

PCARD/TRAVEL Card Frequently Asked Questions

1) How do I get US Bank Access Online Access for cardholders?

Response: Once you get a card you should receive an email with instructions. However, if you did not get an email you can click on “Register Online” and then follow the prompts. Note: please contact your agency administrator for the telephone number, email address, and verification code that were used to create your account. The State did not provide any personal identifiable information for State employees to US Bank.

2) How do I get US Bank Access Online Access for agency administrator backups?

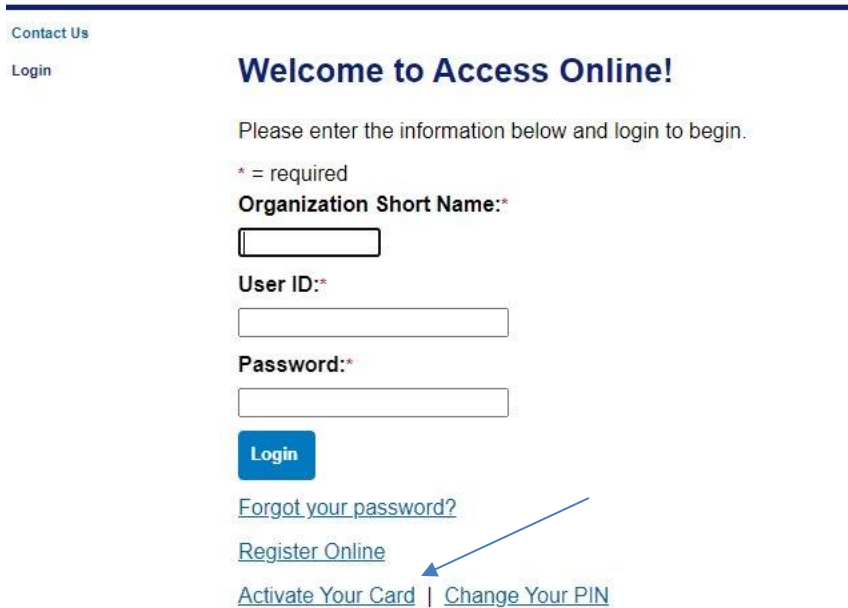
Response: Email PCard-TravelSupport@treas.nj.gov to make the request. Only State program administrators can add agency administrators to the US Bank system.

3) How do I get a PCARD/Travel Card?

Response: Please reach out to your Agency Administrator. Agency Administrators can refer to the ‘How to Create a New User Account’ user guide for reference.

4) How do I activate my US Bank PCard or Travel Card?

Response: Please refer to the card mailer for activation information. There are two options to activate a card. The first is to click on the link on the Access Online Login Page <https://www.access.usbank.com/>. Select the '**Activate Your Card**' link found at the bottom of the landing page.



Contact Us
Login

Welcome to Access Online!

Please enter the information below and login to begin.

* = required

Organization Short Name:*

User ID:*

Password:*

Login

[Forgot your password?](#)

[Register Online](#)

[Activate Your Card](#) | [Change Your PIN](#)

Enter the requested card information, card number, expiration date and the last 4 of your work phone. NOTE: Contact your PCARD agency administrator for the last 4 if you do not know what to use. Then, the cardholder will be sent two emails; the first email includes the link to activate the account and the second email includes a passcode. Select the emailed link to activate the account and then enter the passcode from the second email. The cardholder will also be given the option to update their mobile number. Select '**Submit**'. Set a New PIN. Select '**Submit**'.

The second method is to call the phone number on the back of the card (1-800-344-5696) and then follow the prompts. If from an international location, call 701-461-2010.

If there are any issues, please reach out to the PCARD agency administrator or call customer service at 800-344-5696.

5) How do I view my statement?

Response: Statements can be pulled from Accounts > Account Information. For more detailed instructions, please refer to the 'How to View a Cardholder Account Statement' user guide.

6) How do I view my transactions?

Response: The last ten transactions display on your dashboard while all transactions can be viewed under Transactions > Transaction List > All Transactions. Please refer to the 'How to view Transactions List and Details' user guide for more detailed instructions.

7) When do I need to pay my statement?

Response: Statements should be paid as soon as possible to maximize the rebate for the State; however, all payments due from the State shall be made in accordance with the Prompt Payment Act, and shall be due no sooner than 60 calendar days from the receipt of a properly executed State invoice, or 60 calendar days from the receipt of goods or services, whichever is later.

