
 I am claiming that I have my Credit Cards in my possession and there are Unauthorized Transaction(s) on my Account.
 I am claiming that this account was opened fraudulently. I did not apply for the above referenced account number. I have received no benefit in regard to this account #. I have no knowledge of this account, nor know of any person(s) involved in the obtaining, receiving or signing of this application.

If possible provide the following information:

Lost/Stolen Date _____ • Date Card Last Used: _____
Suspect's Name _____
Are any other cards or identification items missing/stolen? Y/N _____ Please list items _____
Police report filed? Y/N _____ If Yes: Case # _____ Date Filed _____
Police Dept _____ Phone Number _____ Investigation Officer _____
I never received a Debit/Credit Card in the mail Y/N _____
Card is in my possession Y/N _____

I hereby state that I neither personally authorized nor gave authority to participate in the list of attached transactions. The last time I/we used the cards(s) was on _____

Please provide us with additional information relating to this claim regarding person(s) that may have been suspect. If additional room is needed you may continue on the attached page:

Please read and complete the following information.

I/We understand that all alleged fraudulent or unauthorized card usage will be investigated and that such may be referred to the appropriate law enforcement agency. I/We also agree to cooperate in the investigation of our case and any prosecution of individual(s) charged with fraudulent or unauthorized card usage.

I understand that my failure to supply written notification that may only be obtained from me to facilitate the investigation may result in the reversal of the temporary provisional credit. Please be aware that completing the requested documentation will assist us in our ability to investigate this claim.

Primary Cardholder Signature _____

Date _____

Secondary Cardholder Signature _____

Date _____

CARD#: [*ACCOUNT NUMBER]

If you have any questions concerning your account, please contact us at [*BIN TELEPHONE] fax: [*BIN FAX]. Fraud Prevention Representatives are available 24-hours a day, 7 days a week.

Sincerely,

[*REP NAME]
Cardmember Service Representative
Direct [*REP PHONE NUMBER]
Toll Free [*BIN TELEPHONE] EXT. [*REP PHONE EXTENSION]
Fax [*BIN FAX]

Please review the charges listed on the transaction report carefully. If the list of transactions includes any that you authorized, or initiated, please indicate that by circling the transaction(s) and placing your initials next to them. Circling and initialing a transaction will result in the provisional credit associated with that transaction being reversed.

STATEMENT OF FRAUD

I, [*CARDHOLDER NAME], did not use my [*CARD TYPE], account number [*ACCOUNT NUMBER] to make the below transaction(s), nor did I give anyone permission to use my name or account number to make the purchase(s).

- [*LIST FRAUD CHG1]
- [*LIST FRAUD CHG2]
- [*LIST FRAUD CHG3]
- [*LIST FRAUD CHG4]
- [*LIST FRAUD CHG5]
- [*LIST FRAUD CHG6]
- [*LIST FRAUD CHG7]
- [*LIST FRAUD CHG8]
- [*LIST FRAUD CHG9]
- [*LIST FRAUD CHG10]
- [*LIST FRAUD CHG11]
- [*LIST FRAUD CHG12]
- [*LIST FRAUD CHG13]
- [*LIST FRAUD CHG14]
- [*LIST FRAUD CHG15]
- [*LIST FRAUD CHG16]
- [*LIST FRAUD CHG17]

CARDHOLDER SIGNATURE

[*REP NAME]
Cardmember Service Representative
Direct [*REP PHONE NUMBER]
Toll Free [*BIN TELEPHONE] EXT. [*REP PHONE EXTENSION]
Fax [*BIN FAX]

