Access® Online

Cardholder account setup and maintenance

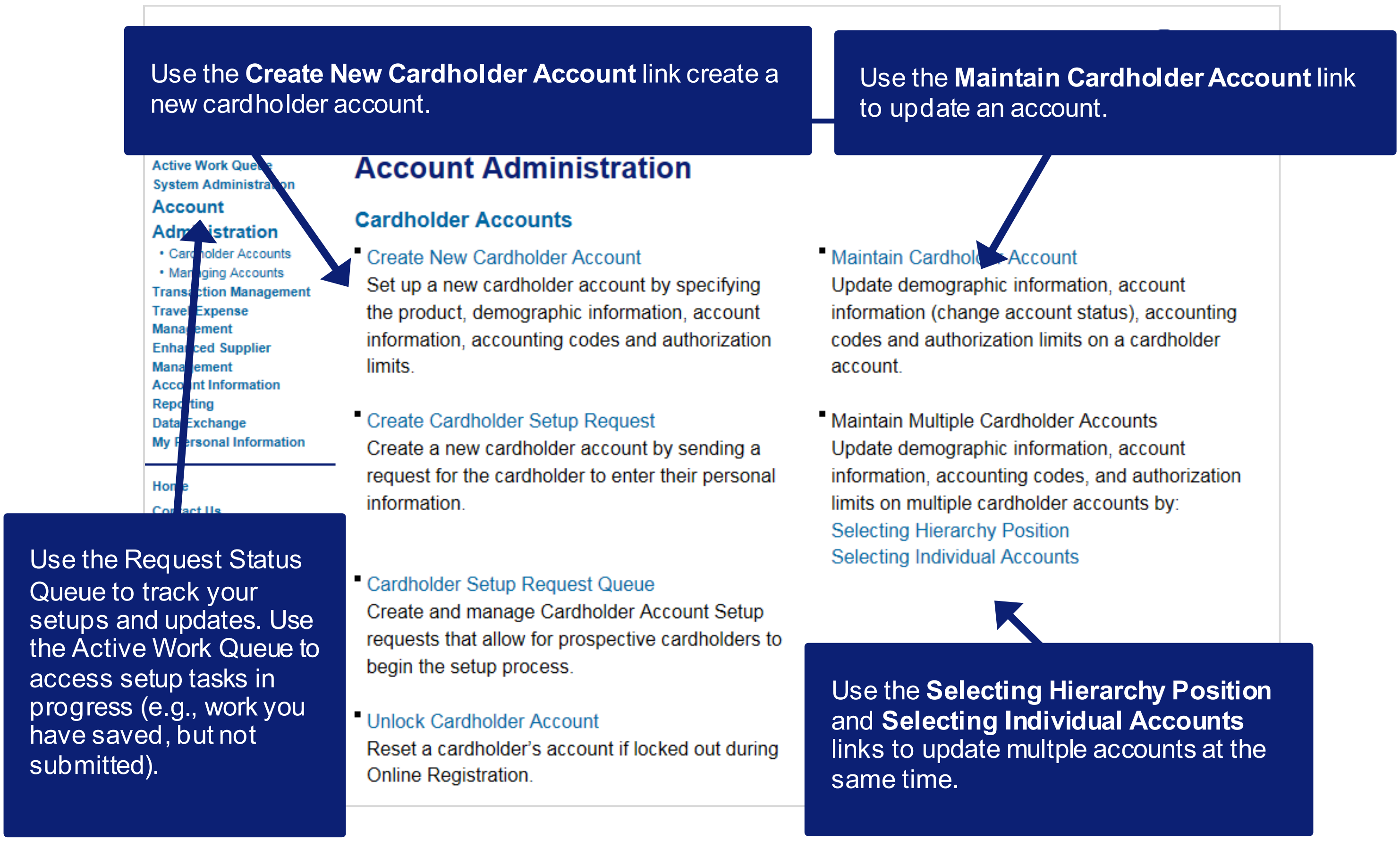
User guide
Version 5-4
Program Administrator

Contents

Introduction

You can create new cardholder accounts using the Access Online Account Administration function. You can also update cardholder accounts whenever you need to. You can schedule updates and you can update multiple accounts at the same time.

Account administration overview



Learn more: You use the **Create Cardholder Setup Request** and **Cardholder Setup Request Queue** links to begin the account setup process by having cardholders complete the demographics portion of the setup. For more information, refer to the *Cardholder-initiated Account Setup* quick start guide.

Learn more: You may also be able to set up and maintain all or part of a managing account. For detailed steps in managing account setup, refer to the *Access Online: Managing account setup and maintenance* training content.

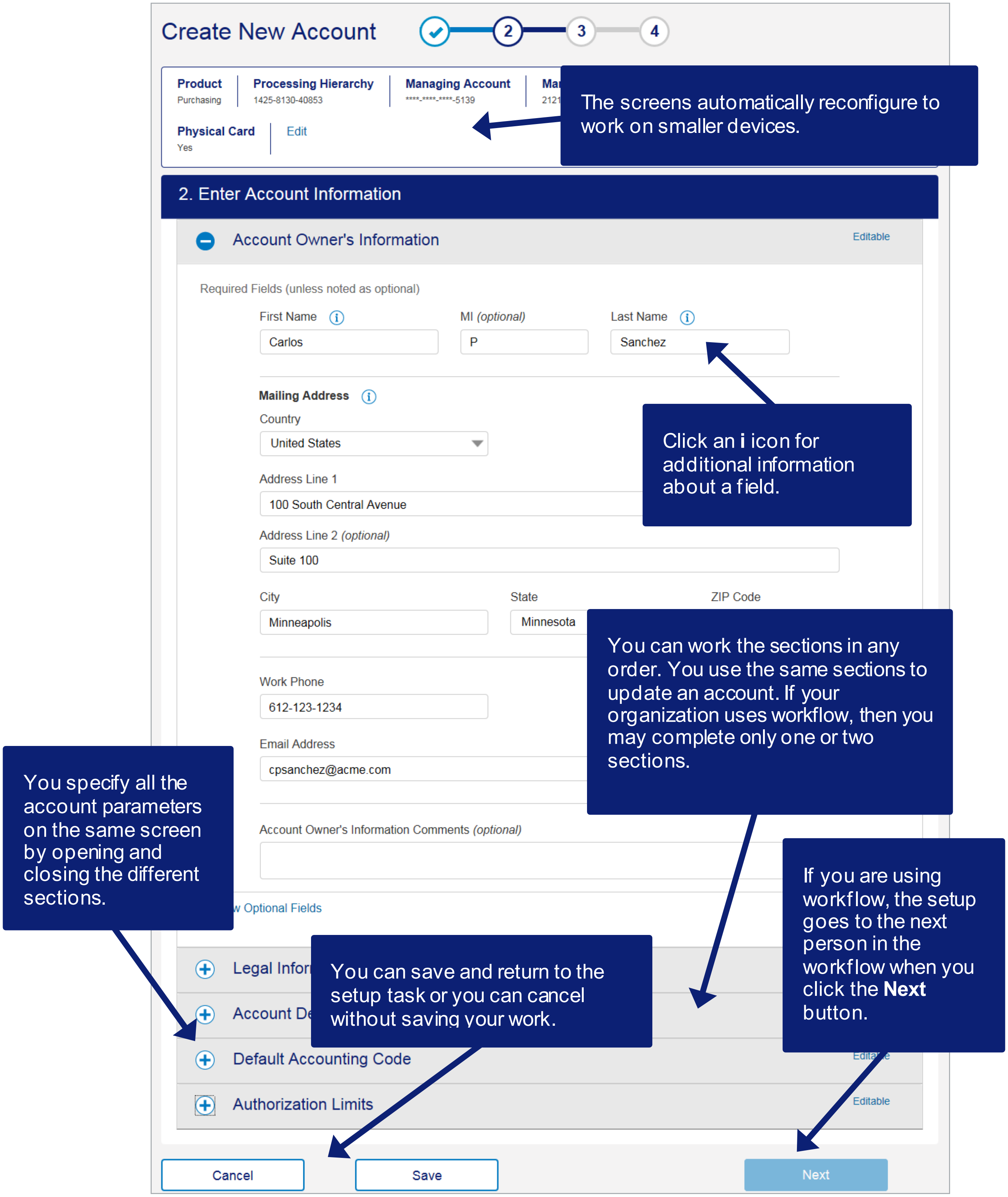
Learn more: You may also be able to set up and maintain the vehicles and drivers in your fleet program. For detailed steps in fleet account setup, refer to the *Access Online: Fleet management* training content.

Learn more: If you have multiple accounts to set up, you can also use a file-based process. The *Bulk Account Setup* batch file is a comma-separated value (CSV) text file. The process lets you create and transmit a file of account information that creates a large group of accounts at the same time. If you want to learn more, contact the bank.

Account creation overview

The creation and update procedure requires you to specify information about the cardholder account, including:

- **Product settings**—This section includes product type, processing hierarchy, and a yes/no specification to deliver a plastic card.
- **Account owner's information**—This section includes the cardholder's demographic information. If your organization uses the cardholder-initiated account setup function, then your cardholders specify their own contact information.
- **Legal information**—This section includes the cardholder's full legal name, optional date of birth, and legal residential address.
- **Training certificate**—This section you view and manage training certificates.
- **Account details**—This section includes the default cycle day and expiration date. This section also lets you specify reporting hierarchy, active dates for the account, and an organization name to emboss on the card.
- **Default accounting code**—This section includes the default accounting code for the cardholder account.
- **Authorization limits**—This section includes the credit limit, as well as optional velocity limits and merchant authorization controls (e.g., block airline purchases).

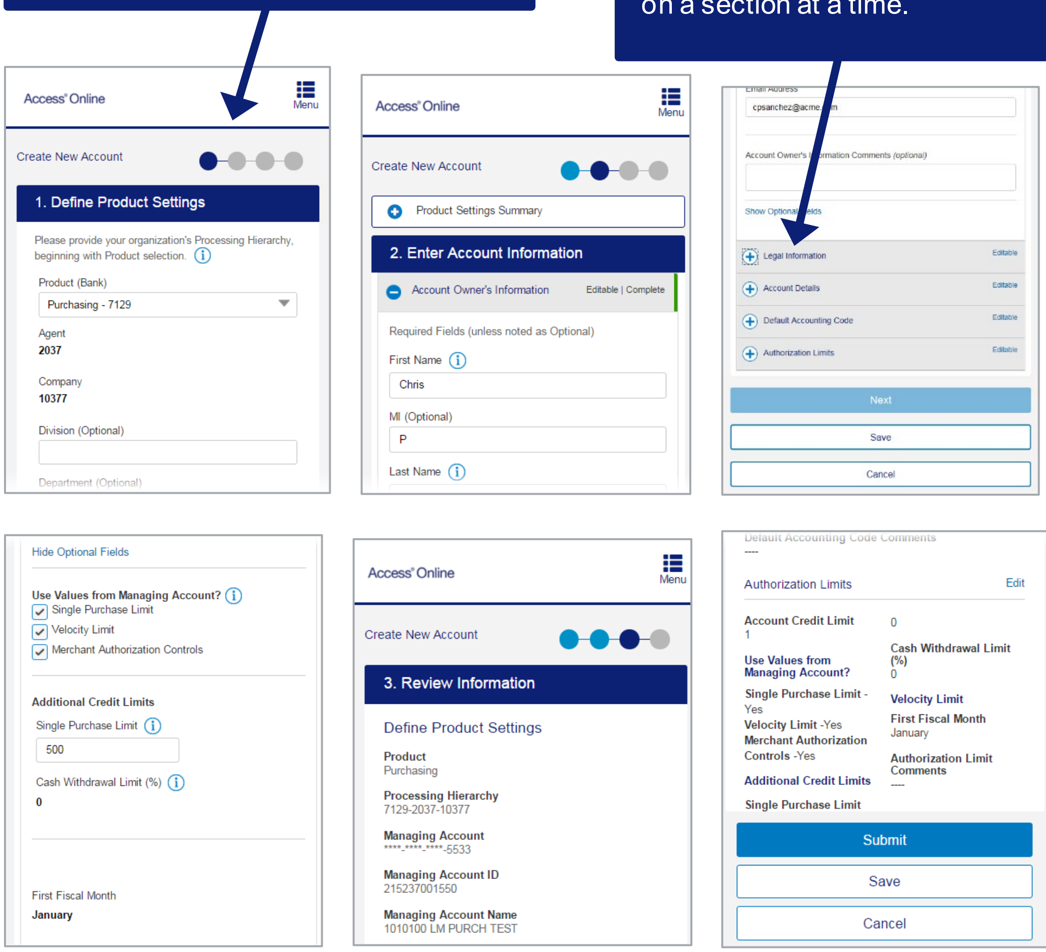

Create New Account
2
3
4
Product
Purchasing
Processing Hierarchy
1425-8130-40853
Managing Account
****-****-****-5139
Physical Card
Yes
Edit
The screens automatically reconfigure to work on smaller devices.
2. Enter Account Information
Account Owner's Information
Editable
Required Fields (unless noted as optional)
First Name
Carlos
MI (optional)
P
Last Name
Sanchez
Click an i icon for additional information about a field.
Mailing Address
Country
United States
Address Line 1
100 South Central Avenue
Address Line 2 (optional)
Suite 100
City
Minneapolis
State
Minnesota
ZIP Code
You can work the sections in any order. You use the same sections to update an account. If your organization uses workflow, then you may complete only one or two sections.
Work Phone
612-123-1234
Email Address
cpsanchez@acme.com
You specify all the account parameters on the same screen by opening and closing the different sections.
Account Owner's Information Comments (optional)
Optional Fields
If you are using workflow, the setup goes to the next person in the workflow when you click the Next button.
You can save and return to the setup task or you can cancel without saving your work.
Default Accounting Code
Authorization Limits
Editable
Cancel
Save
Next

Smaller device sample screens

The screens automatically reconfigure to work on smaller devices, as you can see in these sample screens.

The overall process is the same on smaller screens, but the navigation adapts to fit the screen.

On a smaller screen, you also set up the entire account on one screen by opening and working on a section at a time.



Create a new cardholder account

You have two options for beginning the process in Access Online:

- **One—Standard setup**. A Program Administrator specifies all the information, including demographics.
- **Two—Cardholder-initiated setup**. You have cardholders specify their own contact information, and you specify the rest of the account setup information. You have two options for this process:
    - **Without workflow**—With this process, you send the system-generated emails directly to the cardholders.
    - **With workflow**—With this option, you send system-generated emails to managers, who in turn email the cardholders to begin the process.

Learn more: For detailed information on the cardholder-initiated setup process, refer to the *Cardholder-initiated Setup* training content.

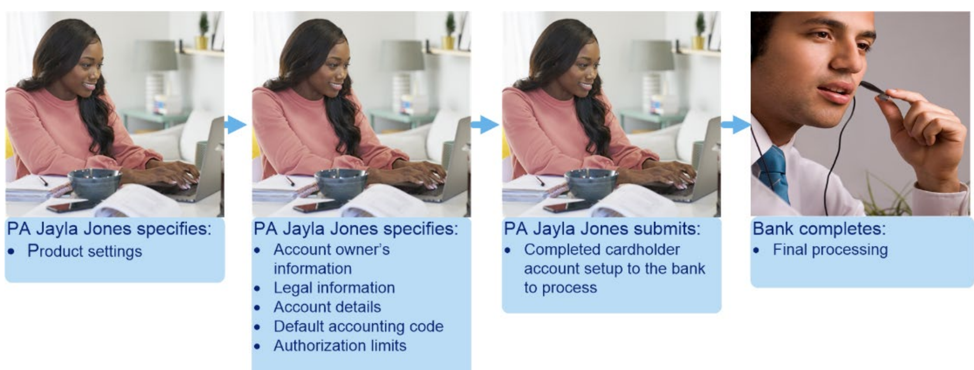
Tip! Before you begin any new cardholder account setup, be sure to check the Active Work Queue to see if tasks are waiting for you to complete.

Workflow

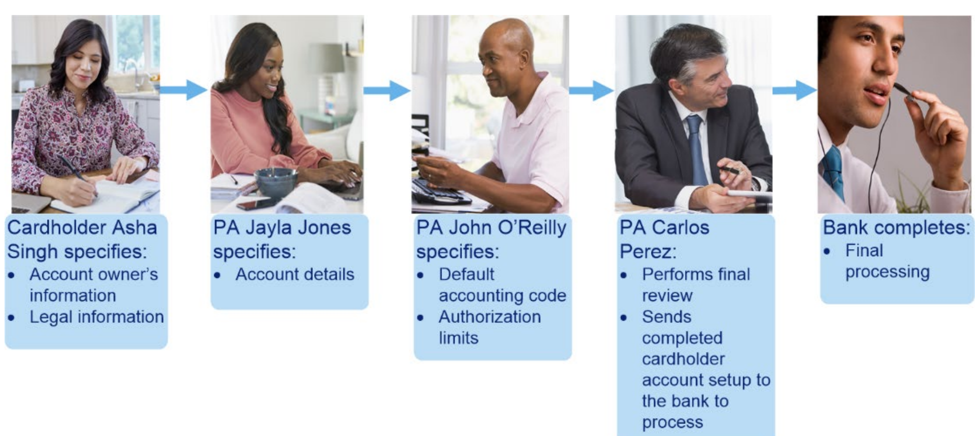
You can use the workflow function in Access Online to maintain flexibility in controlling which users in your organization complete which portions of the cardholder account setup process. As you use the workflow function, keep in mind the following parameters:

- **Each client customizes the workflow function to match internal procedures**—We worked with you during the implementation of your program to configure the account setup process to meet your organization's specific needs. As such, depending on how your program is set up and your access rights in the system, you may complete only a portion of the cardholder account setup and then pass the remaining setup work to another user to complete. For example, someone else in your organization may complete all the setup tasks except for specifying the cardholder account's default accounting code. When this task is ready for you to work on, the task displays in your Active Work Queue.
- **You should be familiar with your organization's specific parameters and process before you begin**—By the time you begin to create a cardholder account, you should be aware of your organization's internal workflow procedures. The parameters that reflect your internal procedures will be in place in Access Online by the time you begin a cardholder account setup.

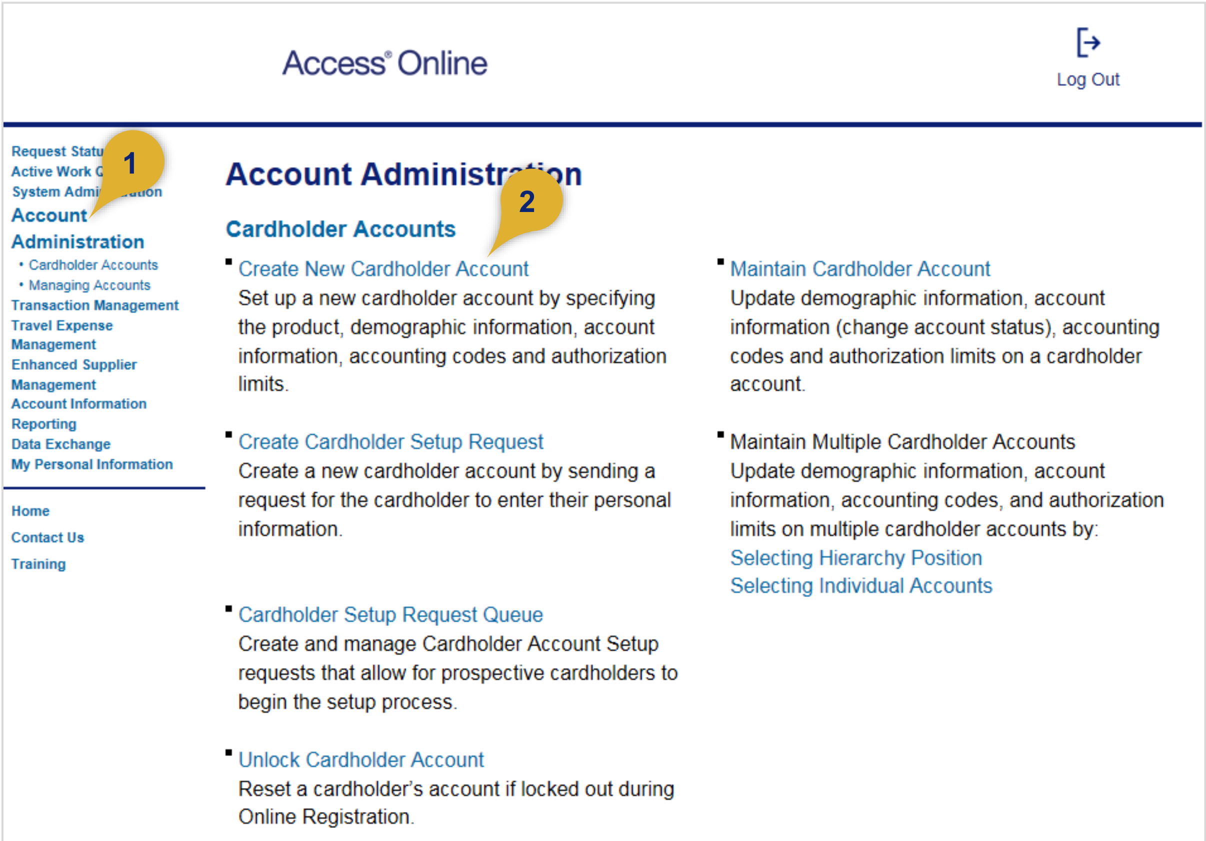
Sample simple workflow



Sample complex workflow



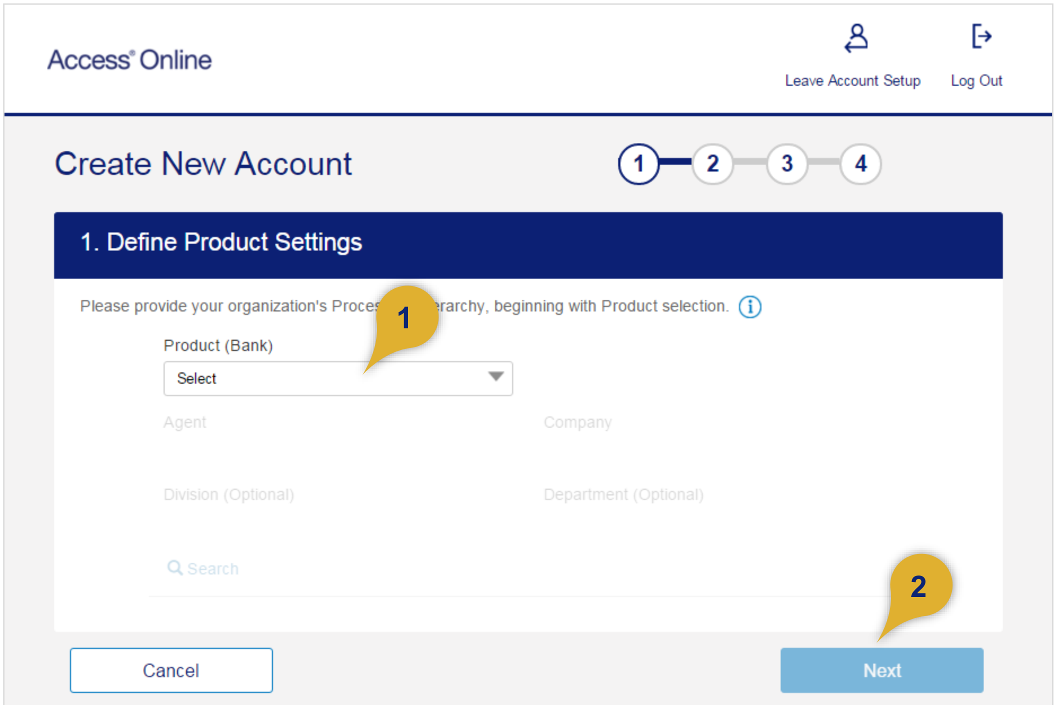
Create a new cardholder account



To set up a new cardholder account:

1. Select the **Account Administration** high-level task. The *Account Administration* screen displays.
2. Click the **Create New Cardholder Account** link. The *Create New Account: Define Product Settings* screen displays.

Product settings



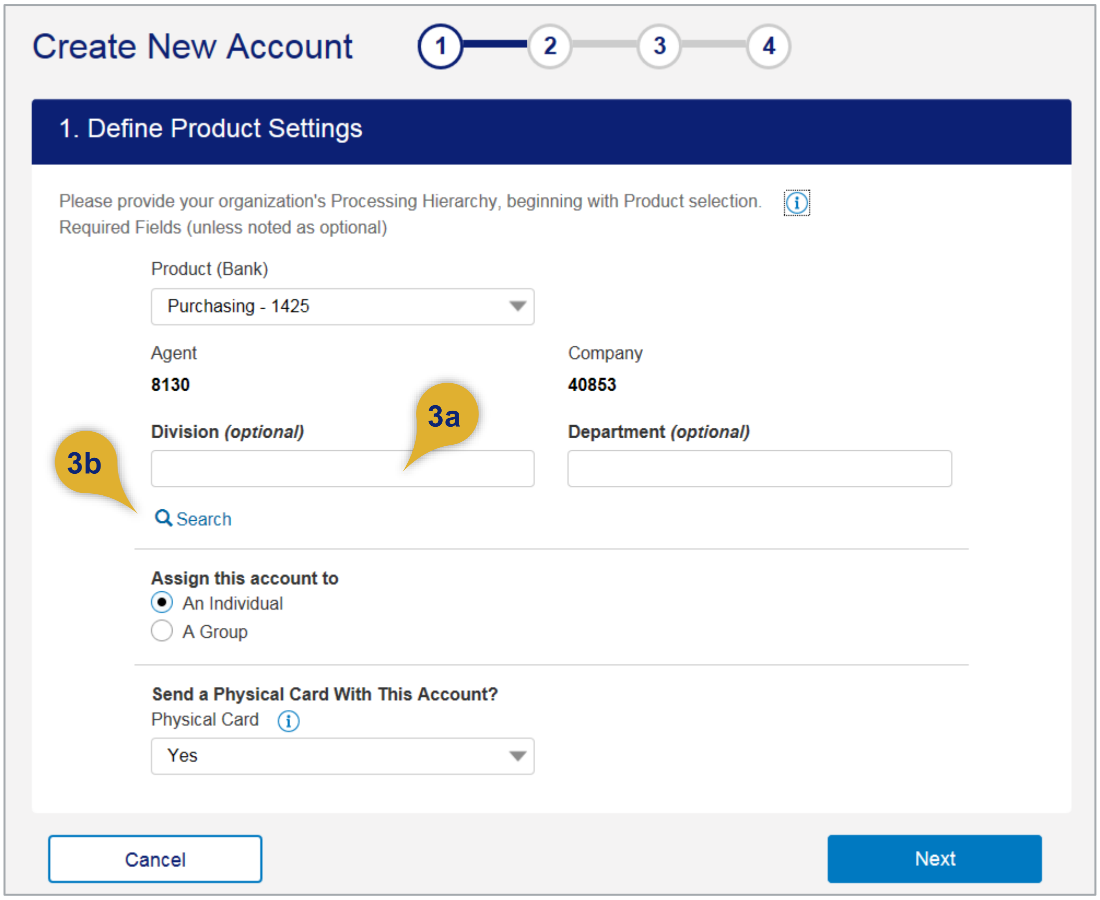
To specify product settings:

1. Select the product from the *Product (Bank)* drop-down list.

Tip! The products displayed in the drop-down list are currently available for your organization. If your product is not displayed, contact your account coordinator.

2. Click the **Next** button to go to the next step in the setup process.

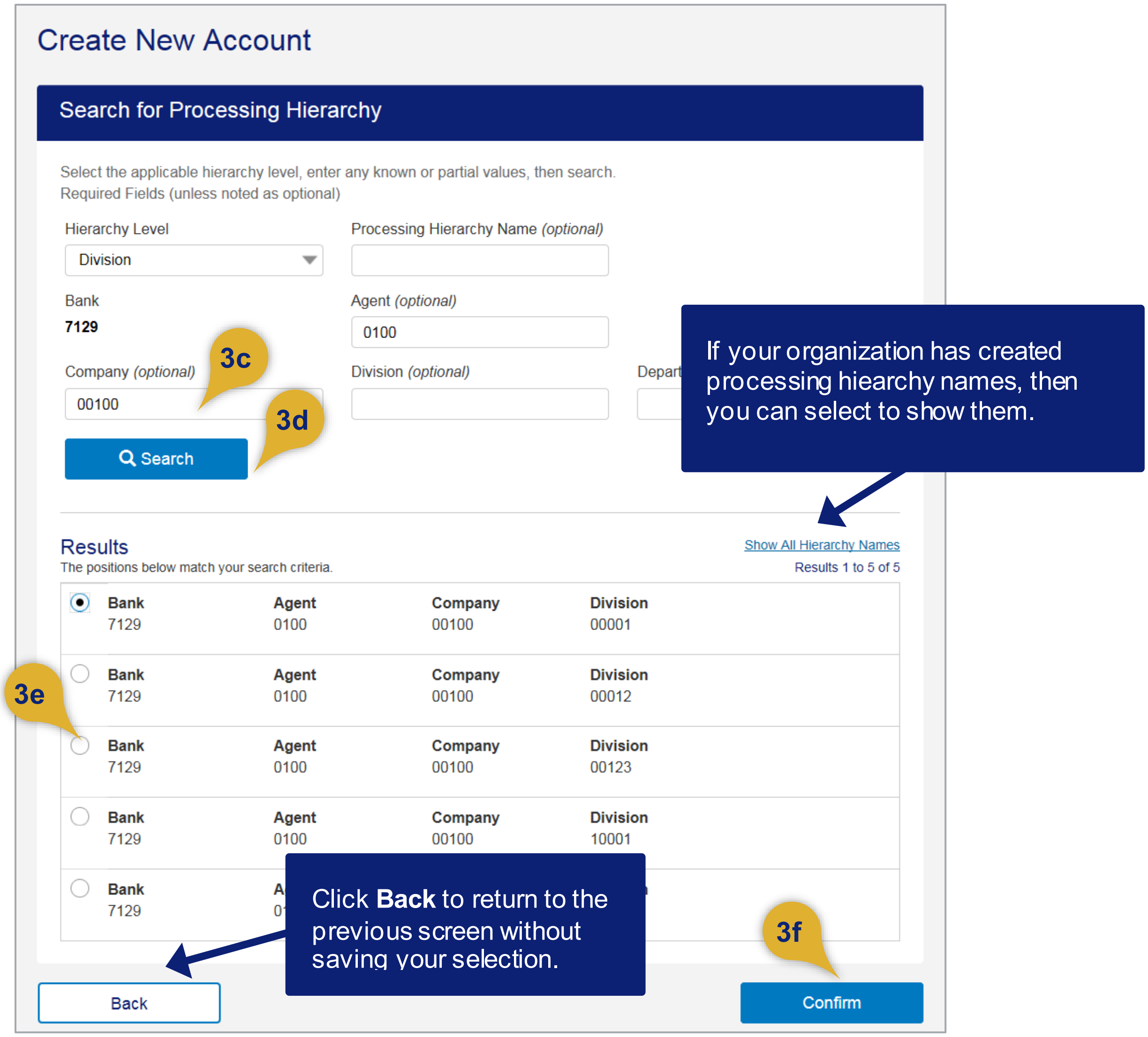
Tip! Click the **Cancel** button to halt the setup process without saving any of your work.



3. Refine the processing hierarchy position, if needed:
   a. Type the exact values if you know them.

   –Or–

   b. Click the **Search** icon.

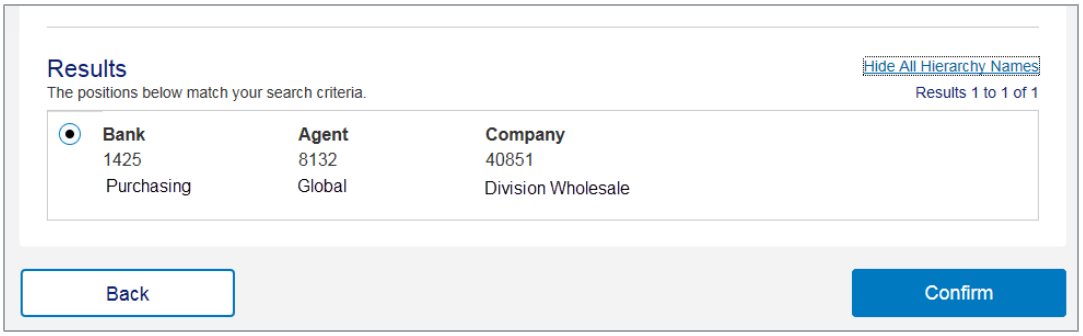


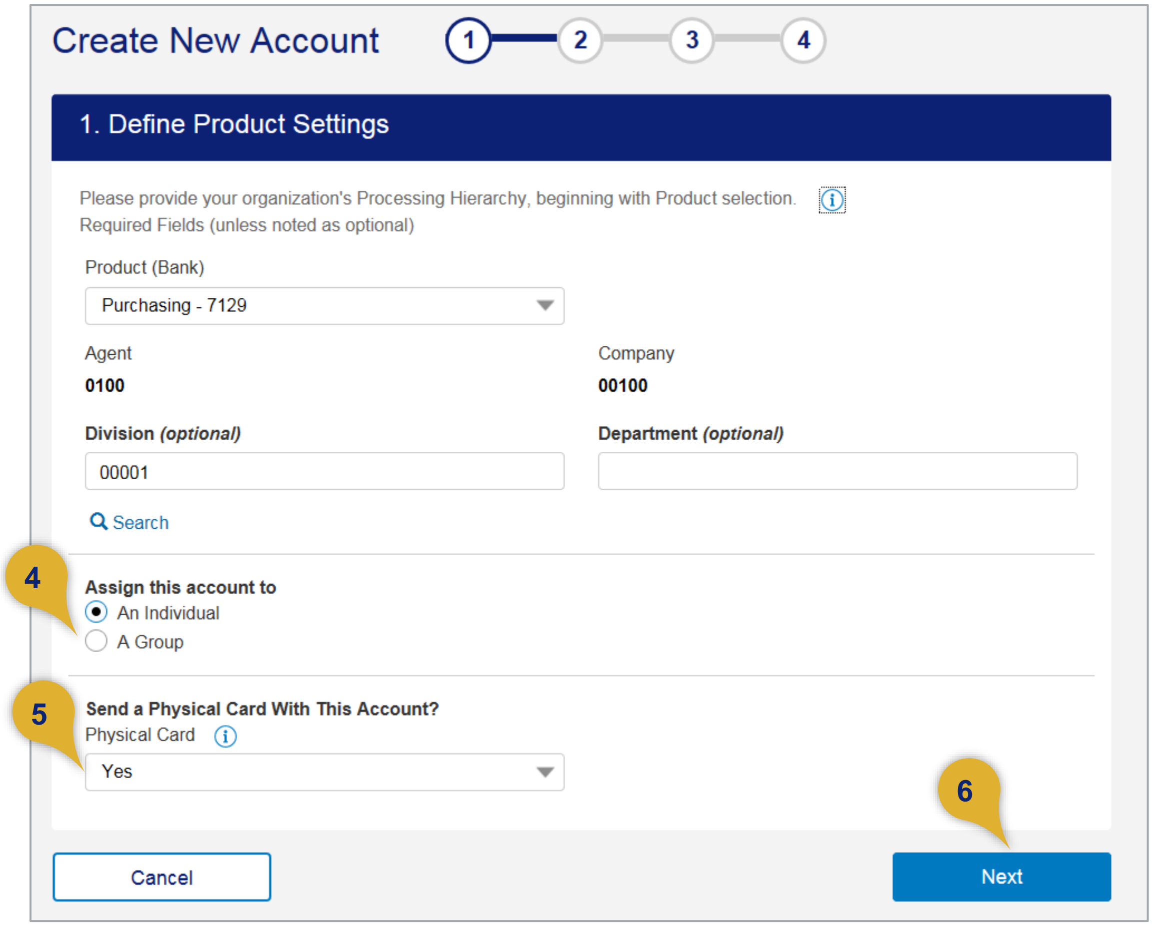
c. Specify search criteria or leave blank to return a full list.
d. Click the **Search** button.
e. Select the processing hierarchy position.
f. Click the **Confirm** button to save your selection and go to the next step.

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

Learn more: The *processing hierarchy* controls how systems process transactions for billing and accounting purposes. The processing hierarchy includes bank, agent, company, division, and department only. Your processing hierarchy must be properly set up. If you do not see the position you want, then contact the technical support desk to verify hierarchy setup.

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).



