U.S. Bank Introductions

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* JOINING BY PHONE
Agenda

- Introductions
- Proposed Solution
  - Experience
  - Account Management Team
  - Card Solutions
  - Card Controls
  - Technology Overview
    - Reconciliation/Reporting/Integration
- Technology Demonstration
- Implementation Overview
- Value Add
  - Program Optimization
  - Virtual Programs
  - Payment Analytics
  - Mobile
- Deviations
Program Solution Overview
Leverage our payables experience in Public Sector

<table>
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<th>Federal Government</th>
<th>State Government</th>
<th>Higher Education</th>
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<tr>
<td>Air Force</td>
<td>Alabama</td>
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<td>Army</td>
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<td>Arkansas</td>
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<td>NASA</td>
<td>California</td>
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<td>Department of Agriculture</td>
<td>Minnesota</td>
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<td>Veterans Affairs</td>
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More than 60% of the Federal Government’s Spend is managed by U.S. Bank

We manage 18 State Government Purchasing and Travel programs

And MANY other Educational Purchasing and Travel Programs
A Market Leader in Payments

U.S. Bank is the world’s largest bankcard issuer of commercial cards and electronic payment systems.
Features of One Card Program

Combines the benefits of Travel and Purchasing cards into one card

- Travel insurance benefits (One card only)
- Declining Balance Feature
- EMV Card
- Disputes
- Controls
  - Limits / MCC Blocking / Single Purchase Limits
  - Cash access restrictions
  - Velocity controls
  - Real time changes
  - Effective dating
  - Account Setup Templates
Commitment to Service Excellence

EXECUTIVE SPONSORS
Ryan Schweiger  Vice President
Marti Croak  Senior Vice President

24/7/365 U.S. BASED SUPPORT
CUSTOMER SERVICE  FRAUD MONITORING  TECHNICAL SUPPORT

Melissa Murphy  Dedicated Account Coordinator
Samy Kayser  CPS Relationship Manager
Kim Mays  Govt. Banking Relationship Manager
Training Group
Mike Berre  Supplier Enablement Manager
Technology Consultant
Traci Miner  Solutions Engineer
Michael Bornhorst  Implementation Manager
Karen Ho and Stephanie Gardner  Client Services Management
Technology Overview
Access® Online

Access® Online

Setup and Maintenance
Transaction Management
Virtual Pay
Management Reporting
Financial Extracts

Program Management | Risk Management | Supplier Management
Integration Capabilities

• File Integration
  – Standard Industry Financial Extracts
    • UVCF (VCF4.0) - including account, allocations and transaction details (Hotel Folio, Airline, Merchant and line item information) delivered daily/cycle
    • Statement Billing File (SBF2.5) – account, basic transaction and allocation details delivered daily/cycle
  – Custom Financial Extracts to meet client data requirements

• System to System Integration
  – Client System Validation – API/Web Service for real-time allocation validation
  – HR Integration – API/Web Services supporting real-time Account setup and maintenance change requests
  – Virtual Pay Direct – AP/Web Service for real-time payment instructions requests with call back to client side with credential information
Implementation & Training
Implementation Approach

**Discovery**
- Initial kickoff meeting between U.S. Bank and Client
- Ask open-ended questions
- Enable knowledge transfer
- Assess needs and objectives

**Define**
- In-depth implementation requirements meetings between U.S. Bank and Client
- Confirm project scope and timeline
- Conduct key requirements discussions
- Finalize project plan

**Design**
- Conduct ongoing status meetings and work sessions
- Build program structure
- Configure Access Online
- Perform initial file and system integration testing
- Enable suppliers
- Confirm go-live readiness

**Deliver**
- Integrate systems and move files into production
- Submit payment instruction files
- Complete card issuance
- Distribute Access Online credentials
- Go live with full program

**Review**
- Validate objectives met
- Ensure successful usage
- Monitor through full billing cycle
- Confirm successful payment
- Validate file integration
- Transition to ongoing service and support
- Close transition project
# Sample Implementation Plan

<table>
<thead>
<tr>
<th>Define</th>
<th>STAGE 1</th>
<th>STAGE 2</th>
<th>STAGE 3</th>
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<tr>
<td></td>
<td>Knowledge Transfer</td>
<td>Determined Program Parameters</td>
<td>Pre-launch checkpoint</td>
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<td></td>
<td>Strategic Goals and Objectives</td>
<td>Consult on Policies, Procedures and Best Practices</td>
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<tr>
<td>Design</td>
<td>Kick-off meeting</td>
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<td></td>
<td></td>
<td>Program Setup and Connectivity Establishment</td>
<td>Launch</td>
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<tr>
<td>Deliver</td>
<td></td>
<td></td>
<td>Complete Account Setup and Enable Suppliers</td>
<td>Review and Confirm Setup</td>
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<tr>
<td>Review</td>
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<td>Transition</td>
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Public Sector Implementation Best Practices