8) How do I find my Managing Account #?

Response: Account information can be found under Account > Account Information > Managing Account Profile. Please refer to the 'How to view Managing Account Profile' user guide for more detailed instructions.

9) What do I do if my card is declined?

Response: If your card declines, please reach out to your PCARD Agency Administrator. Please ensure to provide them the transaction amount, vendor name, description of what is being purchased and date the transaction was attempted.

10) How do I dispute a charge?

Response: Disputes can be done online through the portal or you can call US Bank.

11) How do I report fraud?

Response: Please call the # found on the back of your card and then immediately inform your Agency Administrator and Supervisor/Manager.

12) How do I reset my login credentials?

Response: Please reach out to your Agency Administrator

13) Is there an automatic timeout when logged in?

Response: Yes, there is. Automatic logout occurs after 15 minutes of inactivity in the system, so watch for a pop-up box to resume your session.

14) What does the available credit include?

Response: The available credit includes pending transactions that were made that did not post or display yet in Access Online.

15) How to I update my contact information in Access Online?

Response: Contact Information can be updated by clicking on Profile > User Settings > Contact Information.

16) How can I change my Password and security question answers?

Response: Password and security questions can be changed by clicking on Profile > User Settings > Login Information

17) How to I change my Multi-Factor Verification (MFA) settings?

Response: It is strongly encouraged to have MFA on your account to add an additional layer of security. To update your preference related to how the passcode will prompt click on Profile > User Settings > Enhanced Security.

18) Do I need to obtain forms from the vendors we use to purchase the products from?

Response: The Division of Purchase and Property received all the required forms from the program vendor during contract award so when you use a PCARD/Travel Card, you are not required to obtain any vendor forms.

19) On initial PCARD orders that are processed in NJSTART, is there any Business Registration Certificate or AA302 related system hard stops?

Response: No there should not be. If any occur, please bring this to the attention of your Supervisor and/or Org Administrator immediately.

20) On initial PCARD orders, is there an encumbrance on these POs?

Response: No pre-encumbrance or encumbrance should occur on PCARD orders. If they do, please inform the NJSTART Escalation Support team immediately.

21) Why are the initial PCARD orders required for over \$1,000 DPA purchases?

Response: It is a good accounting practice and provides a necessary audit trail to have an order created for higher dollar amounts.

22) Where can I find additional training information?

Response: Additional training is available by clicking on the Need Help? >User Guides and Training or you can use the Resource Center (the question mark (?) found at the bottom right of your dashboard page) of quick tip how-to guides and onboarding quick tutorials. In addition, you can access the [NJSTART Training Site](https://www.nj.gov/treasury/purchase/vendor.shtml). Additional user guides are available within the AGENCY REFERENCE GUIDES section at <https://www.nj.gov/treasury/purchase/vendor.shtml>.

HOW DO I PAY THE PROGRAM VENDOR

23) How do I pay my Travel Card?

Response: Travel Card payments must be done in NJCFS. Please **do not** use NJSTART. Payment can be made as a U1, or through a TV document. Please refer to the Travel Card circular letter for more information.

24) When paying the travel card, what should be entered in the payee reference field?

Response: The payee reference field must start with the 16-digit managing account #. In addition, it is recommended to add a unique identifier. This way the payment will not appear on the “annual possible duplicate payment” report sent by OMB. If it does appear on the report, the reviewer can quickly identify it is not a duplicate.

25) What Remit Address should I use when paying my PCARD/Travel Card?

Response: Please use V00014364-04 in order for payment to be sent to U.S. Bank via ACH.

26) How do I pay my P-CARD?

Response: PCARD payments must be paid through NJSTART.

27) When paying the P-CARD, what should be entered in the invoice # field?

Response: The invoice # field must start with the 16-digit managing account #. In addition, it must contain a unique identifier. Please note the invoice # field only has a 22 max character limit. Please refer to the [How to Pay a P-CARD Program Vendor - Revised March 6, 2025](#) reference guide for more information on how to process/set up the payment.

28) What NJSTART document type should be used when paying the P-CARD?

Response: RPA Release would be used since nothing is being bought from the Program vendor and only a payment is being done. However, if it makes more sense-and it is easier to process a normal NJSTART Release order, that can be done as well. If processing as a Release, please ensure a justification is attached to the P-card packet.