Step-by-step procedure to match an eOrder with transaction(s)

Instructions cover the below information

1. **NEVER, EVER** Create Manual Order(s)-if you do your cards will be suspended

2. Cardholder Match multiple transactions and approve statement steps

3. Billing Official Certification steps

2. Cardholder Match multiple transactions and approve statement steps

Go into Access Online

Cardholder needs to print out their statement and place receipts in order of the statement. Then once Cardholder is done approving the statement give the Cardholder Statement and all receipts to the BO.

1. Cardholder should click account information
2. Click cardholder account statement

   The statement will be used to ensure you only match the transactions on the statement.
3. Click order management

4. Click Match Multiple Orders to transactions

**NOTE:** If you are BO/ABO matching on behalf of the CH then another screen will pop up asking you to choose your role. At this point you will choose Cardholder.

5. Input last name

6. Click Search

**Note:** If your account does not come up right away you may get this screen. If you get this screen do the following:
5. Input your last name

6. Click search

7. Input the date range Ex. April statement “03/20/2013 - 04/19/2013” to search an eOrder created by your Pr Processor

8. Click Search

9. Input the date range Ex. April statement “03/20/2013 - 04/19/2013” to search all transactions

10. Click Search

11. Select the order to match transactions to (Rebate)

12. Select each transaction to match to your selected order (Rebate)

13. Click Match to Order

IMPORTANT NOTES:

a. If you do not see any eOrders then take the date range out and click search to see if anything pops up.

b. Returns-

   1) If the merchant issues a credit for a purchase a new PR should not be created

   2) Instead, the cardholder should match the credit against an already existing (PR/PO process) eOrder that the debit was originally matched against

   3) The return will fail if the amount being credited exceeds the amount of the debits matched to the PO number.

   4) The return can occur in the same or a subsequent billing cycle (up to 6 months later)

   5) If the original debit occurred before rolling onto the PR/PO solution and there is no PR/PO eOrder, follow the rebate process below in #3.
c. Rebates-
   1) A U.S. Bank issued credit (Rebate) will require a new GFEBs PR designated by Account Assignment = R (leave amount positive)
   2) NEVER MATCH A REBATE TRANSACTION TO A DEBIT EORDER
   3) This PR will then proceed through the normal workflow process, which will create a PO and eOrder

d. Once an order is fulfilled, then the order no longer displays on the order list for matching. Once you match a transaction, then the transaction no longer displays on the transaction list.

Step 14- Once you click match to order the system will ask you are you sure.

- If you are sure you want to match the transactions click Yes Match

- If you need to change something click cancel match and go back in and match the correct transactions

15. On the order list, select the order to match transactions to.
   Second example is monthly eOrder
16. On the transaction list, select each transaction to match to your selected order.
   In this example you will click $793.51, $40.23, and $992.46. (make sure your total transactions does not exceed your total eOrder.
17. Click match to order button
**NOTE:** If the total transaction(s) exceed the eOrder get with your Billing Official who will get with your PR processor to increase your eOrder. If eOrder does get increased from your PO processor you should get an email from the RM stating your eOrder was increased. You **WILL NOT** see an increase in your eOrder in access online so make sure to keep the email in your GPC file to show that your eOrder was increased.

Step 18-

Once you click match to order the system will ask you are you sure.

If you are sure you want to match the transactions click Yes Match

If you need to change something click cancel match and go back in and match the correct transactions

Once Cardholder has matched everything to the correct Eorder, the Cardholder will notice that all unmatched transactions have disappeared.

19. If you look under outstanding dollar amt you will see what is left on the PR.

**STEPS 20-27-- PLEASE GET WITH YOUR RESOURCE MANAGERS TO SEE IF THEY WANT YOU TO COMPLETE THESE STEPS OR IF THEY WILL BE DEOBLIGATING THE FUNDS ON THE PURCHASE ORDER IN GFEBS.**

If this step does not apply to you please go to Step 28
20. The cardholder will click Order Management

21. Click Order Maintenance

22. Click the control number for the eOrder you will need to change “SAR/GFEBS FINAL INV” from N to Y on your transactions.

REMEMBER: you will have to do this for all eOrder(s) at the end of the cycle before you approve your statement.
23. Click matched transactions tab and scroll down to matched transactions (see next screen shot)
24. Click Accounting code

25. Scroll over until you see the SAR/GFEBS Final Inv

26. Once all eOrders are matched to all transactions change the N to a Y here

26. Once all transactions are matched to the eOrder(s) scroll over until you see “SAR/GFEBS FINAL INV” field and change the N to a Y.