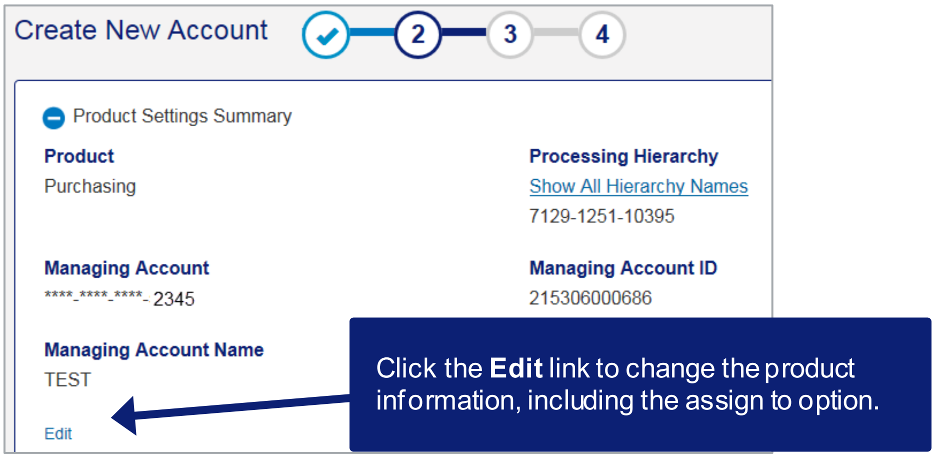


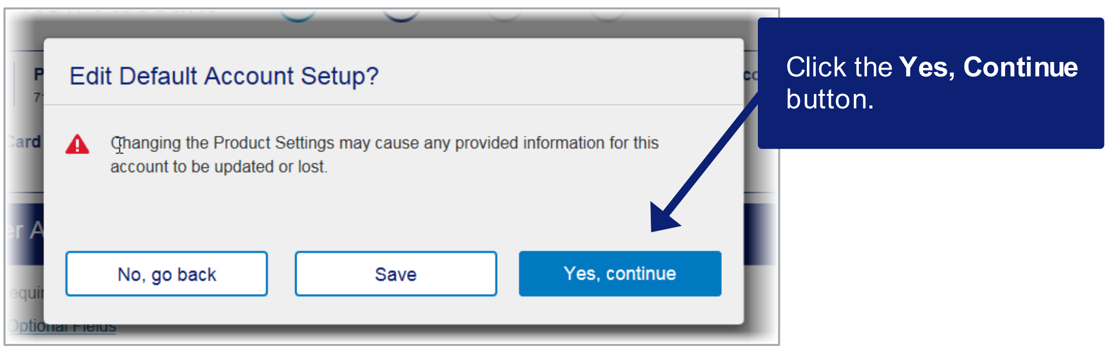
4. Select to assign the account to a specific person or to a group (e.g., a department card that multiple people will use).
5. Select **Yes** if you want to have a plastic card issued. If you are creating a cardless account, refer to the additional information in *Cardless accounts* on page 16.
6. Click the **Next** button.

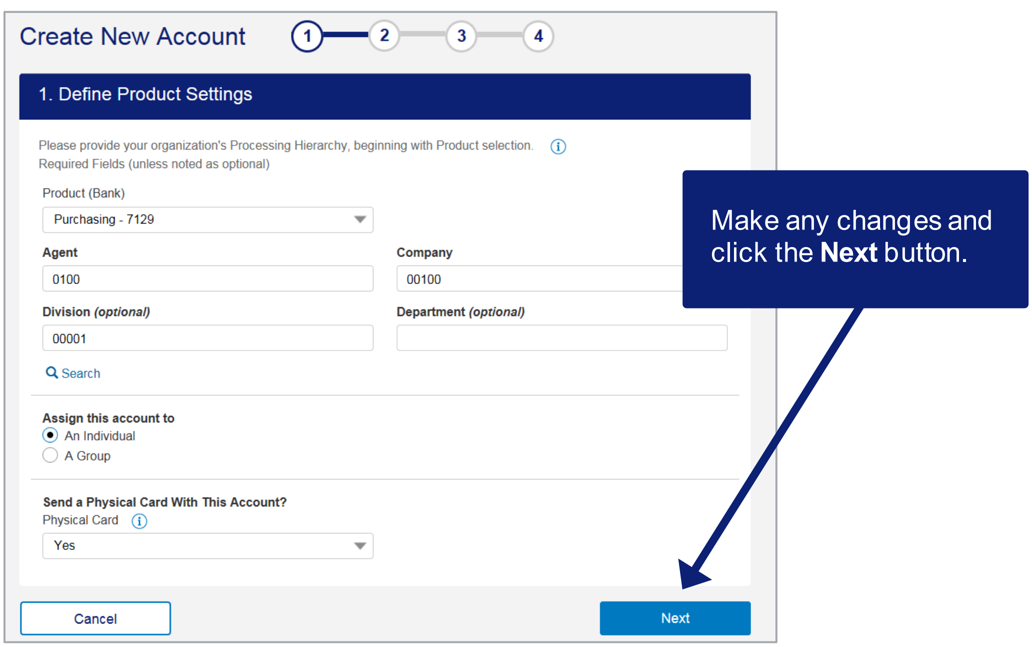
Tip! Click the **Cancel** button to halt the setup process without saving your work.

Tip! If you are using workflow, then the setup goes to the next person in the process when you click **Next**.

Tip! You can change the account assignment (individual versus group) at any time before you submit the account setup. Click the **Edit** link. If you change the assign to option, then the system deletes any legal information you have specified.

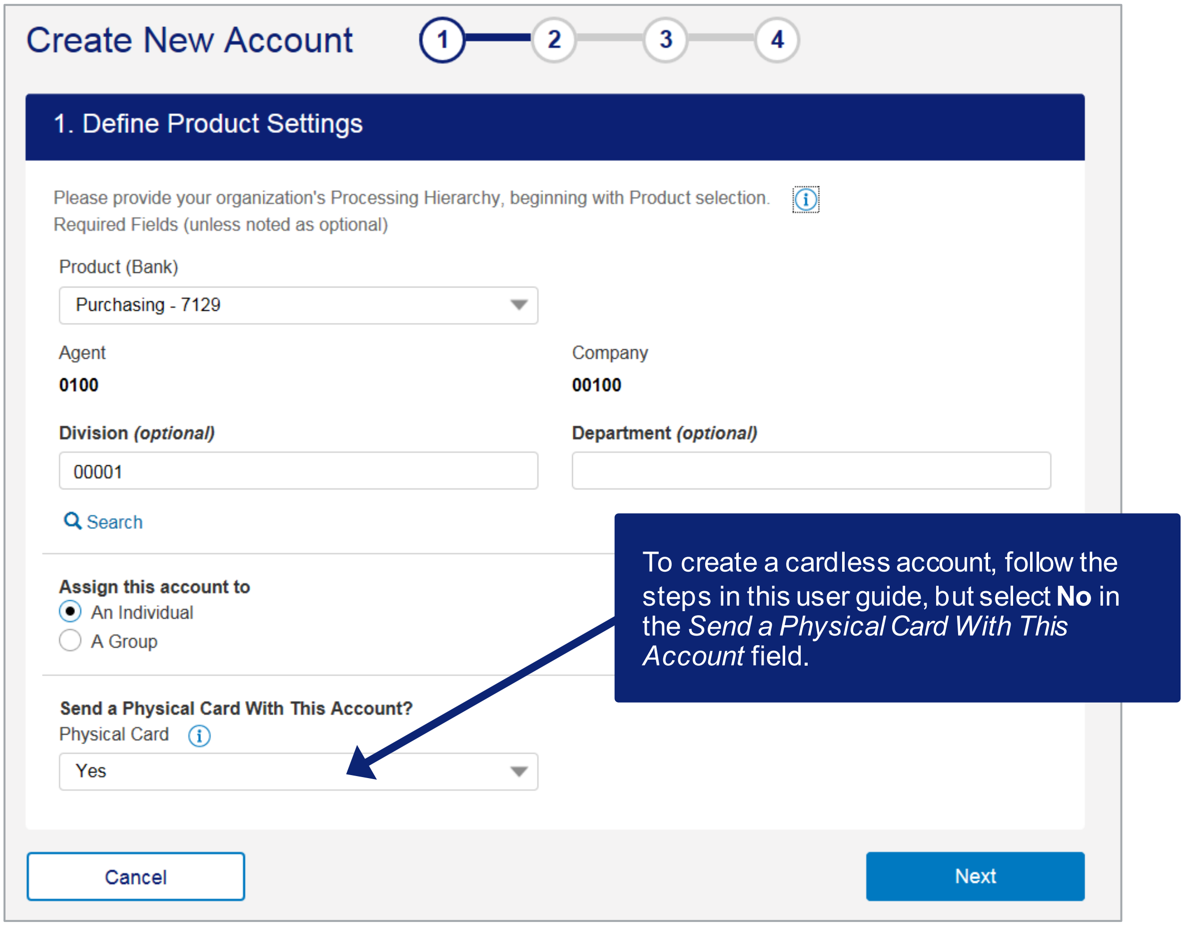






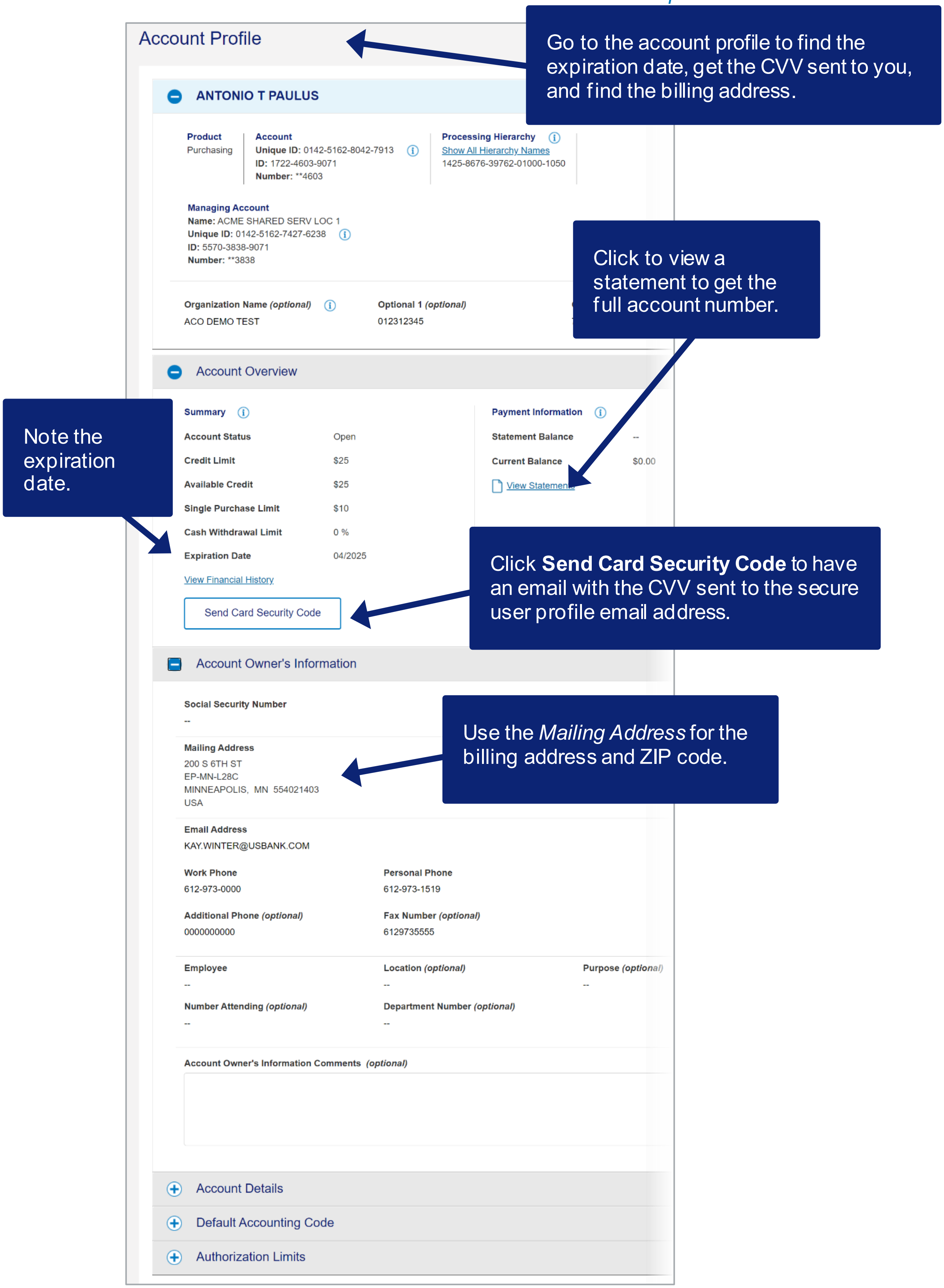
Cardless accounts

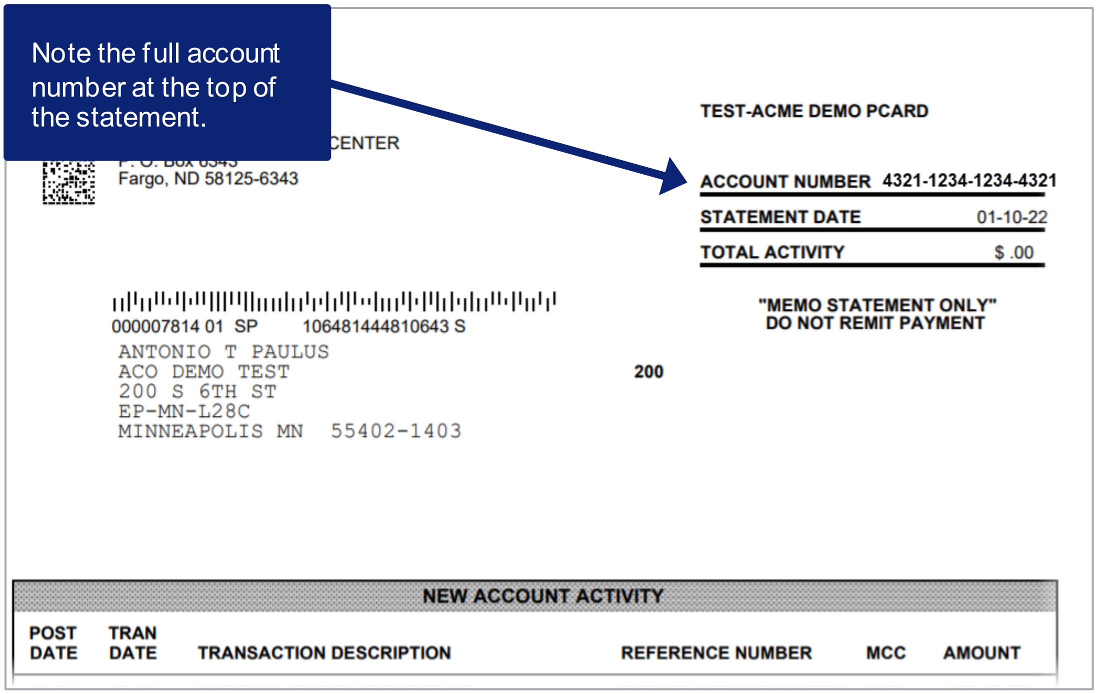
You can create a cardless account in Access Online if the cardholder does not need a plastic card.



After you create the cardless account, you need the:

- **16-digit account number**—Available on the mailer the cardholder receives after card setup, on the account statement, or in the Access Online mobile app in card information.
- **Account expiration date and CVV**—Available in the cardholder account profile under *Account Overview* or in the Access Online mobile app in card information.
- **Account billing address and ZIP code**—Available in the cardholder account profile under *Account Owner's Information* or in the Access Online mobile app under *Contact Information.*


Account Profile
Go to the account profile to find the expiration date, get the CVV sent to you, and find the billing address.
ANTONIO T PAULUS
Product
Purchasing
Account
Unique ID: 0142-5162-8042-7913
ID: 1722-4603-9071
Number: **4603
Processing Hierarchy
Show All Hierarchy Names
1425-8676-39762-01000-1050
Managing Account
Name: ACME SHARED SERV LOC 1
Unique ID: 0142-5162-7427-6238
ID: 5570-3838-9071
Number: **3838
Click to view a statement to get the full account number.
Organization Name (optional)
ACO DEMO TEST
Optional 1 (optional)
012312345
Account Overview
Note the expiration date.
Summary
Account Status Open
Credit Limit $25
Available Credit $25
Single Purchase Limit $10
Cash Withdrawal Limit 0 %
Expiration Date 04/2025
View Financial History
Send Card Security Code
Payment Information
Statement Balance --
Current Balance $0.00
View Statement
Click Send Card Security Code to have an email with the CVV sent to the secure user profile email address.
Account Owner's Information
Social Security Number
--
Mailing Address
200 S 6TH ST
EP-MN-L28C
MINNEAPOLIS, MN 554021403
USA
Use the Mailing Address for the billing address and ZIP code.
Email Address
KAY.WINTER@USBANK.COM
Work Phone
612-973-0000
Personal Phone
612-973-1519
Additional Phone (optional)
0000000000
Fax Number (optional)
6129735555
Employee
--
Location (optional)
--
Purpose (optional)
--
Number Attending (optional)
--
Department Number (optional)
--
Account Owner's Information Comments (optional)
Account Details
Default Accounting Code
Authorization Limits



CENTER
Fargo, ND 58125-6343

TEST-ACME DEMO PCARD

ACCOUNT NUMBER	**4321-1234-1234-4321**
STATEMENT DATE	01-10-22
TOTAL ACTIVITY	$ .00

"MEMO STATEMENT ONLY"
DO NOT REMIT PAYMENT

000007814 01 SP 106481444810643 S
ANTONIO T PAULUS
ACO DEMO TEST
200 S 6TH ST
EP-MN-L28C
MINNEAPOLIS MN 55402-1403

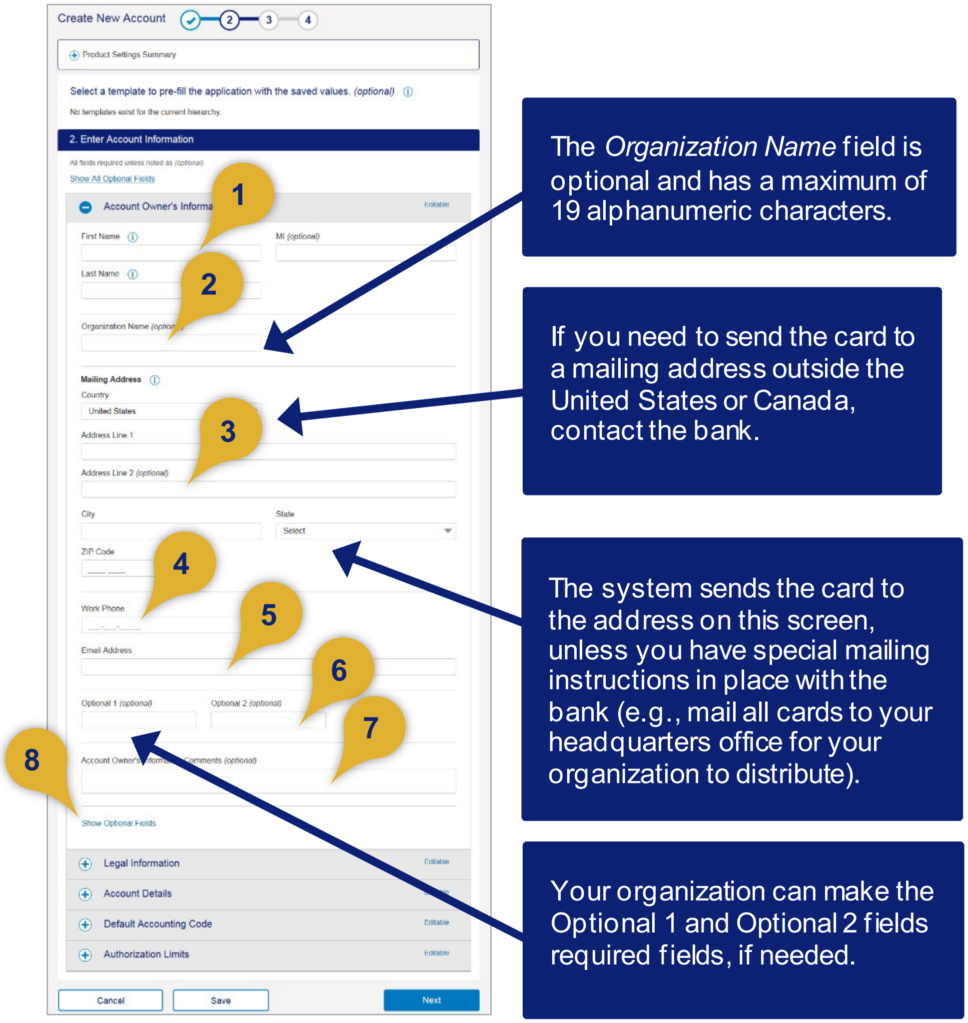
200

NEW ACCOUNT ACTIVITY

POST DATE	TRAN DATE	TRANSACTION DESCRIPTION	REFERENCE NUMBER	MCC	AMOUNT

Learn more: For finding this information on the mobile app, refer to the *Access Online: Mobile app* quick start guide.

Account owner's information

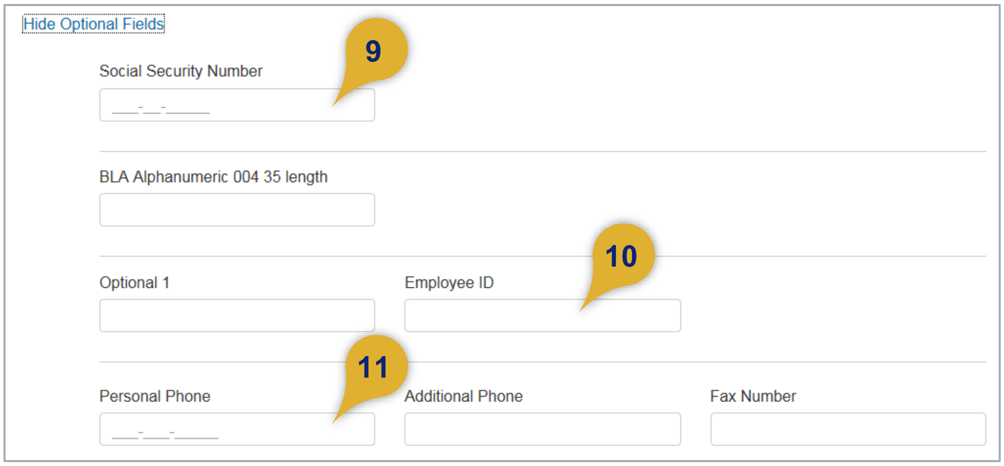


To specify the account owner's information:

1. Type the last name, first name, and middle initial (optional).
2. Type the organization name to be embossed on the card in the *Organization Name* field (if the organization name is different from the company name).

Tip! The *Organization Name* field is optional and has a maximum of 19 alphanumeric characters.

3. Specify the mailing address.
4. Type the cardholder's work and/or personal telephone phone number.
5. Type the cardholder's email address.
6. Type any information in the *Optional 1* or *Optional 2* fields.
7. Type any comments.
8. Click the **Show Optional Fields** link to display additional fields, if needed.



9. Type a social security number, if needed.

Tip! After you type the social security number, the system masks all but the last four digits of the number for security purposes. The number remains masked throughout the system, including in reports.

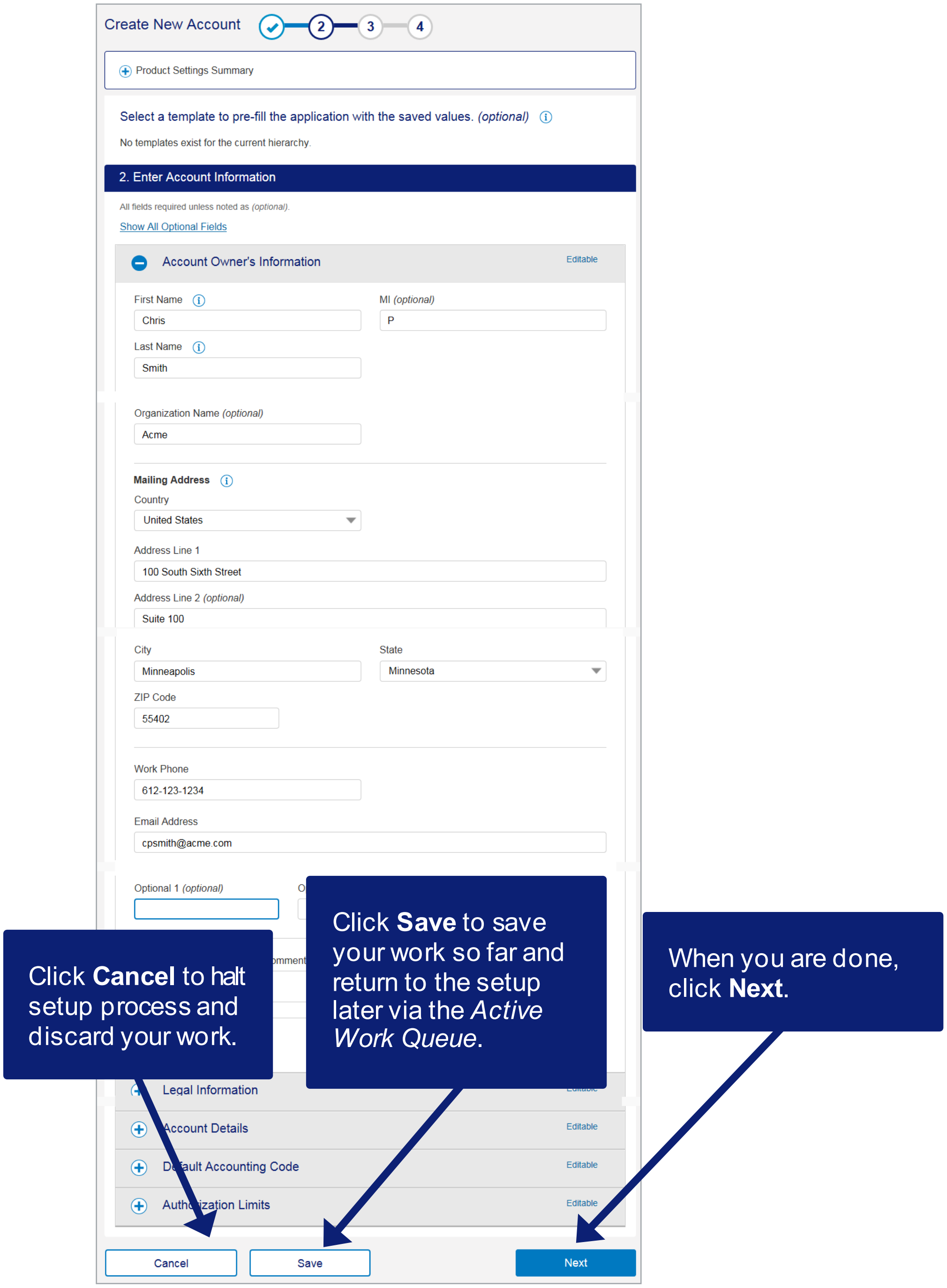
10. Type information in any optional fields, if needed.

Learn more: Your organization may have created custom fields to use in account administration and transaction management. If your organization has created these custom fields, then these fields display in your account profile in the section that your organization assigned them to. Custom fields can be either required or optional.

11. Type additional phone and fax numbers, if needed.

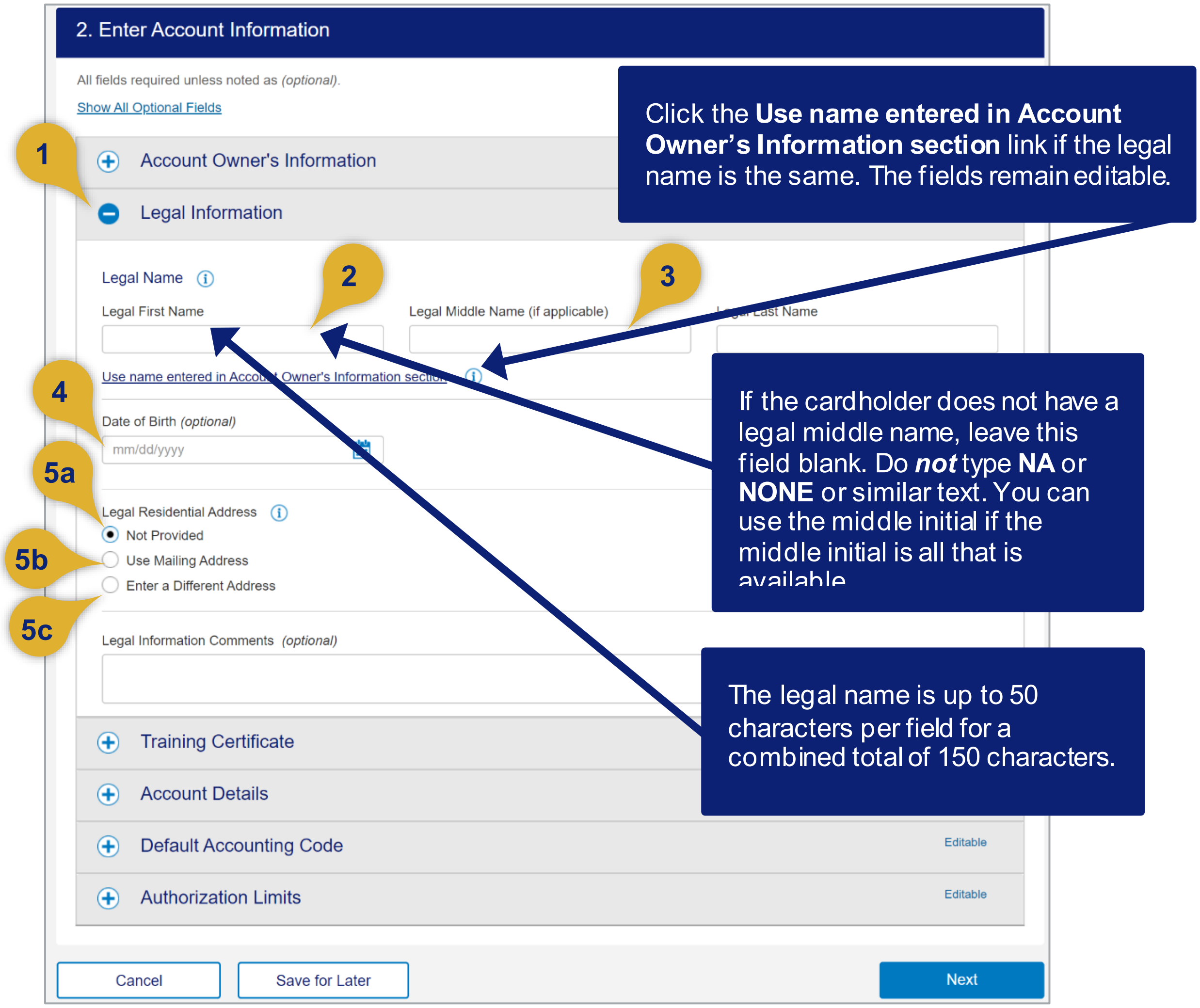
Tip! The system automatically validates the U.S. address you enter. The system displays error messages with instructions if you use invalid characters. For example, if your city and state are not valid for the ZIP/postal code, or the address requires a suite number, then an error message displays with instructions for correcting the address.

Tip! Any comments that you type are visible to any other user with access to the account setup you are working on. Also, any comments you type will be visible on the cardholder's account profile.



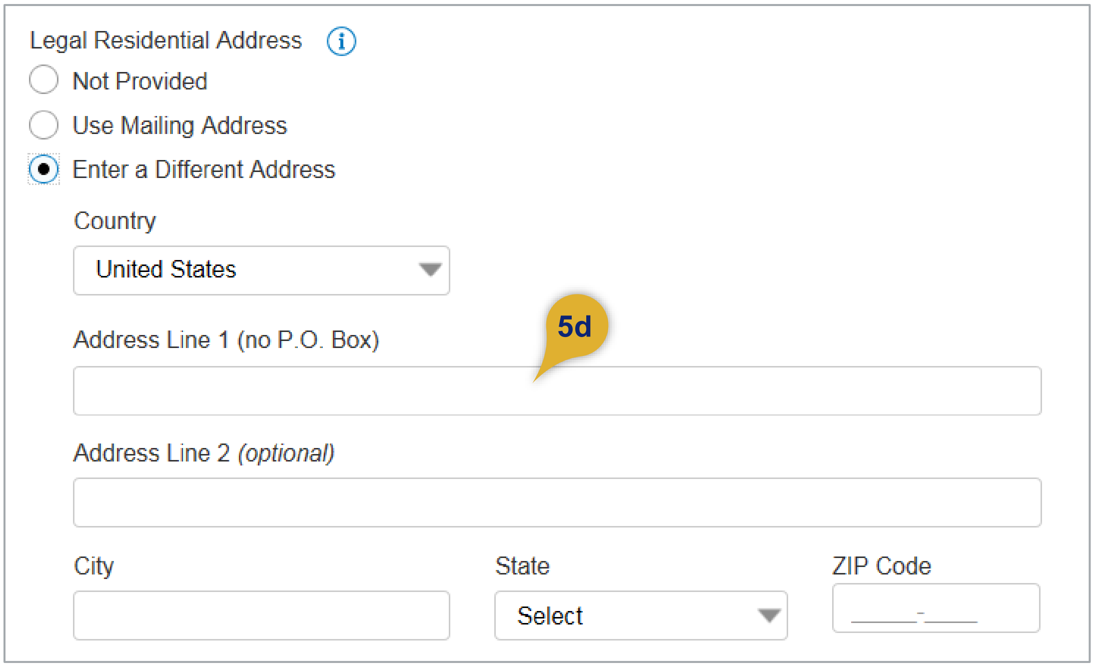
Learn more: On this screen, you set up the specifics for the account in each section. You can also click the **Cancel** button to cancel the setup process (without saving your work). You can click the **Save** button to save your work and return to the setup later via the Active Work Queue (e.g., if you need to obtain a street address). When are done, you click the **Next** button to continue to the next stage of the setup process.

Legal information



To specify legal information:

1. Open the *Legal Information* section.
2. Type the cardholder's legal first name and legal last name.
3. Type the cardholder's legal middle name, if applicable.
4. Specify the cardholder's date of birth.
5. Specify the cardholder's legal residential address:
   a. Select the *Not Provided* radio button if you do not have the cardholder's legal residential address.
   b. Select the *Use Mailing Address* radio button if the address you provided is the cardholder's legal residential address.
   c. Select the *Enter a Different Address* radio button if you want to specify a different address.



d. Specify the cardholder's legal residential address.

Tip! The address fields change depending on which country you select. You cannot use a post office box. You must use a street address. If you select the *Enter a Different Address* checkbox, then all the address fields (except *Address Line 2*) are required. If you are in Canada, you may also be required to specify the cardholder's date of birth in the *Legal Information* section.

Learn more: If you selected to assign the account to a group, then you must specify the full, registered legal business name. For example, if Acme Global issues cards to departments in different subsidiaries, the Program Administrator must specify Acme's registered business name, not the name of the department or subsidiary. The legal business name can be up to 150 characters and include spaces and the special characters below.

