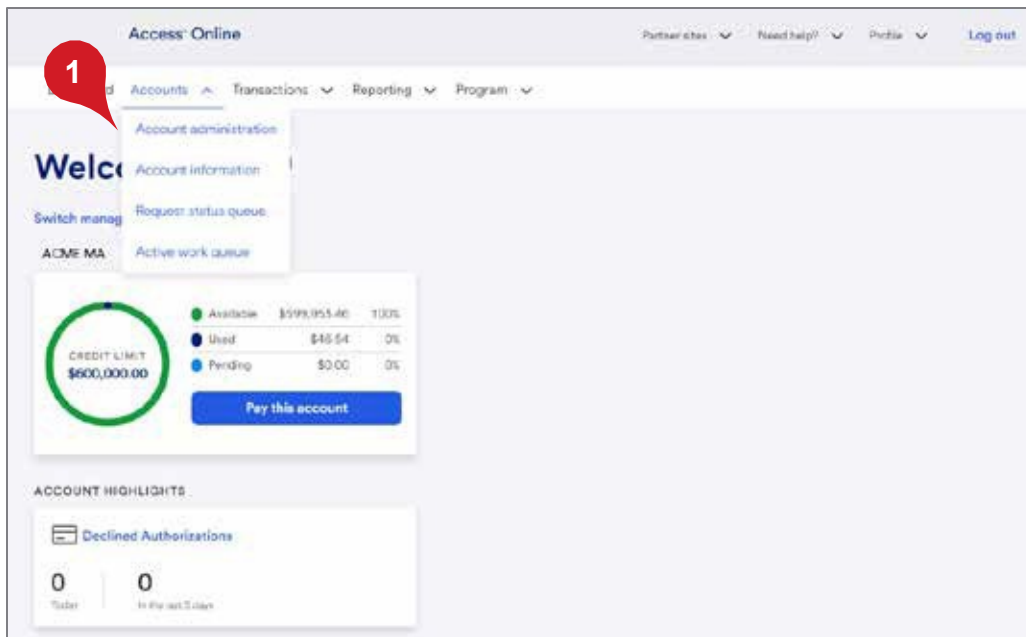


The following pages were extracted from the USBank AccessOnline User Guide. The full guide can be found when logged into USBank AccessOnline. To view the full User Guide, select Training, then search for the topic of Manage accounts and users. Choose the *User guides* and then choose Cardholder Account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

2

### 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.

## Account Profile

### Find Account

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

Cardholder Account Number	Cardholder Account ID
<input type="text" value="Last 4"/>	<input type="text"/>
Cardholder First Name	Cardholder Last Name
<input type="text"/>	<input type="text"/>
Bank	Agent
<input type="text"/>	<input type="text"/>
Company	Division
<input type="text"/>	<input type="text"/>
Department	
<input type="text"/>	

[All](#)

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).

The 'Find Account' form has a dark blue header. Below it, the 'Search Criteria' section includes a link to 'Show/Hide Search Criteria' and a note: 'Use the criteria to search for a specific account.' There are three input fields for 'Cardholder Account Number' (with a hint 'Last 4'), 'Cardholder Account Unique ID' (with a hint '10-digit number'), and 'Cardholder Account ID' (with a hint '12-digit number'). Below these are fields for 'Cardholder First Name' (containing 'J\*') and 'Cardholder Last Name' (containing 'Smith'). At the bottom are 'Q Search' and 'Clear All' buttons.

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.

This view shows the 'Find Account' form with the 'Search Options' dropdown menu open. The menu lists several criteria with checkboxes: 'Cardholder Account Name' (checked), 'Account Status' (unchecked), 'Cardholder Account Number' (checked), 'Managing Account Number' (unchecked), 'Managing Account Unique ID' (unchecked), 'Managing Account ID' (unchecked), 'Managing Account Name' (unchecked), and 'Processing Hierarchy' (unchecked). The background form shows the same input fields as before, but the 'Cardholder Last Name' field is now empty. The 'Results' section at the bottom shows 'Results: 1 to 8 of 8' and a table with columns for 'Cardholder', 'Account Status', and 'Account Name'.

