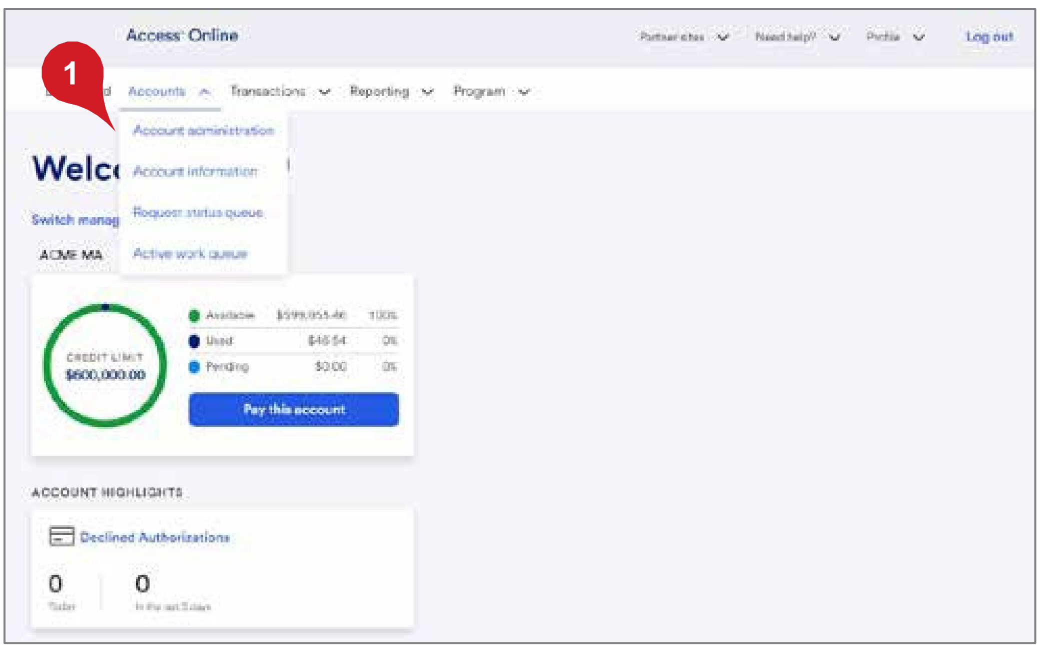
The following pages were extracted from the USBank AccessOnline User Guide. The full guide can be found when logged into USBank AccessOnline. To view the full User Guide, select Training, then search for the topic of Manage accounts and users. Choose the *User guides* and then choose *Cardholder Account 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 104.



To update a cardholder account:

1. Select **Accounts>Account administration**.

Account Administration

Cardholder Accounts

- Create New Cardholder Account
  Set up a new cardholder account by specifying the product, demographic information, account information, accounting codes and authorization limits.

- Create Cardholder Setup Request
  Create a new cardholder account by sending a request for the cardholder to enter their personal information.

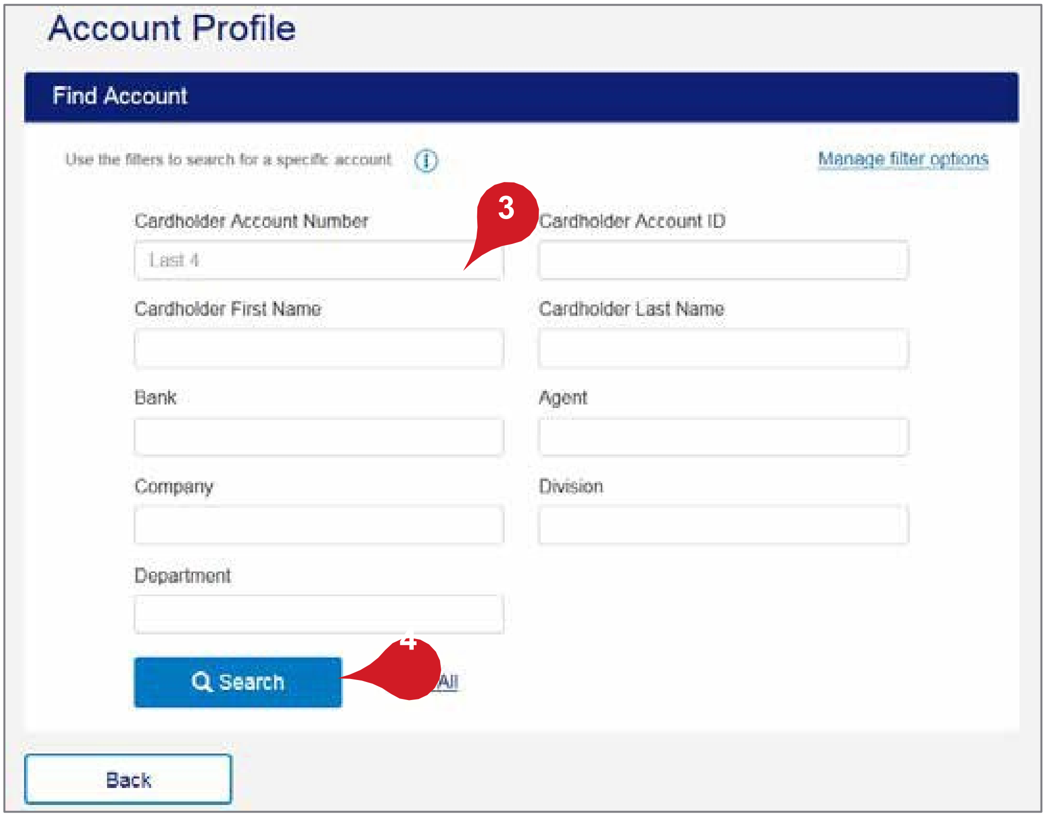
- Cardholder Setup Request Queue
  Create and manage Cardholder Account Setup requests that allow for prospective cardholders to begin the setup process.