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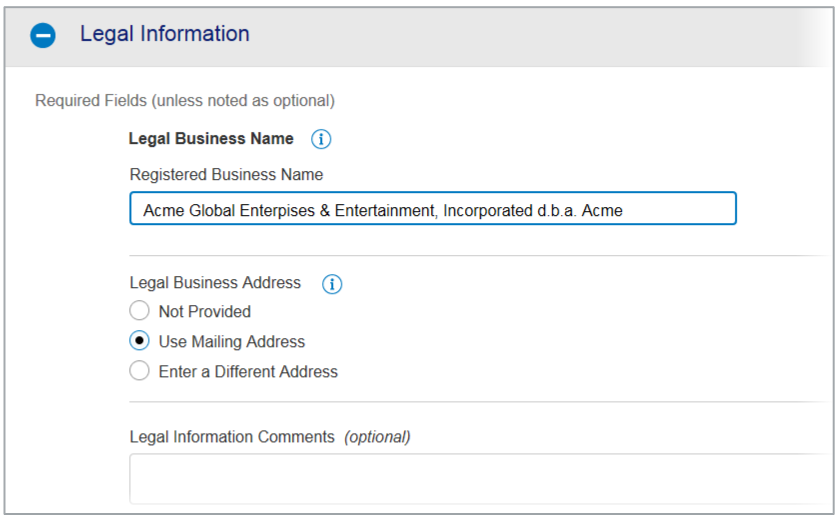
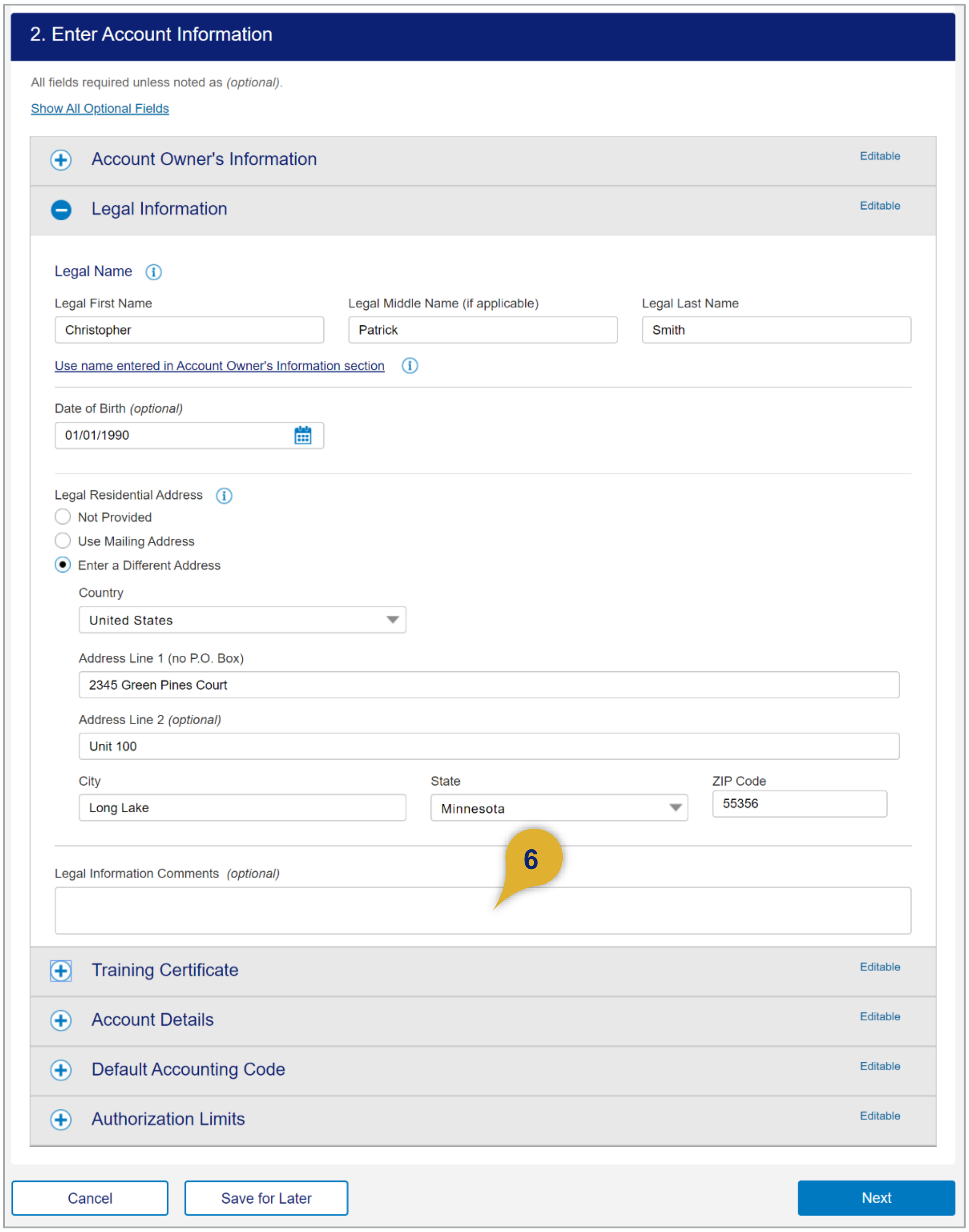
/	,	‘

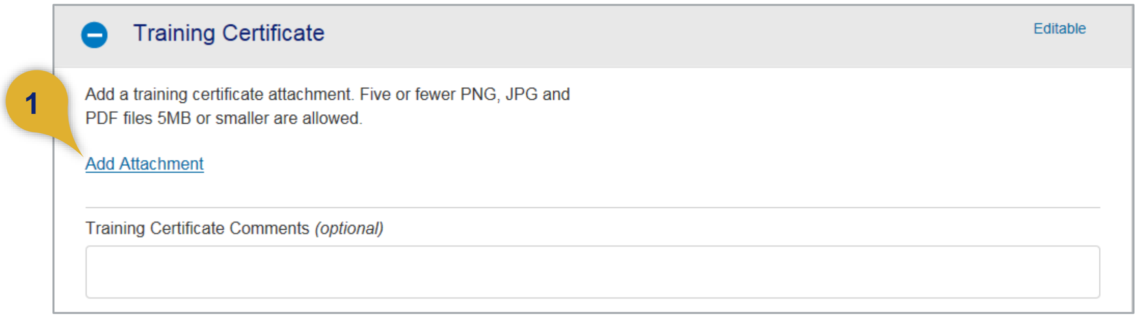




6. Type any comments on the legal information.

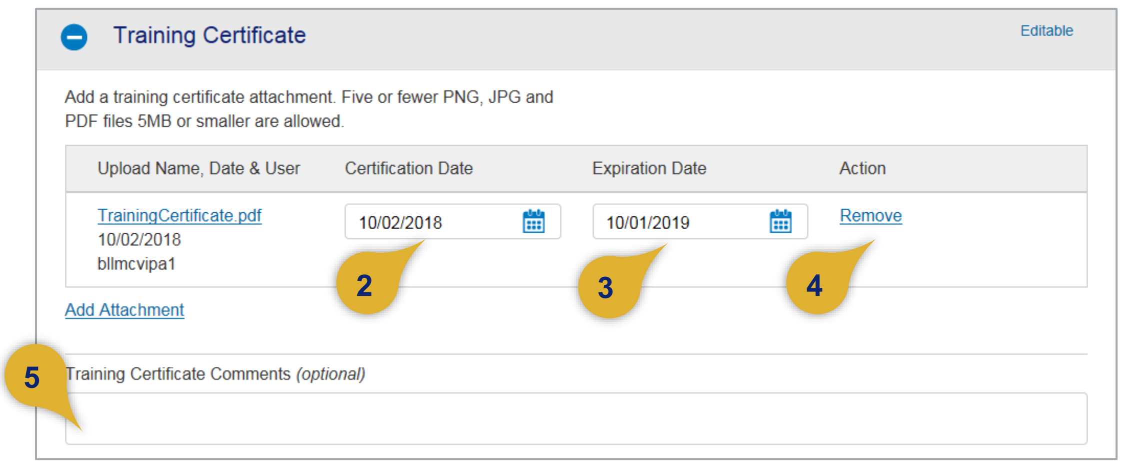
Training certificate

If your organization uses the optional Training Certificate function, then you can upload up to five training certificates when you create the account. The cardholder can also upload and manage certificates in the Cardholder Account Profile.



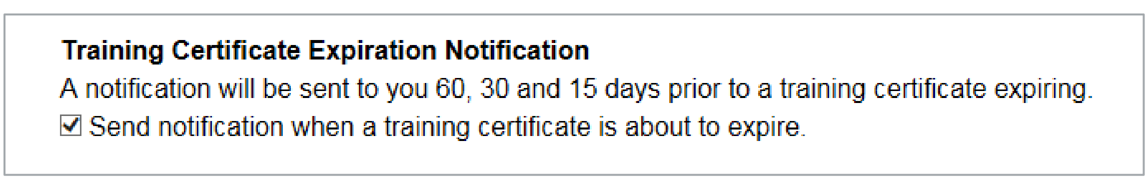
To add a training certificate:

1. Click **Add Attachment** to search and select a PDF, JPG or PNG file.

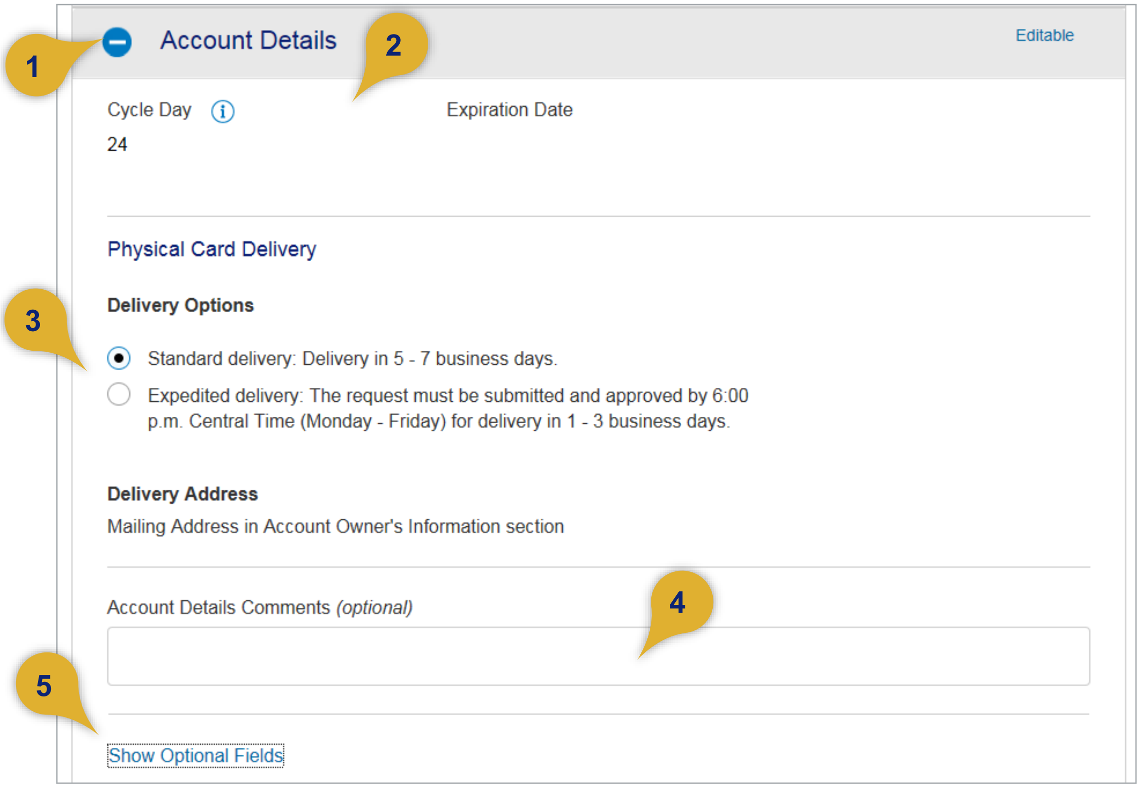


2. Specify a certification date (today or before).
3. Specify an expiration date.
4. Click to remove a certificate, if needed.
5. Add any comments.

Tip! Cardholders can use the My Personal Information function to create an email notification for when a certificate is about to expire.



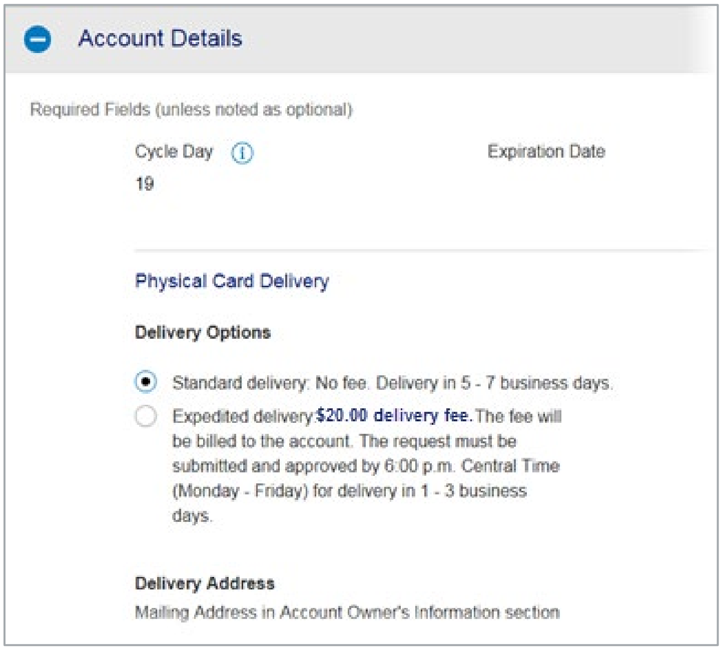
Account details

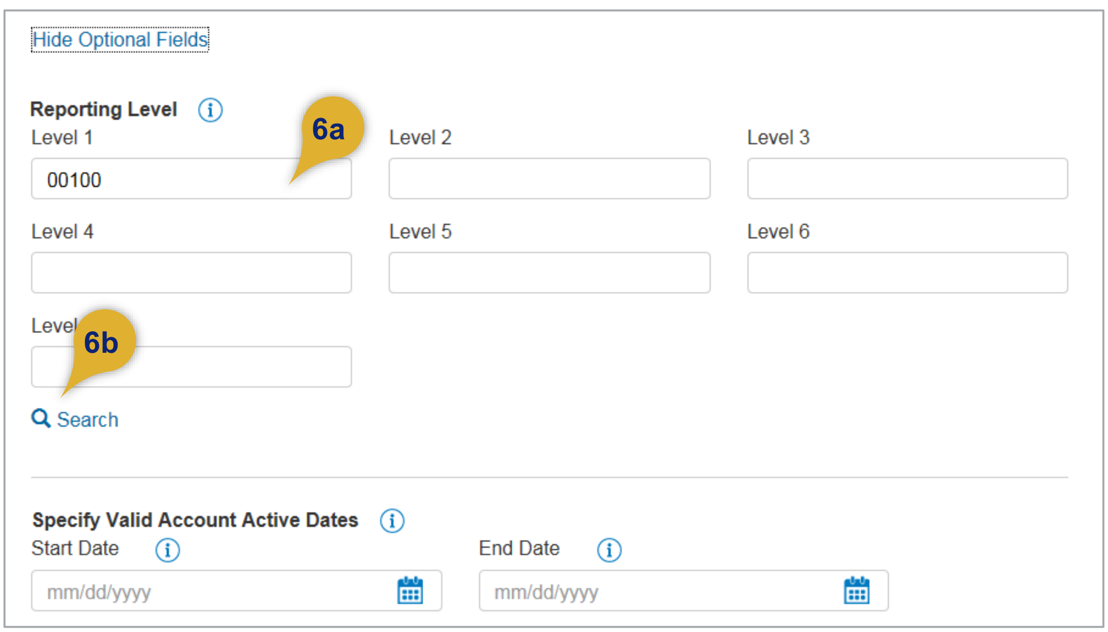


To specify account details:

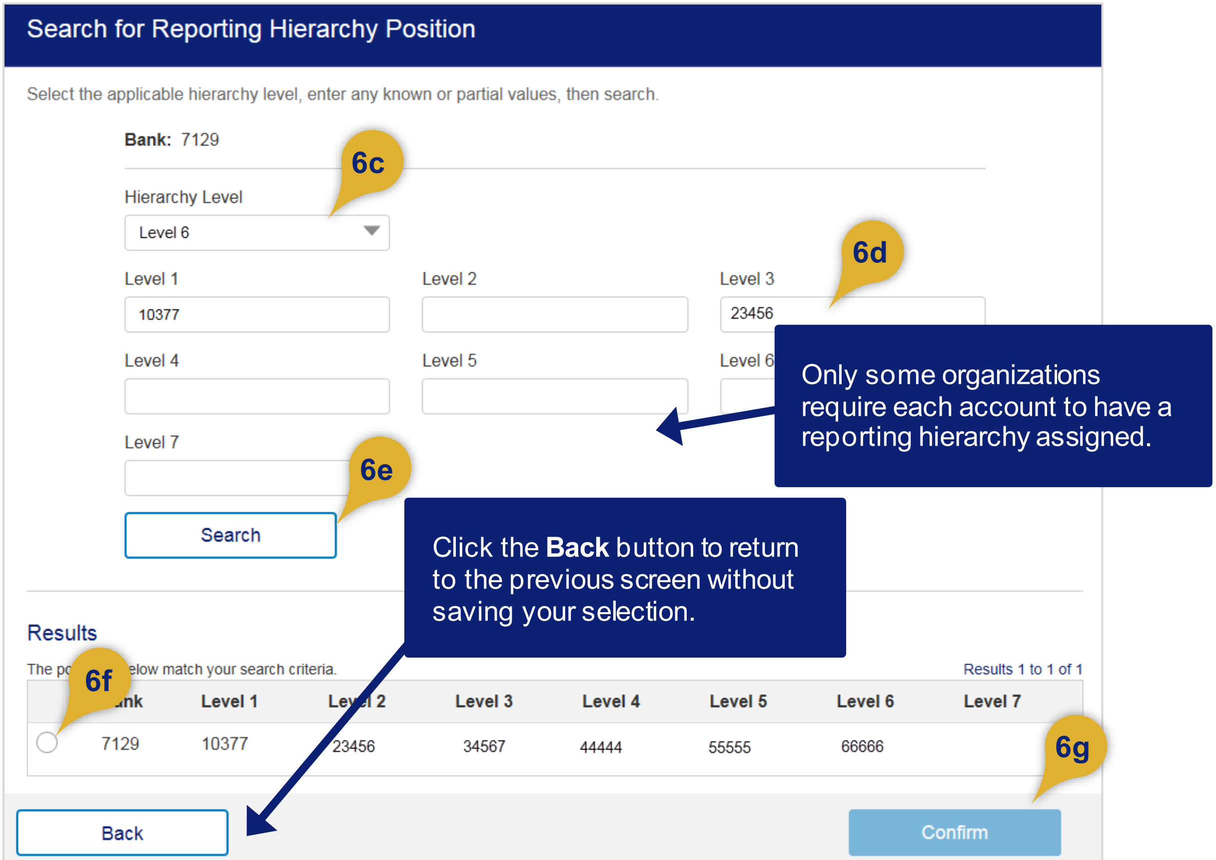
1. Open the *Account Details* section.
2. Review the cycle day and expiration date.
3. Specify the delivery options for a physical card.
4. Add any comments, if needed.
5. Click the **Show Optional Fields** link, if needed.

Tip! You may also be able to request an expedited card delivery for an additional fee. You must submit the request by 2:00 p.m. Central time (Monday – Friday) for delivery in one to two business days.

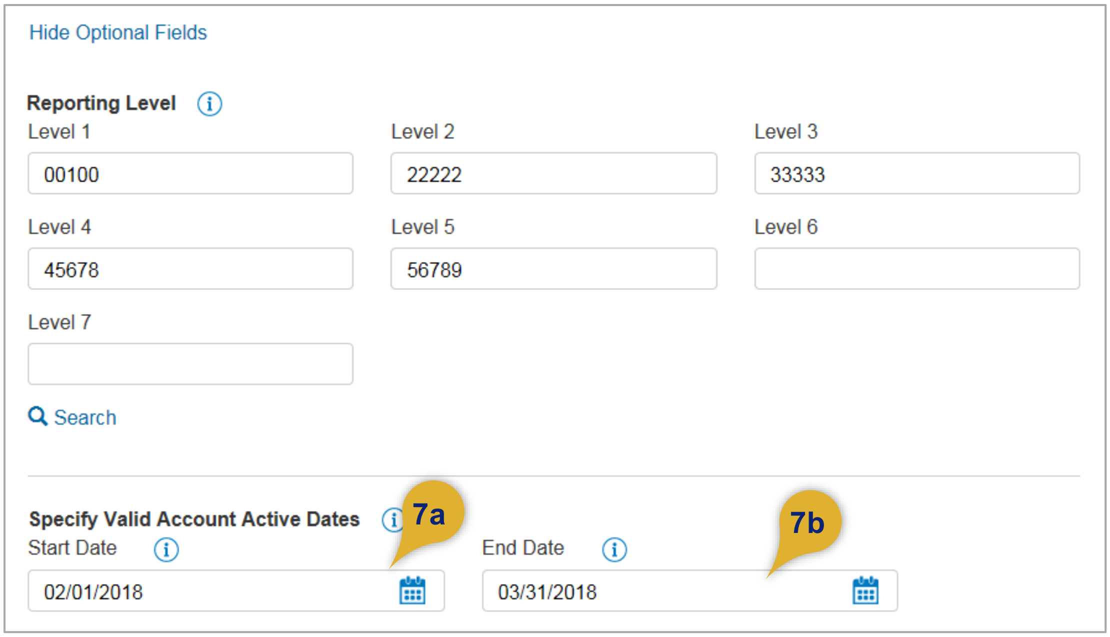




6. Specify a reporting level position, if needed:
   a. Type reporting level values if you know them exactly.
   –Or–
   b. Click the **Search** icon to search and select a position.



c. Select a hierarchy level to search by.
d. Specify search criteria.
e. Click the **Search** button.
f. Select the reporting level position.
g. Click the **Confirm** button.



7. To make the cardholder account active only during a specified date range:
   a. Specify the date the cardholder account should start being active from the *Start Date* field.
   b. Specify the date the cardholder account should stop being active from the *End Date* field.

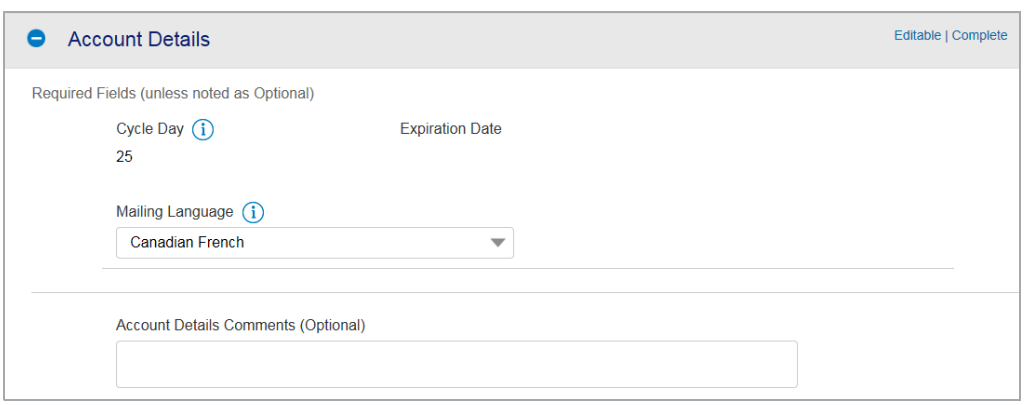
Tip! Leave the *End Date* blank if you want the cardholder account to be active indefinitely after the start date (e.g., an account you want to set up now, but that should not be active until next month).

Tip! Your organization may use reporting hierarchy. *Reporting Hierarchy* is a seven-level hierarchy that we customized for your organization for reporting purposes only. This hierarchy enables you to break down data solely for reporting. If you do not see the values you want, then contact the technical support desk to verify your reporting and processing configuration. Select the reporting hierarchy carefully to ensure accurate reports.

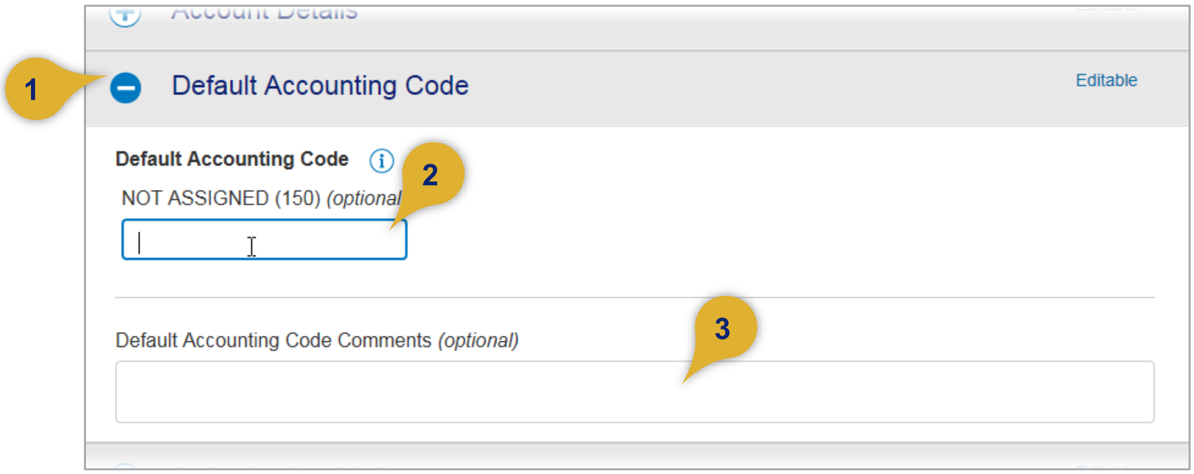
Tip! By setting temporary authorization dates, you create a time period during which the cardholder account is active. The cardholder account exists before and after the temporary authorization dates, but only during the authorization period will the cardholder account accept transactions. You can re-specify another temporary authorization date range later. For example, if you are creating a cardholder account for John Smith to use with a snow removal contractor to clear snow from your sidewalks and parking lot, you can authorize purchases on the John's account for snow season, thereby disallowing purchases on the card in the summer months. Then, for the next year's winter snow season, you can use the same cardholder account but set a new period for the cardholder account to be active.

Tip! Some cardholder accounts may have a *Convenience Check* option. Select **Yes** or **No** if this option displays. If you can order convenience checks, you may also be able to set additional limits on the checks, including valid dollar amount and valid number of days.

Tip! If your organization is in Canada, then your screens may have additional fields that display. For example, you can select Canadian French for cardholder Jean Blanc in Montreal. You may select to mail the plastic card to the Program Administrator (rather than the cardholder). You may also be required to specify the cardholder's date of birth in the *Legal Information* section.



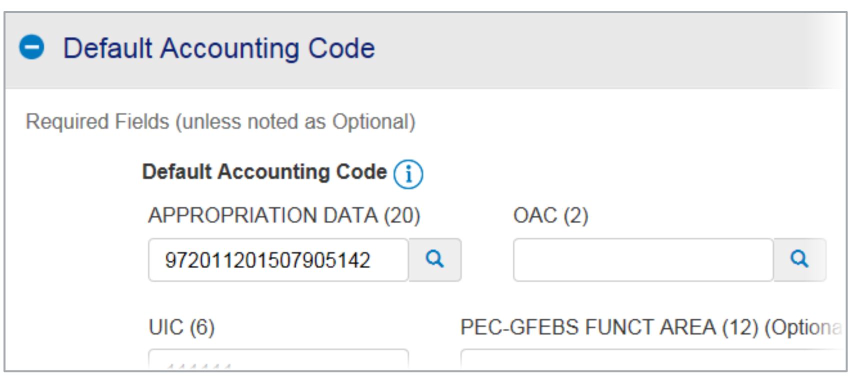
Default accounting code



To set up the default accounting code for the new cardholder account:

1. Open the *Default Accounting Code* section.
2. Type the default accounting code for the account.
3. Type any comments.

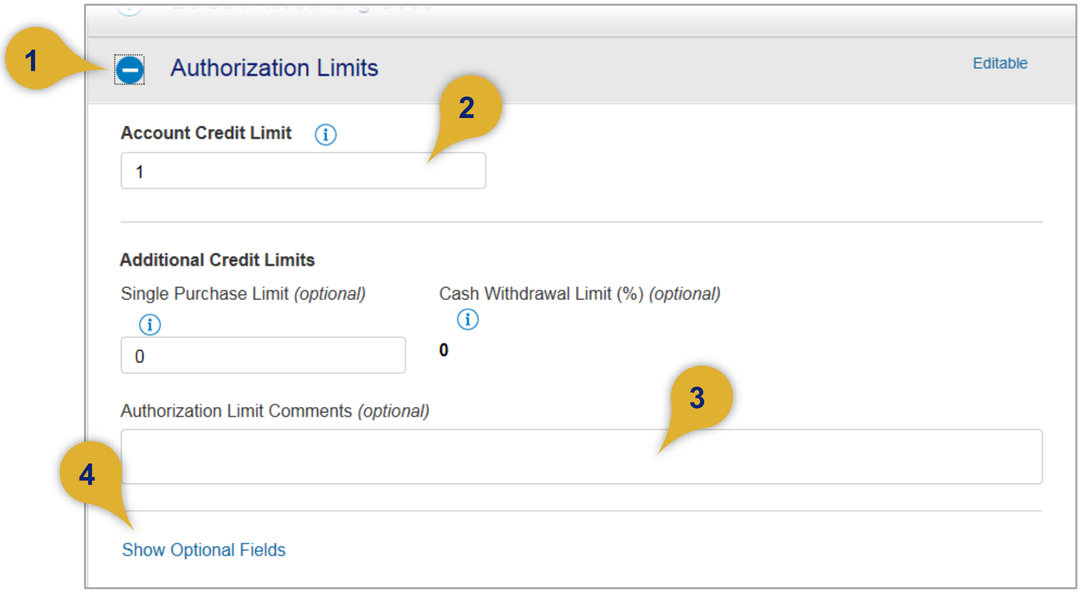
Tip! The default accounting code controls how Access Online allocates transactions when the transactions enter Access Online. Each organization's accounting code structure and program setup determines which segments you need to specify a value for. You may be able to search and select from a list of valid accounting code values by clicking a **Search** icon and searching and selecting a value.



Learn more: For more information on valid values lists, including uploading instructions, refer to the *Access Online: Accounting validation controls* user guide.

Learn more: If your organization uses the client system validation (CSV) function, then you can also verify the accounting code values against values in your internal system in real time. Refer to the *Access Online: Client system validation* user guide for more information.

Authorization limits

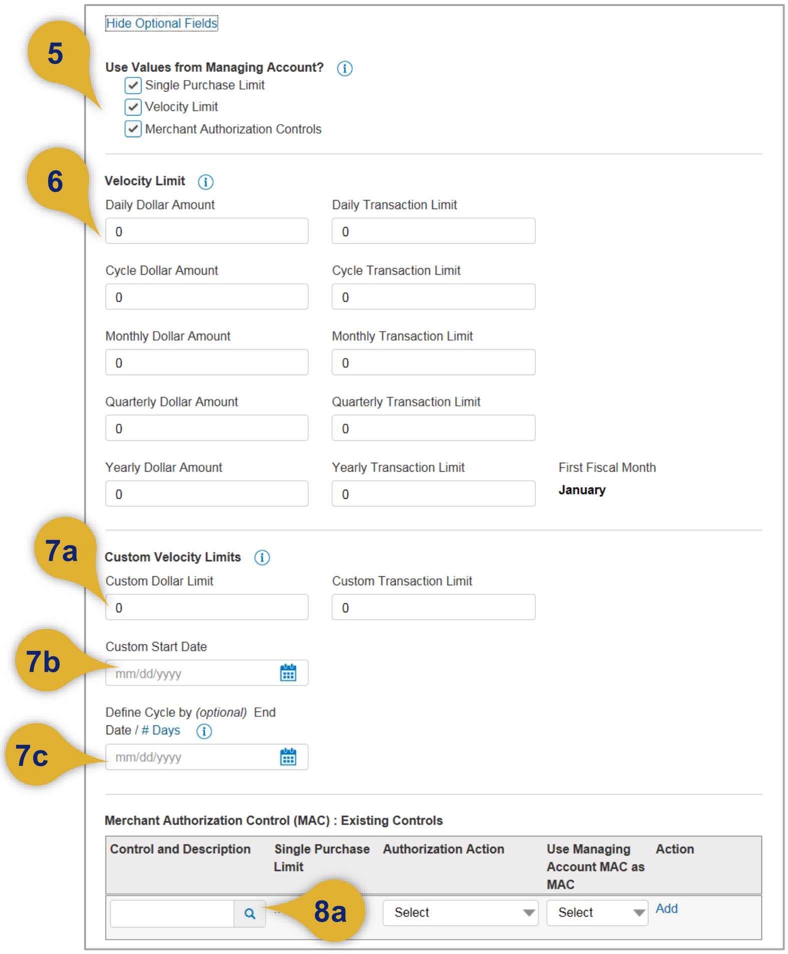


To specify the authorization limits:

1. Open the *Authorization Limits* section.
2. Type a new credit limit, if needed.
3. Type any comments in the *Authorization Limits Comments* field.

Tip! You may be able to specify the percentage of cash, depending on how your program is set up and your access rights within the system. The percentage cash is the percentage of the total credit limit the cardholder can write in convenience checks.

4. Click the **Show Optional Fields** link, if needed.



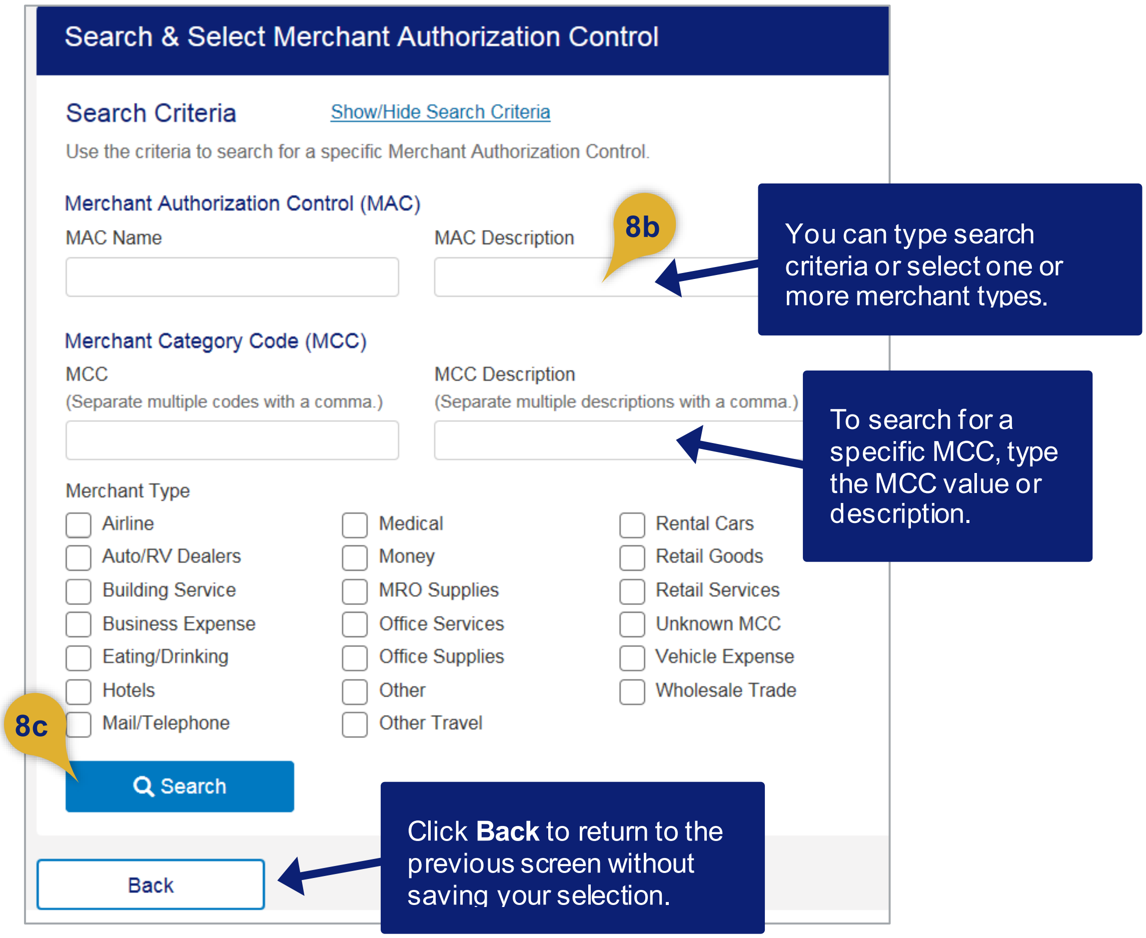
Learn more: The authorization limits set spending parameters for the new cardholder account, such as credit limit. The *credit limit* is the total amount the cardholder can charge to the account. The default authorization limits display based on our records for the associated managing account.

5. Specify to use the values from the managing account, if desired.
6. Specify any additional authorization limits (e.g., *Daily Dollar*, *Yearly Transaction Limit*).
7. Specify any custom velocity limits:
   a. Type the limit.
   b. Specify a start date.
   c. Specify and end date.

Tip! Leave the *End Date* blank if you want the velocity limits to be active indefinitely after the start date (e.g., limits you want to set up now to be active next month).

