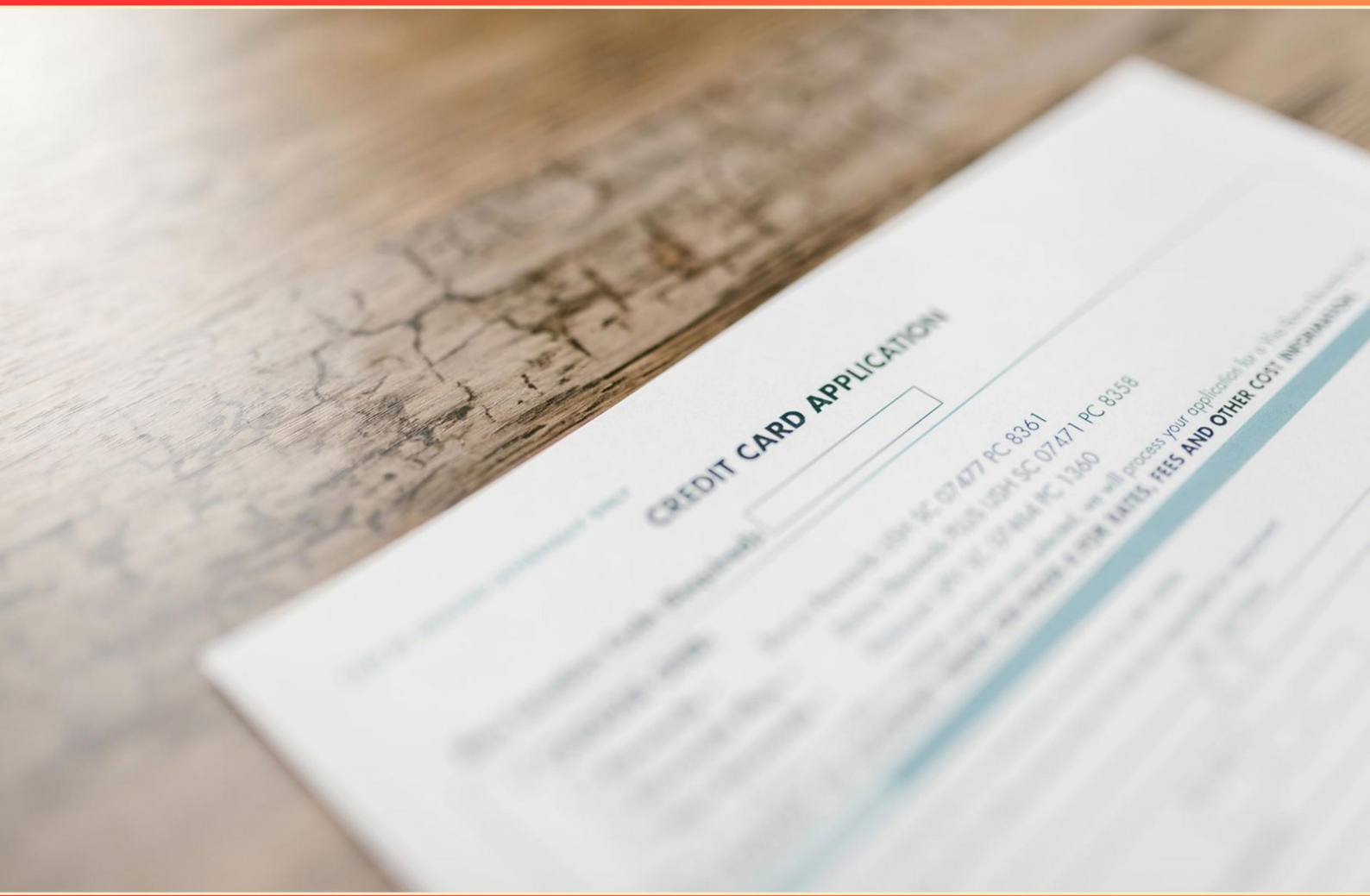
US BANK CARDHOLDER (CH) AND APPROVING OFFICIAL (AO) PRACTICE EXAM (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