- Unlock Cardholder Account
  Reset a cardholder's account if locked out during Online Registration.

- Maintain Cardholder Account
  Update demographic information, account information (change account status), accounting codes and authorization limits on a cardholder account.

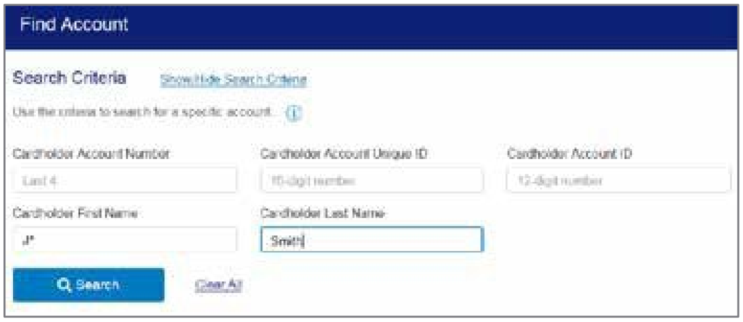
- Maintain Multiple Cardholder Accounts
  Update demographic information, account information, accounting codes, and authorization limits on multiple cardholder accounts by:
  Selecting Hierarchy Position
  Selecting Individual Accounts

2. Click the **Maintain Cardholder Account** link. The *Account Summary: Find Account* screen displays.

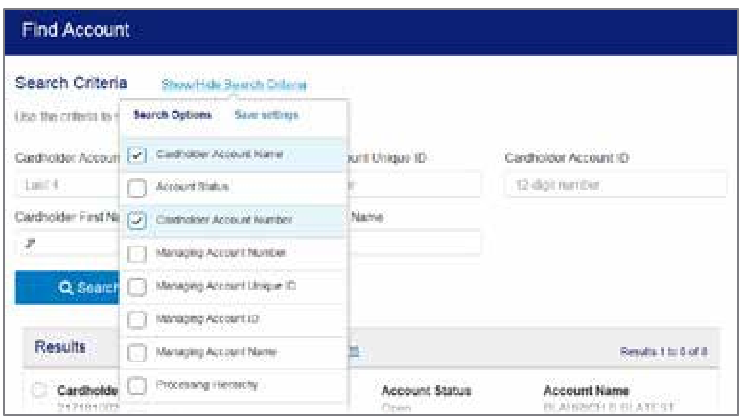


3. Enter search criteria in any of the search fields: *Cardholder Account Number*, *Cardholder Account ID*, or *Cardholder Account Name*).
4. Click the **Search** button. Accounts that match your search results display at the bottom of the screen.

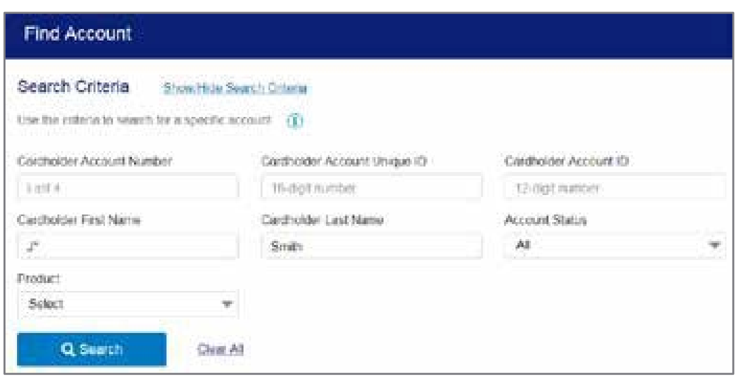
Tip! You can use asterisks and spaces to help you narrow your search. For example, if you need to find a cardholder named Jim Smith, but you are not sure if he is Jim or James in the system, you can type **J* Smith** to return all cardholders with the last name **Smith**, and a first name that begins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

