Job Aid

Ordering Utility OneCards in USBank AccessOnline

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Contents

Introduction

This document is intended to provide step by step instructions (with screen shots) on how to order a new "Utility" OneCards within USBank AccessOnline. Utility OneCards are accounts that can be used to pay ongoing/regular monthly charges such as phone or electricity bill.

Internal controls must be put in place for Utility OneCards to safeguard the physical card, the card account number, the CVV code and to ensure monthly monitoring of charges are taking place. Utility OneCards aren't assigned specifically to an employee, however an employee must be named as the "Administrator" of the card to ensure the safeguards are in place.

Prior to ordering a Utility OneCard you should refer to your Finance Officer to ensure internal policies allow usage of Utility OneCards.

Ordering Utility OneCards is very similar to ordering Employee OneCards however there are enough differences the instructions have been separated between two different documents. For instructions on how to order Employee OneCards refer to (link to Job Aid to Ordering New Employee OneCards)

Finally, if you're not one that cares about visual aids or understand the process within USBank AccessOnline you can utilize the Quick Reference (link to quick reference to be added later).

Verify Agent and Company Number (USBank Hierarchy)

Each Utility OneCard must to be associated with an Agent Number and to a Company Number (are also referred to as Managing Accounts) which are Department specific. Utility OneCards are not and should not be linked to CTS accounts.

Refer to Account Hierarchy Explanation found on the DOF OneCard Website to learn more about Agent Numbers and Company Numbers (i.e. USBank Hierarchy). Before starting you will need this information.

What is my Agent Number?

Each department has at least two Agent Numbers assigned.

1. An Agent number which links ALL CTA accounts and
2. An Agent number which links ALL Managing Accounts (MA).

If you do not know your Department's Agent number refer to USBank Hierarchy Agent Numbers located on the Division of Finance (DOF) One Card Program website.

Once you identify the Managing Account Agent Number you will need to identify the proper Company Number (Managing Account). Remember Utility OneCards are not and should not be linked to CTS accounts.

What Company Number should the OneCard be assigned to?

Each Managing Account is assigned its own Company Number within USBank AccessOnline.

If you do not know which Managing Account, and therefore which Company Number you should run a USBank Account List report.

1. Log into USBank Access Online.
2. Navigate to *Reporting>>Program Administration>>Account List*

3. Account Information – select "Open"
4. Account Type
    a. Select Managing Account (to see only the Managing Account list for your department)
5. Additional Detail – check all boxes except Training Certificate
6. Report Output - select Excel
7. Group Report By – enter your departments Agent Number.
8. Click Run Report (it may take a moment).
9. Open Report
10. Enable file if needed
11. Search for the words/column named "Managing Account Name" and then find the managing account the new Utility card should be linked to.
12. Make a note of the Company Number (Column BJ).

You should now have your Agent Number and Company Number and can create a new Utility OneCard Account.

Create Utility OneCard Account in USBank AccessOnline

1. Log into USBank AccessOnline
2. Navigate to Accounts and select Create New Cardholder Account.

Product Settings

You will start at the Define Product Settings with a screen that looks like this:

1. Select Account Administration from secondary navigation
2. Select Create New Cardholder Account
3. Product (Bank) – defaults to SOA's bank 3757 do not change.
4. Agent – enter your Managing Account Agent Number.
5. Company – enter the 5-digit company number for your managing account.
6. Select Search

7. Select the Hierarchy from the list
8. Click Confirm

9. Division – do not enter anything here.
10. Department – do not enter anything here.
11. Assign this account to:
      a. defaults to "An Individual"
      b. CHANGE this to "A Group"
12. Send a Physical Card with This Account – Defaults to Yes.
      a. The Card will get mailed when you are done with the process.
13. Click Next

14. Verify the Hierarchy setup for the OneCard
15. Edit if there are changes.

Account Information

The next step is to add the Utility account information.

Enter everything in ALL CAPS.

ORGANIZATION NAME: DO NOT change this field. This is a default associated with your managing account and prints on the physical card.

Unlike Employee OneCards, the Utility card should refer to a specific program or division as you see fit. Enter a Division/Program name in the Account Owner Information. DOF requires the last Name field use the word "Utility" to the account is easily identifiable on reports as NOT being an Employee OneCard.