https://usbankchao.examzify.com

Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 8

Explanations 10

Next Steps 15

SAMPLE

Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

SAMPLE

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

SAMPLE

Questions

SAMPLE

1. Are cardholders permitted to use their cards for personal expenses during travel?

A. Yes, if approved by a manager

B. No, only for official government-related expenses

C. Yes, but only under emergency circumstances

D. No, unless on personal leave

2. How would you run a report that lists only disputed transactions?

A. Select Disputed Only from the Disputed drop-down list

B. Specify 'All' in the transaction type filter

C. Run all transactions and sort them manually after

D. Contact support to fetch the disputed transactions

3. When changing your authentication question, what must you also provide?

A. Your answer to the new question

B. Your previous password

C. Your email verification code

D. Your account number

4. What is the primary purpose of the US Bank Cardholder program?

A. To provide loans for personal use

B. To assist in international trade

C. To provide government employees with a convenient way to purchase goods and services for official use

D. To manage government investment accounts

5. What is the agency's retention policy regarding card transaction records?

A. Records must be kept indefinitely

B. Records must be retained for two years

C. Records must be retained for three years

D. Records must be retained for one year

SAMPLE

6. What can happen if the transaction limit is exceeded?

A. Nothing, as it is just a guideline

B. Transactions will be automatically approved

C. Cardholders may face penalties or disciplinary action

D. Cardholders will be required to seek retroactive approval

7. Which of the following is NOT a responsibility of the cardholder?

A. Approving transactions

B. Maintaining transaction records

C. Following US Bank purchasing policies

D. Reporting lost or stolen cards

8. Which type of expenses are NOT allowed on the travel card?

A. Official government-related expenses

B. Personal expenses

C. Hotel accommodations for official travel

D. Airfare for business trips

9. How many business days should you allow for a payment to process in the ePay function?

A. One business day

B. Two to three business days

C. Three to five business days

D. Immediate processing is available

10. What is typically the maximum allowable expenditure for a single purchase with a travel card?

A. Up to $10,000

B. Approximately $5,000, depending on agency policy

C. There is no limit

D. About $2,000

SAMPLE

Answers

SAMPLE

1. B
2. A
3. A
4. C
5. C
6. C
7. A
8. B
9. B
10. B

SAMPLE

Explanations

SAMPLE

1. Are cardholders permitted to use their cards for personal expenses during travel?

A. Yes, if approved by a manager

B. No, only for official government-related expenses

C. Yes, but only under emergency circumstances

D. No, unless on personal leave

The reason the response indicating that cardholders are not permitted to use their cards for personal expenses during travel is correct lies in the strict guidelines established for the use of government-issued cards. These cards are specifically intended for official government-related expenses, such as transportation, lodging, meals, and other travel-related costs incurred while performing duties related to government work. Permitting personal expenses would not only violate these guidelines but could also lead to potential misuse or the perception of fraud, which the government agencies take very seriously. The policies ensure accountability and transparency in expenditures, thus reinforcing that cardholders must adhere strictly to using their cards solely for official purposes. This helps maintain public trust and align with ethical standards in governmental financial practices. The other options propose conditions under which personal use might be acceptable, such as managerial approval or emergency situations, but these scenarios do not align with the established regulations governing the use of government travel cards. They can lead to ambiguity and inconsistent application of rules, which are precisely what the regulations aim to avoid. Personal leave on its own does not justify the use of government funds for personal expenses.

2. How would you run a report that lists only disputed transactions?

A. Select Disputed Only from the Disputed drop-down list

B. Specify 'All' in the transaction type filter

C. Run all transactions and sort them manually after

D. Contact support to fetch the disputed transactions

Selecting "Disputed Only" from the Disputed drop-down list is the most direct and efficient method to obtain a report that lists only the disputed transactions. This specific choice is designed to filter out all non-disputed transactions, allowing for a clear and concise view of only those transactions that have been flagged as disputes. By utilizing this built-in feature, the user can quickly access the necessary data without having to sort through irrelevant transactions or take additional steps to eliminate non-disputed entries. The other options would not provide an effective means of generating a report focused solely on disputed transactions. For example, specifying 'All' in the transaction type filter would include every transaction, making it difficult to isolate the disputes. Running all transactions and sorting them manually afterward is time-consuming and prone to human error, as it relies on the user to accurately filter the relevant data themselves. Lastly, contacting support to fetch disputed transactions is inefficient and may lead to delays, whereas using the available tools within the reporting system is designed to provide immediate access to the required information.

SAMPLE

3. When changing your authentication question, what must you also provide?

A. Your answer to the new question

B. Your previous password

C. Your email verification code

D. Your account number

When changing your authentication question, it is essential to provide your answer to the new question. This is because the authentication process is designed to ensure that only authorized users can access sensitive information or perform certain actions associated with their accounts. The new answer acts as a credential that verifies your identity in conjunction with the new question. Providing the answer to the new question ensures that, in the future, you can successfully authenticate yourself when prompted. This is a critical step, as it helps to maintain the security and integrity of your account by ensuring that any changes made are authorized and verified by the account holder.

4. What is the primary purpose of the US Bank Cardholder program?

A. To provide loans for personal use

B. To assist in international trade

C. To provide government employees with a convenient way to purchase goods and services for official use

D. To manage government investment accounts

The primary purpose of the US Bank Cardholder program is to provide government employees with a convenient way to purchase goods and services for official use. This program facilitates the procurement process by allowing cardholders to make purchases directly related to their governmental duties, streamlining transactions that support the operational needs of government agencies. This efficiency helps in reducing the administrative burden and processing time associated with traditional purchasing methods, enabling government employees to focus more on their core responsibilities. The structure of the program is designed specifically to meet the demands of federal operations, ensuring compliance with government regulations while providing a flexible tool for expenditure management. This makes it distinct from options related to personal loans, international trade, or investment accounts, which do not align with the program's mission or functionality.