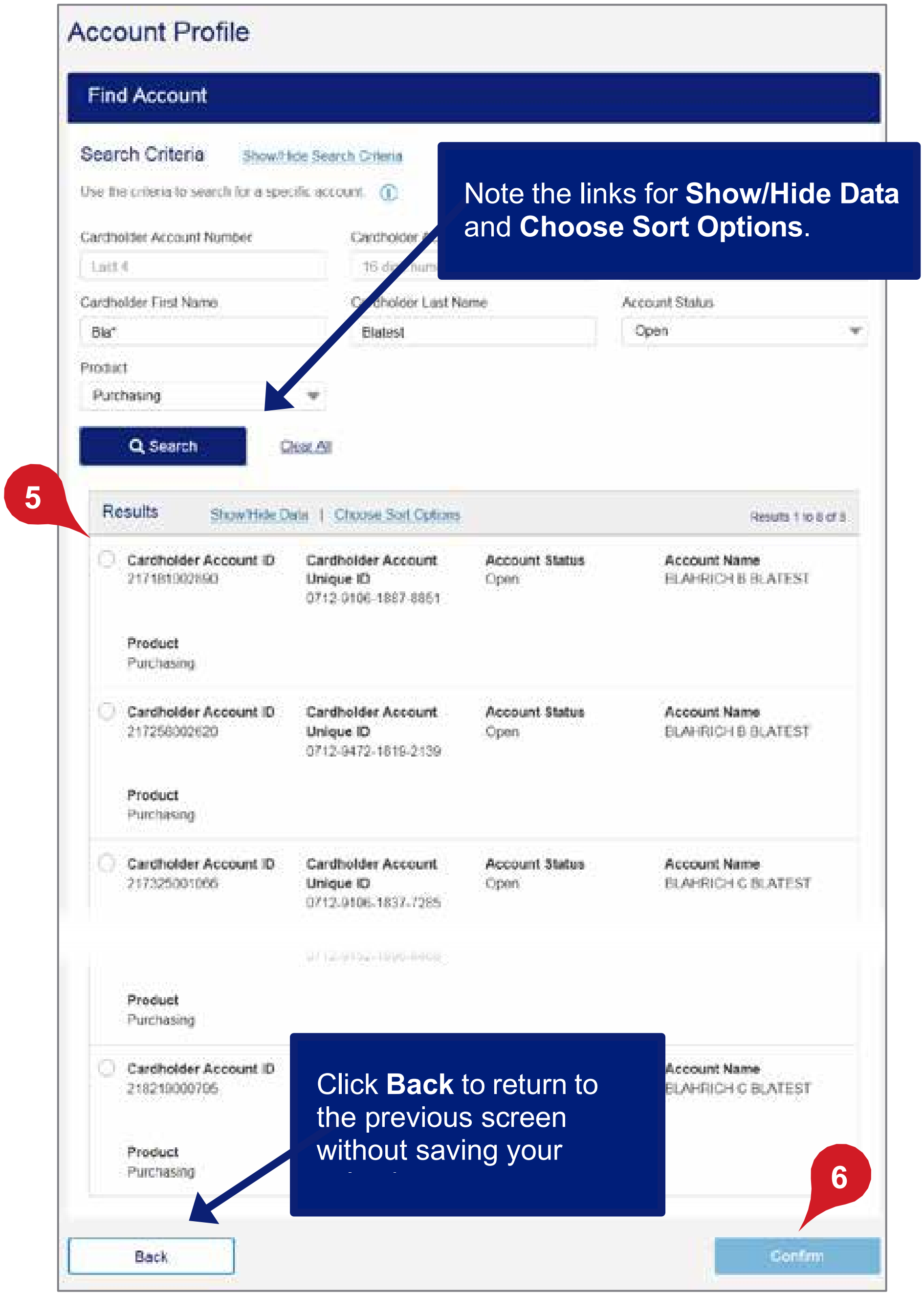


You can also click the **Show/Hide Search Criteria** link to add fields to search by, such as *Account Status*, *Product*, *Optional 1*, *Optional 2*, etc.



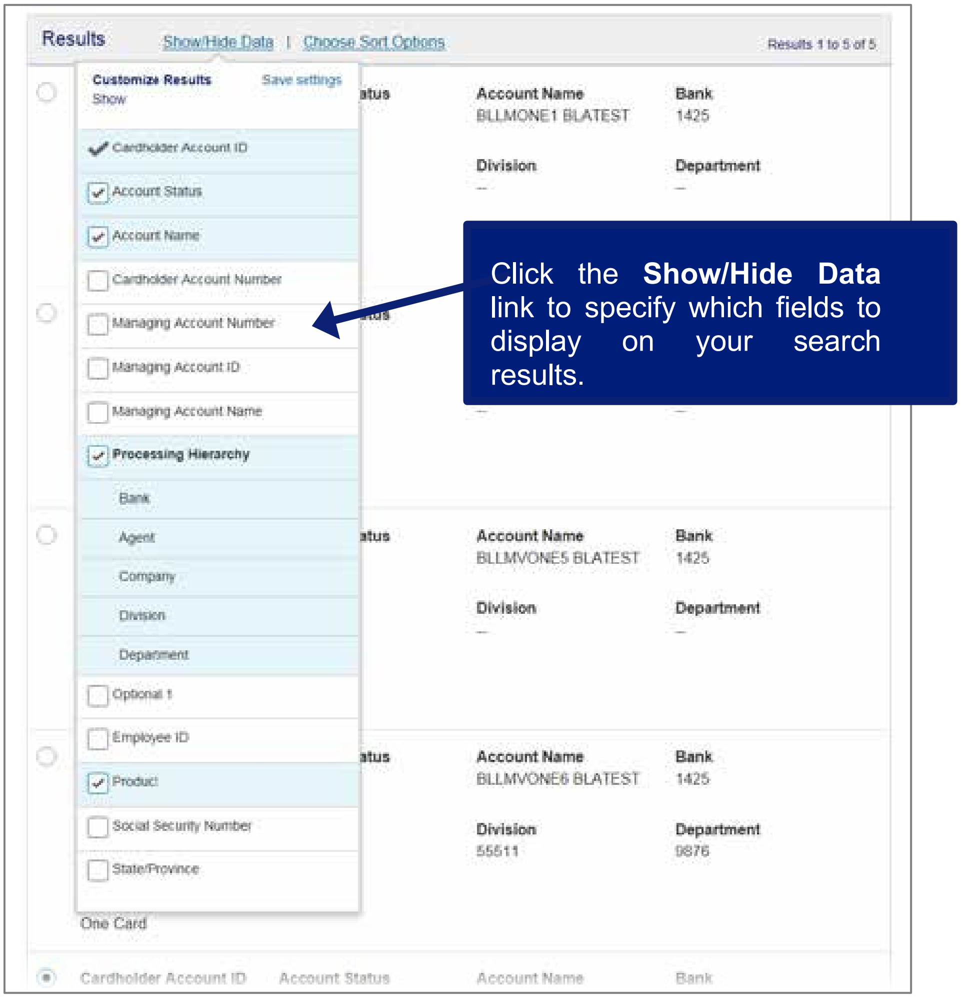
For example, you could add fields to search for only open purchasing cards.