1. First Name – allows 12 characters. This **must** START with your departments' 3 letter acronym (DOA, DNR, AJC etc.). Then enter the program/division that will be using the card. If the full program or division does not fit, you need to abbreviate and/or use the last name field.
2. MI – leave blank
3. Last Name – this field only allows 17 characters. This **must** END with one of the following as this will identify the account is not assigned to a specific employee.
   a. UTILITY
   b. GROUP
   c. GRP

Note: the combined First, MI, Last name allows total of 23 Characters and is what will also be printed on the physical card.

4. Organization Name – defaults to the Managing Account the OneCard is linked to; Do Not change this.

5. Social Security Number
   a. Do NOT enter the social security number nor the employee number of the person you have named as Administrator of the card.
   b. **Enter 00099XX, where XX is your agency's 2-digit number.**
      i. 000999930

The next step is to add the mailing address, phone number and email address, and optional fields

6. Country – select/ensure United States
7. Address Line 1 – Enter the address the card should be mailed.
8. Address Line 2 – leave blank
9. City, State, Zip – Enter the address the card should be mailed.
10. Work Phone – Enter work phone of the "Administrator" of the card – the employee who is responsible for overseeing, reviewing monthly statements and safeguarding the card.
11. Email Address – Enter work email of the "Administrator" of the card – the employee who is responsible for overseeing, reviewing monthly statements and safeguarding the card.
    a. This is the email address in which notifications can be sent if the Administrator signs up for electronic statement notification for this account.
12. Optional 1 (Optional) – Enter the First Name of the Administrator - the employee who is responsible for overseeing, reviewing monthly statements and safeguarding the card.
13. Optional 2 (Optional) – Enter the Last Name of the Administrator - the employee who is responsible for overseeing, reviewing monthly statements and safeguarding the card.

Legal Information

This is a Utility Card and is not assigned to a single person's business need/use. In previous steps you designated this by selecting "Group". A "group" card does not require a Legal Name for a person.

1. Registered Business Name – Enter your Department Name and the Division/Section
2. Legal Business Address – Select Mailing Address.

Account Details

1. Cycle Day – SOA has a cycle day of 25
2. Delivery Options – defaults to Standard Delivery
   a. Choose Expedited if necessary

Default Account Code

The State of Alaska does not use Default Account Codes. You can skip his section.

Authorization Limits

The Authorization Limits should default to the "default" of the managing account.

1. Account Credit Limit: This amount will default to the managing account.
   a. If the OneCard should have a different Credit Limit, enter that amount. The amount cannot be greater than the managing account.
2. Single Purchase Limit: This amount will default to the managing account. This is the maximum value of a single transaction that the cardholder can charge to the account.
   a. If the amount is zero, it means the Managing Account does not have a single purchase limit.
   b. Update as necessary; but make sure you uncheck the Single Purchase Limit check box under "Use Values from Managing Account"
3. Cash Withdrawal Limit (%): "Utility" Cards should NOT allow Cash Withdrawals

Show Optional Field links. **Use Values from Managing Account?** These checkboxes will default checked. If left checked, all values on the Managing Account will be used. Meaning even if you changed the Single Purchase Limit Value and/or add additional Merchant Authorization Controls, if these boxes are checked, the Managing Account values will be used.

NOTE: The State of Alaska does not use Velocity Limits, so it doesn't matter if this check box is checked or not.

4. Merchant Authorization Control (MCC) – Since you are setting this up as a Utility Card it is recommended you select the MCC code related to the charges you expect to use the card for. If you add MAC codes, you should UNCHECK the "Merchant Authorization Controls" from Use Values from Managing Account.

Contact USBank

Employee OneCards are linked to a specific employee which allows that employee to make charges and access the card along with the Department Program Administrator.

Utility OneCards are not technically linked to a specific employee since multiple employees may be allowed to use the OneCard to pay the Utility bills. Therefore, you will need to contact the primary USBank Account Coordinator and specifically provide the name, email address and phone number of the "Administrator" of the card – this will allow the employee who is responsible for overseeing, reviewing monthly statements and safeguarding the card to have access to the card through USBank AccessOnline.

Go to http://doa.alaska.gov/dof/charge_cards/pr_contact.html to get the current Primary Account Coordinator. This is listed under Program Administrator Support, Account Coordinator.

If you have questions or comments regarding Utility Cards please feel free to contact the DOF Pcard Team at doa.dof.pcard.support@alaska.gov.