

The following pages were extracted from the USBank AccessOnline User Guide. The full guide can be found when logged into USBank AccessOnline. To view the full User Guide, select [Training](#), then the topic of [Manage accounts and users](#). Choose the *User guides* tab and then choose [Cardholder Account Setup and Maintenance](#).

# Update a Cardholder Account

You can easily update a cardholder account. Most changes take place in real time. Changes to the authorization limits are subject to review by credit. Hierarchy position changes may be real time or after cycle.

**Learn More:** As part of your ongoing cardholder account maintenance, you can specify that specific changes take place and last for a specified time period, or that a change take place in the future but remain permanent. For example, you can specify that an address change for Sheila McCarthy is effective only for three months next year, while she works in your Kansas City office for the summer. For detailed steps refer to *Schedule an Update* on page 92.

Access<sup>®</sup> Online Log Out

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**1** Account Administration

**2** Maintain Cardholder Account

- **Create New Cardholder Account**  
Set up a new cardholder account by specifying the product, demographic information, account information, accounting codes and authorization limits.
- **Maintain Cardholder Account**  
Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.
- **Create Cardholder Setup Request**  
Create a new cardholder account by sending a request for the cardholder to enter their personal information.
- **Maintain Multiple Cardholder Accounts**  
Update demographic information, account information, accounting codes, and authorization limits on multiple cardholder accounts by:  
[Selecting Hierarchy Position](#)  
[Selecting Individual Accounts](#)
- **Cardholder Setup Request Queue**  
Create and manage Cardholder Account Setup requests that allow for prospective cardholders to begin the setup process.
- **Unlock Cardholder Account**  
Reset a cardholder's account if locked out during Online Registration.

To maintain a cardholder account:

1. Select the **Account Administration** task.
2. Click the **Maintain Cardholder Account** link. The *Account Summary: Find Account* screen displays.

### Account Profile

**Find Account**

Use the filters to search for a specific account. [i](#) [Manage filter options](#)

|   |  |
|---|--|
| <p style="font-size: small; margin: 0;">Cardholder Account Number</p> <input style="width: 95%; border: 1px solid #ccc;" type="text" value="Last 4"/> | <p style="font-size: small; margin: 0;">Cardholder Account ID</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/> |
| <p style="font-size: small; margin: 0;">Cardholder First Name</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>                    | <p style="font-size: small; margin: 0;">Cardholder Last Name</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>  |
| <p style="font-size: small; margin: 0;">Bank</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>                                     | <p style="font-size: small; margin: 0;">Agent</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>                 |
| <p style="font-size: small; margin: 0;">Company</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>                                  | <p style="font-size: small; margin: 0;">Division</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>              |
| <p style="font-size: small; margin: 0;">Department</p> <input style="width: 95%; border: 1px solid #ccc;" type="text"/>                               |  |

**Search** **All**

Back

3. Enter search criteria in any of the search fields: *Cardholder Account Number*, *Cardholder Account ID*, or *Cardholder Account Name*).
4. Click the **Search** button. Accounts that match your search results display at the bottom of the screen.

**Cardholder Account Setup and Maintenance: Version 4-8**

**Tip!** You can use asterisks and spaces to help you narrow your search. For example, if you need to find a cardholder named Jim Smith, but you are not sure if he is Jim or James in the system, you can type **J\* Smith** to return all cardholders with the last name **Smith**, and a first name that begins with **J** (e.g., Jane Smith, James Smith, Julio Smith).

You can also click the **Manage filter options** link to add fields to search by, such as *Account Status*, *Product*, *Optional 1*, *Optional 2*, etc.

For example, you could add those fields to search for only open purchasing cards.

**Access Online:**  
**Cardholder Account Setup and Maintenance: Version 4-8**

The screenshot shows the 'Account Profile' search results page. At the top, there is a 'Find Account' button and a 'Search Criteria' section with fields for Cardholder Account Number, Cardholder Account Unique ID, Cardholder First Name, Cardholder Last Name, and Product. Below the search criteria is a 'Q Search' button and a 'Clear All' link. The results section shows a table with columns for Cardholder Account ID, Cardholder Account Unique ID, Account Status, and Account Name. There are four rows of results, each with a radio button to the left. A callout box with the number '5' points to the first radio button. Another callout box with the number '6' points to the 'Back' button at the bottom left. A third callout box points to the 'Choose Sort Options' link, with a sub-callout pointing to a dropdown menu. A fourth callout box points to the 'Show/Hide Data' link.

