

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 120 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 call Caroline, Emiko or myself and we will reset your password. *Please 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.

Q. How do I review my transactions and print my statement?

A. Go to the link [https:// www.access-online.com](https://www.access-online.com) and log into your account.

1. Select : **Transaction Management**
2. Select : **Transaction List**
3. Select the date from the **Billing Cycle Date** : 11/02/14 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 **Approve** button.
7. Click on **Print Account Activity** button (*system must allow pop-ups*)
8. Attach receipts, sign, write a brief description to the right of the transaction and forward it to your budget manager for signature.
9. Statement must be brought up to Accounts Payable

Note – Cardholder statements will not be accepted unless signed by the supervisor

Q. How long do I have to reconcile and approve my statement (i.e., allocations, description, attach receipts)?

A. Statements reconciliations and approvals must be completed online by the 14th of the month prior to their download into the G/L. Corrections to G/L account numbers are 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 60 days of the transaction date, the credit limit will be reduced to \$0 and retraining may be required.

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 receipts](#) must be taped on 8 ½ x 11 sheet. This prevents separation of receipts from the statement. For auditing purposes itemized receipts are mandatory.

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. Mileage can be recorded on the travel reimbursement form located <http://webinfo.ndnu.edu/forms/>. The mileage rate is updated annually in conjunction with IRS guidelines. A map must be submitted along with the travel requisition form or payment will be delayed. Maps with directions can be obtained either from various sources including MapQuest or Google Maps. **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 <http://webinfo.ndnu.edu/forms/>). 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.

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

- A. Sorry, Access Online does not offer this. Please submit a check request along with your receipts to A/P and we will reimburse you. You can access URL: <http://webinfo.ndnu.edu/forms/> download Travel Expense and Check/Petty Cash Requests forms.

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.