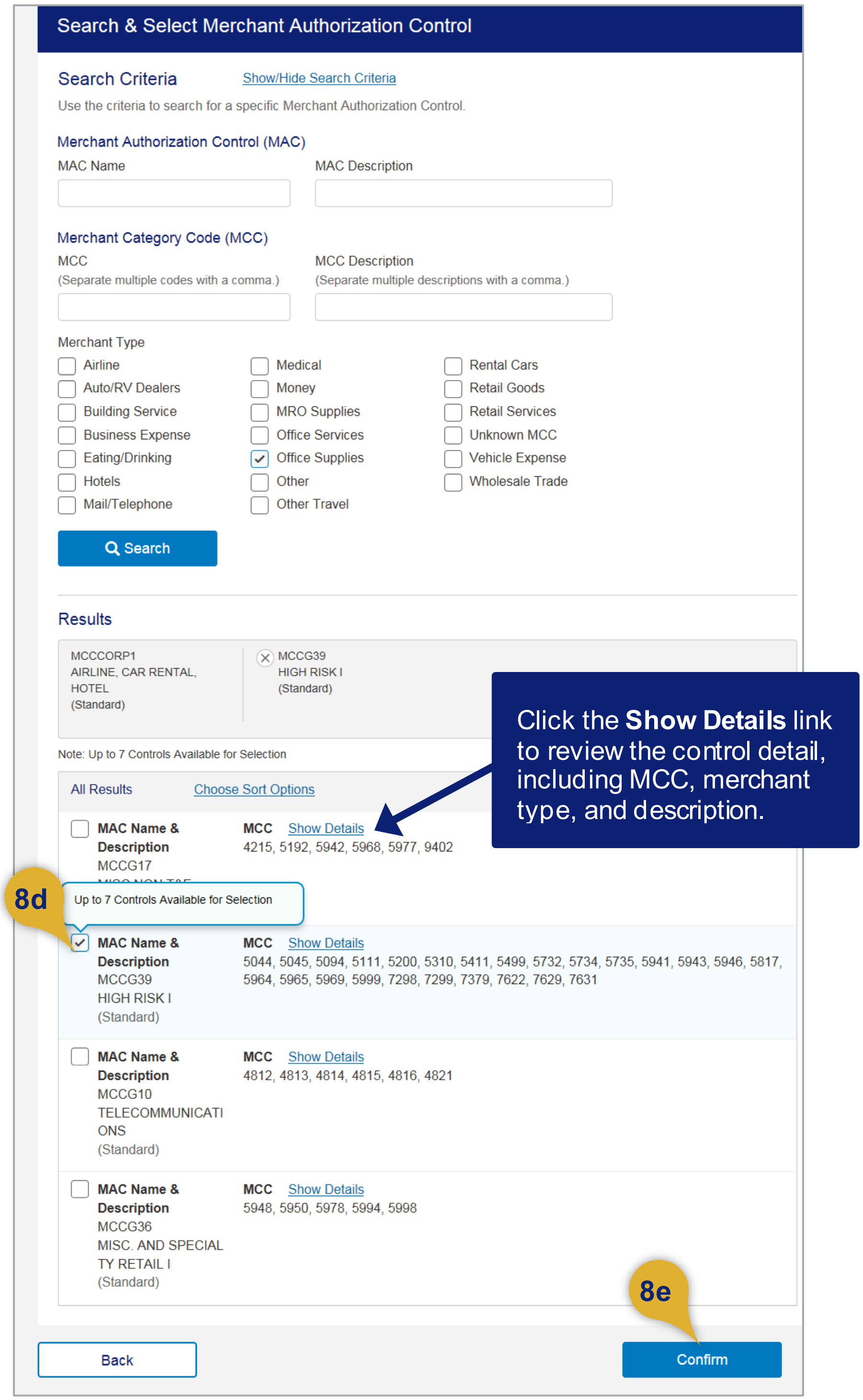
8. To add a merchant authorization control (MAC) or a specific merchant category code (MCC):
   a. Click the **Search** icon to search for a MAC or MCC.

Learn more: You may be able to add up to nine MACs or individual MCCs to the cardholder account. You select a MAC or a specific MCC and then specify whether the cardholder can make purchases at such merchants. A MAC contains one or more MCC groups (e.g., airlines, office supplies).



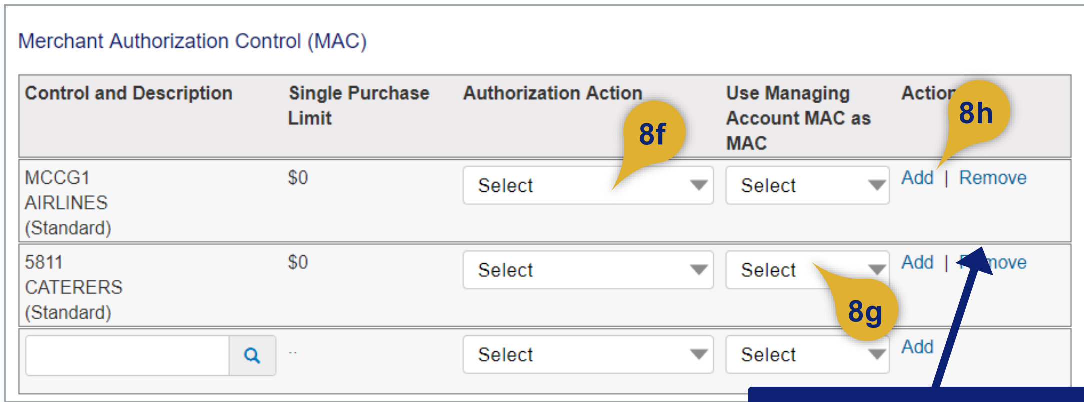
b. Specify search criteria.

c. Click the **Search** button.



d. Select the MAC or MCC to attach.

e. Click the **Confirm** button.



Click **Remove** if you add the wrong control.

f. Select the authorization action.

g. Select to use the managing account MAC as the MAC, if desired.

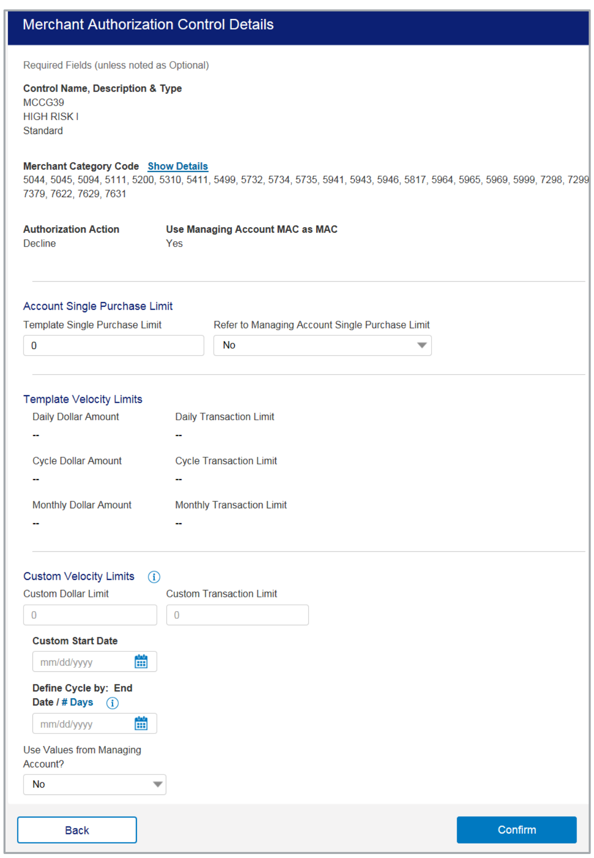
h. Click the **Add** option.

Tip! You can remove a MAC or MCC later when you update an account, as described in *Update a cardholder account* on page 63.

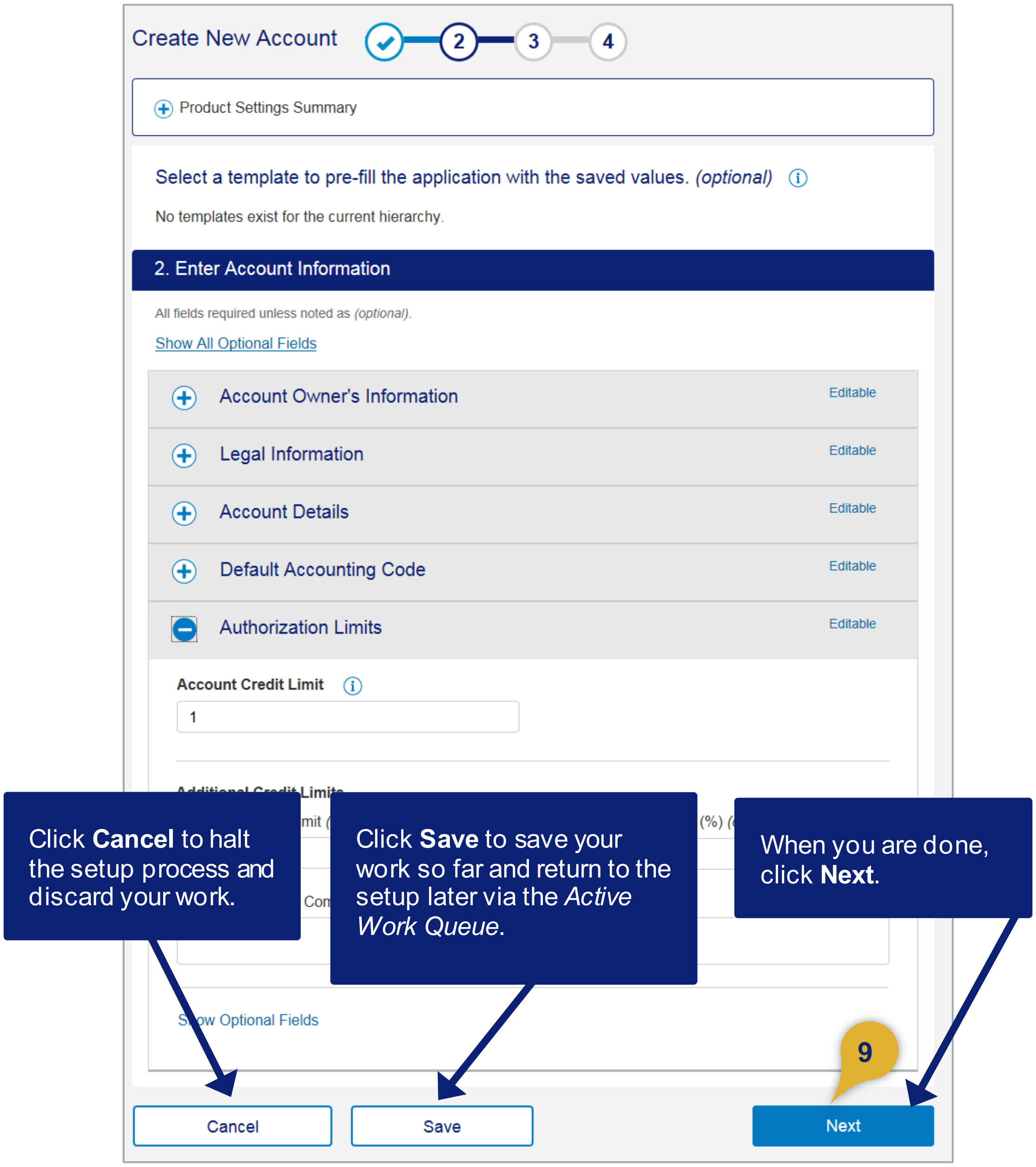
Learn more: Your organization may not have authorization action options. Some organizations specify during program implementation that the same action (e.g., approve, decline) will apply universally to all MCCs included in all MACs. If you are unsure how your program is set up (e.g., MACs assigned at the managing account or cardholder account), or which option you should pick, contact your relationship management team for clarification.

Authorization action	Result
Open	Select this option if you have the control attached and set to decline at the managing account, but want to make an exception for this cardholder to allow purchases within the MCC groups in this control.
Approve	Select this option to approve/authorize the MCC groups in this control. Select this option if you do not have the control attached and set to decline at the managing account (and instead set blocking on a cardholder-by-cardholder basis).
Decline	Select this option to block transactions in the MCC groups in the control. All transactions at this merchant will be declined.

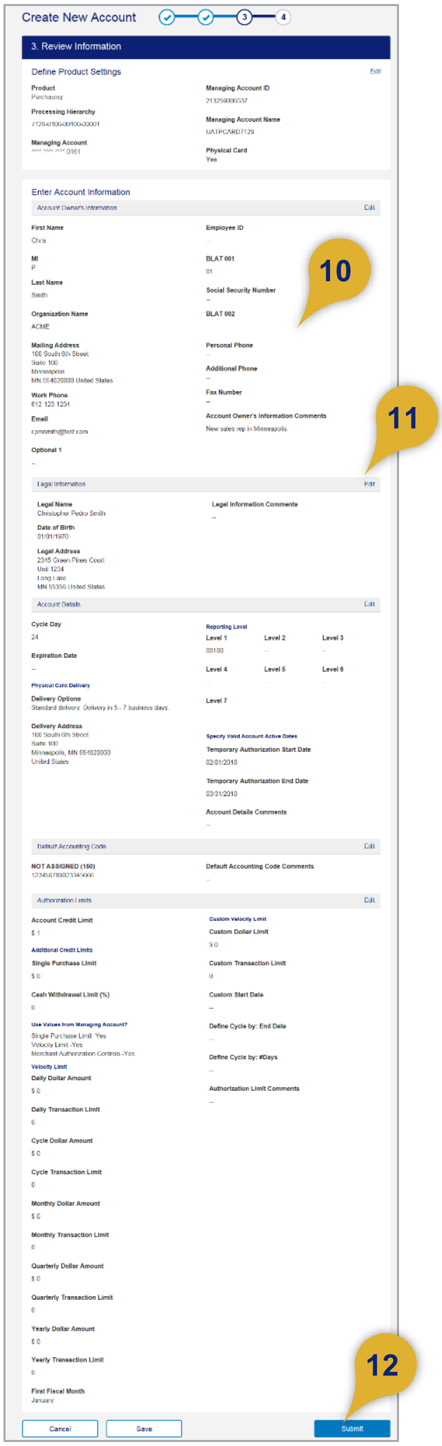
Tip! Click the MAC name to view details about the control.



Learn more: You may be able to specify and maintain additional velocity limits, including dollar velocities, transaction velocities, and custom velocity limits. Each organization determines which additional limits to display and which to require. For a definition of each field, refer to *Authorization limit field descriptions* on page 42.



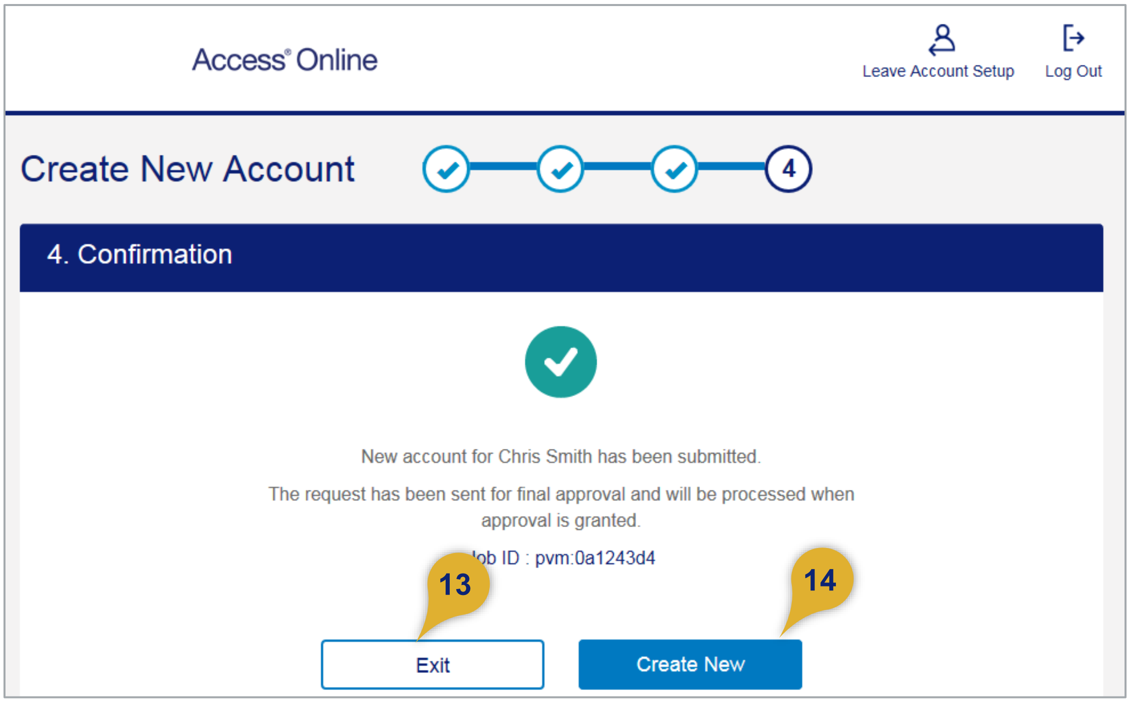
9. Click the **Next** button.



10. Review the information.

11. Click the **Edit** link to make any changes.

12. Click the **Submit** button. A confirmation message displays.



13. Click the **Exit** button to leave the account setup function.

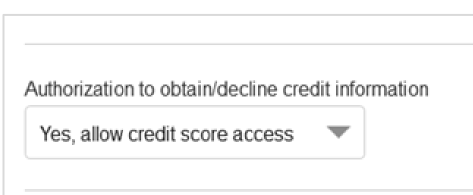
–Or–

14. Click the **Create New** button to create another cardholder account.

Credit checks

Your organization may require cardholders to authorize a credit check before processing their accounts for certain card types (e.g., travel cards that the cardholders is personally liable for). By selecting to authorize a credit check, cardholders give the bank permission to obtain information about their personal credit history.

To authorize a credit check, the user simply selects the **Yes, allow credit score access** option. After you complete the account setup and the cardholder's credit is assessed, then the account displays with a **Normal** or **Restricted** account type. An account with a **Normal** designation has sound credit. An account with a **Restricted** designation may have credit issues. You can manage the credit designation by reducing the overall credit limit, reducing the single purchase limit, and/or limiting the types of transactions authorized for the account (e.g., disallow certain merchant category codes).



Authorization limit field descriptions

The following table summarizes the available authorization limit fields. Which fields are available for you depends on how your program is configured and your access rights within the system. Each organization specifies, during program implementation, which velocity limit fields display and which are required.

Velocity limits field descriptions table

Field Name	Description
Credit Limit	The total credit limit on the cardholder account
Single Purchase Limit	The maximum value of a single transaction that the cardholder can charge to the account
Cash Withdrawal Limit (%)	The maximum percentage of the credit limit that the cardholder can write in convenience checks
Daily Dollar and Transaction	The dollar velocity allowed for each day and the maximum number of transactions allowed per day
Cycle Dollar and Transaction	The dollar velocity allowed for each cycle and the maximum number of transactions allowed per cycle
Monthly Dollar and Transaction	The dollar velocity allowed for each month and the maximum number of transactions allowed per month
Quarterly Dollar and Transaction	The dollar velocity allowed for each quarter and the maximum number of transactions allowed per quarter
Yearly Dollar and Transaction	The dollar velocity allowed for each year and the maximum number of transactions allowed per year
Other Dollar and Transaction	A Program Administrator-defined velocity based on the organization rules
Refresh From Date	A specific date for the velocities on the account to be refreshed from. *Refresh* means the value is set back to zero. Used in conjunction with the custom velocity limits.
Refresh To Date	A specific date for the velocities on the account to be refreshed to. Used in conjunction with the custom velocity limits.
Days in Refresh Cycle	The number of days before the velocities on the account are refreshed. Used in conjunction with the Custom Velocity Limits.
Refer to Managing Account	A selection that refers the cardholder account to the managing account's merchant authorization controls, velocity limits, and/or single purchase limit
Control	The name of the MAC
Authorization Action	The action code that determines what happens to transactions within the MAC group

Field Name	Description
Single Purchase Limit	The total amount that can be charged for one transaction with this MCC group (e.g., no more than $100 at a bar or nightclub in a single transaction)
Type	The type of MAC
Action	The available actions to the user (e.g., **Maintain**)

Merchant authorization control field descriptions table

Field name	Description
Product	The product the merchant authorization control is associated with (e.g., purchasing card, corporate card)
Name	The name of the person associated with the managing account that the MAC is attached to
Status	The status of the managing account that the MAC is attached to
Bank	The number of the bank that the MAC is attached to as part of the processing hierarchy position
Agent	The number of the agent that the MAC is attached to as part of the processing hierarchy position
Company	The number of the company that the MAC is attached to as part of the processing hierarchy position
Merchant Authorization Control	The name of the MAC
Group Description	The description of the MAC group
Field Text	The MCCs included in the merchant authorization control group
Refer to Parent	A selection that refers all transactions for the merchant to the managing account for authorization
Action	The action code that determines what happens to transactions within the MAC group
Diversion Account	A diversion account number that displays if you selected the *Divert* action
Credit Diversion Account	A credit diversion account number that displays if you selected the *Divert* action
Debit Only	An indication if the MAC applies to debit purchases only
Velocity Limits	The velocity limits associated for the MAC

Final-approve an account setup

Your organization may require an additional final approval process for all cardholder account setups. The user responsible for final approval accesses the completed setup from the Active Work Queue and reviews the setup section by section.

Action	Result
Review	The final approver reviews each setup section (e.g., *Account Owner's Information*, *Default Accounting Code*).
Approve	If the entire setup is correct, the final approver approves the account setup and Access Online submits the setup to the bank for processing.
Reject	At the first point in the review that the final approver finds an item that needs changing, the final approver rejects the section, selects which element needs correcting, and adds any comments. Access Online then automatically places the rejected cardholder account setup in the Active Work Queue with a *Rejected* flag.
Correction	The user responsible for the rejected portion picks up the rejected setup from the Active Work Queue, makes the changes, and then resubmits the setup.
Repeat final approval	The final approver then picks up the corrected setup from the Active Work Queue and continues with the review and approval process until the entire setup is correct and ready to send for final processing.

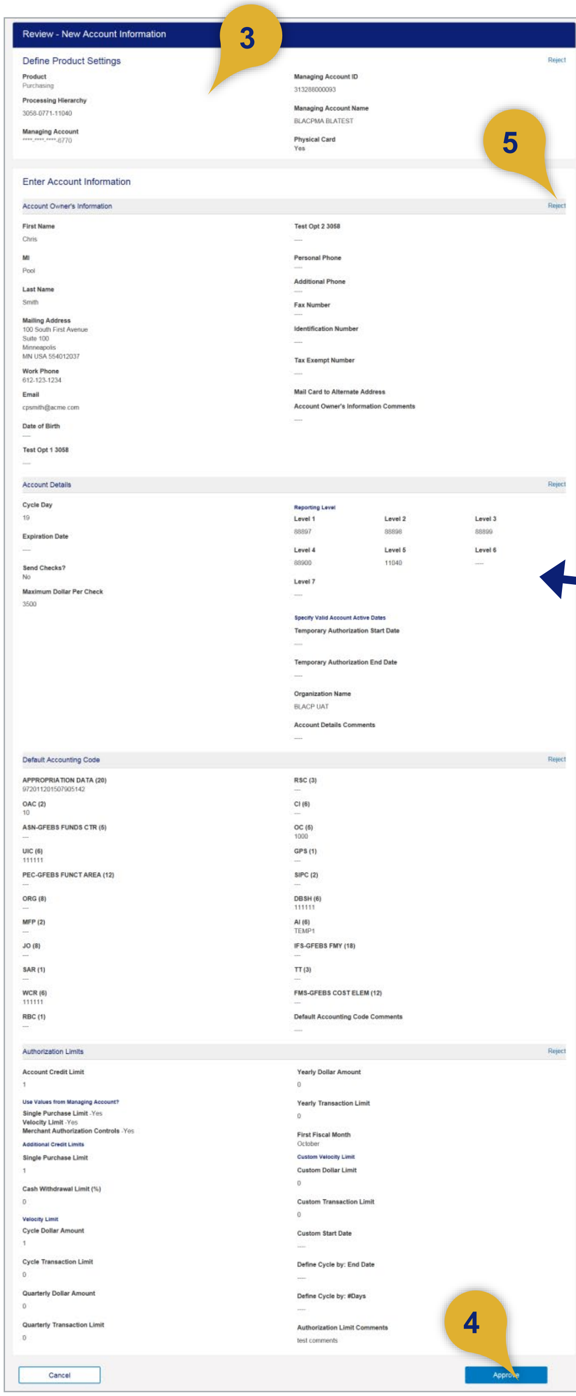
Review a cardholder account setup

You can reject a screen at any time during the final review process. When you reject the first screen in the final review process, the entire setup returns to the Active Work Queue for correction and resubmission for final approval.

Request Type	Task (Select Task)	Product	Account Name	Start Date
CARDHOLDER SETUP	Data Entry - Acct Owner Details Data Entry - Acct Details Data Entry - Auth Limits	Purchasing	AccessOnline	06/15 09:41
CARDHOLDER SETUP	Data Entry - Acct Owner Details Data Entry - Acct Details Data Entry - Auth Limits	Purchasing	AccessOnline	06/16 11:00
CARDHOLDER SETUP	Data Entry - Auth Limits	Purchasing	blatest,testanncha	06/21 15:31
CARDHOLDER SETUP	Data Entry - Acct Owner Details Data Entry - Acct Details Data Entry - Auth Limits	Purchasing	AccessOnline	06/21 17:43
CARDHOLDER SETUP	Data Entry - Acct Owner Details Data Entry - Acct Details Data Entry - Auth Limits	Purchasing	AccessOnline	06/21 17:52
CARDHOLDER MAINTENANCE	Final Review - Auth Limits	Purchasing	BLATEST,ARMVPCCPP3	06/23 09:48
CARDHOLDER MAINTENANCE	Final Review - Default Acct	Purchasing	BLATEST,ARMVPCCPP3	07/01 15:30
CARDHOLDER SETUP	Final Review - CH Setup	Purchasing	Smith,Chris P	07/06 15:37

To final-approve a cardholder account setup:

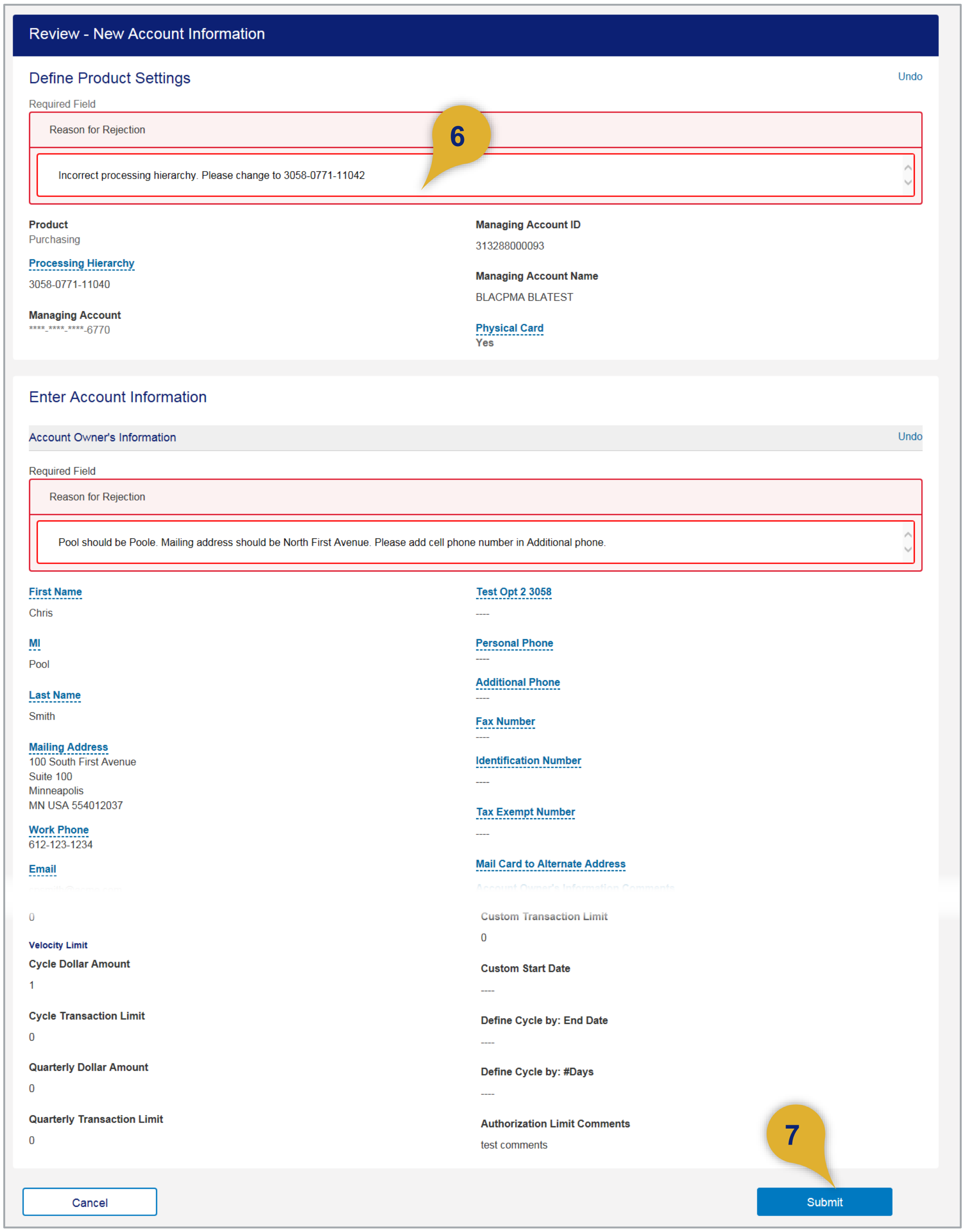
1. Select the **Active Work Queue** high-level task.
2. Click the **Final Review** link.



The information is view-only. If the information is incorrect, you cannot edit the information during the final review. You review section by section, but when you reject a section, you reject the whole setup and return the setup to the Active Work Queue for correction.

3. Open and review each section.
4. If all the information is correct, then click the **Approve** button.
5. If the information is not correct, then click the **Reject** link for the section that is incorrect.

Tip! Click the **Cancel** button to halt the review process and discard any review work (e.g., approval, rejection, comments).

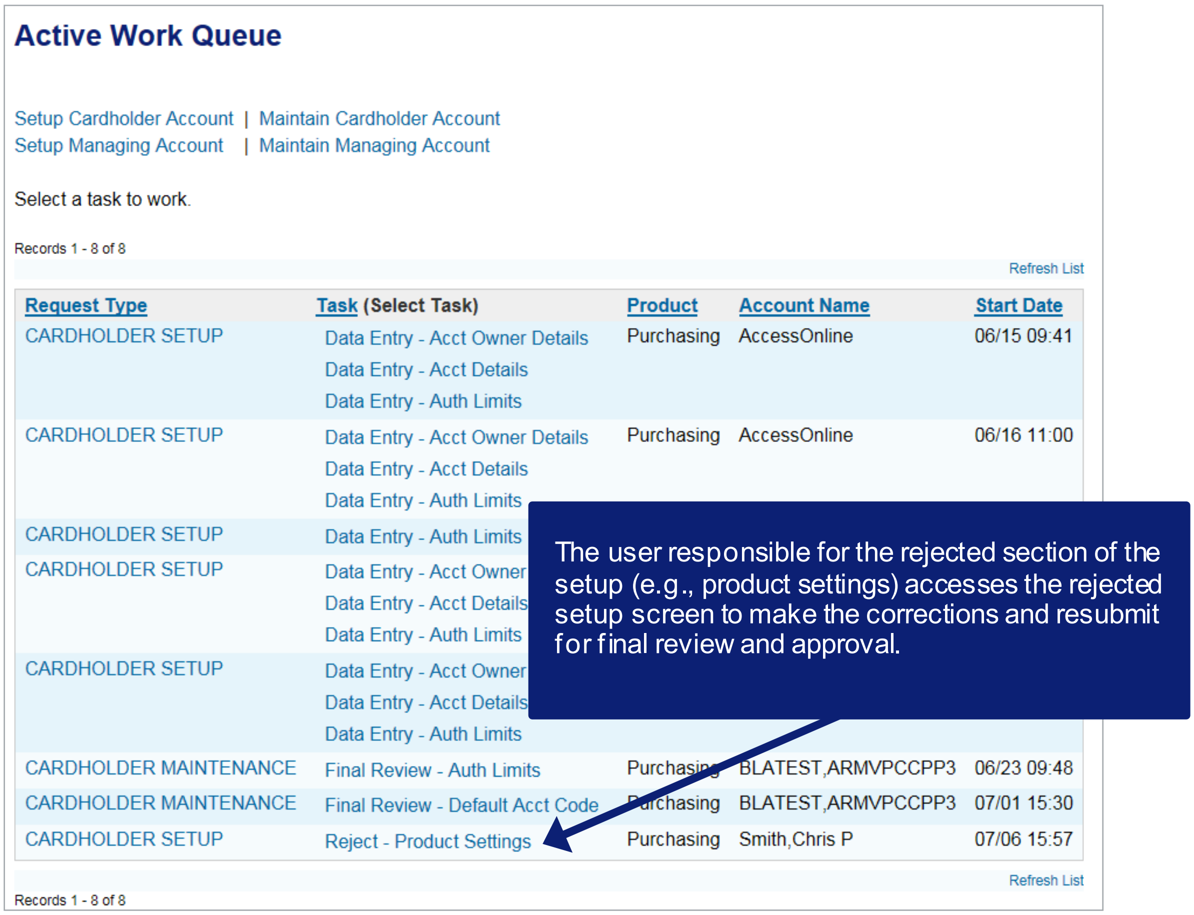


6. If you rejected a section, specify the reason for the rejection.
7. Click the **Submit** button to complete the process (e.g. submit the account for final processing or send the rejected account back to the person who created the account).

Tip! Click the **Cancel** button to halt the review process and discard any review work (e.g., approval, rejection, comments).

Learn more: After you final-approve each section, the completed setup moves from the Active Work Queue to the Request Status Queue for final processing at the bank.

Learn more: If you rejected a section, then the account setup returns to the Active Work Queue for correction and resubmission for final review.



If you reject a section, then the user responsible for the rejected section of the setup (e.g., authorization limits) then accesses the rejected setup in their Active Work Queue for correction. The user reviews the rejected field and your reasons, corrects the information, and resubmits the corrected setup for your final review.

You access the revised setup request in your Active Work Queue and begin the final review process again.

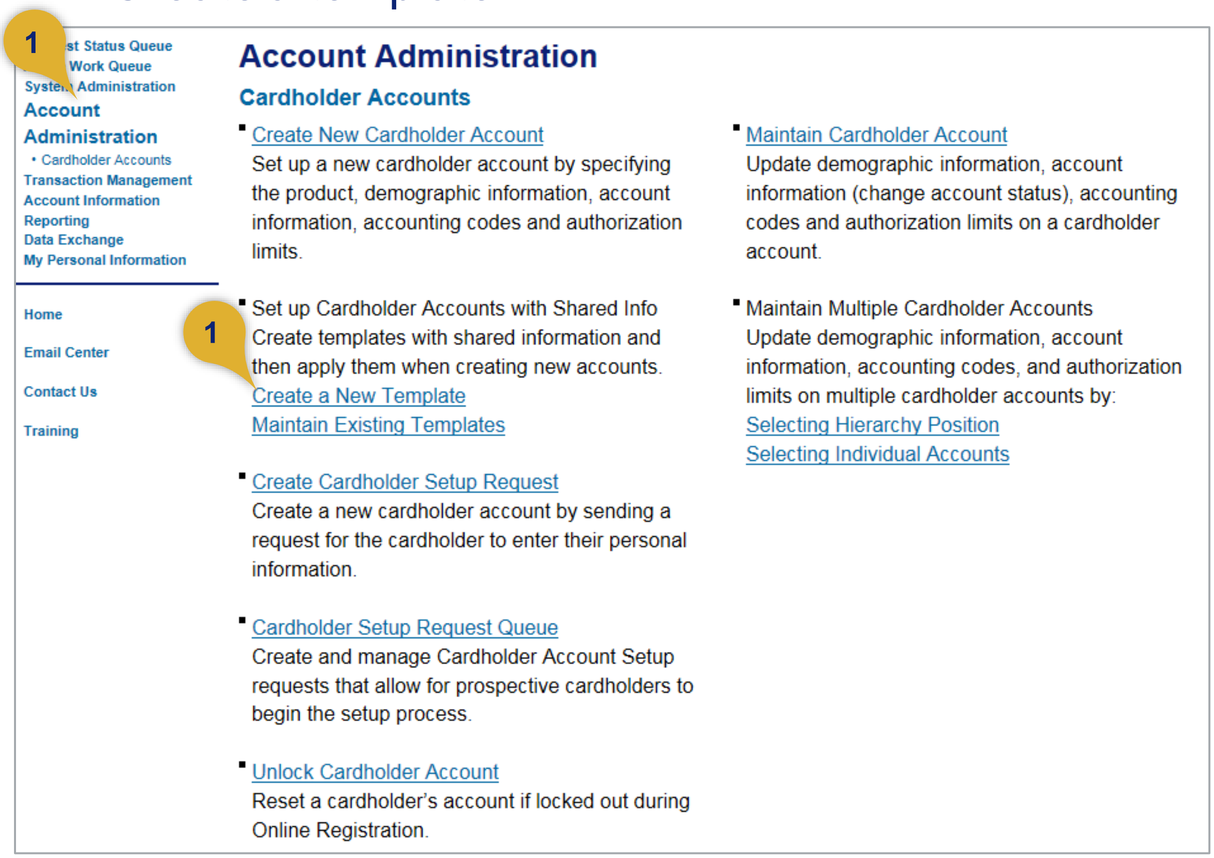
Create and use templates

You can create and use a template to store and reuse account information when you create a cardholder account. After you create the template, you can simply select the template when you begin the account setup process and the information in the template populates into the account setup screens. By using templates, you can avoid having to respecify data (e.g., an office address, a default accounting code) for accounts that share this information.

Learn more: If your organization uses workflow, then you can only specify the information in the template that you have access to during account setup. After each person in the workflow specifies their information in the template, an approver can review and approve the template. If the approver changes any field in the template, the system deletes all information specified in the template. The process for specifying information needs to begin again. When the template is ready to use, the first person to begin the account setup selects the template.