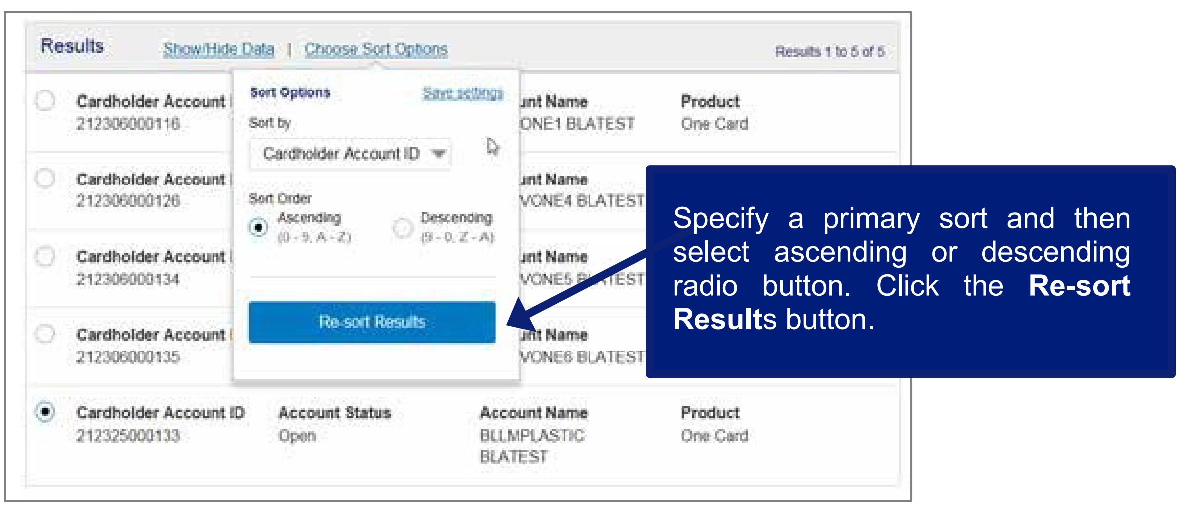




5. Select the radio button for the desired account.
6. Click the **Confirm** button. The *Account Profile* screen displays.