Account Profile

Find Account

Search Criteria [Show/Hide Search Criteria](#)

Use the criteria to search for a specific account. ⓘ

Cardholder Account Number: Last 4

Cardholder Account Unique ID: 15-digit number

Cardholder First Name: Bla\*

Cardholder Last Name: Blatest

Product: Purchasing

Q Search Clear All

Results [Show/Hide Data](#) | [Choose Sort Options](#) Results 1 to 6 of 6

| Cardholder Account ID | Cardholder Account Unique ID | Account Status | Account Name       |
|-----------------------|------------------------------|----------------|--------------------|
| 217181002890          | 0712-9106-1887-8851          | Open           | BLAHRICH B BLATEST |
| 217258002620          | 0712-9472-1819-2139          | Open           | BLAHRICH B BLATEST |
| 217325001066          | 0712-9106-1837-7285          | Open           | BLAHRICH C BLATEST |
| 218219000795          |                              |                | EST                |

Product: Purchasing

Back Confirm

5

6

Note the links for **Show/Hide Data** and **Choose Sorting Options**.

Select a sort option from the drop-down list and the *Ascending* or *Descending* radio button to organize your search results.

Click **Back** to return to the previous screen without saving your selection.

1. Select the radio button for the desired account.
2. Click the **Confirm** button. The *Account Profile* screen displays.

**Learn More:** You can customize your sorting and filtering of the account list.

**Access Online:**  
**Cardholder Account Setup and Maintenance: Version 4-8**

Results [Show/Hide Data](#) | [Choose Sort Options](#) Results 1 to 5 of 5

**Customize Results** [Save settings](#)

Show

- Cardholder Account ID
- Account Status
- Account Name
- Cardholder Account Number
- Managing Account Number
- Managing Account ID
- Managing Account Name
- Processing Hierarchy
  - Bank
  - Agent
  - Company
  - Division
  - Department
- Optional 1
- Employee ID
- Product
- Social Security Number
- State/Province

One Card

| Status | Account Name               | Bank       |
|--------|----------------------------|------------|
|        | BLLMONE1 BLATEST           | 1425       |
|        | Division                   | Department |
|        | --                         | --         |
|        | Division                   | Department |
|        | --                         | --         |
|        | Account Name <th>Bank</th> | Bank       |
|        | BLLMVONE5 BLATEST          | 1425       |
|        | Division                   | Department |
|        | --                         | --         |
|        | Account Name <th>Bank</th> | Bank       |
|        | BLLMVONE6 BLATEST          | 1425       |
|        | Division                   | Department |
|        | 55511                      | 9876       |

Click the **Show/Hide Data** link to specify which fields to display on your search results.

Results [Show/Hide Data](#) | [Choose Sort Options](#) Results 1 to 5 of 5

**Sort Options** [Save settings](#)

Sort by

Cardholder Account ID

Sort Order

Ascending (0 - 9, A - Z)

Descending (9 - 0, Z - A)

Re-sort Results

|  |                   |                     |
|--|-------------------|---------------------|
| Cardholder Account                                     | Account Name      | Product             |
| 212306000116   | BLLMONE1 BLATEST  | One Card            |
| Cardholder Account                                     | Account Name      | Product             |
| 212306000126   | BLLMVONE4 BLATEST |                     |
| Cardholder Account                                     | Account Name      | Product             |
| 212306000134   | BLLMVONE5 BLATEST |                     |
| Cardholder Account                                     | Account Name      | Product             |
| 212306000135   | BLLMVONE6 BLATEST | One Card            |
| <input checked="" type="radio"/> Cardholder Account ID | Account Status    | Account Name        |
| 212325000133   | Open              | BLLMPLASTIC BLATEST |
|  |                   | Product             |
|  |                   | One Card            |

Specify a primary sort and then select ascending or descending radio button. Click the **Re-sort Results** button.


## **Update the Processing Hierarchy**

Changing an account's processing hierarchy and/or reporting hierarchy position is useful when a cardholder changes positions in the organization (e.g., takes a new job in a different department). Rather than closing the account and setting up a new one, you can simply change the processing hierarchy position of the existing cardholder account. Depending on the associated product, you can make the change go into effect immediately or not until after the start of the next cycle. You can only move the cardholder to a position within the same relationship and bank and you are restricted to processing hierarchy positions that you can access.




When you change an account's processing or reporting hierarchy position, be sure that you have all required fields (e.g., the Default Accounting Code fields) complete. If you do not specify information for all required fields, you risk losing information for the account. For example, if you do not have default accounting codes specified at the cardholder's associated managing account, then the system will display blank default accounting code fields when you change the cardholder account's processing or reporting hierarchy. You may also need to specify information for fields required by an accounting validation control (AVC) at the new processing hierarchy position. Fields that an AVC requires have red asterisks.

