

## CARE CARDHOLDER CHECKLIST

1. Once you gain access to the CARE menu screen, Click on **“Transaction Management”**. All assigned cardholder accounts will be downloaded and appear on the next screen.
2. Highlight desired cardholder account. The **last six billing cycles** for the highlighted account will appear to the right of the cardholder’s name.
3. If needing to log a purchase, click on the **current billing cycle**.
4. Next, click on the **“Transaction Log”** tab. This opens up the **“Log Detail”** tab on the bottom half of the screen. Fill in as much of the data blocks as possible. Note the blocks marked with a red asterisk **must** be completed.
5. After filling in the applicable blocks in the **“Log Detail”** tab, click on the **“Log Line Detail Item”** tab to itemize your purchase. Complete this tab even if your purchase consists of one item or product. Click on the **“Enter”** button after each entry you make in this tab and it will record at the bottom of the screen and give you a running amount total.
6. Once all the entries are made under the **“Log Line Item Detail”** tab check to see that the overall sum amount total agrees with what you know to be your overall purchase cost.
7. Next, you must return to the **“Log Detail”** tab and click on the **“Add”** button to save the recorded log entry or entries whichever might be the case. **(Note this is an important step. If not performed, you will exit CARE and come back in later only to find out your log entries are NOT SAVED)**
8. Keep checking CARE under the **“Transactions”** tab for the purchase to be posted. Do this every other day as a minimum.
9. Once the transaction you are waiting for posts at the bank, you can reconcile the purchase.

10. To **reconcile**, highlight the desired transaction under the **"Transactions"** tab. Located on the lower half of the screen is a row of tabs. Click on the **"Log Detail"** tab to bring up the reconcile button on right bottom corner of the screen.
11. Click on the **"Reconcile"** button located on the bottom right corner of the screen. This button should be activated, not grayed-out. The CARE system will do a best match from the recorded log entries and display the matched entry in the middle of the screen.
12. If the system has properly matched the transaction from your log, then click on the **"Reconcile"** button a second time.
13. You will see the transaction status change from "Pending" to "Approved". This step will also automatically copy the recorded log entry from the **"Transaction Log"** tab to the **"Log Detail"** tab under the **"Transactions"** tab, where it will be properly and permanently recorded. Also, you will notice that this procedure when completed deletes the transaction entry from your **"Transactions Log"** tab.
14. Now, if upon attempting to reconcile your purchase, the system fails to correctly identify the log entry, you will need to erase the matched entry by highlighting it and then clicking the **"Remove"** button. Proceed down to your log entries on the bottom half of the screen and select the correct matching entry by highlighting it and then clicking the **"Add"** button.
15. Hit the **"Reconcile"** button the second time and the desired transaction will now approved against the correct log entry.
16. Perform timely reconciling of all individual purchases during a billing cycle. This way you only have to accomplish the overall Cardholder Account "approval" at the end of the billing cycle. Remember rebates must also be approved, not reconciled.
17. Once all individual purchases have been reconciled and the transactions all reflect "Approved" status, you are ready to do the overall account approval at the end of the billing cycle (26<sup>th</sup> of every month).

18. You will perform the overall cardholder account approval by accessing CARE and highlighting the **“Cardholder Accounts”** tab. Click on the **“Approve”** button located on the bottom half of the screen. The approve button must be activated for the approval procedure to work.
19. Your Cardholder Account is now ready for the Billing Official to review and approve for payment at the end of the billing cycle.
20. On any unique or specific matters or unusual circumstances that come up while doing CARE business contact your Approving Official who, if necessary, will call the A/OPC Manager and get proper guidance.