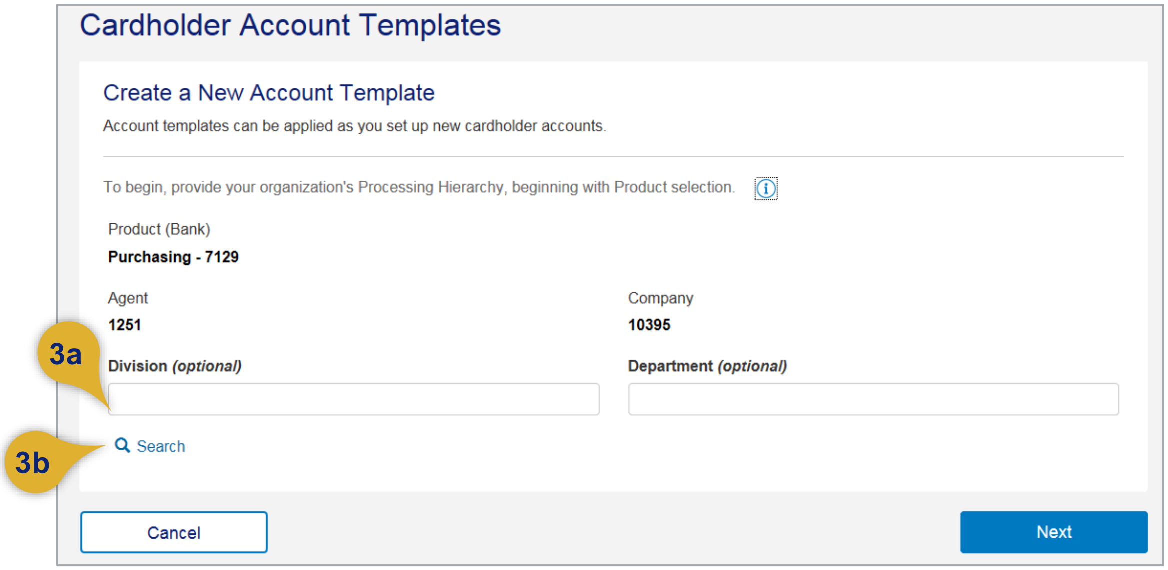
Learn more: If your organization has specified that cardholder accounts will inherit elements from a managing account (e.g., a merchant authorization control set at the managing account), then those elements will be noneditable on the template.

Create a template



To create a template:

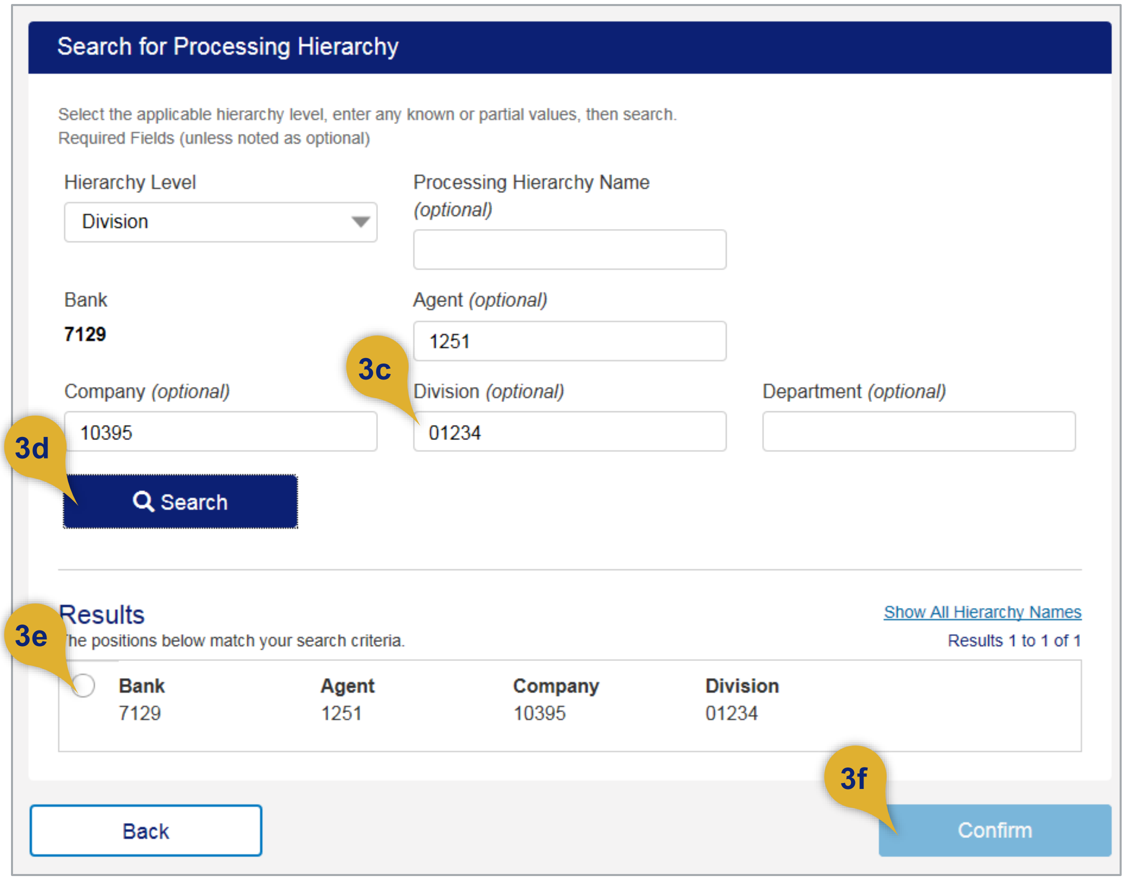
1. Select the **Account Administration** task.
2. Click the **Create a New Template** link.



3. Specify a processing hierarchy for the template:
   - **a.** Type the exact processing hierarchy values if you know them.

   –Or–
   - **b.** Click the **Search** icon.

Tip! You must create templates at the company processing hierarchy level or below. You can have a maximum of 25 templates at each level (e.g., 25 templates at the company level, 25 templates at the division level, 25 templates at the department level).

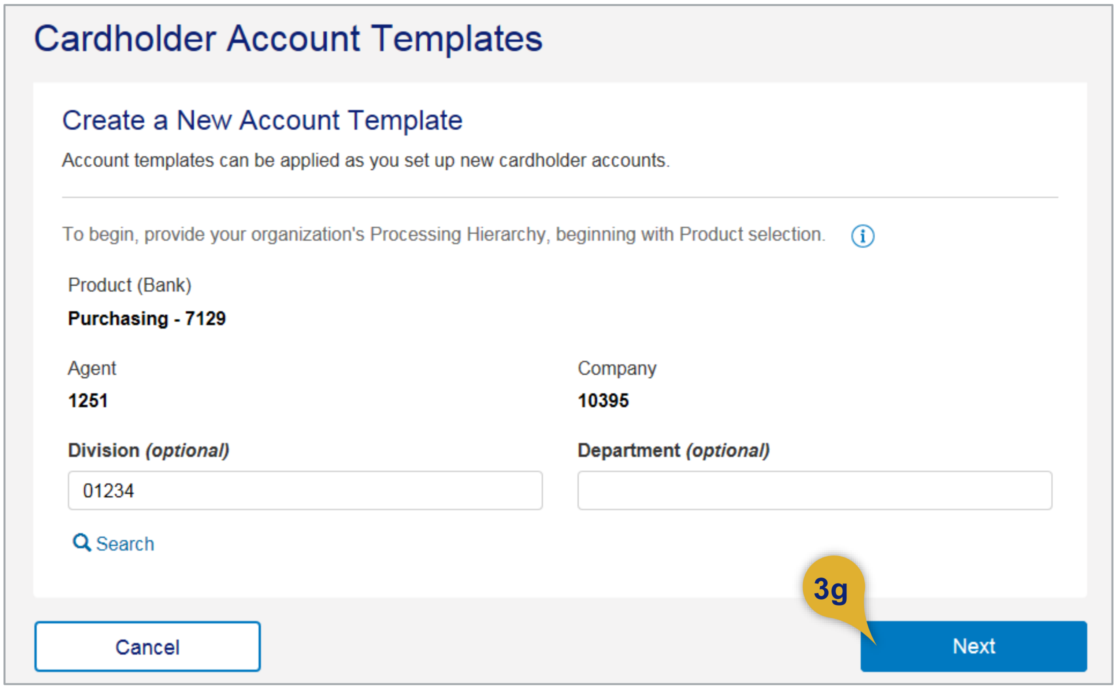


c. Specify search criteria.

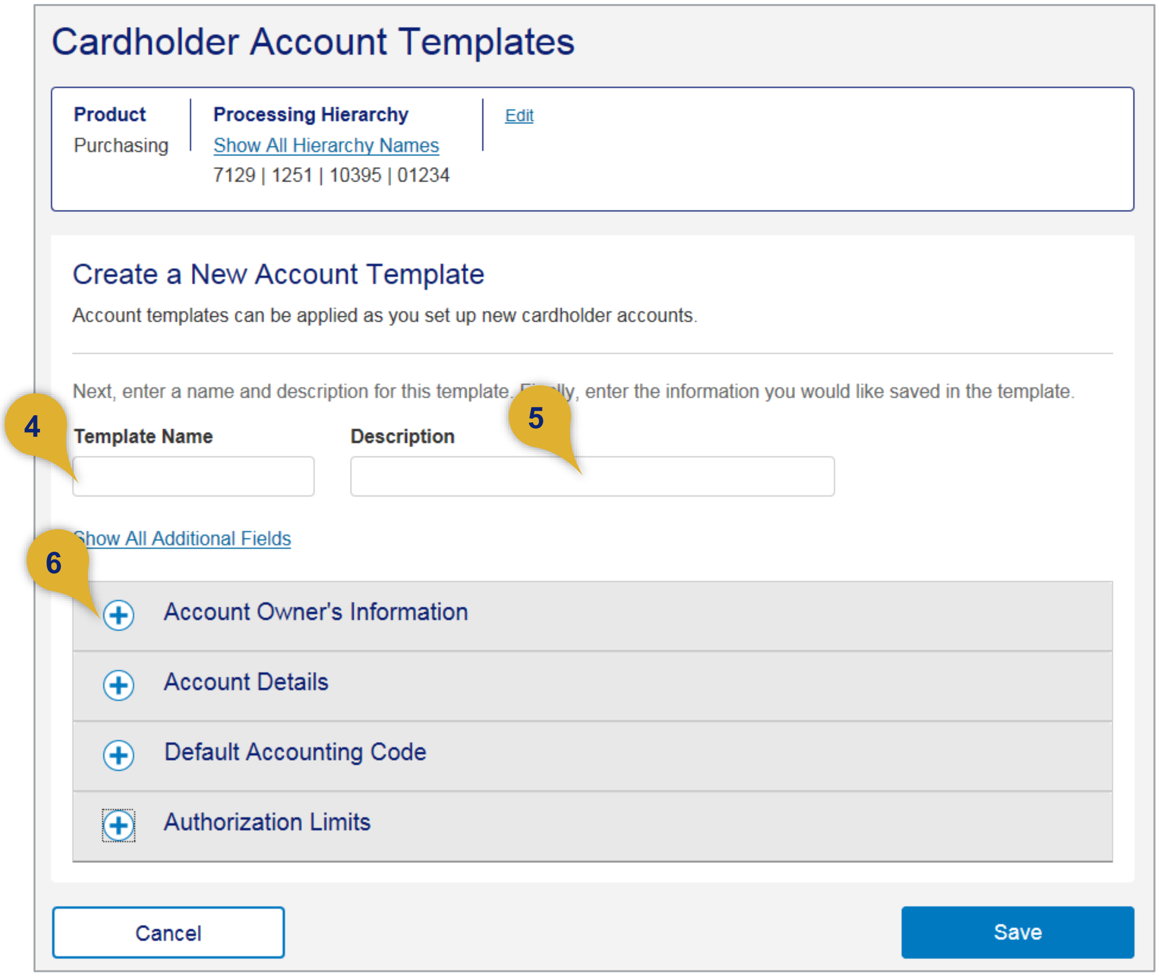
d. Click the **Search** button.

e. Select the position.

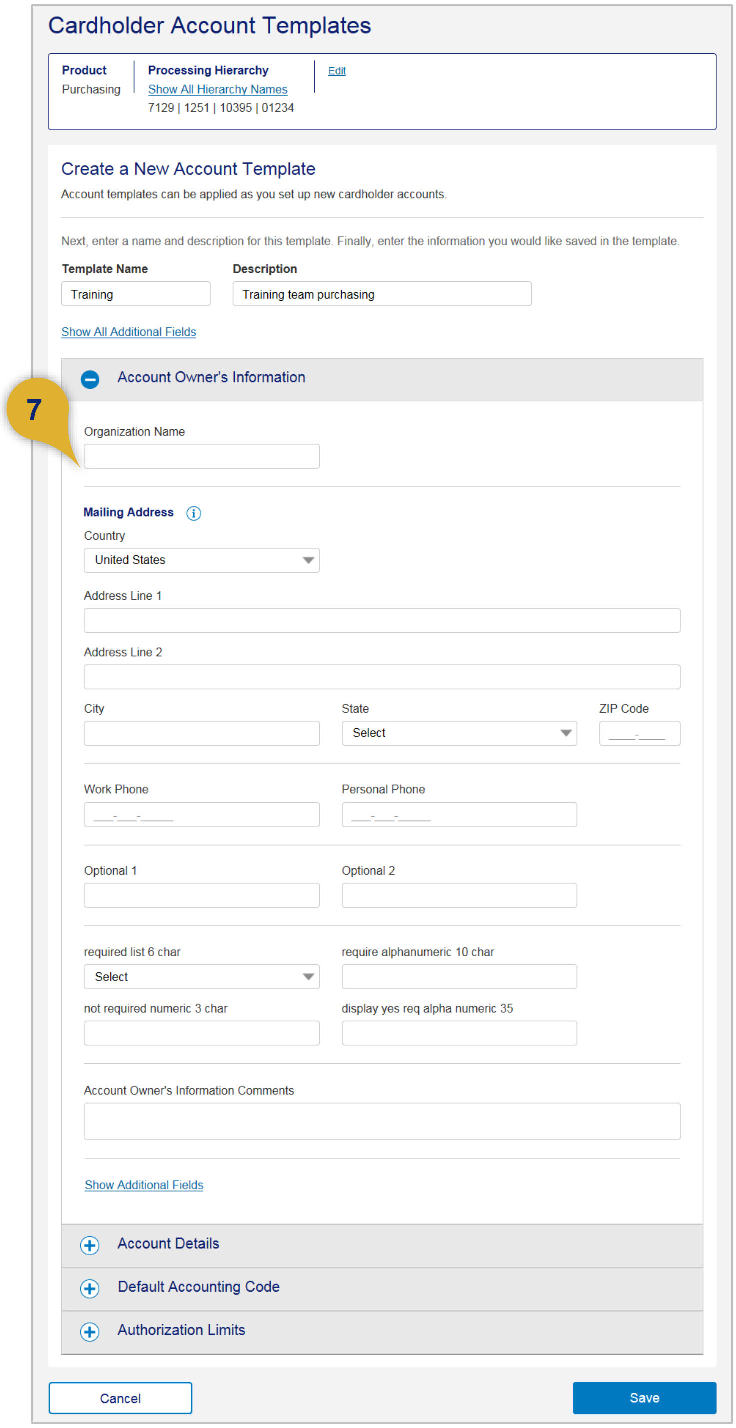
f. Click the **Confirm** button.



g. Click the **Next** button.



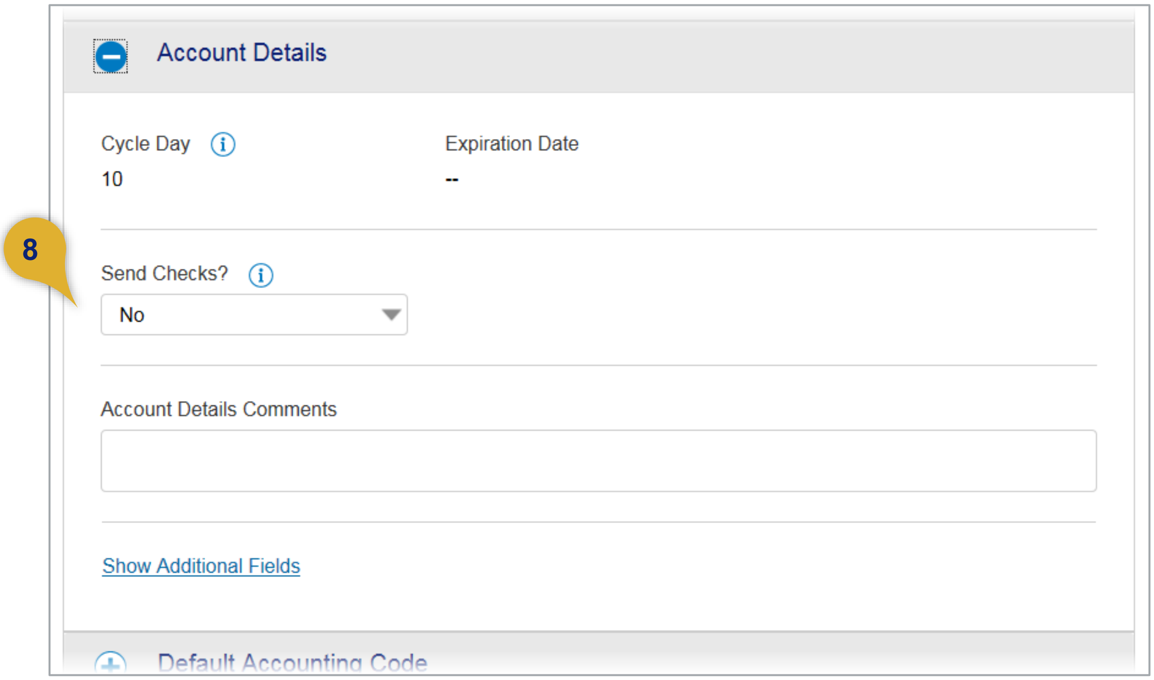
4. Type a template name.
5. Type a template description.
6. Open the *Account Owner's Information* section.



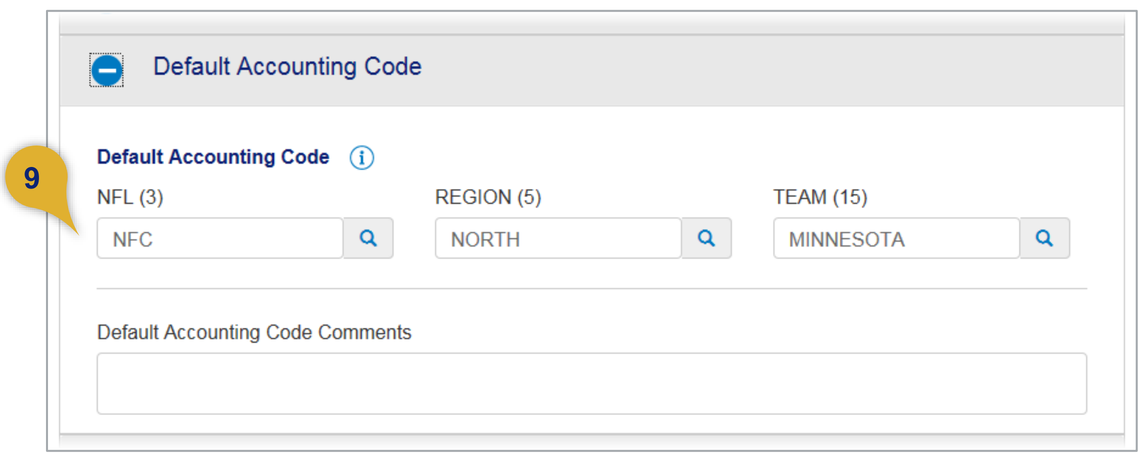
7. Repeat the steps in *Account owner's information* on page 19.

Tip! Not all fields in an account setup are available in a template. Only fields that are common for a group of accounts are available (e.g., street address). Fields that are unique to an individual account (e.g., employee ID, social security number, legal information), are not available in a template. You need to specify that individual information during each account setup.

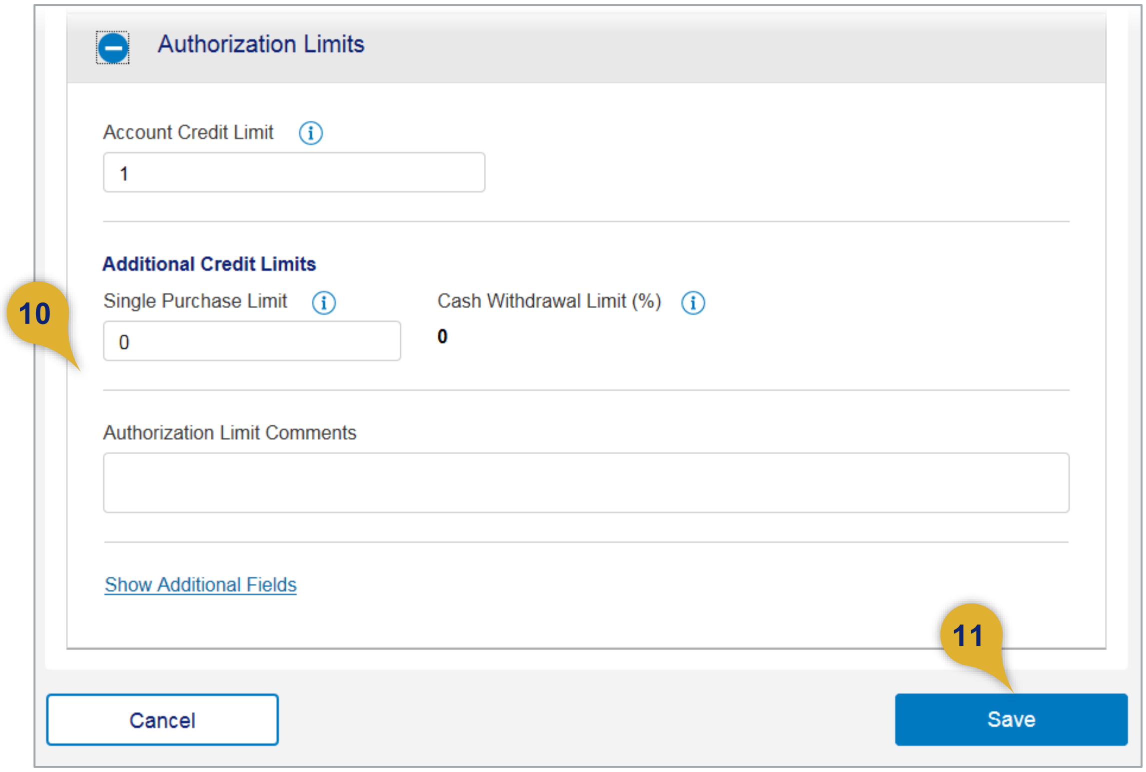
Tip! If you have some required custom fields and some optional custom fields, then all the custom fields display on the template. When you use the template, the required custom fields display initially, and optional custom fields display under the **Show Optional Fields** link.



8. Repeat the steps in *Training certificate* on page 26.

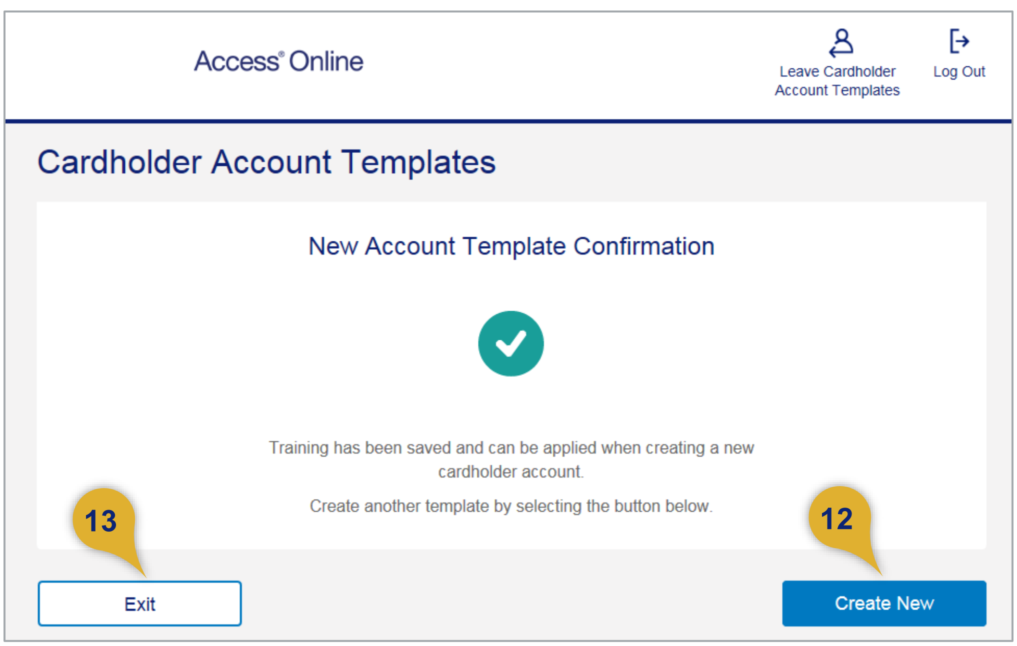


9. Repeat the steps in *Default accounting code* on page 32.



10. Repeat the steps in *Authorization limits* on page 33.

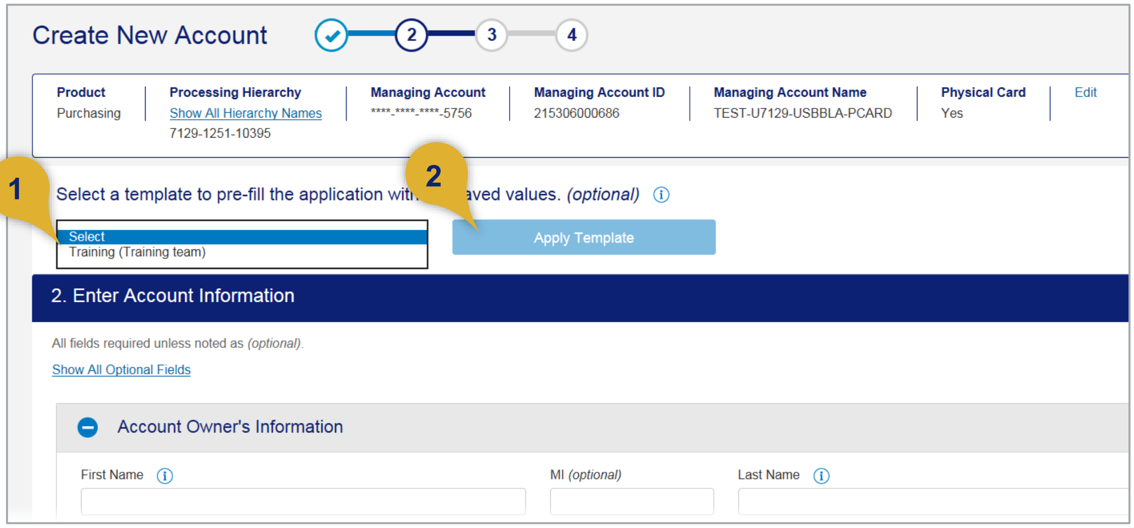
11. When you are finished, click the **Save** button.



12. Click the **Create New** button to create another template.

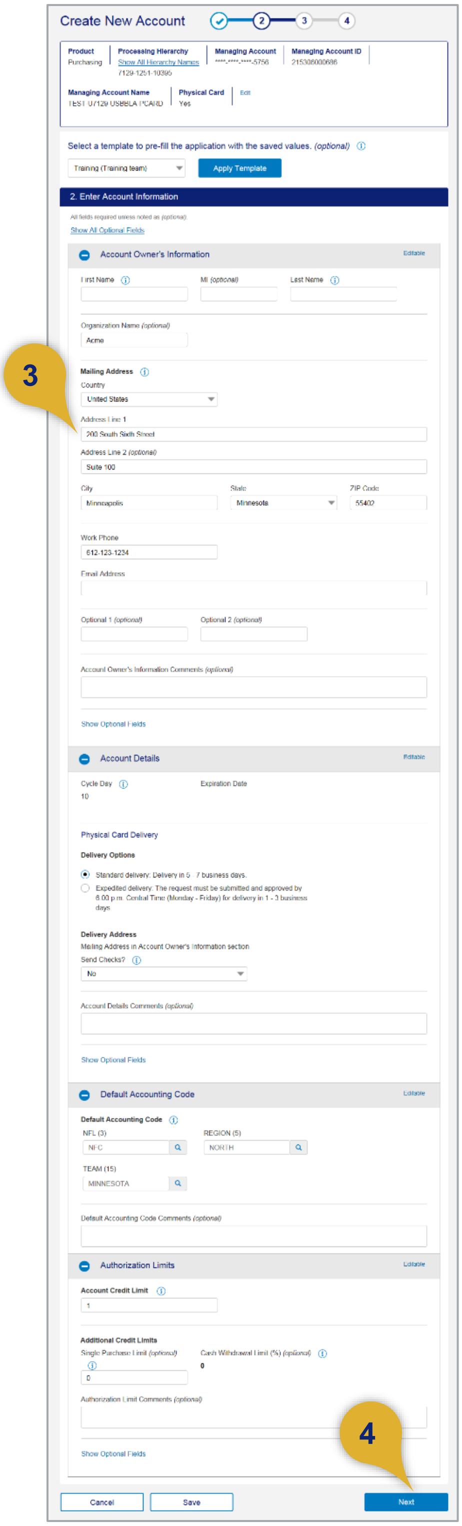
13. Click the **Exit** button to leave the template function.

Use a template



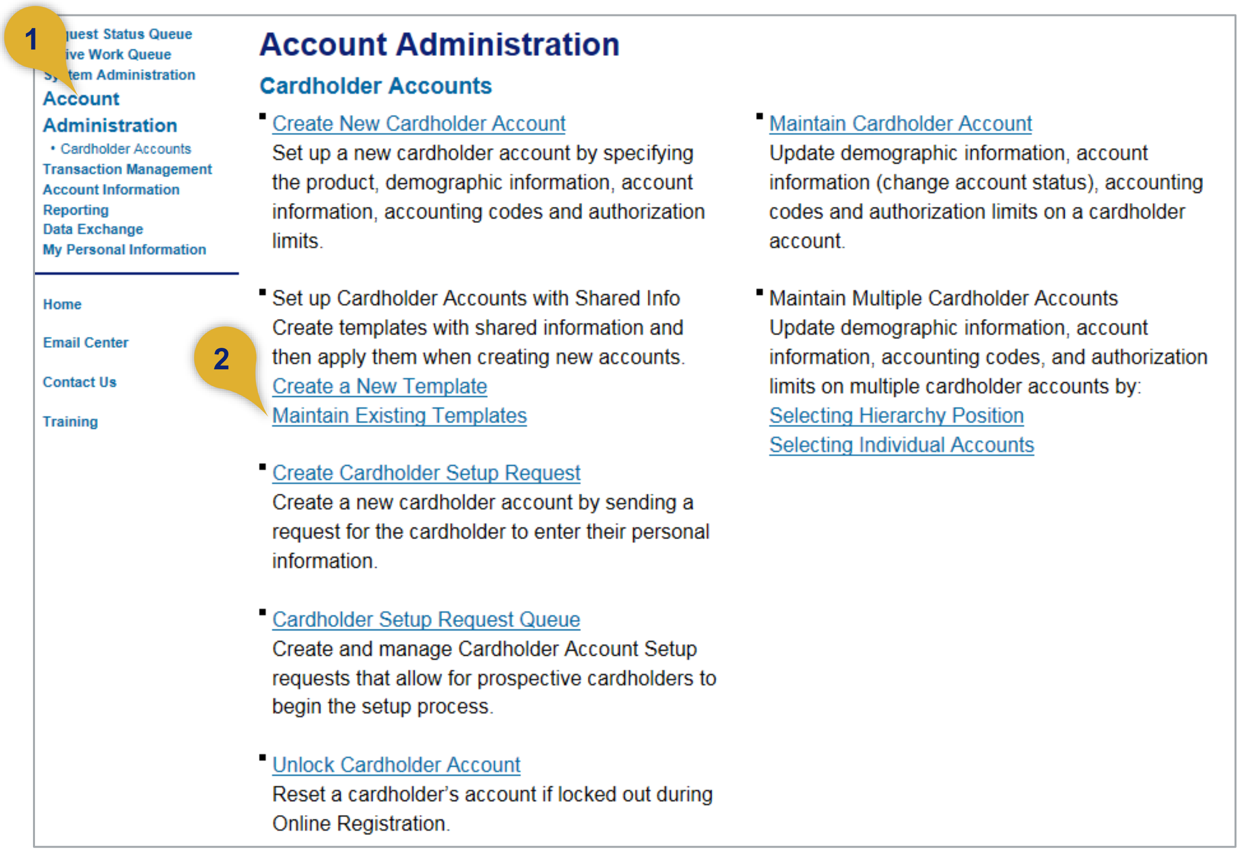
To use a template:

1. Select the template from the drop-down list.
2. Click the **Apply Template** button.



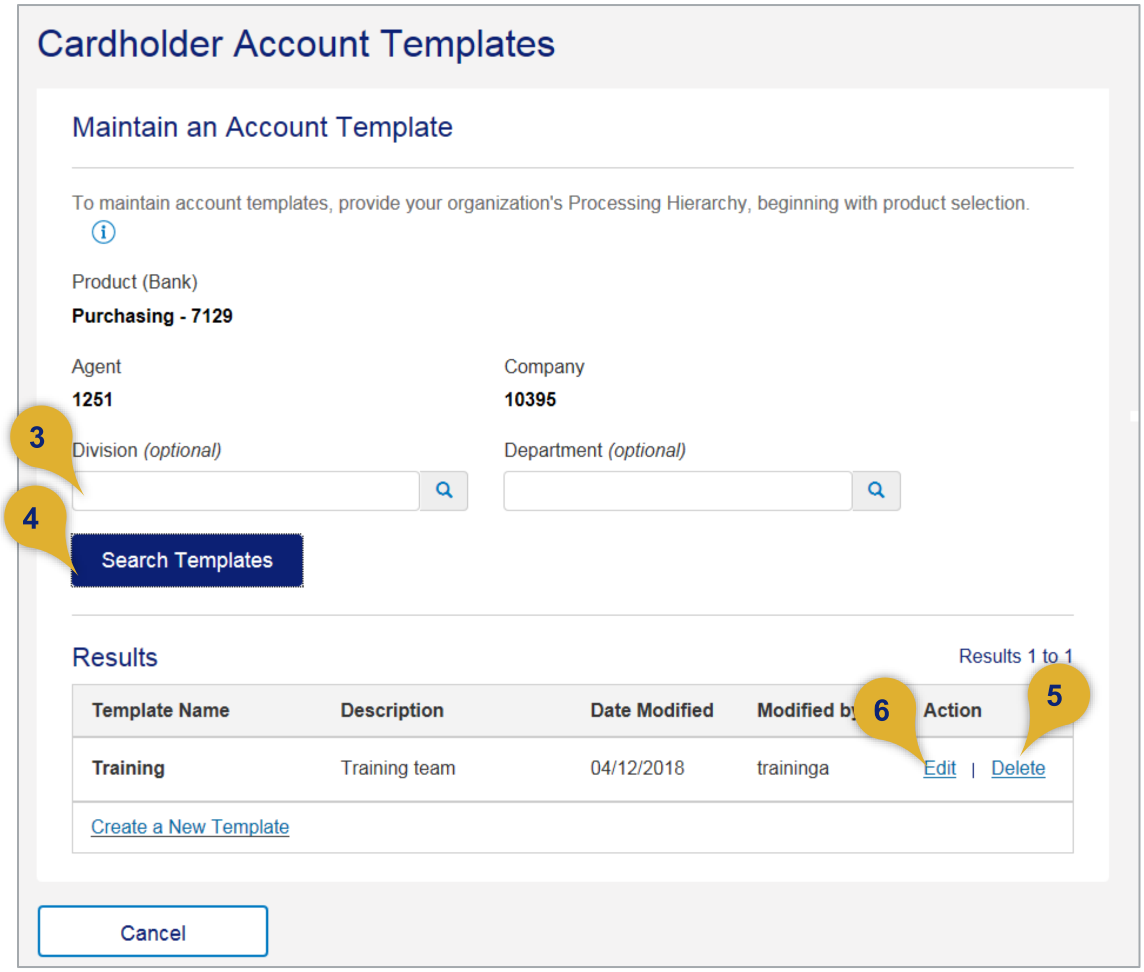
3. Note which fields the template has populated for you (e.g., street address).
4. Follow the steps in *Create a new cardholder account* on page 7 to complete and save the account setup.