**Account Profile**

**BLLMPCARD BLATEST**

|                              |  |   |   |
|------------------------------|--|---|---|
| <b>Product</b><br>Purchasing | <b>Account</b><br>ID: 2132-5200-0177<br>Number: **1234 | <b>Processing Hierarchy</b> ⓘ<br><a href="#">Show All Hierarchy Names</a><br>1425-8131-40852-00000-0000  | <b>Managing Account</b><br>Name: 1425LM PCARD1BLATEST<br>ID: 2121-5000-0401<br>Number: **2345 |
|------------------------------|--|---|---|

**Organization Name (optional)**    **Optional 1 (optional)**    **Optional 2 (optional)**

BLLM UAT     --     -- 

- + Account Overview
- + Account Owner's Information
- + Legal Information
- + Account Details
- + Default Accounting Code
- + Authorization Limits

If your organization has created processing hierarchy names, then you can select to show the names.

1

To change the account's processing hierarchy position:

1. Click the **Edit** icon.

**Access Online:**  
**Cardholder Account Setup and Maintenance: Version 4-8**

**Learn More:** If your organization has created hierarchy names, then you can select to display them on this screen. If you want to specify hierarchy names for either your processing or reporting hierarchy, contact your relationship management team. You can create the names in the system or through a file-based process. After you have the names populated in Access Online, you can search by name as well as by value (e.g., search for the name Division Wholesale instead of the values in the Division Wholesale hierarchy position).

**Results** [Hide All Hierarchy Names](#)  
The positions below match your search criteria. Results 1 to 1 of 1

| <input checked="" type="radio"/> Bank | Agent          | Company                     |
|---------------------------------------|----------------|-----------------------------|
| 1425<br>Purchasing                    | 8132<br>Global | 40851<br>Division Wholesale |

**Enter Processing Hierarchy**

Changing the Processing Hierarchy will impact other settings of the account.

- The impacted settings will be presented in the steps that follow.
- Enter or search for the new Processing Hierarchy.

|   |  |   |
|---|--|---|
| Bank<br>1425  | Agent<br><b>8132</b>                                       | Company<br><input type="text" value="40851"/> |
| Division (optional)<br><input type="text" value="44433"/> | Department (optional)<br><input type="text" value="2219"/> |   |

**2** Click the Search icon.

2. Click the **Search** icon.



**Search for Processing Hierarchy**

Select the applicable hierarchy level, enter any known or partial values, then search.  
Required Fields (unless noted as optional)

|   |   |  |
|---|---|--|
| Hierarchy Level<br><input type="text" value="Company"/>         | Processing Hierarchy Name <i>(optional)</i><br><input type="text"/> |  |
| Bank<br><b>1425</b>   | Agent <i>(optional)</i><br><input type="text" value="8132"/>        |  |
| Company <i>(optional)</i><br><input type="text" value="40851"/> | Division <i>(optional)</i><br><input type="text"/>                  | Department <i>(optional)</i><br><input type="text"/> |

---

**Results** [Show All Hierarchy Names](#)  
The positions below match your search criteria. Results 1 to 1 of 1

|  |  |   |
|--|--|---|
| <input checked="" type="radio"/> <b>Bank</b><br>1425 | <input type="radio"/> <b>Agent</b><br>8132 | <input type="radio"/> <b>Company</b><br>40851 |
|--|--|---|

3. Specify search criteria.
4. Click the **Search** button.
5. Select the radio button for the processing hierarchy position.
6. Click the **Confirm** button.

**Tip!** Click the **Back** button to return to the previous screen without saving your selection.

### Change Processing Hierarchy

**BLLMPLASTIC BLATEST**

|                            |                                     |                                 |
|----------------------------|-------------------------------------|---------------------------------|
| <b>Product</b><br>One Card | <b>Account ID</b><br>2123-2500-0133 | <b>Account Number</b><br>**1234 |
|----------------------------|-------------------------------------|---------------------------------|

#### Enter Processing Hierarchy

|  |  |  |
|--|--|--|
| <b>Bank</b><br>1425                                | <b>Agent</b><br>8132                                 | <b>Company</b><br><input type="text" value="40851"/> |
| <b>Division (optional)</b><br><input type="text"/> | <b>Department (optional)</b><br><input type="text"/> |  |

[Search](#)

Click **Cancel** to discard your work.