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

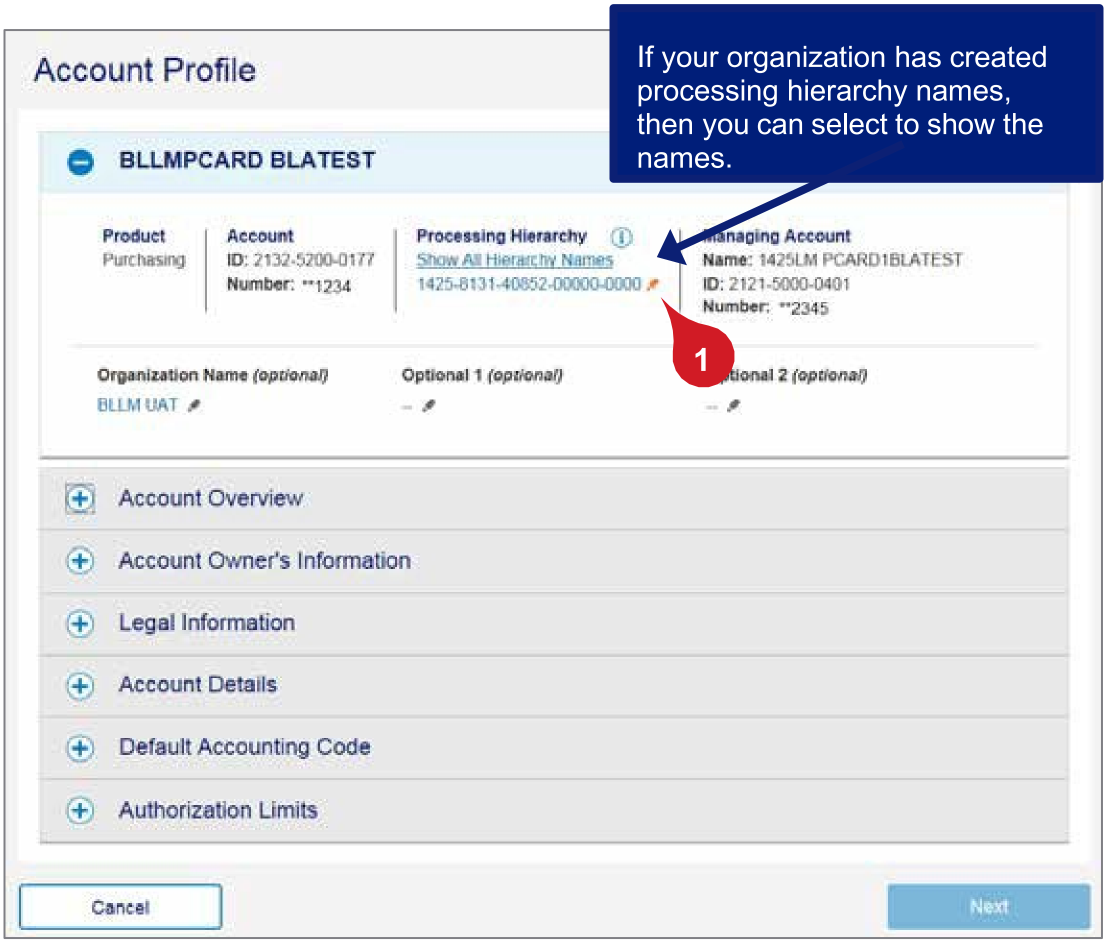




Update the processing hierarchy

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.

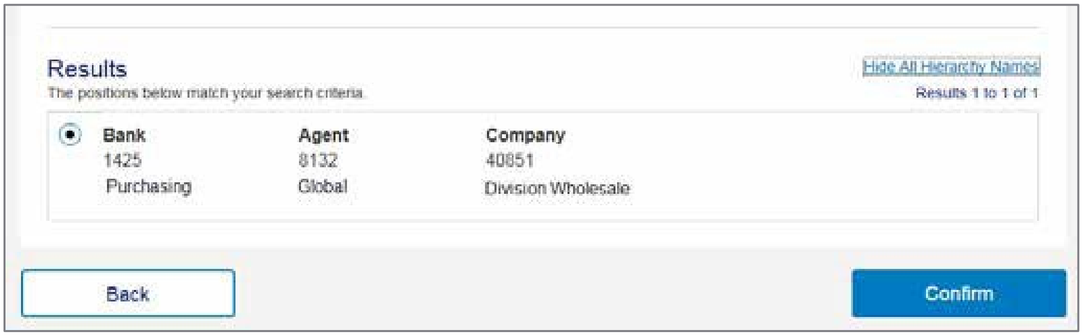
When you change an account's processing or reporting hierarchy position, be sure that you have all required fields (e.g., the default accounting code fields) complete. If you do not specify information for all required fields, you risk losing information for the account. For example, if you do not have 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.

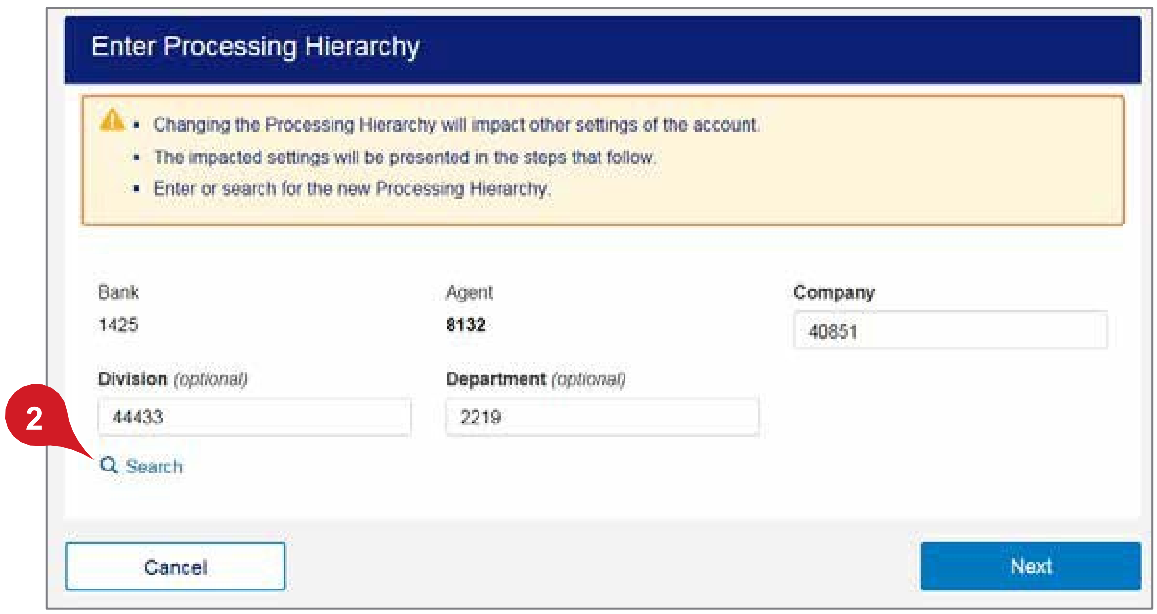


To change the account's processing hierarchy position:

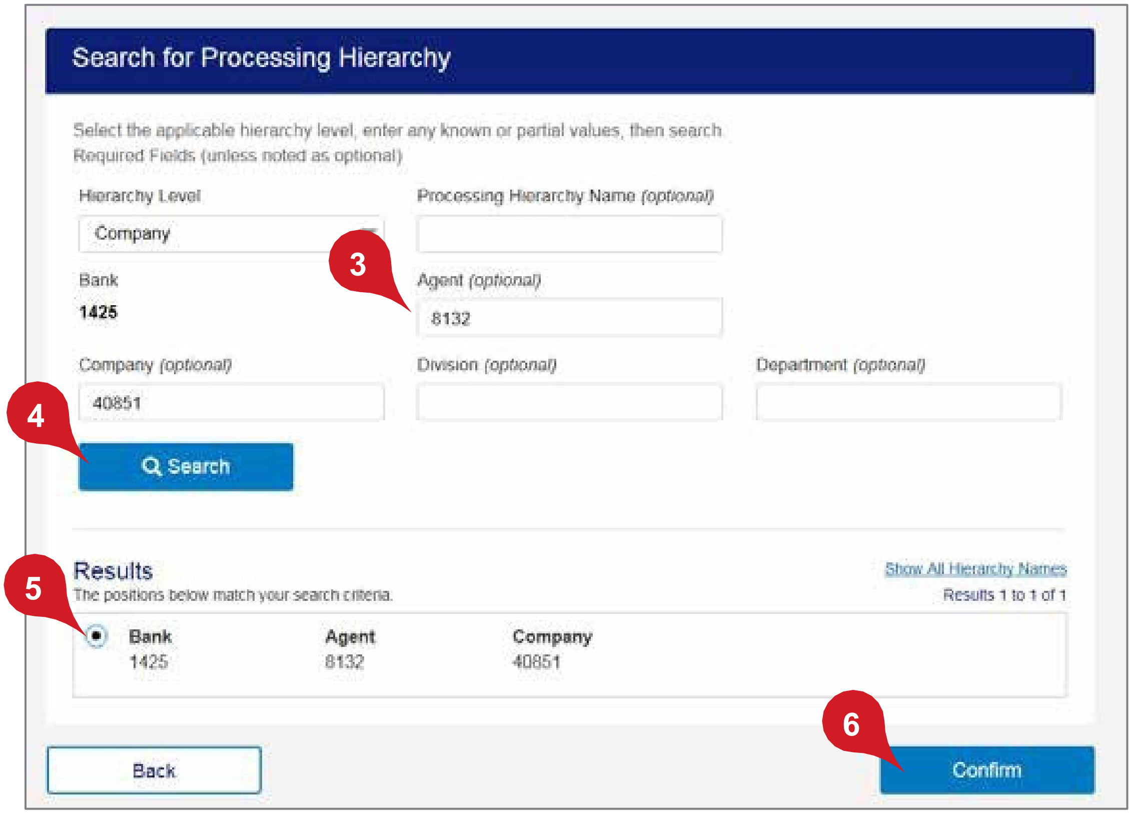
1. Click the **Edit** icon.

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).