Modify a template



To modify a template:

1. Select the **Account Administration** task.
2. Click the **Maintain Existing Templates** link.



3. Specify search criteria.

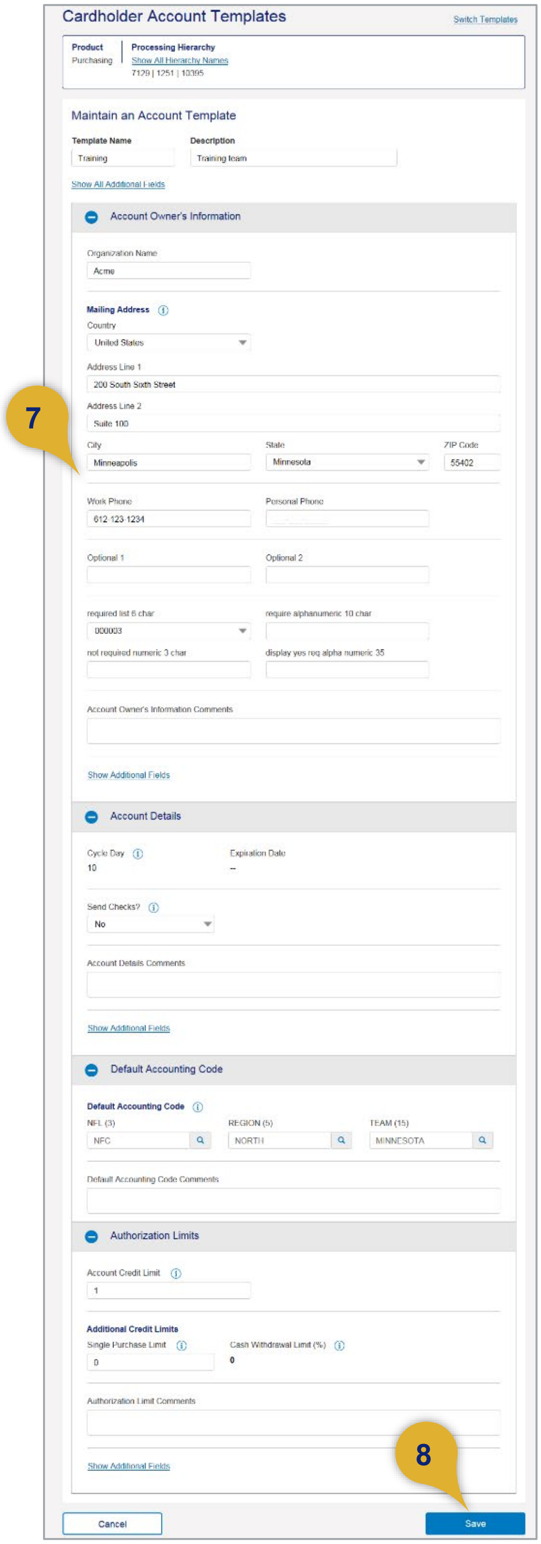
4. Click the **Search Templates** button.

5. Click the **Delete** link to remove the template.

–Or–

6. Click the **Edit** link to modify the template.

Learn more: The changes you make, including deletion, do not affect existing accounts that have the template applied.

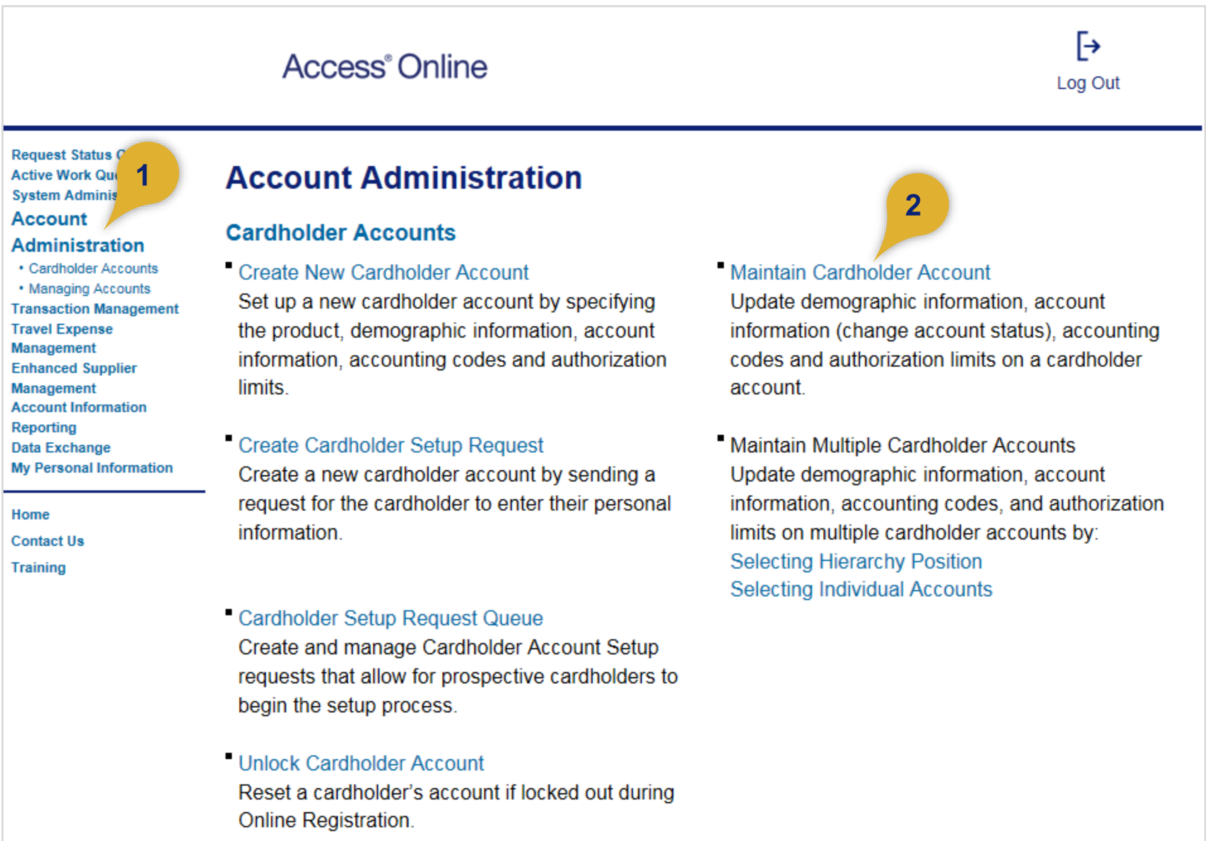


7. Make any changes.
8. Click the **Save** button.

Update a cardholder account

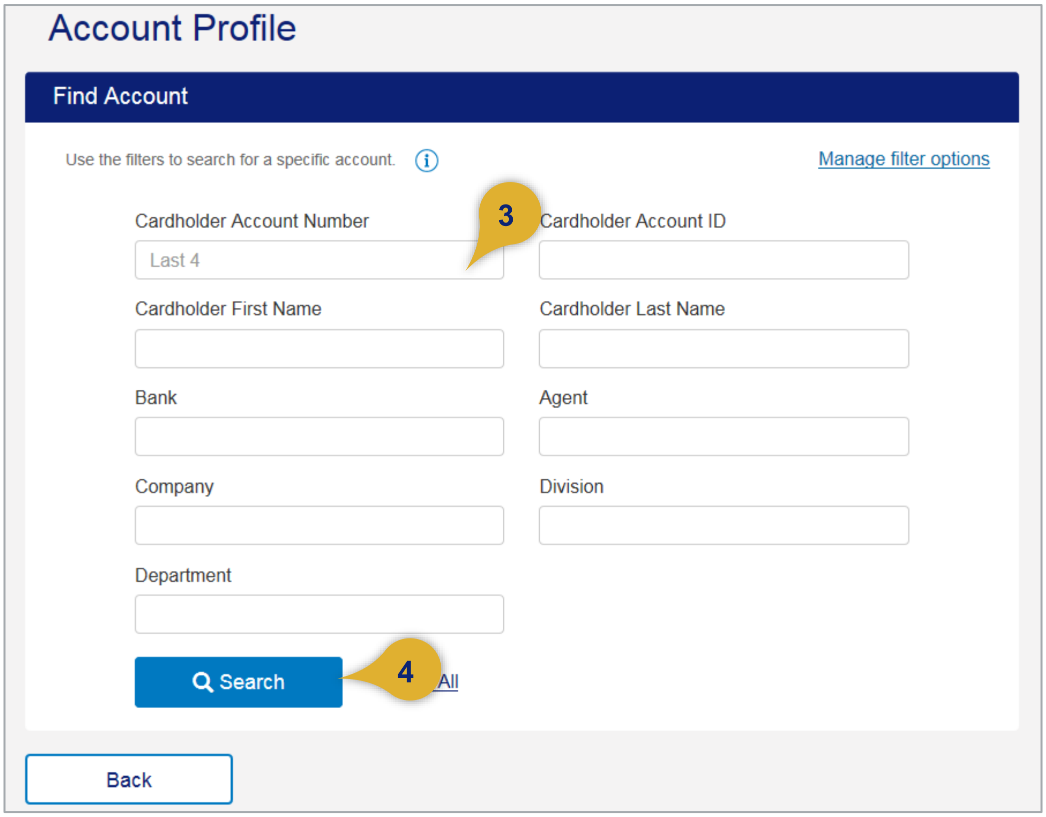
You can easily update a cardholder account. Most changes take place in real time. Changes to the authorization limits are subject to review by credit. Hierarchy position changes may be real time or after cycle.

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 95.



To maintain a cardholder account:

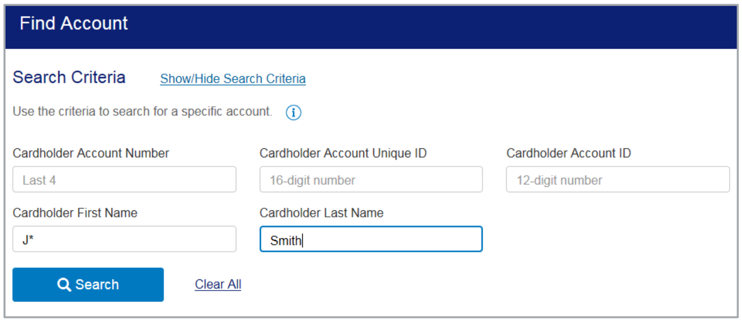
1. Select the **Account Administration** task.
2. Click the **Maintain Cardholder Account** link. The *Account Summary: Find Account* screen displays.



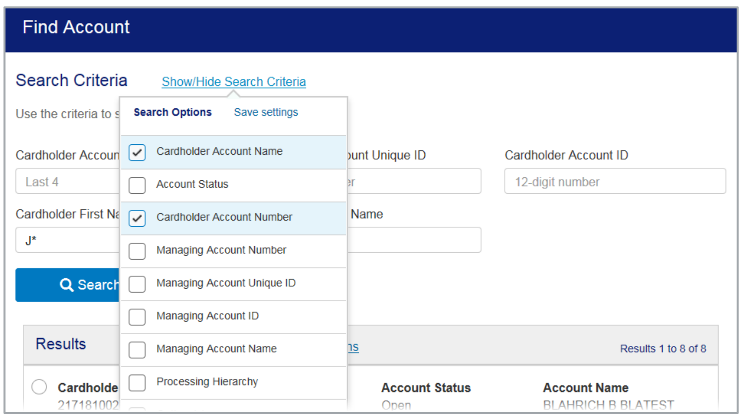
3. Enter search criteria in any of the search fields: *Cardholder Account Number*, *Cardholder Account ID*, or *Cardholder Account Name*).

4. Click the **Search** button. Accounts that match your search results display at the bottom of the screen.

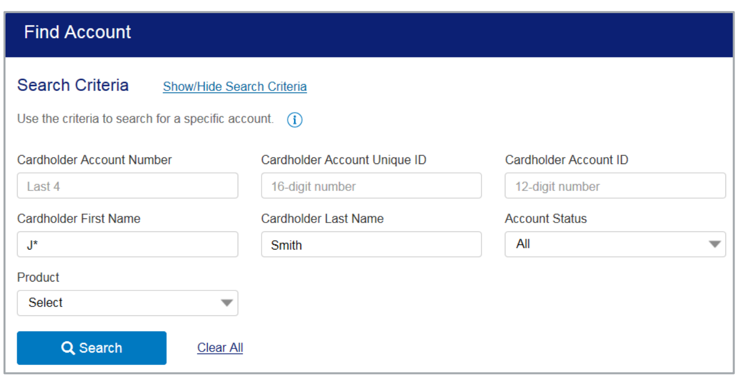
Tip! You can use asterisks and spaces to help you narrow your search. For example, if you need to find a cardholder named Jim Smith, but you are not sure if he is Jim or James in the system, you can type **J* Smith** to return all cardholders with the last name **Smith**, and a first name that begins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

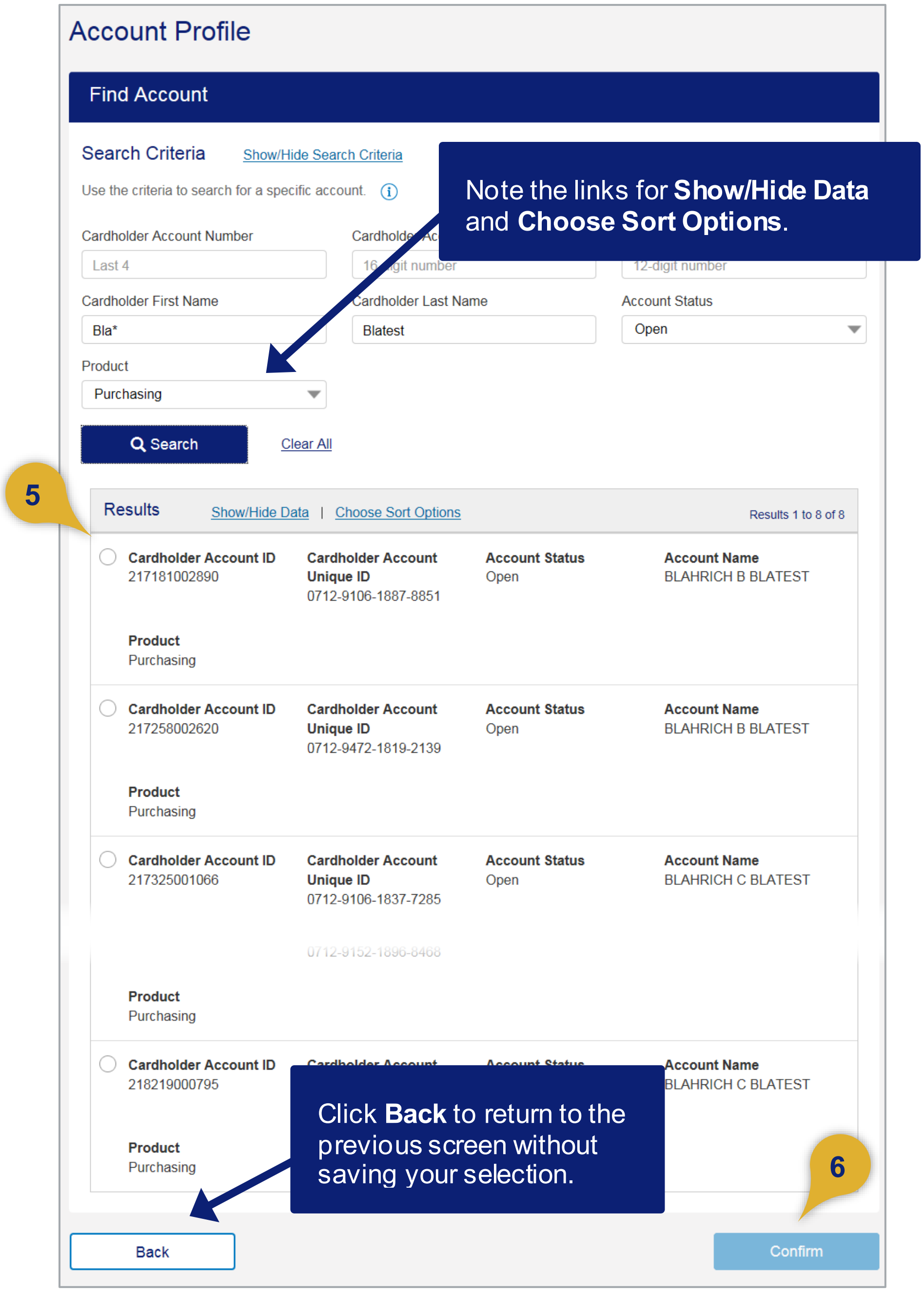


You can also click the **Show/Hide Search Criteria** link to add fields to search by, such as *Account Status*, *Product*, *Optional 1*, *Optional 2*, etc.



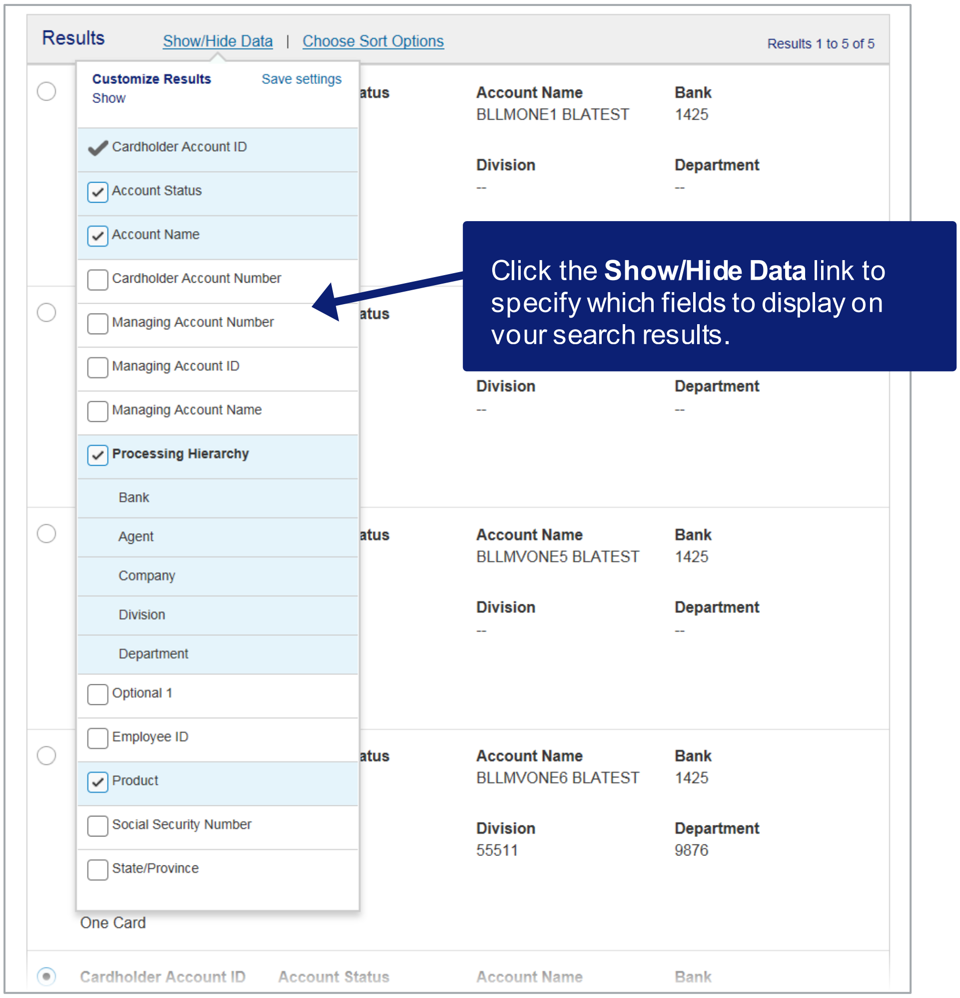
For example, you could add fields to search for only open purchasing cards.

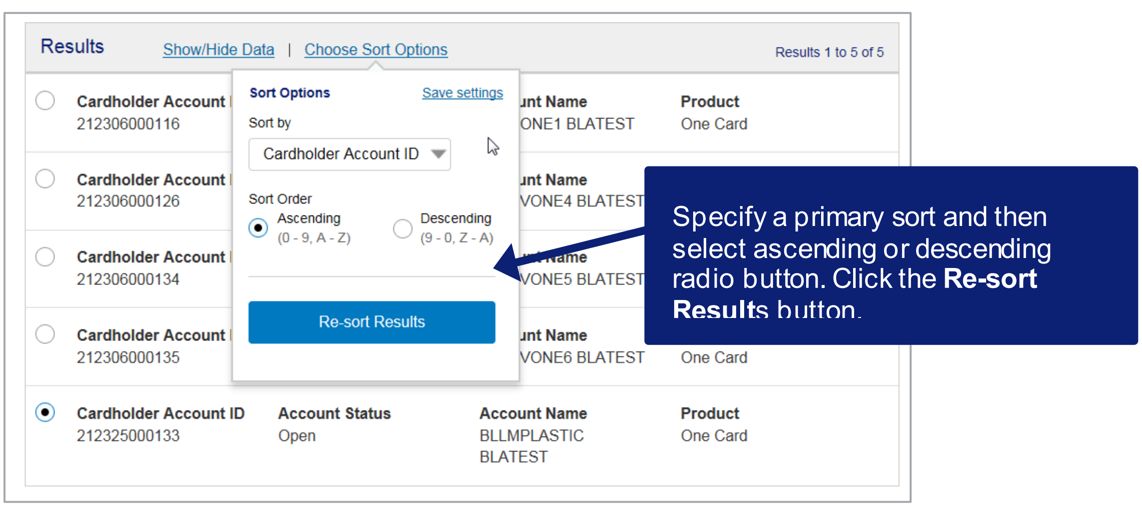




5. Select the radio button for the desired account.
6. Click the **Confirm** button. The *Account Profile* screen displays.

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

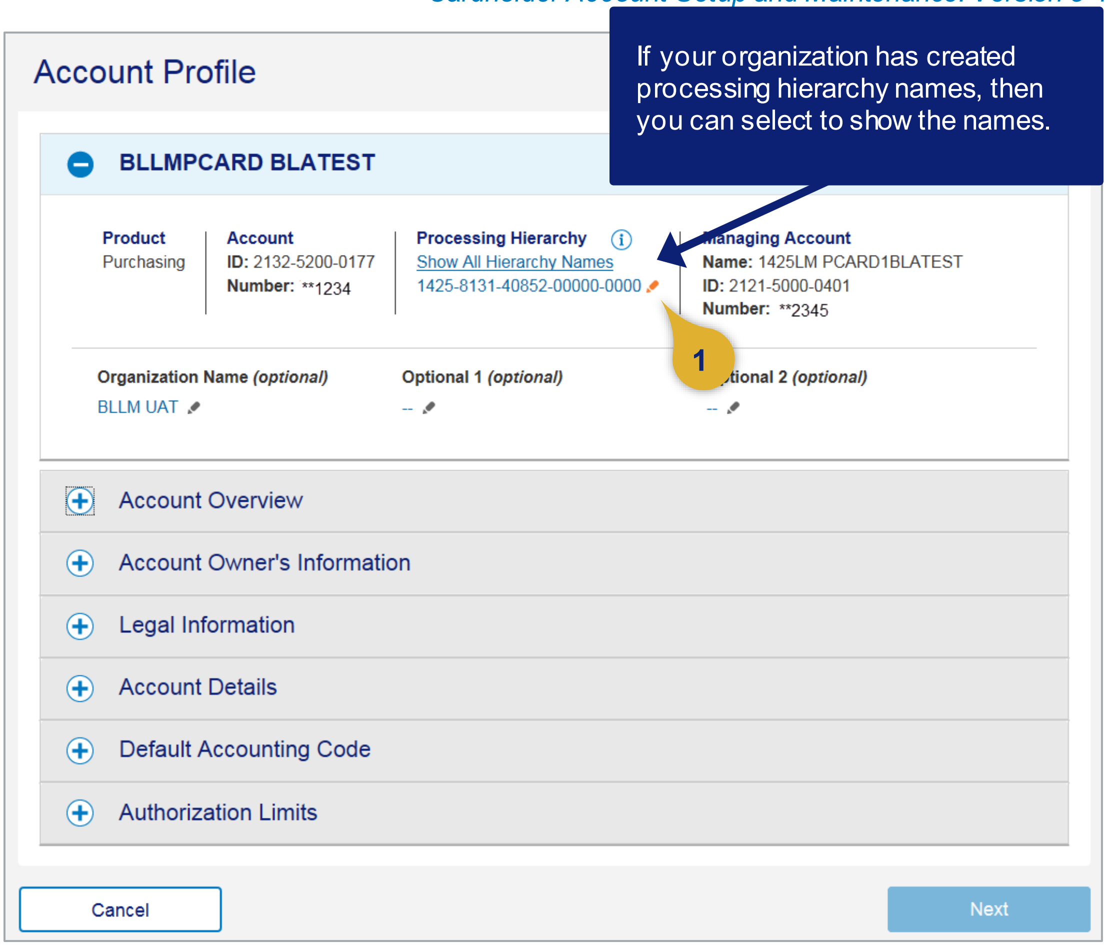




Update the processing hierarchy

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.

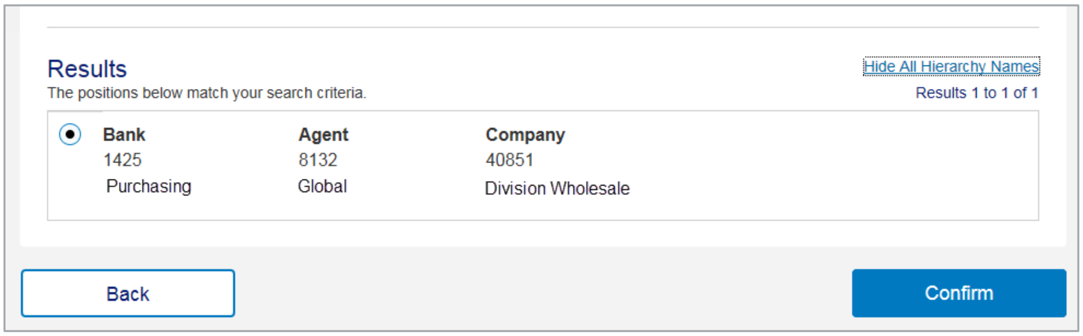
When you change an account's processing or reporting hierarchy position, be sure that you have all required fields (e.g., the default accounting code fields) complete. If you do not specify information for all required fields, you risk losing information for the account. For example, if you do not have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

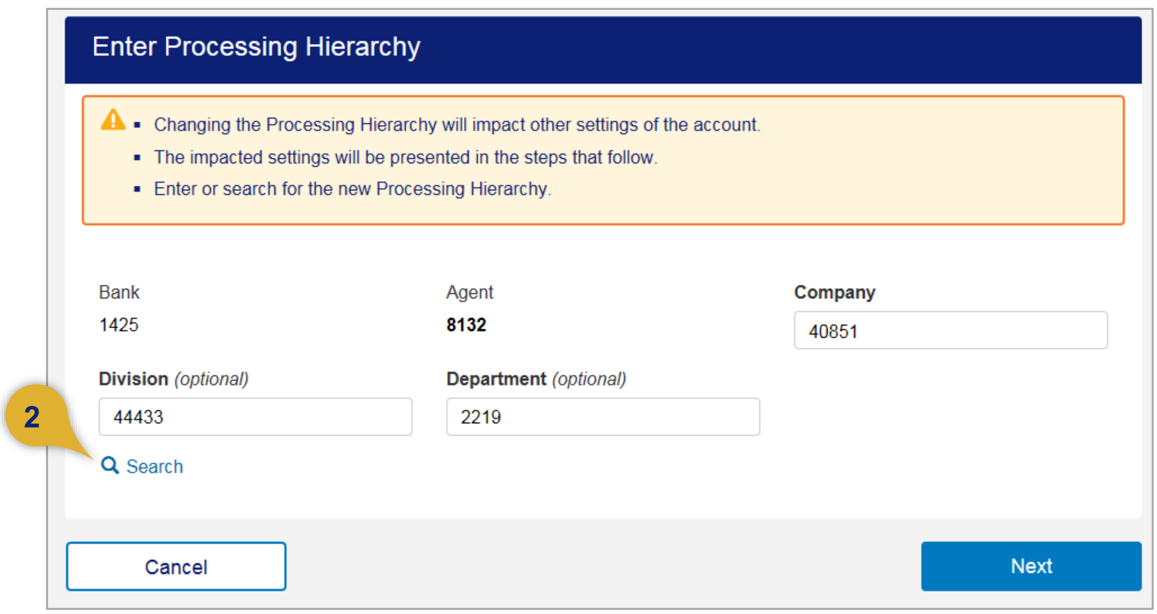


To change the account's processing hierarchy position:

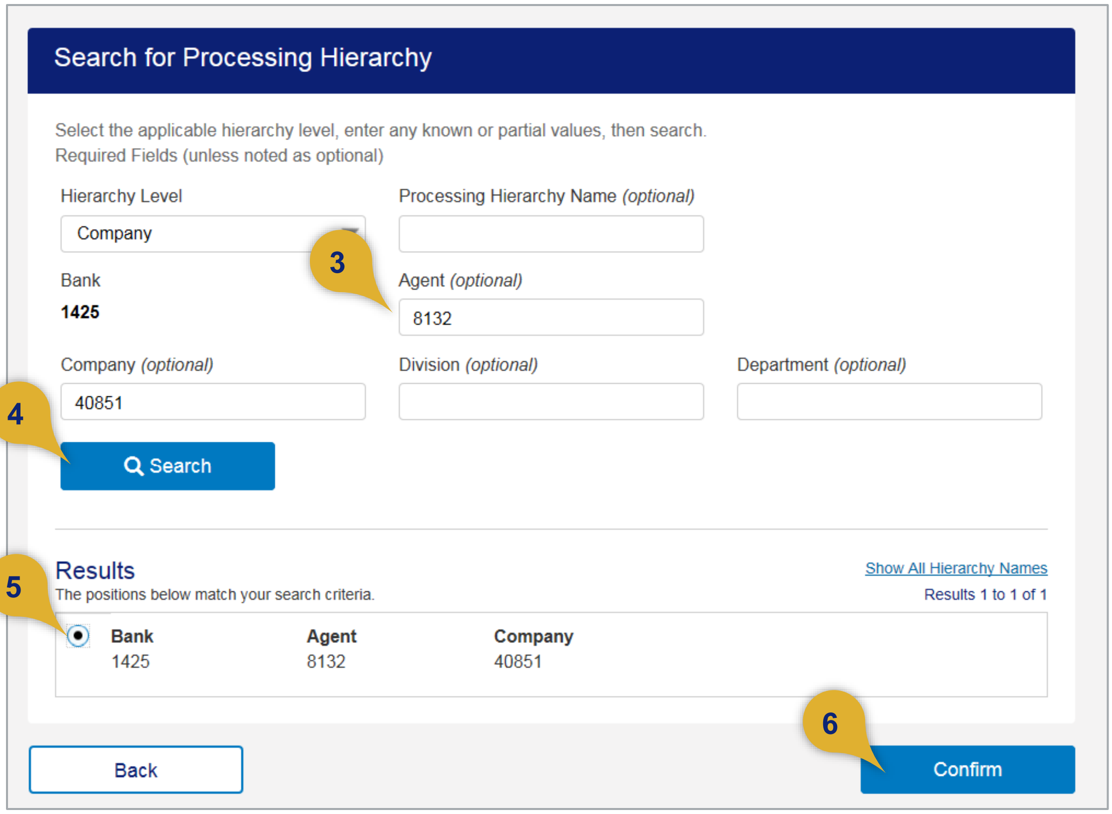
1. Click the **Edit** icon.

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).



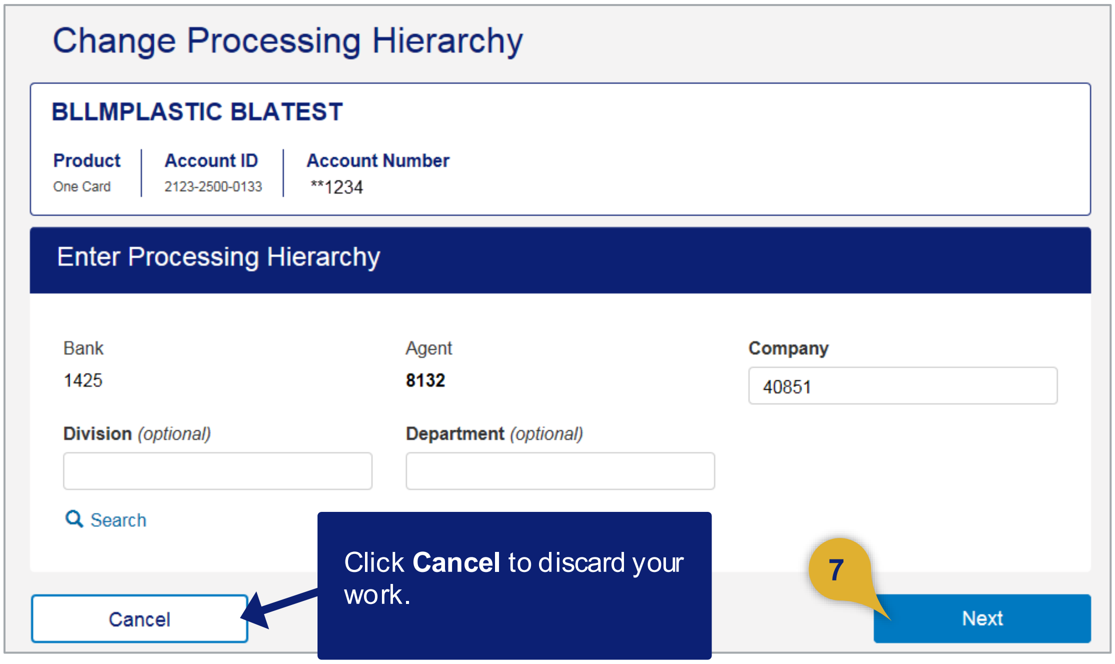


2. Click the **Search** icon.

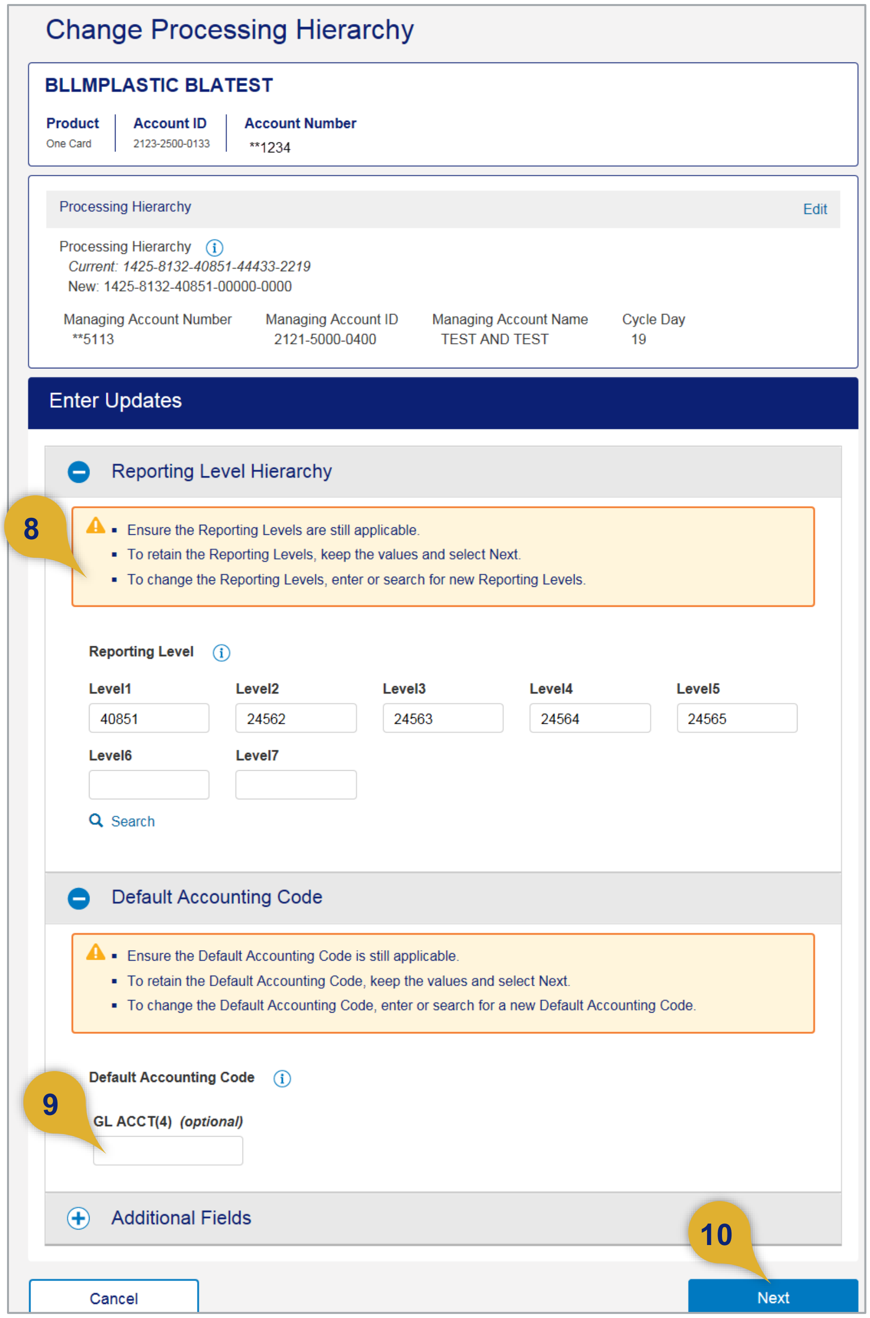


3. Specify search criteria.
4. Click the **Search** button.
5. Select the radio button for the processing hierarchy position.
6. Click the **Confirm** button.