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7. Click the **Next** button.

### Change Processing Hierarchy

**BLLMPLASTIC BLATEST**

|          |                |                |
|----------|----------------|----------------|
| Product  | Account ID     | Account Number |
| One Card | 2123-2500-0133 | **1234         |

Processing Hierarchy Edit

Processing Hierarchy ⓘ  
 Current: 1425-8132-40851-44433-2219  
 New: 1425-8132-40851-00000-0000

|                         |                     |                       |           |
|-------------------------|---------------------|-----------------------|-----------|
| Managing Account Number | Managing Account ID | Managing Account Name | Cycle Day |
| **5113                  | 2121-5000-0400      | TEST AND TEST         | 19        |

Enter Updates

- Reporting Level Hierarchy

⚠ Ensure the Reporting Levels are still applicable.

- To retain the Reporting Levels, keep the values and select Next.
- To change the Reporting Levels, enter or search for new Reporting Levels.

Reporting Level ⓘ

|                                    |                                    |                                    |                                    |                                    |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| Level1                             | Level2                             | Level3                             | Level4                             | Level5                             |
| <input type="text" value="40851"/> | <input type="text" value="24562"/> | <input type="text" value="24563"/> | <input type="text" value="24564"/> | <input type="text" value="24565"/> |
| Level6                             | Level7                             |                                    |                                    |                                    |
| <input type="text"/>               | <input type="text"/>               |                                    |                                    |                                    |

🔍 Search

- Default Accounting Code

⚠ Ensure the Default Accounting Code is still applicable.

- To retain the Default Accounting Code, keep the values and select Next.
- To change the Default Accounting Code, enter or search for a new Default Accounting Code.

Default Accounting Code ⓘ

GL ACCT(4) (optional)

+ Additional Fields

Cancel
Next

8. Review the related account parameters that might be affected by the processing hierarchy change.
9. Make any additional updates you need to (e.g., specify a new default accounting code).

**Tip!** For specific steps, refer to the remaining content in this section.

10. Click the **Next** button.

### Change Processing Hierarchy

**BLLMPLASTIC BLATEST**

| Product  | Account ID     | Account Number |
|----------|----------------|----------------|
| ONE CARD | 2121-5000-0400 | **1234         |

**Review Updates**

Processing Hierarchy [Edit](#)

**Processing Hierarchy**  
 Current: 1425-8132-40851-44433-2219  
 New: 1425-8132-40851-00000-0000

| Managing Account Number | Managing Account ID | Managing Account Name | Cycle Day |
|-------------------------|---------------------|-----------------------|-----------|
| **15113                 | 2121-5000-0400      | TEST AND TEST         | 10        |

Reporting Hierarchy Level [Edit](#)

**Reporting Level**

|                  |                                  |                                  |                  |
|------------------|----------------------------------|----------------------------------|------------------|
| Level 1<br>40051 | Level 2<br>24502                 | Level 3<br>24503                 | Level 4<br>24504 |
| Level 5<br>24505 | Level 6<br>Current<br>New: 00000 | Level 7<br>Current<br>New: 00000 |                  |

Default Accounting Code [Edit](#)

**Default Accounting Code**

**Current**  
GL ACCT(4)  
--

**New**  
GL ACCT(4)  
1234

Additional Fields [Edit](#)

Social Security Number  
--

Reorder Physical Card  
No

Physical Card  
Yes

Account Credit Limit  
\$1

Single Purchase Limit: \$0      Cash Withdrawal Limit (fb): 0

**Use Values From Managing Account?**

Single Purchase Limit: Yes

Velocity Limits: Yes

Merchant Authorization Controls: Yes

**Velocity Limits**

|                              |                                |
|------------------------------|--------------------------------|
| Daily Dollar Amount: \$0     | Daily Transaction Limit: 0     |
| Cycle Dollar Amount: \$0     | Cycle Transaction Limit: 0     |
| Monthly Dollar Amount: \$0   | Monthly Transaction Limit: 0   |
| Quarterly Dollar Amount: \$0 | Quarterly Transaction Limit: 0 |
| Yearly Dollar Amount: \$0    | Yearly Transaction Limit: 0    |

First Fiscal Month: January

**Custom Velocity Limit**

|                           |                             |
|---------------------------|-----------------------------|
| Custom Dollar Amount: \$0 | Custom Transaction Limit: 0 |
|---------------------------|-----------------------------|

Custom Start Date: --

Define Cycle by: End Date +NDays

Cancel
Submit

11

12

11. Review the updated information.
12. Click the **Submit** button.