A best practice is often not what everyone else is doing, but is what is possible to achieve

• Establish a communication strategy for cardholders regarding the transition and timelines

• Assign an empowered project owner to streamline communication and decision-making

• Stakeholder support and execution across all locations to help drive key decisions and on-time delivery

• Ensure alignment of technical resources to support implementation
Thorough Training and Support

We will collaborate with you on a robust training program to meet your needs and ensure a seamless implementation.

We recommend and provide:

- On-site user group meetings
- Instructor-led webinars
- Web-based self-study courses
  - 270 different types of training deliverables
    - 23 Guided Simulations
    - 23 Hands on Simulations
    - 47 self-paced lessons
    - 80+ Quick reference guides
    - 36 Recorded classes
- Certification
- Cardholder communications
- Technical resources
Value Add
Program Optimization

Achieve best practice results

1. **Benchmark**
   - Discover client needs
   - Utilize benchmark data
   - Leverage best practices

2. **Analyze Data**
   - Analyze client data
   - Locate opportunities
   - Review findings

3. **Execute Plan**
   - Aim for optimal results
   - Develop and execute plan
   - Measure results

Best Practice Payment Program
Virtual Pay Process and Benefits

YOUR CURRENT PROCESSES REMAIN

Invoice Receipt → Financial System → Coding → Approval → Payment

**Buyer Benefits**
- Lowers acquisition costs due to rebate and 1099 elimination
- Fully automated payment and reconciliation
- Eliminates check processing costs & fraud risks
- Potentially increase cash float 15-25 days

**Supplier Benefits**
- Improves cash management by reducing Days Sales Outstanding
- Electronic payment/Reduce paper
- Improved reconciliation
- Strengthens customer relationships
Virtual Pay Process Flow

High Level Process Flow

1. **PAYMENT REQUEST**
   - Client’s system sends a virtual card payment instruction file/API to U.S. Bank

2. **RESPONSE**
   - U.S. Bank opens accounts and sets credit limits
   - Emails payment notification to the organization being paid (suppliers/vendors) or back to Client to process

3. **PAYMENT RECEIPT**
   - Supplier receives payment notification email containing virtual account number and remittance information
   - Supplier processes the payment

4. **MONITOR**
   - Transaction posts to U.S. Bank payment management system and auto-matches to Client’s payment request
   - Client reviews transactions using online reporting and/or file extract
Supplier Enablement

U.S. Bank owns and manages the process from beginning to end

AP Analysis

Program Optimization

U.S. Bank

Supplier Enablement Team Methodology

Enrollment Strategy

Review Program Success

Supplier Outreach

Preparation
- Data Collection
- Communication Campaign

Execute
- Supplier Outreach
- Activate Suppliers

Reporting
- Track Progress of Suppliers Enrolled
- Track Dollars of Spend Enabled
Virtual Pay Differentiators

- First commercial card issuer to **dedicate** a supplier enablement team to enroll vendors
- Combines a wealth of experience and capabilities, delivering increased program participation and profitability.

Supplier Support Team

- Manage Transaction Processing
- Technical Support
- 100% Dedicated to Suppliers
# Fraud Protection

- Near time rules – Card Guard
- Real time rules – ADS I/II
- Fraud risk score models
- Industry leading fraud tools
- Fraud alerts
- Travel Tag for authorizations
- Mass compromise automation
- 3D secure authentication
- Voice print technology in our call centers
Fraud Alerts – Email and/or Text

U.S. Bank: ABC Corp $10,000 on 04/25/17. Reply VALID or FRAUD to resolve or call 800.523.9078. Msg & data rates may apply.

Fraud

U.S. Bank: Your card has been blocked. Please call U.S. Bank immediately at 800.523.9078. Msg & data rates may apply. Reply HELP for help.