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



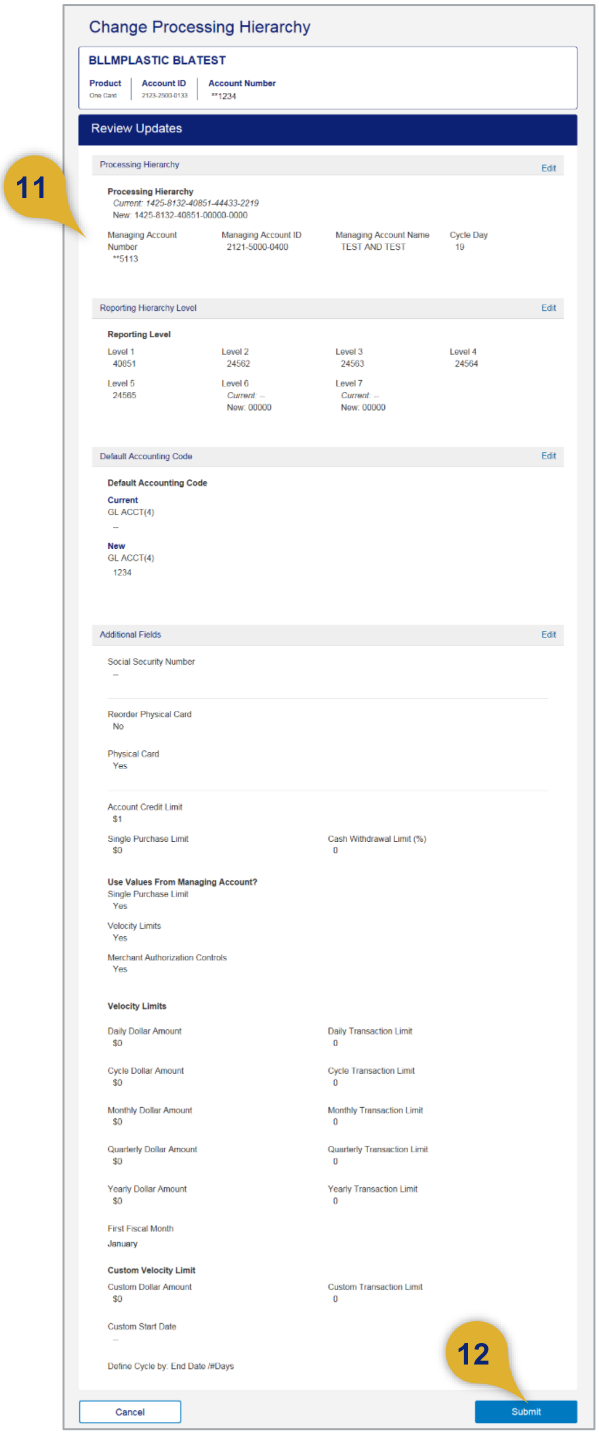
7. Click the **Next** button.



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).

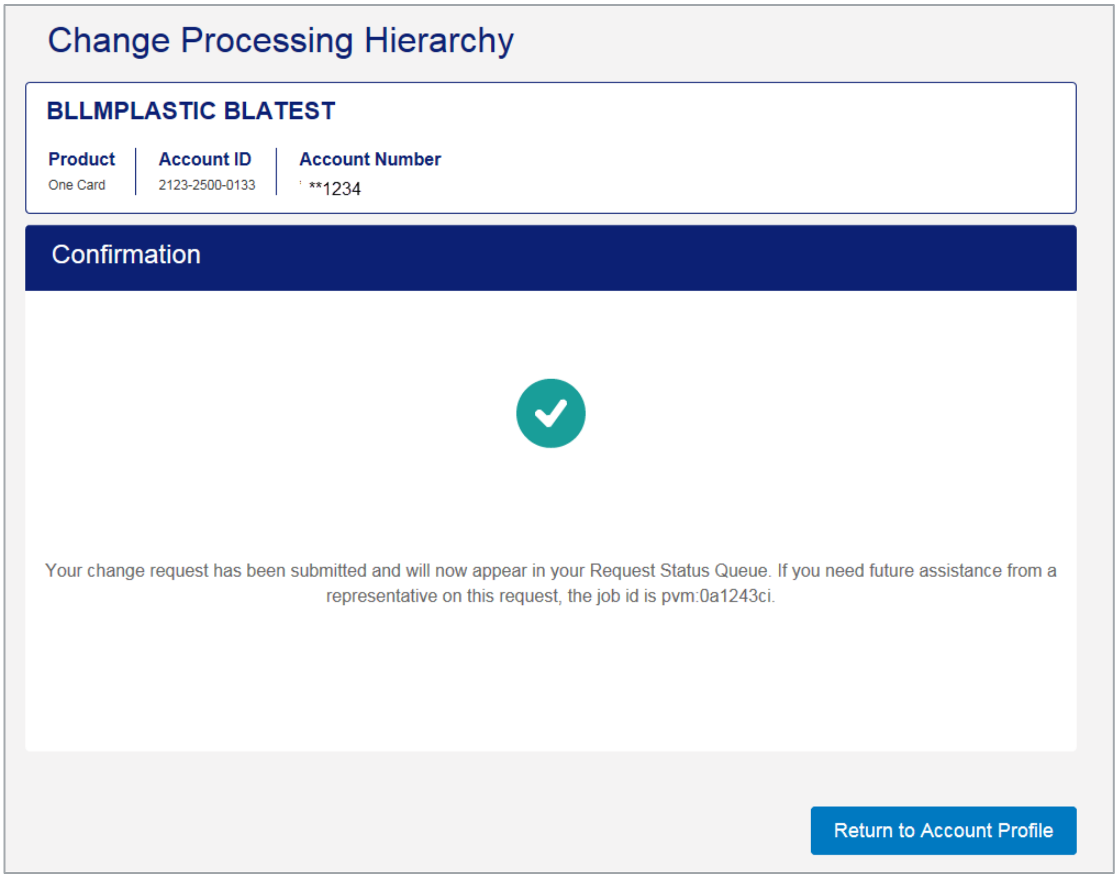
Tip! For specific steps, refer to the remaining content in this section.

10. Click the **Next** button.



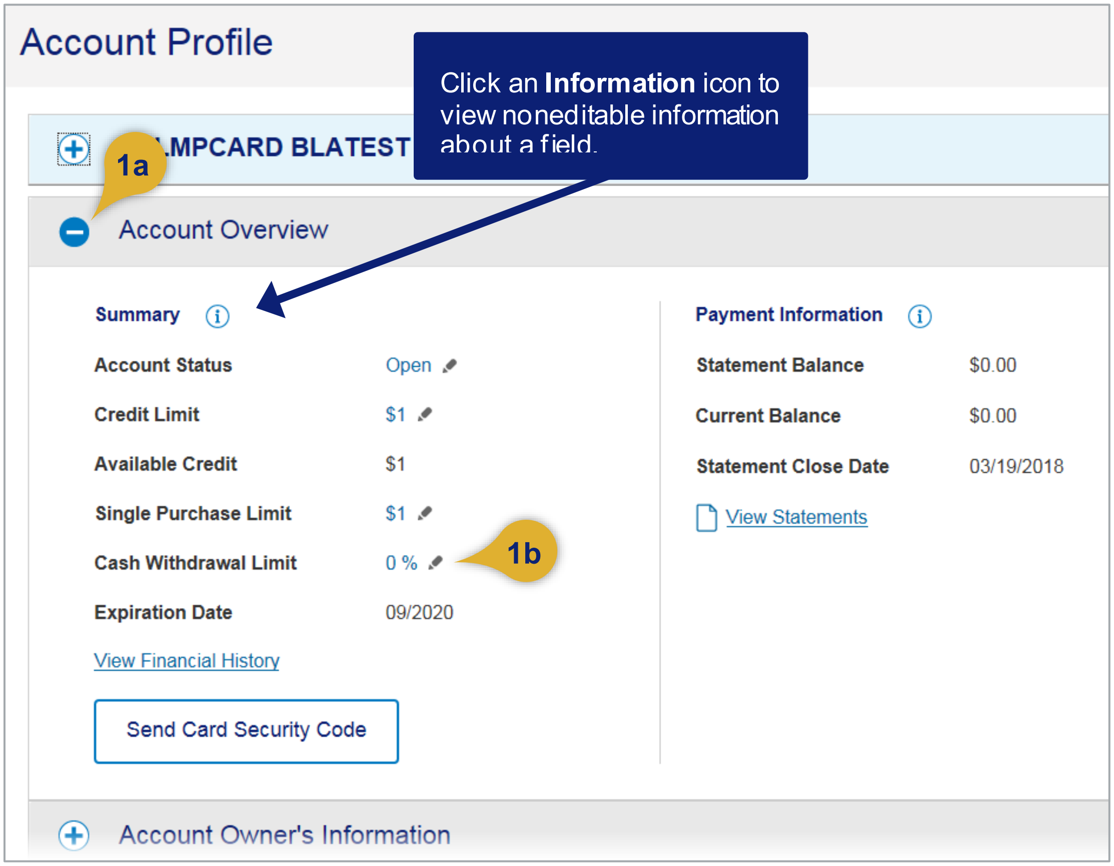
11. Review the updated information.

12. Click the **Submit** button.



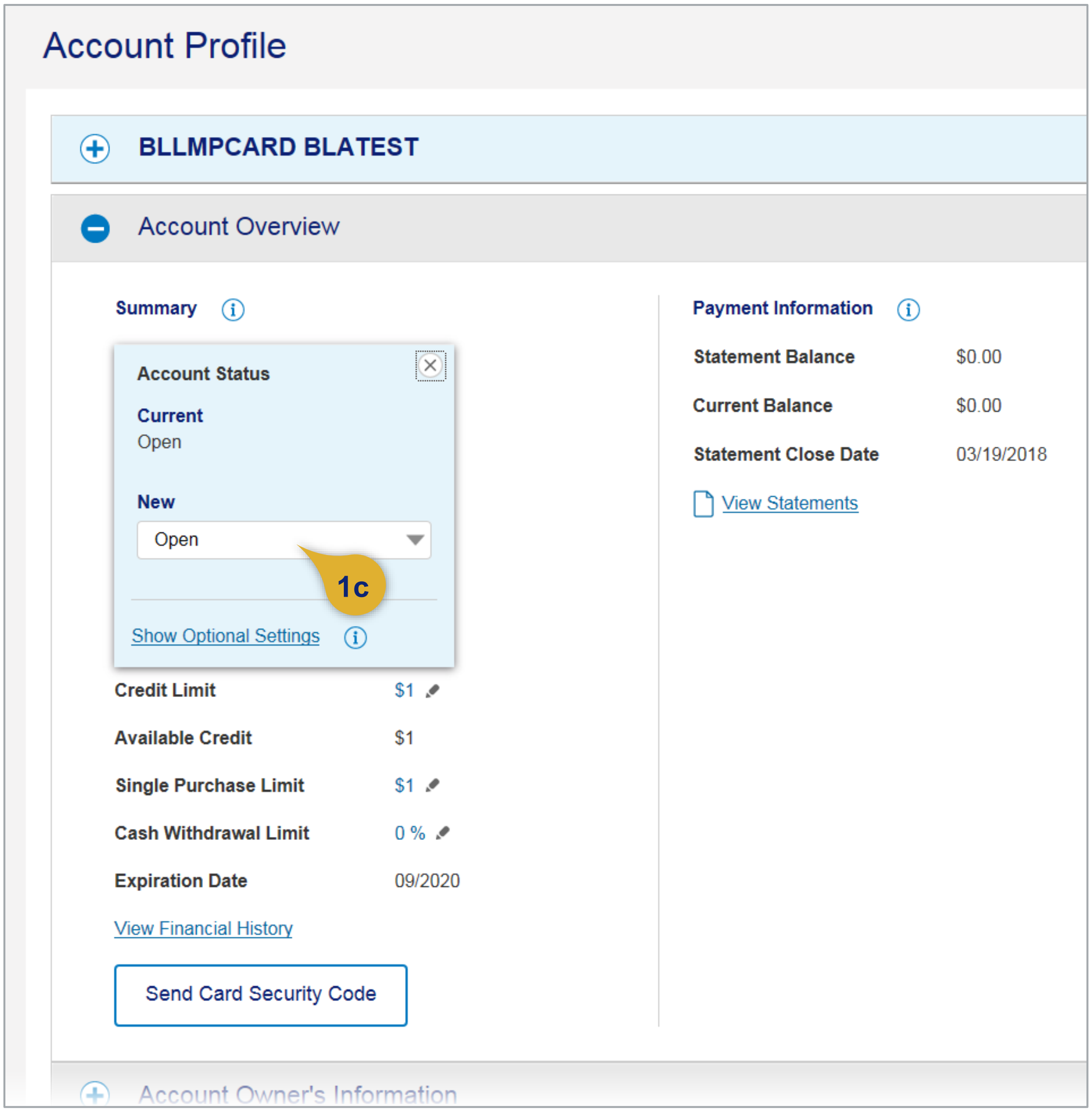
Learn more: If the account has not cycled already, the hierarchy move will be in a queue to be processed the first business day after cycle. To have your requested changes processed during the current cycle, you need to make the change by 7:45 p.m. United States Central time on the first business day 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.

General account updates

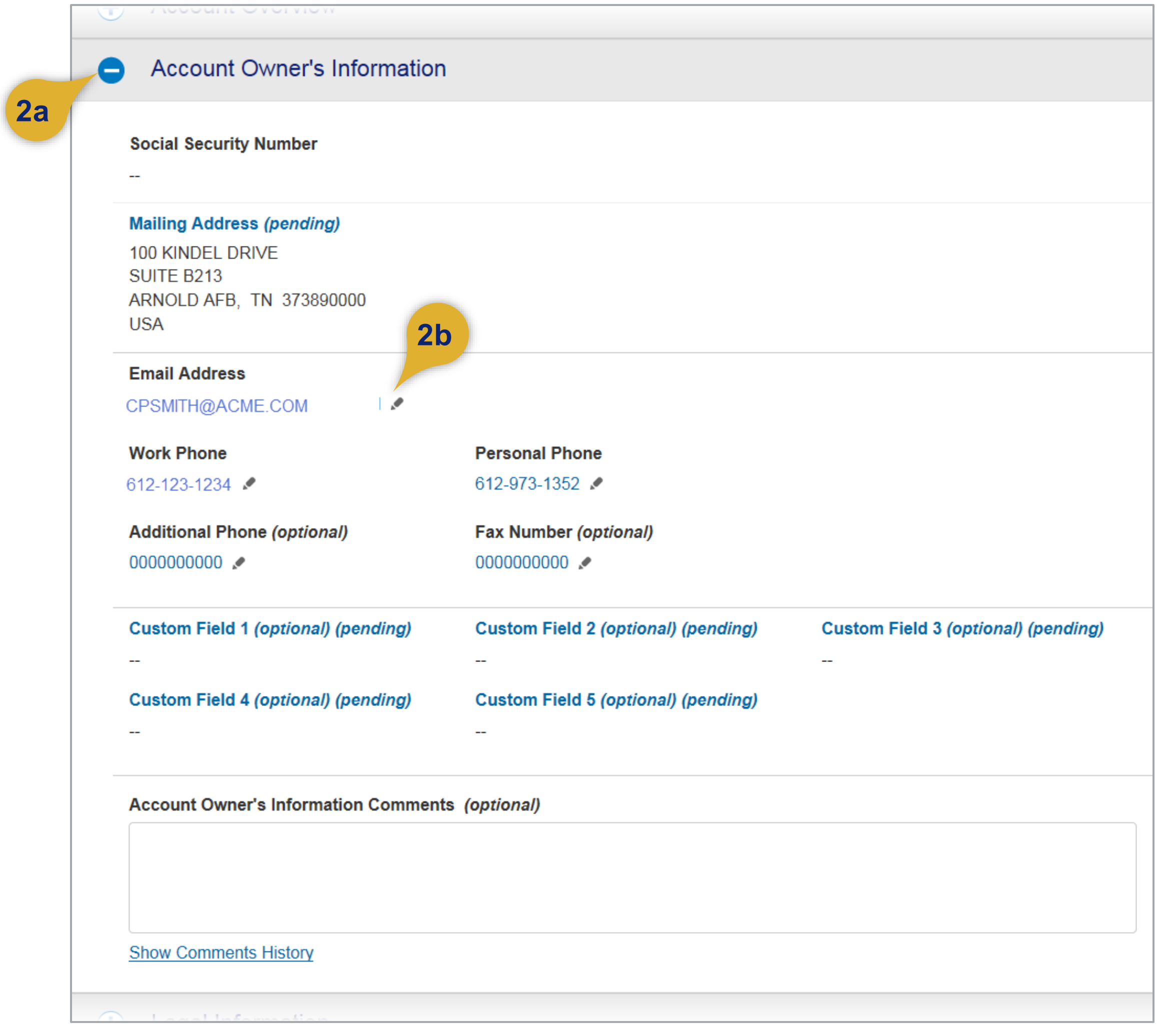


To make general account updates:

1. To maintain the account overview information for an account:
   a. Open the *Account Overview* section.
   b. Click an **Edit** icon to edit a specific field.



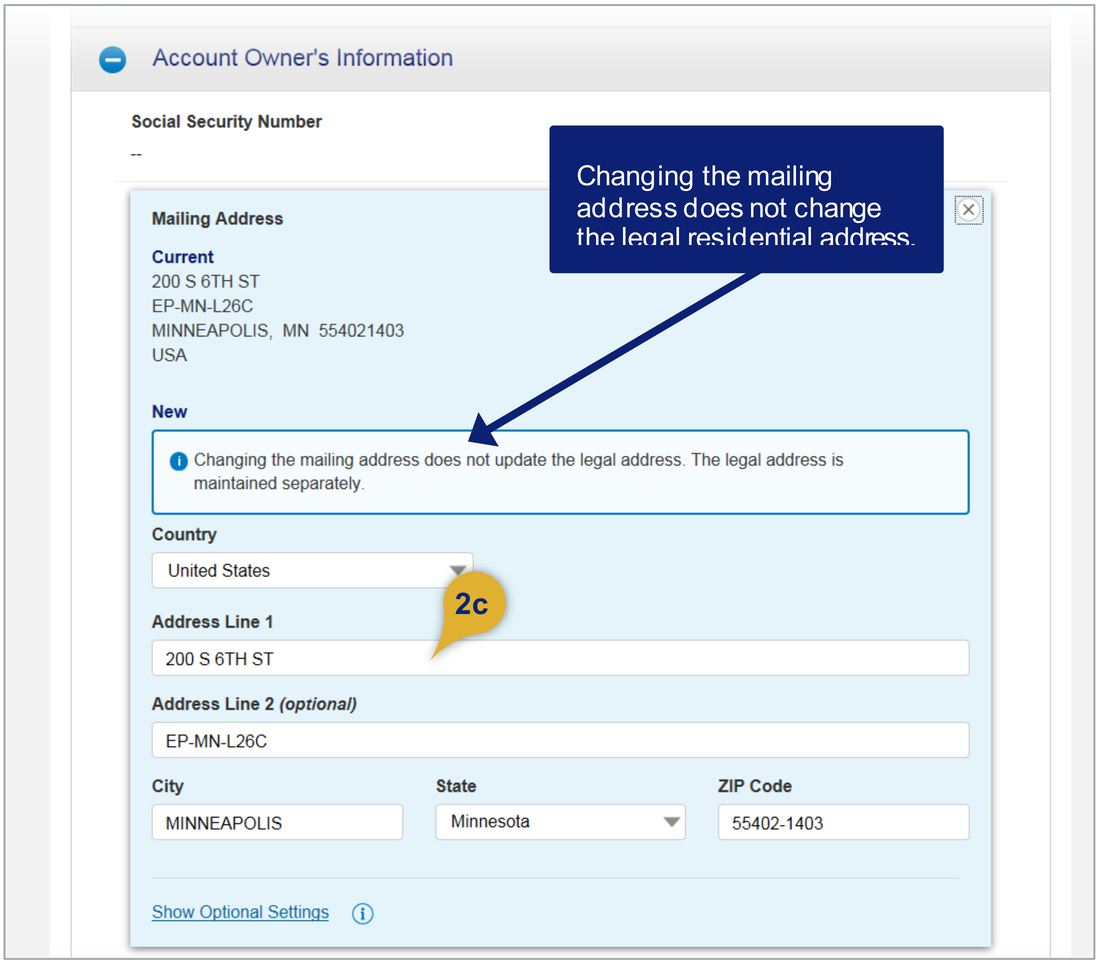
c. Specify the new information.



2. To maintain the account owner's information:

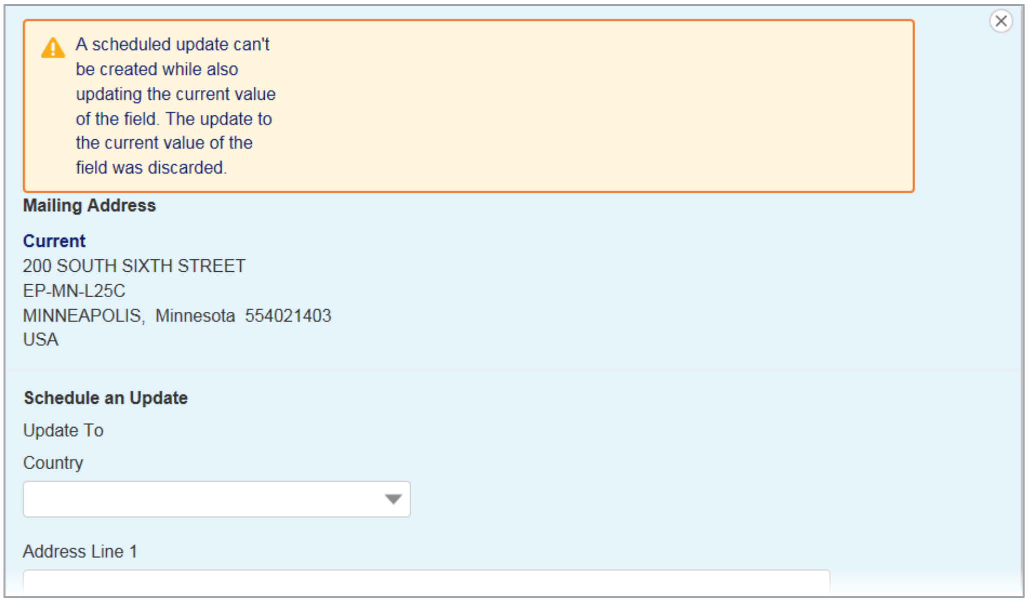
   a. Open the *Account Owner's Information* section.

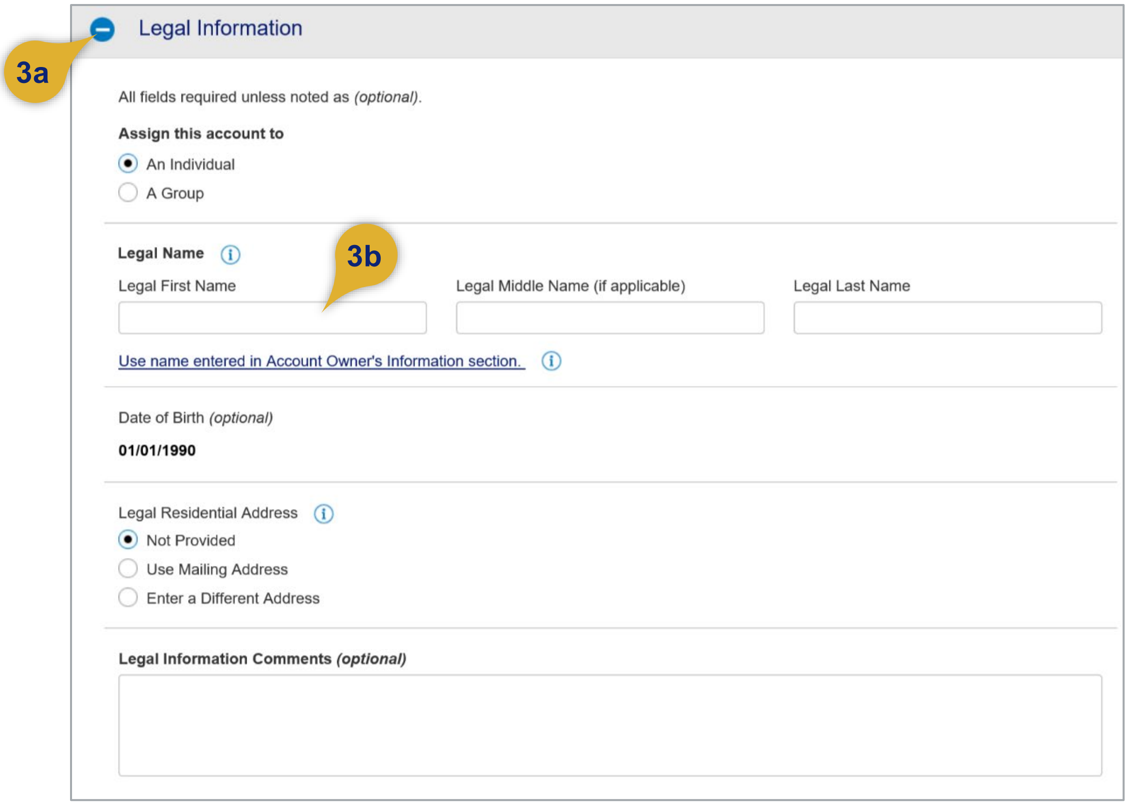
   b. Click an **Edit** icon to change a specific field.



c. Specify the new information.

Learn more: You can schedule a change to take place in the future, but not while you are making a change to go into effect immediately. For more information, refer to *Schedule an update* on page 95. If you try to schedule an update while making an update, you get an error message.


A scheduled update can't be created while also updating the current value of the field. The update to the current value of the field was discarded.
Mailing Address
Current
200 SOUTH SIXTH STREET
EP-MN-L25C
MINNEAPOLIS, Minnesota 554021403
USA
Schedule an Update
Update To
Country
Address Line 1



3. To change the legal information:

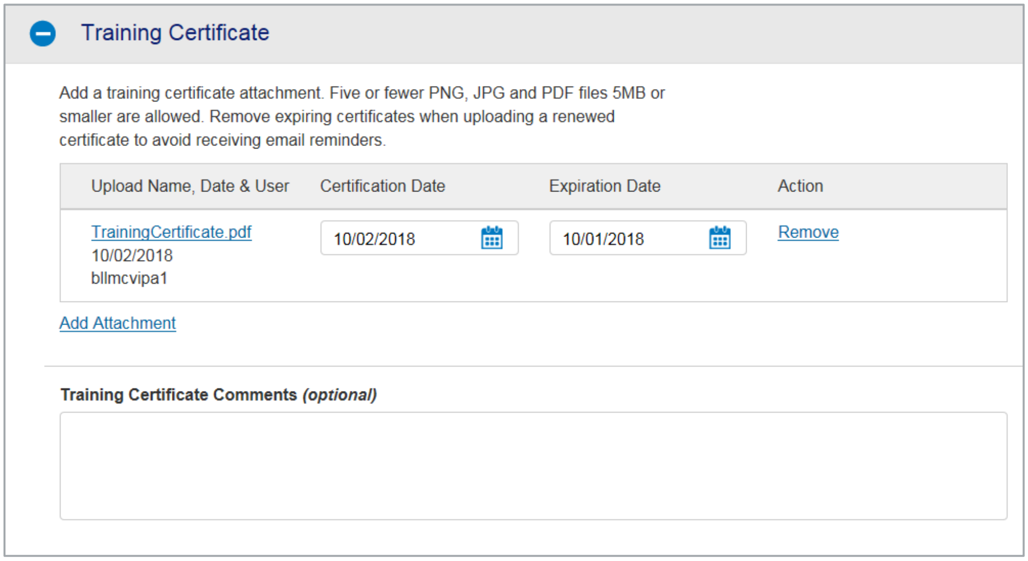
a. Open the *Legal Information* section.

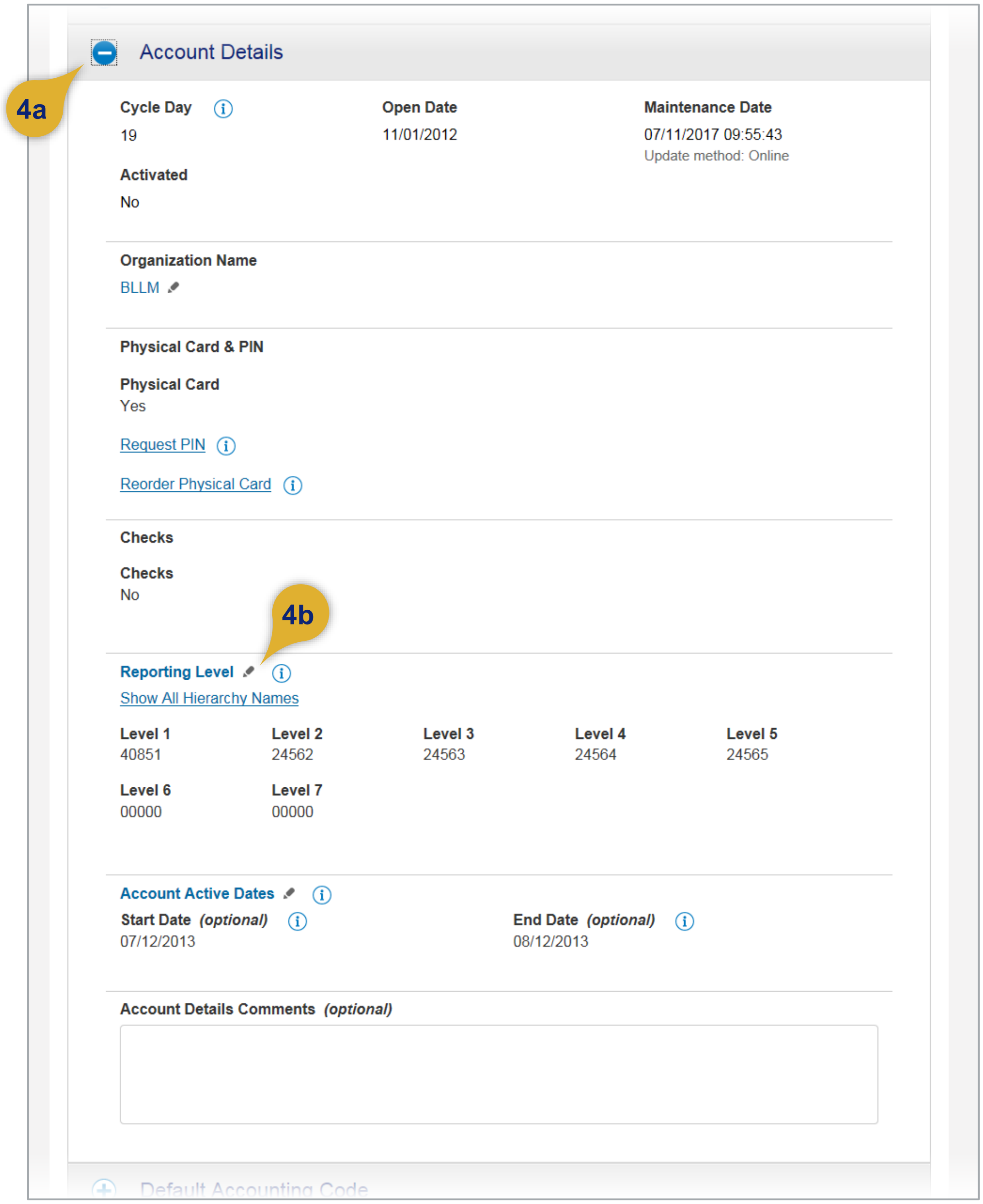
b. Update any of the legal information.

Tip! If you have not specified the legal information for this account, then the fields display as editable.

Learn more: If you copied the mailing address as the legal address when you first created the cardholder account, then you can update the mailing address seprately from the legal address.

Learn more: If your organization uses the optional Training Certificate function, then you can update the certificates when you update the account.





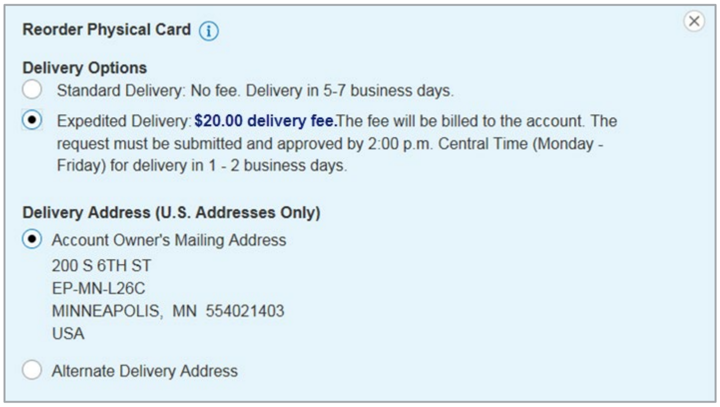
4. To maintain the *Account Details*:

a. Click the **Plus Sign** icon to open the *Account Details* section.

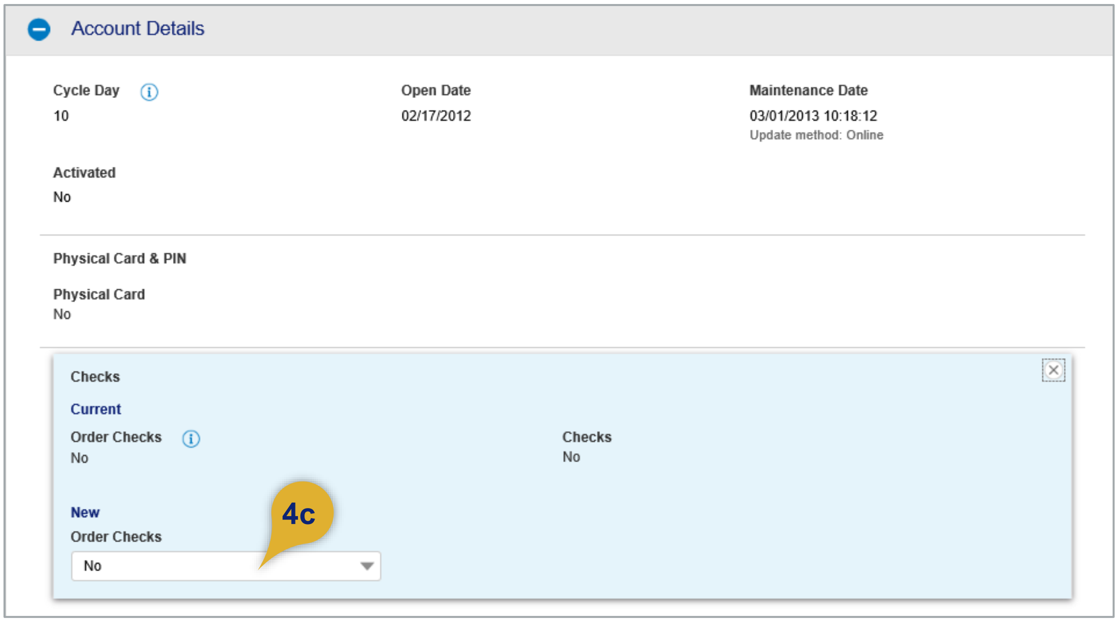
b. Click an **Edit** icon to change a specific field.

Tip! If you can reorder convenience checks, you may also be able to set additional limits on the checks, including valid dollar amount and valid number of days.

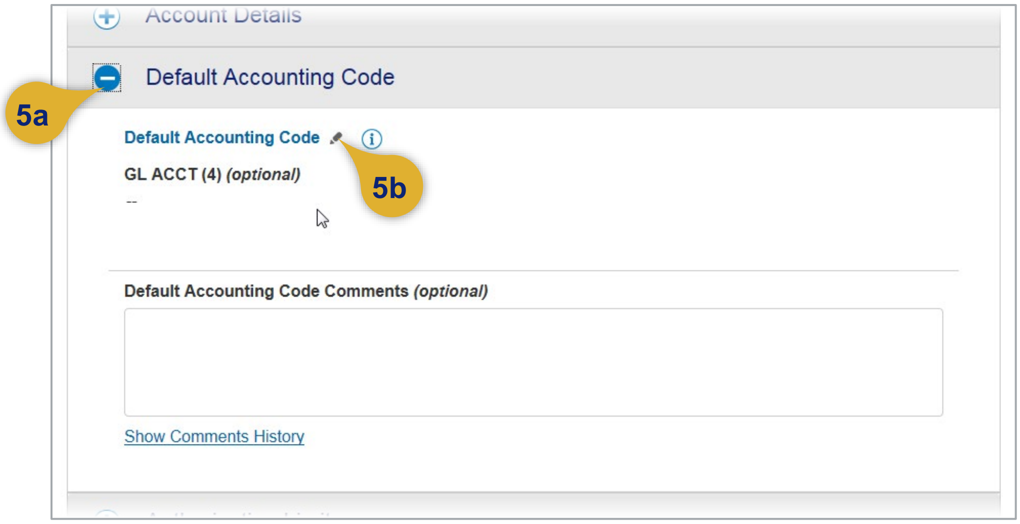
Tip! You may also be able to request an expedited card delivery for an additional fee. You must submit the request by 2:00 p.m. Central time (Monday – Friday) for delivery in one to two business days.