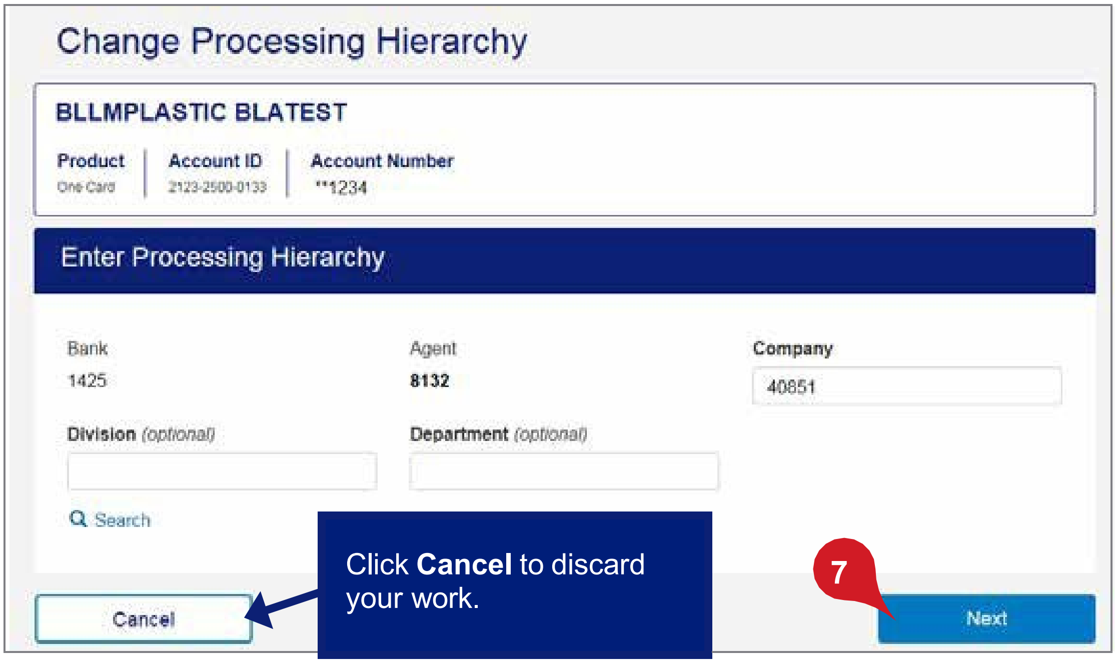


2. Click the **Search** icon.

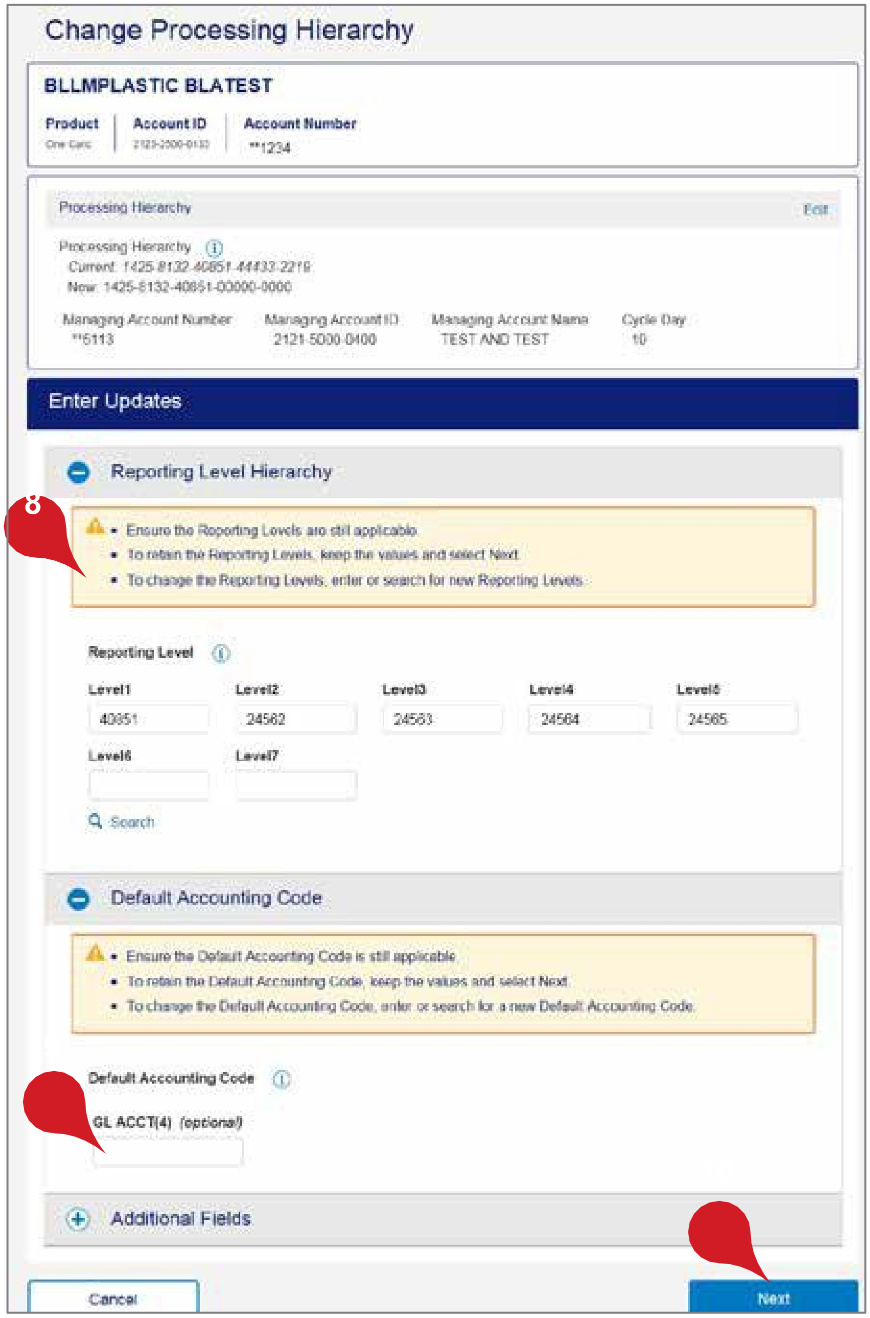


3. Specify search criteria.
4. Click the **Search** button.
5. Select the radio button for the processing hierarchy position.
6. Click the **Confirm** button.