Messages

U.S. Bank: We will update our records with your confirmation. Your card is in working order. Msg & data rates may apply. Reply HELP for help.
Visa Travel Tag for authorizations

How it works

- Cardholder travel itineraries stored
- Transactions analyzed geographically
- If transaction near travel destination, Travel Authorization Tag populated
- Information used to authorize transaction
- First to market
Travel Virtual Pay

- Replaces traditional central billing methods
  - CTA/ghost accounts
  - Hotel direct bill
  - Travel agency invoice

- Centralizes management of:
  - Large expenses such as air and hotel
  - Travel expenses for individuals who are not eligible for a card
    - Infrequent travelers
    - Job applicants
    - Contractors
Payment Analytics Misuse and Compliance Tool

Allows for expansion opportunities endorsed by entity auditors

Transaction → Payment Analytics → Rules → Alerts
Payment Analytics - Sample Rule Templates

- Merchant Watch List
- Transaction Outside Spending Guidelines
- Split Transaction
- Transaction Close to Single Purchase Limit
- Large Spend Increase over Average Spend
- Non-Standard Purchase Items

- Airline Travel Purchase Exception
- Hotel Room Purchase Exceptions
- Travel Card Purchase in Cardholder’s Postal Code
- Account Opened/Maintained with Limits Exceeding Standards
- Account Balance Monitor
Access® Online Mobile

- Allows cardholders to quickly manage their business expenses on the go
- View and dispute transactions
- Receipt attachment
- Online bill payment
- Request and receive a virtual account in the app
- Available for download from the Apple App Store or for Android via Google Play
U.S. Bank Mobile Payments

- One-touch checkout
- No card number entry
- No need to type addresses
- No card information shared with merchant
Access® Online Alerts

Over 25 alerts available via email or mobile SMS

- Event alerts
  - PIN maintenance occurred
  - Card Activation
  - Personal Information Changed
  - Card Requested
  - Credit Limit Updated
  - Payment Transaction
  - Balance on a daily basis

- Purchase alerts
  - Purchase Declined
  - Purchase/credit amount exceeds $X
  - Account balance reaches $X
  - Payment due in XX days
  - Cash Withdrawal
  - Available Credit $X or less
  - Purchase Merchant State
  - Purchase Merchant Country
  - Purchase Merchant Type
  - Mail/Telephone Order Purchase
  - Internet Purchase
  - Distance from pre-defined location (postal code/zip)
  - Percentage of credit limit
  - Multiple percent of credit limit
Technology - Access® Online

- $100+ million 5 year strategic investment in technology
- Ongoing modernization of the system
  - User experience
  - Self-service empowerment
  - Automation and control
  - User feedback and usability studies
- 46 new projects resulting in 77 new features in the last two years across
Access Online Roadmap

Seamless System, Process & Data Integration

- Single Sign-on
  - User authentication between Access Online and customer internal systems

- Web Services/APIs
  - Cardholder Account Setup & Maintenance
  - User ID Setup & Maintenance

- Client Side Cardholder Initiated Setup
  - Cardholder application hosted on customer’s Intranet
  - Manager workflow and approval — non-Access Online users
Access Online Roadmap

Data Analytics & Dashboards
- Tableau Integration
  - Interactive Data Exploration – forecasting & benchmarking
  - Merchant spend & delinquency data

Enhanced Authentication
- Multifactor Authentication
  - SMS text & email
- Biometric
  - Facial recognition & touch ID
Access Online Roadmap

User Alerts
- Auto enrollment for Fraud Alerts
- Mass enrollment – 25+ real-time alerts

Mobile Technology
- Program Administrator App
  • View and maintain accounts
    • Credit limits & MCCs
    • Account status
  • View authorizations & transactions

- Cardholder App
  • Geolocation
  • Account activation
  • PIN self-select
Deviations

- Please identify and explain any deviations US Bank took in response to the RFP.
  - Based on secondary review U.S. Bank didn’t take any deviations from RFP.
Why U.S. Bank?

**Strength and Reputation**
In U.S. Bank, the State will be partnering with the highest rated financial institution in terms of safety, security and ethical behavior.

**Experience in Public Sector**
30 years of commercial card experience. We support diverse portfolio of public sector clients from Federal Government, State and local government and Higher Education.

**Scale**
Over $60 billion of commercial card payment volume in 2018.

**Innovation**
Over $100 million invested into our program management tool, Access Online, in 3rd year of 5 year plan.

**Service and Implementation**
U.S. based and Public Sector and Higher Education Specific multi-tiered service team.

**Program Optimization**
Best-in-class growth result in an optimized return.
Appendix
Logging In and Menu of Options
Overview and General Information

These FAQs will help to ensure the best experience as you use the U.S. Bank Access® Online Mobile app. If you have any questions on transactions and balances that are not covered below, please contact us at 800-344-5696.

- Logging In
- Features and Functionality
- Using the Card Information Display
Accessing Digital Card
Accessing Digital Card
Viewing Transactions
Dispute a Transaction
ePay

[Image of a mobile phone screen showing details of a corporate card account from U.S. Bank.]
Transaction Receipt Attachment
Registration for Account Alerts
Virtual Card Request