How Do I Find It In AccessOnline
For Program Administrators

How do I find…

1. a complete **account number**?
2. a **list of account numbers** for my department or division?
3. what **account changes** were made and who made them?
4. a list of **cards pointing to a managing account**?
5. **airline ticket detail** information?
6. the reason my charge transaction was **declined**?
7. a **list of transactions** for an account?
8. the account **expiration date**?
9. the account **CVC code**?
10. **disputed** transactions?
11. a list of accounts with **no activity**?
12. a list of **ATM cash advances** and **ATM fees**?
13. account **limits**?
14. the **new account number** for an employee whose account was closed due to fraud?
15. the **managing account to which a card points**?

1. …a complete account number?

A. A complete card account number is listed on the **Cardholder Accounts, Search & Select an Account** screen.

- Select *Account Administration* from the left column blue navigation bar.
- Click on the *Maintain Cardholder Account* link.
- On the *Cardholder Accounts, Search & Select an Account* screen, enter the percent (%) sign in the Last Name field and press <Enter> to display a list of all card accounts and account numbers you have authority to access.

OR

- Enter enough data in the Last Name field to display more than one card account and press <Enter>.

B. A complete card account number is listed on the **Request Status Queue**. The complete account number only displays for completed CARDHOLDER SETUP requests (requests for new accounts).

- Select Request Status Queue from the left column blue navigation bar.

C. A complete managing account number is listed on the **Cardholder Accounts, Search & Select a Managing Account** screen.

- Select *Account Administration* from the left column blue navigation bar.
- Click on the *Maintain Cardholder Account* link.

- On the *Cardholder Accounts, Search & Select an Account* screen, click on the *Searching for a Managing Account* link.
- On the *Cardholder Accounts, Search & Select a Managing Account* screen, enter the percent (%) sign in the Managing Account Name field or the Last Name field and press <Enter> to display a list of all managing accounts and account numbers you have authority to access.

OR

- Enter enough data in the Account Name field to display more than one managing account and press <Enter>.

2. …a list of account numbers for my department or division?

A. A list of accounts including Bank, Agent, and Company numbers displays on the **Account List report**. NOTE: You must run two reports to display all of your accounts; one report for managing accounts, and one report for CTS and card accounts.

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Account List* link.
- In the Account Information section, in the Account Type box, select either Managing Account or Cardholder Account.
- In the Additional Detail section, click on the *Account Information* box.
- In the Group Report By section, enter the Agent and Company numbers (optional).
- Press <Enter> to run the report.

3. …what account changes were made and who made them?

A. Accounts that have been added or changed are listed on the **Request Status Queue**. The ID of the person initiating the add/change, and the type of activity completed displays. The specific fields/data changed does not display.

- Select *Request Status Queue* from the blue navigation bar.
- Locate the desired account from the list of accounts. NOTE: There are no search facilities to locate a specific account. You need to scan through multiple pages to locate the account. The list is sorted by date and time.
- Click on the link in the Request Status column to display the Account Requests Details screen.
- Locate the Start User field to view the ID (usually LDAP ID) of the person who entered the changes.
- Locate the Type field to view the type of activity completed.
- Locate the Request History section to view the updated screens, status, ready date/time, last updated date/time, and the ID of the person/system completing the updates.

4. …a list of cards pointing to a managing account?

A. A list of card accounts that point to a managing account are listed on the **Cardholder Accounts, Select a Cardholder Account** screen.

- Select *Account Administration* from the left column blue navigation bar.
- Click on the *Maintain Cardholder Account* link.
- On the *Cardholder Accounts, Search & Select an Account* screen, click on the *Searching for a Managing Account* link.
- Enter information in the Managing Account Number, Managing Account Name or Company Number field, and press <Enter>.
- If a list of managing accounts displays, click on the account number field for the selected managing account.
- The managing account number/name displays at the top of the screen, and a list of cardholder name/account numbers/account status displays in the center of the screen.

5. …airline ticket detail information?

A. Airline ticket detail information (e.g., carrier code, service class, stop over, destination code, departure date, flight #, fare basis, travel agency, passenger name, merchant name, ticket number, transaction date, post date, amount, origin airport code, account name, account number) displays on the **Airline Itinerary report**.

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Supplier Management* link.
- Under Supplier Management, Travel Expenses, click on the *Airline Itinerary Detail* link.

6. …the reason my charge transaction was declined?

A. A list of declined transaction information (e.g., decline date, decline time, decline reason, requested amount, transaction method, account status, current balance, credit limit, single purchase limit, account name, account number) displays on the **Declined Transaction Authorizations report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Declined Transaction Authorizations* link.

