VISA Cardholder Questions & Answers
Access Online

Q. How do I access the Visa Access Online website?
A. https://www.access-online.com

Q. How do I reset my password?
A. On the homepage, there is a Forgot your password? option.
Your password will need to be reset every 180 days. If you do not login at all during this time, your profile will be deactivated. After 3 failed attempts you will be locked out. Please contact an administrator to reset your password. *Note –passwords are case sensitive.*

Q. When is our billing cycle period?
A. The 3rd of the month through the 2nd of the following month. This may fluctuate depending on the last business day of the month. Please do not print your statement prior to the cycle ending or transactions maybe missing.

Q. When will I receive my monthly statement?
A. Around the 4th of the month, you will be receiving an e-mail notification that your statement is ready to view. You will need to login to https://www.access-online.com to view.

Q. How do I review my transactions and print my statement?
A. Go to the link https://www.access-online.com and log into your account.

1. Select : Transaction Management
2. Select : Transaction List
3. Select the date from the drop down menu for Billing Cycle Close Date: 11/02/22 or mmddyy and then click Search
4. Select the box next to the transaction and click Reallocate
5. Change the GL Account Number as needed and click Save Allocations
6. Click on Print Account Activity button *(system must allow pop-ups)*
7. Attach and number original itemized receipts, sign, write a brief description to the right of the transaction and forward it to your budget manager for signature.
8. Statement must be sent to Accounts Payable

Note – Cardholder statements will not be accepted unless all original receipts are numbered, attached in order, the business purpose is legible & the statement is signed by the supervisor.

Q. How long do I have to reconcile and approve my statement (i.e., allocations, description, attach receipts)?
A. Statement reconciliations and approvals must completed by the 14th of the month. Corrections to G/L account numbers are done online and the responsibility of the cardholder. Statements and corresponding receipts need to be turned in to Accounts Payable by the 14th of the month. If they are not turned into Accounts Payable within 30 days of the Billing Cycle Close date, the credit limit will be reduced to $0 and cardholder privileges will be revoked.

Note – please identify those orders that are partial and indicate which part of the order is reflected as a charge on the statement.

Q. How do I view my credit limit and month-to-date spending?

A. Go to Account Information
Select Cardholder Account Profile
Then select Authorization Limits

Q. How are disputes handled?

A. You can dispute a charge on the transaction management page. If you disagree with a charge or it appears fraudulent, please contact the Fraud Department immediately at 1-800-523-9078. They will initiate the paperwork.

Q. How should I submit my receipts?

A. Original itemized receipts must be taped on 8 ½ x 11 sheet and multiple pages stapled. This prevents separation of receipts from the statement. Please highlight actual charges.

In order to comply with IRS guidelines, itemized receipts that include sales tax (if applied) must be submitted along with a brief description of the business purpose. For example restaurant receipts should include the names of the attendees and the purpose for the meal. Statements missing this information will not be accepted and returned to the cardholder.

Q. How do I get reimbursed for mileage?

A. Through Paycom beginning August 1, 2022.
Gas station expenses are not accepted unless a rental car is used for travel.

Q. What if I am missing a receipt?

A. Prior to contacting Visa, please work with the merchant to obtain a copy of the original receipt.
If this is not possible and the charge is $< $100, you can substitute a lost receipt form (form is located in Employee Resources at Notre Dame de Namur University (ndnu.edu) Otherwise, contact visa customer service at 800-344-5696 to obtain a copy. There is no limit to the number of receipts requested. However, it can take up to 6 weeks to receive a copy of a receipt.

Failure to submit itemized receipts may result in revocation of cardholder privileges and/or may result in either purchases being reported as income to the cardholder or purchases being considered personal purchases, therefore requiring reimbursement to NDNU. ***Only 1 missing receipt per statement is allowed.***

Q. What if I accidently use my P-card for a personal expense?

A. All personal expenses must be paid back to the university immediately. A Department Deposit form located in URL: Employee Resources at Notre Dame de Namur University (ndnu.edu) must be filled out by the employee and the expense charged to the employee A/R account: 110-00-00000-12606 (rather than from the original expense account for which the charge was originally made). Remuneration can be made directly to the Business Office. Attach proof of payment to the P-card statement and indicate that reimbursement was made.

Q. Can we do OOP (Out of Pocket Expense)?

A. Sorry, Access Online does not offer this. Expense can be reimbursed via Paycom.

Q. After logging into Access Online, at what point am I timed out and need to re-log in?

A. The user is timed out after 15 minutes. This default cannot be changed.

Q. Who are my administrators?

A. Caroline Chang – 508-3567, Elizabeth Hawley – 508-4178, Emiko Yamada – 508-3749

Q. Who is the Account Coordinator?

A. If you call customer service, you may be asked to name your account coordinator which is Service Point.