NOTE:  
   a. Extra funds will be automatically deobligated at bill cycle end by changing the “SAR/GFEBS FINAL INV” field from “N” to “Y” on the matched transaction in Access online.

   b. If you do not change the N to a Y all the extra fund on the eOrder will be left on the eOrder and will not flow back into GFEBS(accounting system) for use later. Then the PO Processor will have to go into the PO check the “Final Invoice Indicator” on the PO line’s Invoice tab in GFEBS after the invoice posts.
27. Click save allocations.

**NOTE:** you will have to do this for all transactions you matched to the eOrder

Once you have completed the steps above you can then go and approve your statement

28. Click Transaction Management

29. Click Transaction List
30. Find the correct billing cycle close date.

31. Click approve statement.

30. Make sure your billing cycle close date is for the correct month.

31. Click approve statement

Now a screen will pop up and ask you if you agree or disagree. Click agree.

**NOTE:** Cardholder should give the Billing Official the Cardholders printed off statement with all original receipts in the order of the statement to the Billing Official for him/her to do their final approval.
3. BILLING OFFICIAL/ALTERNATE BILLING OFFICIAL INSTRUCTIONS

NOTE: The billing official needs to get the Cardholders statement and receipts and print off the billing official statement to ensure the previous amount on the statement and the amount paid are same or more and if the amount paid is less get with your RM immediately.

32. BO/ABO logs into Access online and clicks transaction management

33. Click the drop down arrow and choose the correct billing cycle you want to approve

34. Click the cardholder you want to review

NOTE: All Cardholder transactions will need to be reviewed and final approved before the certify MA/DA statement will be available for statement approval.
35. Before the BO/ABO final approves the transaction make sure the accounting code has the 4600 number in the accounting code. **NOTE: IF the 4600 is not there it means the Cardholder did not match it to a GFEBS eOrder.**

36. If everything looks right and the transaction is legitimate click the highlighted approved word for each transaction.
37. Once you have final approved all Cardholders accounts follow the steps below.

**NOTE:** You must ask your RM before you do steps 38 - 43 because the below steps will close the eOrder so the Cardholder will not be able to match to the transaction.

If your RM does not want you to suspend from matching go to step 44.
38. Click Order Management; Click order Maintenance

39. Click on the control number (if more than one control number you must click on each separate control numbers)

REMEmBER: if you have more than one control number, you will have to click all control numbers separately.
40. Scroll to the bottom of the page
41. Click suspend from matching

42. Click yes, suspend
43. You will then see Request has been successfully completed

REMEMBER: You will need to do Steps 38-43 with all eOrders

NOTE: When you click suspend from matching the eOrder will no longer be available for the Cardholder to match any transactions to.

44. Now click transaction management
45. Click managing account list

46. Choose account you want to certify and click the account number

45. Click managing account list

46. Choose your account you want to certify and click the account number you want to certify
47. Click certify MA/DA statement once all CH's have been final approved

47. Now click Certify MA/DA statement

48. Click agree
49. If you see the C with a check mark through it and the statement approval history has approval status as above. Then you will have successfully certified your account.

CONGRATULATIONS!!!!! You have completed this month’s certification process.

NOTE: If next month you have a return the BO will have to go into the original eOrder where the Cardholder matched the original transaction and unsuspend the order.
To Unsuspend the order follow the instructions below.

50. Click Order management

51. Click Order maintenance

52. Choose the eOrder you want to unsuspend so the Cardholder can match the return credit to

50. Click order Management

51. Click order Maintenance

52. Choose the eOrder you want to unsuspend so the CH can match the return credit to
53. Scroll to the bottom and click **Unsuspend from matching**
54. Now you will see “Request has been successfully completed”

- Now the eOrder is open for matching

55. Click order management and order maintenance if you want to see the status of the eOrder.

55. If you go back and click on Order Management and Order maintenance you can tell the status of the order by looking in the Status column. The column will say suspended if you suspended it and will say fulfilled, open or partial if it is unsuspended and open.

**REMEMBER:** If you unsuspend an eOrder make sure before you certify the account you go and suspend the eOrder from matching to avoid the CH matching any other transaction to the eOrder.