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

This view shows the 'Find Account' form with additional filters added. The 'Cardholder Last Name' field now contains 'Smith'. A new 'Product' dropdown menu is added below the name fields, with 'Select' chosen. The 'Account Status' dropdown menu is also present, with 'All' chosen. The 'Q Search' and 'Clear All' buttons remain at the bottom.

## Account Profile

Find Account

Search Criteria

Show/Hide Search Criteria

Use the criteria to search for a specific account. 1

Cardholder Account Number

Last 4

Cardholder

15 digits

Cardholder First Name

Blah

Cardholder Last Name

Blatest

Account Status

Open

Product

Purchasing

Search

Clear All

5

Results

Show/Hide Data

Choose Sort Options

Results 1 to 8 of 8

Cardholder Account ID	Cardholder Account Unique ID	Account Status	Account Name
217181002190	0712-9106-1887-8851	Open	BLAHRICH B BLATEST
Product: Purchasing			
217256002620	0712-9472-1619-2139	Open	BLAHRICH B BLATEST
Product: Purchasing			
217325001006	0712-9106-1837-7265	Open	BLAHRICH C BLATEST
Product: Purchasing			
218210000706			BLAHRICH C BLATEST
Product: Purchasing			

6

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

Back

Confirm

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

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

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

Customize Results

Show

Save settings

☒ 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

Account Status	Account Name	Bank
	BLLMONE1 BLATEST	1425
Division	Department	
Account Status	Account Name	Bank
	BLLMVONE5 BLATEST	1425
Division	Department	
Account Status	Account Name	Bank
	BLLMVONE6 BLATEST	1425
Division	Department	
55611	0676	

Cardholder Account ID Account Status Account Name Bank

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

Cardholder Account

212306000116

Cardholder Account

212306000126

Cardholder Account

212306000134

Cardholder Account

212306000135

☒ Cardholder Account ID

Account Status

Open

Account Name

BLLMPLASTIC BLATEST

Product

One Card

Sort Options

Save settings

Sort by

Cardholder Account ID

Sort Order

☒ Ascending (0 - 9, A - Z)

☐ Descending (9 - 0, Z - A)

Re-sort Results

Account Name	Product
VONE1 BLATEST	One Card
VONE4 BLATEST	
VONE5 BLATEST	
VONE6 BLATEST	

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**


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


Organization Name (optional)  
BLLM UAT 


Optional 1 (optional)  
-- 


Optional 2 (optional)  
-- 


 Account Overview

 Account Owner's Information

 Legal Information

 Account Details

 Default Accounting Code

 Authorization Limits

Cancel Next

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.



**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**  
The positions below match your search criteria

[Hide All Hierarchy Names](#) Results 1 to 1 of 1

<input checked="" type="radio"/> Bank	Agent	Company
1425 Purchasing	8132 Global	40851 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 1425	Agent 8132	Company 40851
Division (optional) 44433	Department (optional) 2219	

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:  3

Processing Hierarchy Name (optional):

Bank: **1425**

Agent (optional):

Company (optional):  4

Division (optional):

Department (optional):

4

---

**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> 1425	<b>Agent</b> 8132	<b>Company</b> 40851
--	----------------------	-------------------------

5 6

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

**Enter Processing Hierarchy**

**Bank**  
1425

**Agent**  
8132

**Company**  
40851

**Division (optional)**

**Department (optional)**

Search

Cancel

7 Click **Cancel** to discard your work.

Next

- Click the **Next** button.

## Change Processing Hierarchy

BLLMPLASTIC BLATEST

Product	Account ID	Account Number
One Card	2123-2000-0132	**1234

Processing Hierarchy Edit

Processing Hierarchy ⓘ

Current: 1425-8132-40851-44432-2216

New: 1425-8132-40851-00000-0000

Managing Account Number	Managing Account ID	Managing Account Name	Cycle Day
**5113	2121-5000-0400	TEST AND TEST	10

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
40851	24582	24583	24584	24585
Level6	Level7			

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	2123-2500-0133	**1234

### Confirmation



Your change request has been submitted and will now appear in your Request Status Queue. If you need future assistance from a representative on this request, the job id is pvm:0a1243ci.

[Return to Account Profile](#)

***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.