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



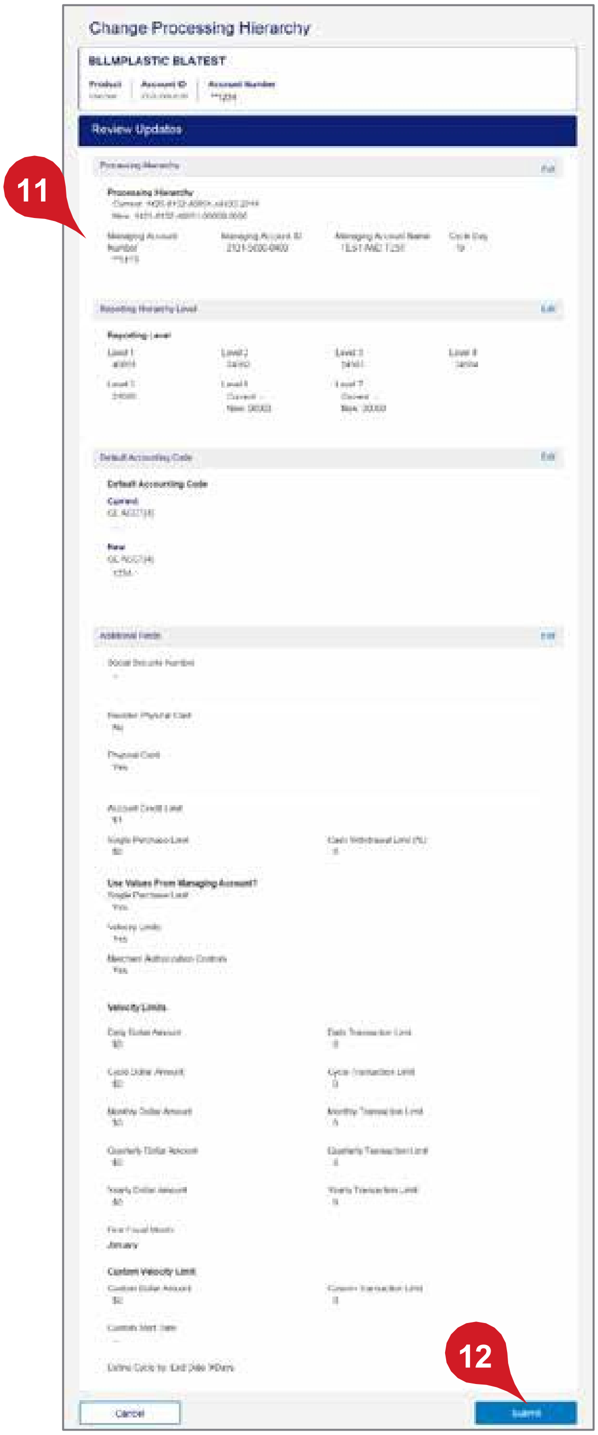
7. Click the **Next** button.



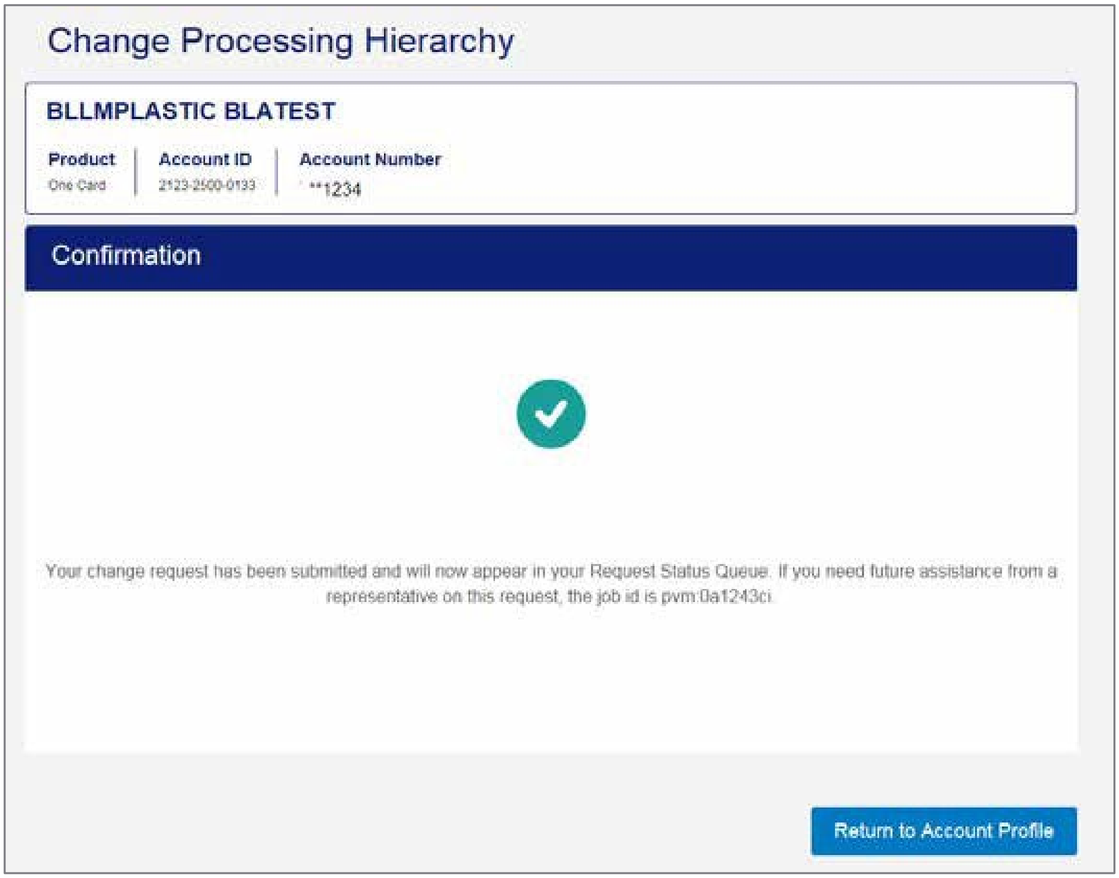
8. Review the related account parameters that might be affected by the processing hierarchy change.
9. Make any additional updates you need to (e.g., specify a new default accounting code).

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

10. Click the **Next** button.



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



Learn more: If the account has not cycled already, the hierarchy move will be in a queue to be processed the first business day after cycle. To have your requested changes processed during the current cycle, you need to make the change by 7:45 p.m. United States Central time on the first business day after the cycle. You can cancel a pending hierarchy position move by going to your Request Status Queue. You can only cancel the move if your cancellation is before the first business day after the new account cycle.