B. A single declined transaction displays on the **Decline tab** available from the **Cardholder Account Profile, Account Authorizations screen.**

- Select *Account Information* from the left column blue navigation bar.

- On the Account Information screen, in the Account Profile section, select the *Cardholder Account Profile* link.
- Under Cardholder Account Profile, Search & Select an Account screen, enter the Account Number or Last Name or the Social Security Number (employee number with 3 leading zeros) and press <Enter>.
- On the Cardholder Account Profile, Account Summary screen, click on the *Account Authorizations* link.
- On the Cardholder Account Profile, Account Authorizations screen, click on the *Auth Time* link for the selected transaction.
- The reason for the decline is listed on the Decline tab.

7. …a list of transactions for an account?

A. A list of transactions displays on the **Transaction Detail report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Financial Management* link.
- Under Financial Management, click on the *Transaction Detail* link.

B. Transactions for one account display on the **Account Authorizations screen.**

- Select *Account Information* from the left column blue navigation bar.
- On the Account Information screen, in the Account Profile section, click on the *Cardholder Account Profile* link.
- On the Cardholder Account Profile, Search & Select an Account screen, enter information in the Account Number or Last Name or the Social Security Number (employee number with 3 leading zeros) field and press <Enter>.
- On the Cardholder Account Profile, Account Summary screen, click on the *Account Authorizations* link.

8. …the account expiration date?

A. A list of account expiration dates displays on the **Account Information report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Account List* link.
- In the Additional Detail section, select *Account Information.*

B. The expiration date for one account displays on the **Account Information screen.**

- Select *Account Administration* from the left column blue navigation bar.
- Click on the *Maintain Cardholder Account* link.

- On the *Cardholder Accounts, Search & Select an Account* screen, enter information in the Account Number, Last Name, or Social Security Number (enter the employee ID number with three leading zeros) field and press <Enter>.
- If a list displays, select the desired cardholder name from the list and press <Enter>.
- From the Cardholder Accounts, Summary and Tasks screen, click on the *Account Information* link.

9. …the account CVC code?

A. For card accounts, view the back side of the card. The CVC code is not available in AccessOnline.

B. For CTS accounts, view the information letter sent to your department when the account was set up. The CVC code is not available in AccessOnline.

10. …disputed transactions?

A. A list of accounts with no activity displays on the **Transaction Detail report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, select the *Financial Management* link.
- Under Financial Management, click on the *Transaction Detail* link.
- In the Transactions Included section, in the Disputed drop down selection box, select *Disputed Only (Yes)*.

11. …a list of accounts with no activity?

A. A list of accounts with no activity displays on the **Account Spend Analysis report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Spend, click on the *Account Spend Analysis* link.
- In the Account Information section, in the Include Accounts drop down selection box, select *Without Spend.*

12. ...a list of ATM cash advances and ATM fees?

A. A list of ATM cash advances and ATM fees displays on the **Cash Advance report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Spend, click on the *Cash Advance* link.

13. …account limits?

A. A list of account limits displays on the **Account List report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Account List* link.
- In the Additional Detail section, click on *Authorization Limits.*

B. The limits for one account displays on the **Authorization Limits screen.**

- Select *Account Administration* from the blue navigation bar.
- Click on the *Maintain Cardholder Account* link.
- On the *Cardholder Accounts, Search & Select an Account* screen, enter information in the Account Number, Last Name, or Social Security Number (enter the employee ID number with three leading zeros) field and press <Enter>.
- If a list displays, select the desired cardholder name from the list.
- From the Cardholder Accounts, Summary and Tasks screen, click on the *Authorization Limits* link.

14. …the new account number for an employee whose account was closed due to fraud?

A. Old and new account numbers displays on the **Account Status Change report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Account Status Change* link.

15. …the managing account to which a card points?

A. A list of managing accounts displays on the **Account Information report.**

- Select *Reporting* from the left column blue navigation bar.
- Under Reporting, click on the *Program Management* link.
- Under Program Management, Administration, click on the *Account List* link.
- In the Additional Detail section, select *Account Information.*

B. The managing account for one cardholder account displays on the **Maintain Account Information screen.**

- Select *Account Administration* from the left column blue navigation bar.
- Click on the *Maintain Cardholder Account* link.
- On the *Cardholder Accounts, Search & Select an Account* screen, enter information in the Account Number, Last Name, or Social Security Number (enter the employee ID number with three leading zeros) field and press <Enter>.
- If a list displays, click on the link in front of the specific cardholder name.

- From the Cardholder Accounts, Summary and Tasks screen, click on the *Account Information* link. The managing account number displays in the Account Information section.