5. What is the agency's retention policy regarding card transaction records?

A. Records must be kept indefinitely

B. Records must be retained for two years

C. Records must be retained for three years

D. Records must be retained for one year

The agency's retention policy mandates that card transaction records must be kept for a duration of three years. This period is designed to ensure that sufficient historical data is available for audits, compliance reviews, and any necessary investigations that might occur. Retaining records for three years allows the agency to maintain transparency and accountability in its financial dealings, as well as adhere to relevant regulations and guidelines that govern record-keeping practices. By keeping records for this specific timeframe, the agency ensures that it can provide documentation of transactions when needed, facilitating smoother operations and compliance with oversight requirements. In contrast, options indicating shorter retention periods may not align with the comprehensive accountability standards expected for federal financial transactions, while an indefinite retention policy could lead to unnecessary storage costs and administrative burdens.

SAMPLE

6. What can happen if the transaction limit is exceeded?

A. Nothing, as it is just a guideline

B. Transactions will be automatically approved

C. Cardholders may face penalties or disciplinary action

D. Cardholders will be required to seek retroactive approval

When a transaction limit is exceeded, the potential consequences can be significant for cardholders. If cardholders go beyond the established limits, they may face penalties or disciplinary action, which serves as a mechanism to enforce compliance with organizational policies and funding guidelines. Exceeding the transaction limit can indicate a lack of control or oversight, which organizations need to manage effectively to prevent misuse of funds or irregularities in accounting practices. The importance of adhering to transaction limits is rooted in maintaining financial integrity and accountability within an organization. Therefore, the risk of facing penalties reinforces the necessity for cardholders to monitor their transactions closely and stay within the established spending parameters to avoid negative repercussions on their professional standing or operational responsibilities. The other choices do not accurately represent the potential impacts of exceeding transaction limits. Transactions being automatically approved would undermine the control measures designed to regulate spending, and simply having guidelines without consequences would also fail to encourage responsible usage. Additionally, needing retroactive approval implies that the organization has some means of correcting missteps, but it doesn't address the immediate accountability that comes with exceeding limits. Thus, facing penalties or disciplinary action is the correct outcome when transaction limits are not respected.

7. Which of the following is NOT a responsibility of the cardholder?

A. Approving transactions

B. Maintaining transaction records

C. Following US Bank purchasing policies

D. Reporting lost or stolen cards

The responsibility of approving transactions typically falls to the Approving Official (AO) rather than the cardholder. The primary role of the cardholder is to make purchases in compliance with established guidelines and maintain proper records of those transactions. This includes following US Bank purchasing policies and ensuring that they are using the card responsibly and within the limits set forth by their organization. Maintaining transaction records is an essential duty for cardholders, as this ensures transparency and accountability in their spending. Additionally, cardholders must report any lost or stolen cards promptly to protect against unauthorized use. By focusing on these responsibilities, cardholders help maintain the integrity of the card program and assist in safeguarding public resources.

8. Which type of expenses are NOT allowed on the travel card?

A. Official government-related expenses

B. Personal expenses

C. Hotel accommodations for official travel

D. Airfare for business trips

Personal expenses are not allowed on the travel card because the card is designated solely for official government-related expenditures. The purpose of the travel card is to facilitate travel for government employees while ensuring that the use of funds is strictly for business-related activities. This includes expenses incurred during authorized travel such as hotel accommodations for official travel and airfare for business trips, which directly relate to the performance of official duties. Allowing personal expenses on the travel card would lead to significant complications in accounting, auditing, and compliance with government regulations, as it would blur the line between personal and official spending. Adhering to this rule helps maintain the integrity of the travel card program and ensures that taxpayer funds are used appropriately.

SAMPLE

9. How many business days should you allow for a payment to process in the ePay function?

A. One business day

B. Two to three business days

C. Three to five business days

D. Immediate processing is available

The correct duration to allow for a payment to process in the ePay function is two to three business days. This timeframe is important because it accommodates any potential administrative processing times required to ensure that the payment is accurately processed and applied to the account. Factors such as bank processing schedules, transaction verifications, and the need for compliance with any internal controls or security measures can affect how quickly a payment is reflected in the account. Providing a two to three business day window helps ensure that cardholders have a realistic expectation of when their payment will be completed, reducing confusion and potential concerns regarding payment status. Immediate processing, while appealing, may not always be feasible due to these operational factors, making it essential to prepare for a typical processing window instead.

10. What is typically the maximum allowable expenditure for a single purchase with a travel card?

A. Up to $10,000

B. Approximately $5,000, depending on agency policy

C. There is no limit

D. About $2,000

The maximum allowable expenditure for a single purchase with a travel card is generally around $5,000, although it may vary based on the specific policies of different agencies. This limit is in place to help control spending and ensure that expenditures remain within reasonable parameters for travel-related expenses. Agencies may set their own purchasing thresholds based on budgetary constraints, operational needs, and regulatory guidelines, which can explain variations in the maximum allowable amounts. Establishing a limit helps to prevent misuse or unauthorized spending, while also facilitating oversight by departmental or agency officials. In certain contexts, exceptions may exist or specific types of transactions may be approved that exceed this limit, but the standard threshold serves as a guideline for everyday purchases made with the travel card.

SAMPLE

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://usbankchao.examzify.com

We wish you the very best on your exam journey. You've got this!

SAMPLE