You can also specify an alternative delivery address.



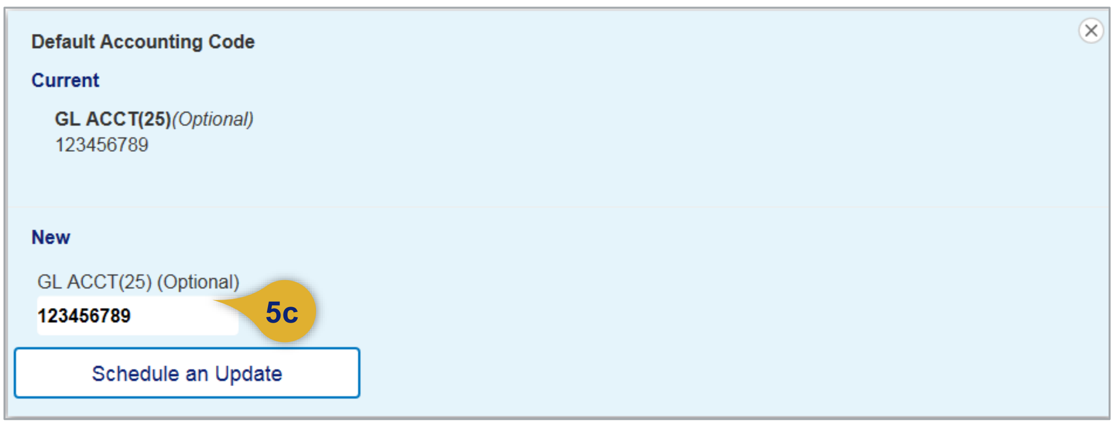
c. Enter changes into the *New* fields.



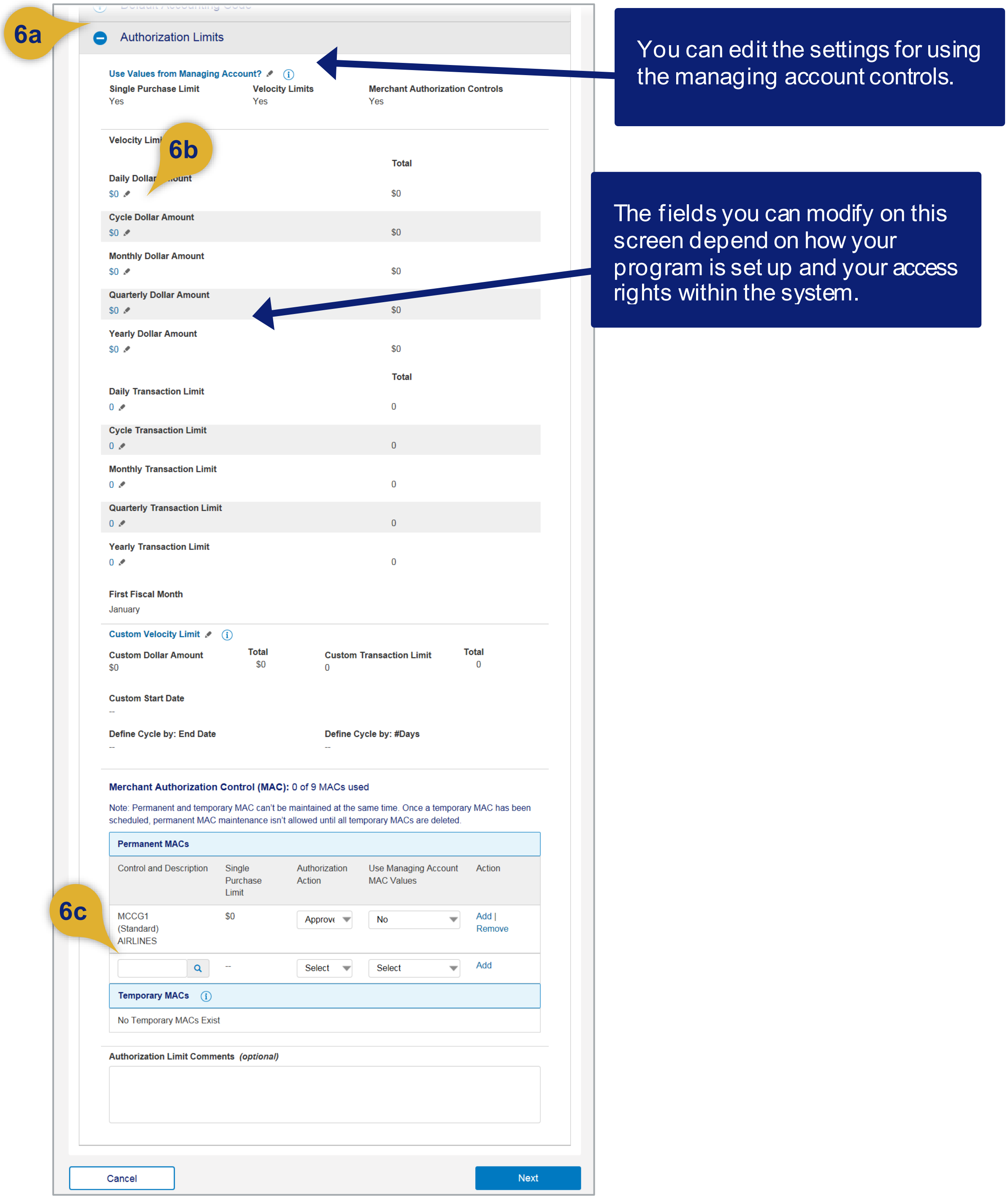
5. To update the default accounting code:

a. Click the **Plus Sign** icon to open the *Account Details* section.

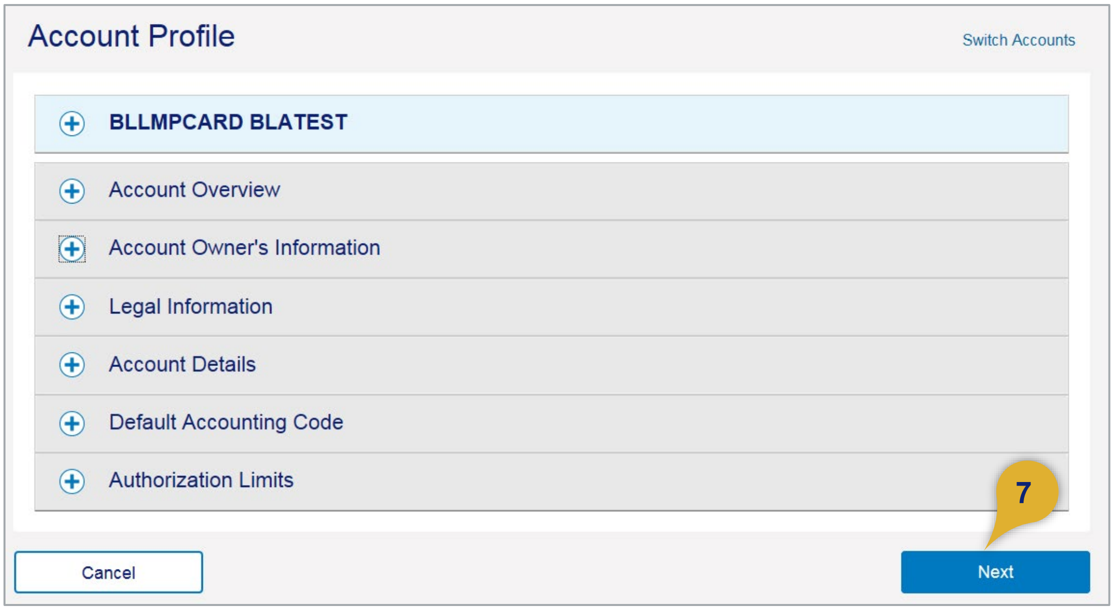
b. Click an **Edit** icon to change a specific field.



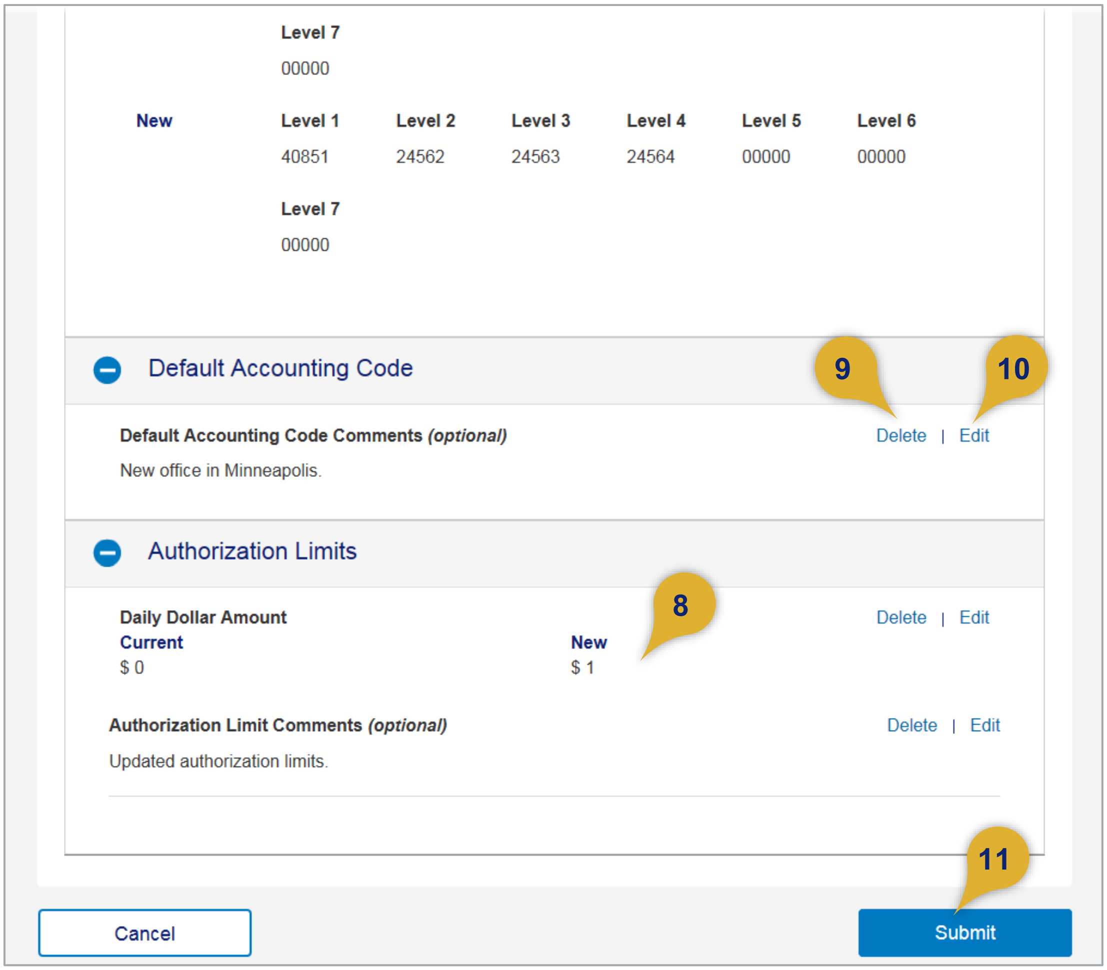
c. Enter changes into the *New* fields.



6. To edit the authorization limits:
   a. Click the **Plus Sign** icon to open the *Account Details* section.
   b. Click an **Edit** icon to change a specific field.
   c. Repeat the steps in *Authorization limits* on page 33 to add or edit a MAC or specific MCC.



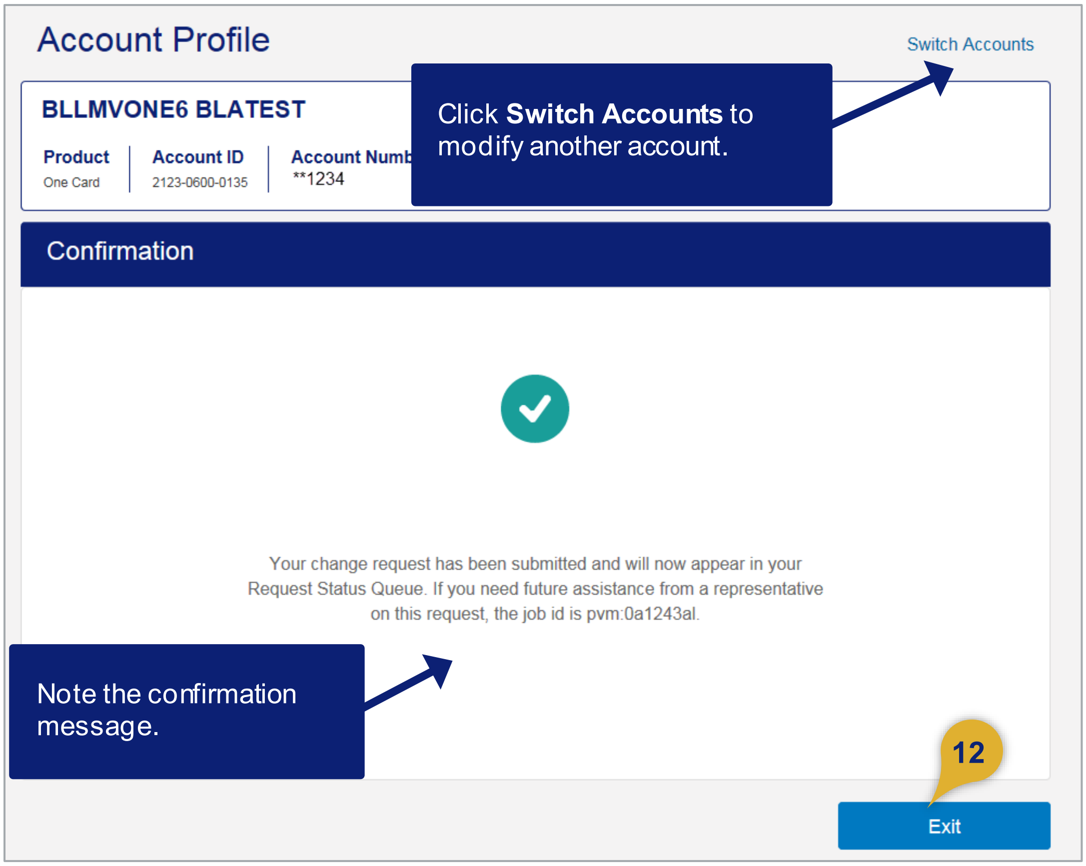
7. When you are finished with your updates, click the **Next** button.



8. Review your changes by checking the *Current* information and the *New* information.
9. Click the **Delete** link to delete a specific update.
10. Click the **Edit** link to edit a specific update.

Tip! Click the **Cancel** button to cancel all the updates and discard your work.

11. When you have made all your updates, click the **Submit** button. A confirmation screen displays.

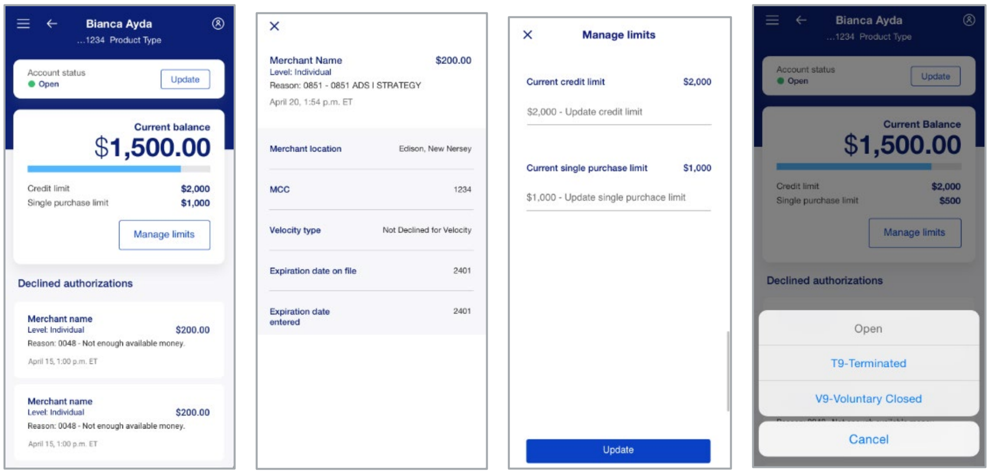


12. Click the **Exit** button.

Learn more: The system validates each section you update separately. If one piece of information in one section is not correct (e.g., an invalid default accounting code), the rest of your updates happen. The only exception is the *Legal Information* section. For the *Legal Information* section, the system always validates the information and requires corrections, if needed.

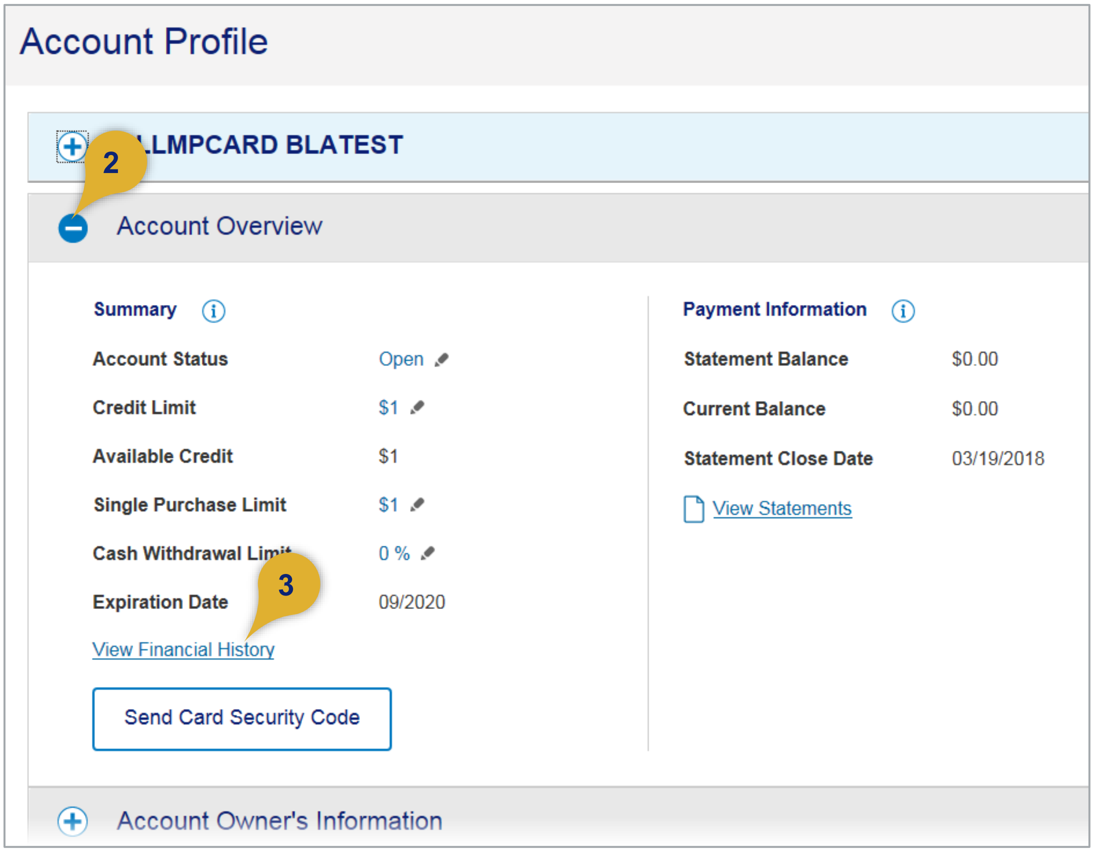
Mobile app account updates

You can use the Program Administrator version of the Access Online mobile app to make quick updates to accounts. You can view declined transactions, change the account status, and change the account's credit limit or single purchase limit.



View financial history

You can also view the financial history of an account.



To view an account's financial history:

1. Repeat the steps in *Update a cardholder account* on page 63 to search and select the account.
2. Open the *Account Overview* section.
3. Click the **View Financial History** link.

Cardholder Account Profile
Financial History

Card Account Number: ************0123, TEST
Card Account ID: 212306000135

12 Month History | 7 Year History Analysis | 7 Year History

The 12 Month History includes accumulated account information for 12 prev
includes four billing cycles of history.

The *12 Month History* tab contains financial history data for the past 12 months.

Page: **1** | 2 | 3

	Current	01/19/2018	12/19/2017	11/20/2017	10/19/2017
Number of Payments	0	0	0	0	0
Total Payments	$0.00	$0.00	$0.00	$0.00	$0.00
(Last Payment:00/00/00)					
Minimum Payment	$0.00	$0.00	$0.00	$0.00	$0.00
Number of Purchases	0	24	0	0	12
Total Purchases	$0.00	$0.00	$0.00	$0.00	$0.00
(Last Purchase:01/11/18)					
Number of Cash Advances	0	0	0	0	0
Total Cash Advances	$0.00	$0.00	$0.00	$0.00	$0.00
(Last Cash Advance:00/00/00)					
Number of Credits	0.0	0.0	0.0	0.0	0.0
Total Credits	$0.00	$0.00	$0.00	$0.00	$0.00
(Last Credit:01/11/18)					
Number of Misc Charges	0	0	0	0	0
Total Misc Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Insurance fees	$0.00	$0.00	$0.00	$0.00	$0.00
Late Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Overlimit Fees	$0.00	$0.00	$0.00	$0.00	$0.00
Purchase Finance Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Advance Finance Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Credit Limit	$1.00	$1.00	$1.00	$1.00	$1.00
Balance	$0.00	$0.00	$0.00	$0.00	$0.00
Outstanding Purchase Balance	$0.00	$0.00	$0.00	$0.00	$0.00
Outstanding Cash Balance	$0.00	$0.00	$0.00	$0.00	$0.00
Outstanding Misc Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Outstanding Purchase Finance Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Outstanding Cash Adv Finance Charges	$0.00	$0.00	$0.00	$0.00	$0.00
Past Due	$0.00	$0.00	$0.00	$0.00	$0.00
Avg Daily Bal - Purchases		$0.00	$0.00	$0.00	$0.00
Avg Daily Bal - Cash Adv		$0.00	$0.00	$0.00	$0.00
Avg Daily Bal - Purchases and Cash Adv		$0.00	$0.00	$0.00	$0.00

Page: **1** | 2 | 3

<< Back to Maintain Cardholder Account

Cardholder Account Profile
Financial History

The *7 Year History Analysis* tab lists the number of times listed events occurred during each year (grouped by month).

Card Account Number: ************0123, TEST
Card Account ID: 212306000135

12 Month History | 7 Year History Analysis | 7 Year History

The 7 Year History Analysis is divided into 12 billing-cycle periods beginning with the most recent period and includes the number of times the listed condition occurred during each period.

	0-12	13-24	25-36	37-48	49-60	61-72	73-84	Totals
Times Billed	12	12	12	12	12	3	0	63
Times Statement Generated	8	7	11	9	10	1	0	46
Times Overlimit	0	0	0	0	0	0	0	0
Times Past Due 01-30 Days	0	0	0	0	0	0	0	0
Times Past Due 31-60 Days	0	0	0	0	0	0	0	0
Times Past Due 61-90 Days	0	0	0	0	0	0	0	0
Times Past Due > 91 Days	0	0	0	0	0	0	0	0
Cycles with NSF Check	0	0	0	0	0	0	0	0
Times Small Balance Written off	0	0	0	0	0	0	0	0

<< Back to Maintain Cardholder Account

Financial History
Financial History

The *7 Year History* tab provides a yes/no indication of the listed events by month/year.

Card Account Number: ************0123, TEST
Card Account ID: 212306000135

12 Month History | 7 Year History Analysis | 7 Year History

The 7 Year History indicates with a 'Y' if the listed condition occurred on the account during that billing cycle and 'N' if it did not.

Billing Cycle Period: **0-12** | 13-24 | 25-36 | 37-48 | 49-60 | 61-72 | 73-84

	01/18	12/17	11/17	10/17	09/17	08/17	07/17	06/17	05/17	04/17	03/17	02/17
Billed	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Statement Generated	Y	N	N	Y	Y	Y	Y	N	Y	N	Y	Y
Overlimit	N	N	N	N	N	N	N	N	N	N	N	N
Past Due 01-30 Days	N	N	N	N	N	N	N	N	N	N	N	N
Past Due 31-60 Days	N	N	N	N	N	N	N	N	N	N	N	N
Past Due 61-90 Days	N	N	N	N	N	N	N	N	N	N	N	N
Past Due > 91 Days	N	N	N	N	N	N	N	N	N	N	N	N
NSF Check	N	N	N	N	N	N	N	N	N	N	N	N
Small Balance Written off	N	N	N	N	N	N	N	N	N	N	N	N
Purchases	N	N	N	N	N	N	N	N	N	N	N	N
Cash Advances	N	N	N	N	N	N	N	N	N	N	N	N

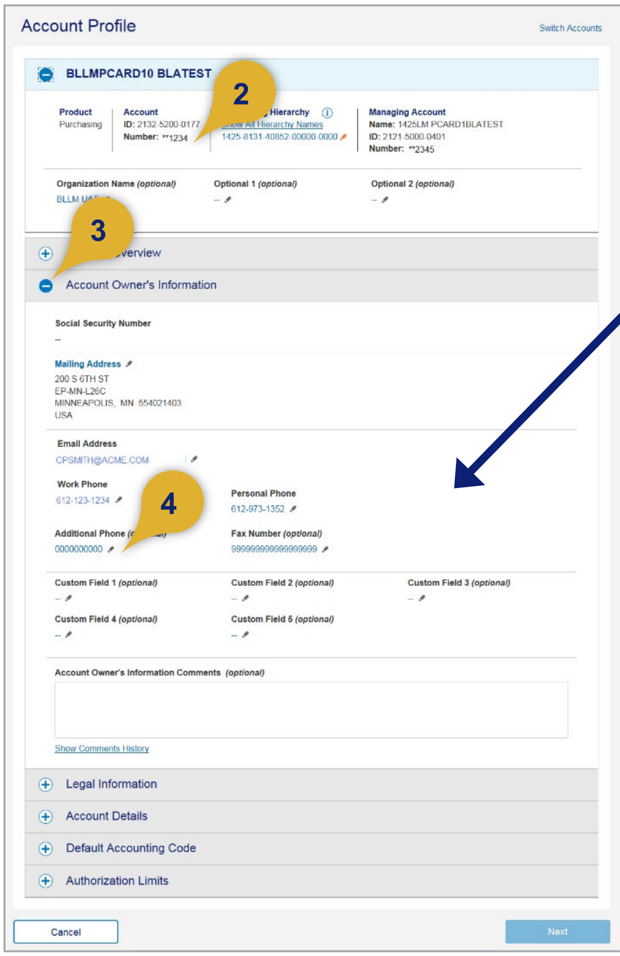
Billing Cycle Period: **0-12** | 13-24 | 25-36 | 37-48 | 49-60 | 61-72 | 73-84

<< Back to Maintain Cardholder Account

Schedule an update

You can schedule an update to take place and last for a specified time period, or that a change take place in the future but remain permanent.

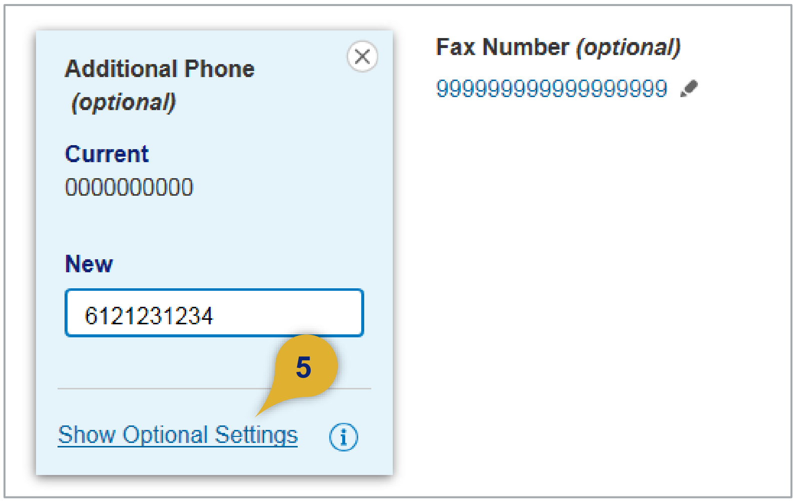
For example, you can specify that an address change and account status for Sheila McCarthy is effective only for three months next year, while she works in your Kansas City office for the summer. You could also set Clarence Washington's credit limit to increase permanently from $5,000 to $6,000 at the beginning of your next fiscal year.



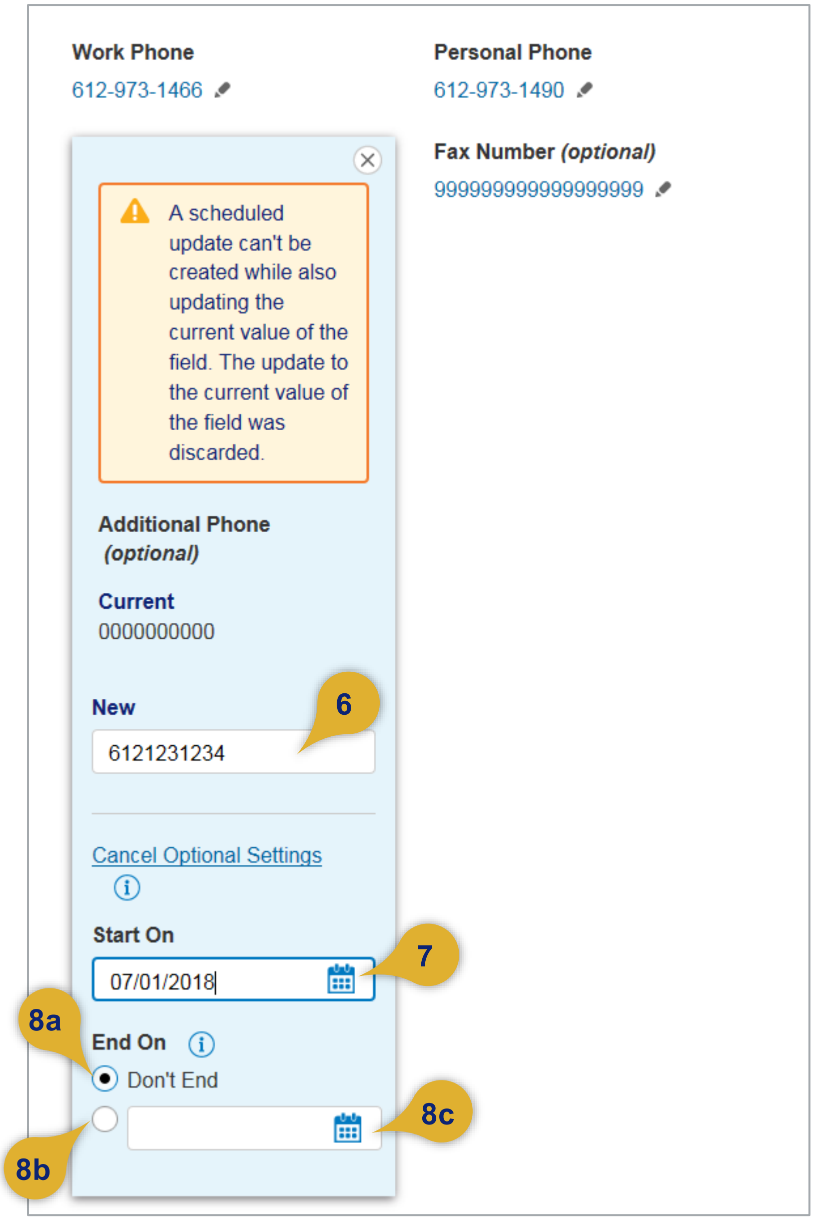
You cannot set a scheduled update date for every account parameter. For example, you cannot set a scheduled date for account name, hierarchy position, or cycle day.

To schedule an update:

1. Repeat the steps in *Update a cardholder account* on page 63 to search and select the account.
2. Click the **Plus Sign** icon to open the section you want.
3. Review the current information.
4. Click the **Edit** icon for the field you want.



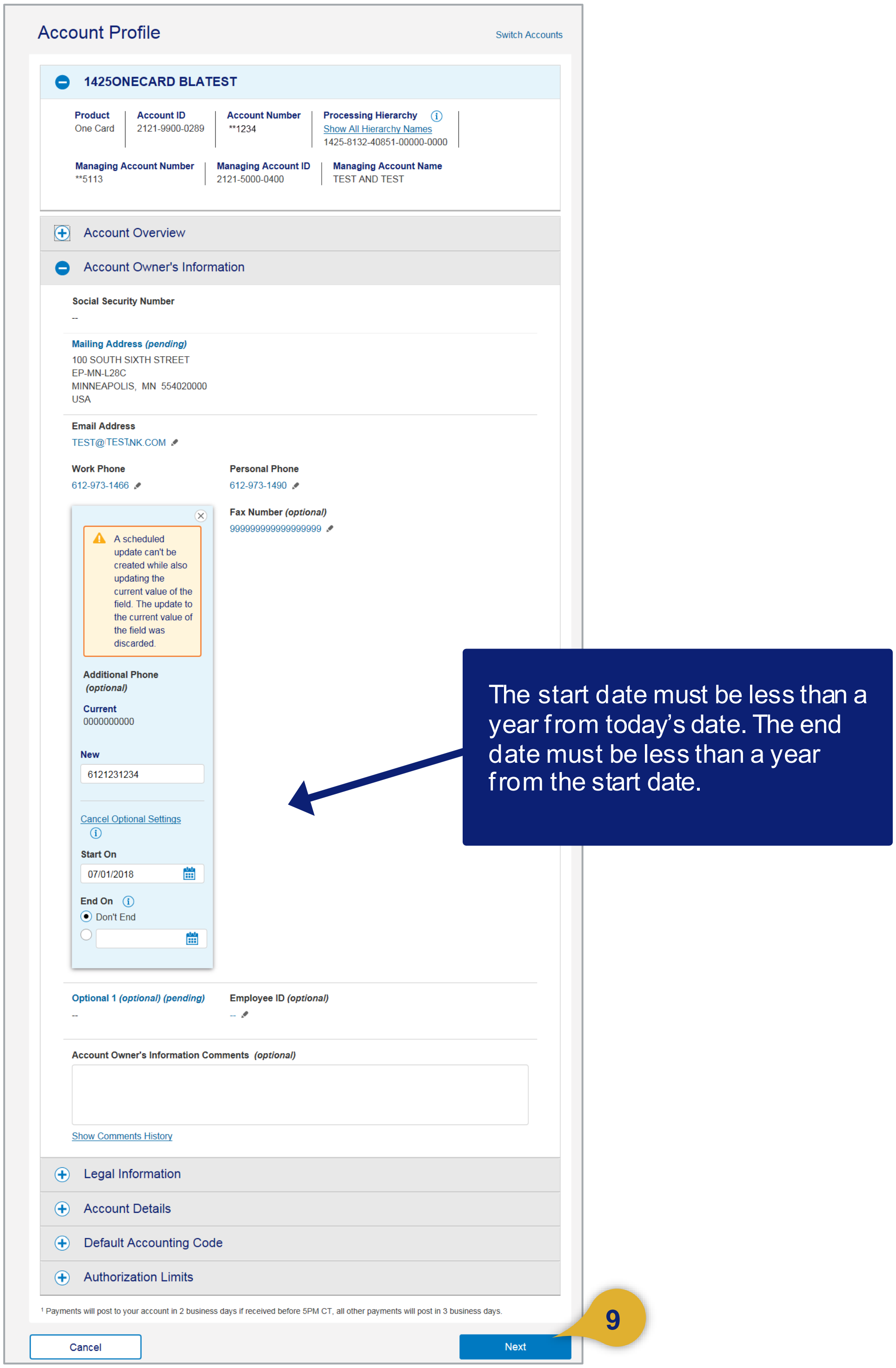
5. Click the **Show Optional Settings** link.



6. Specify the updated information.
7. Type a start date in **MM/DD/YYYY** format or click the **Calendar** icon to select a date for when the change should take place (e.g., January 1 of next year).
8. Specify an end date:
   a. Select the *Don't End* radio button if the change will be permanent (e.g., you know the cardholder will permanently relocate in January of next year).

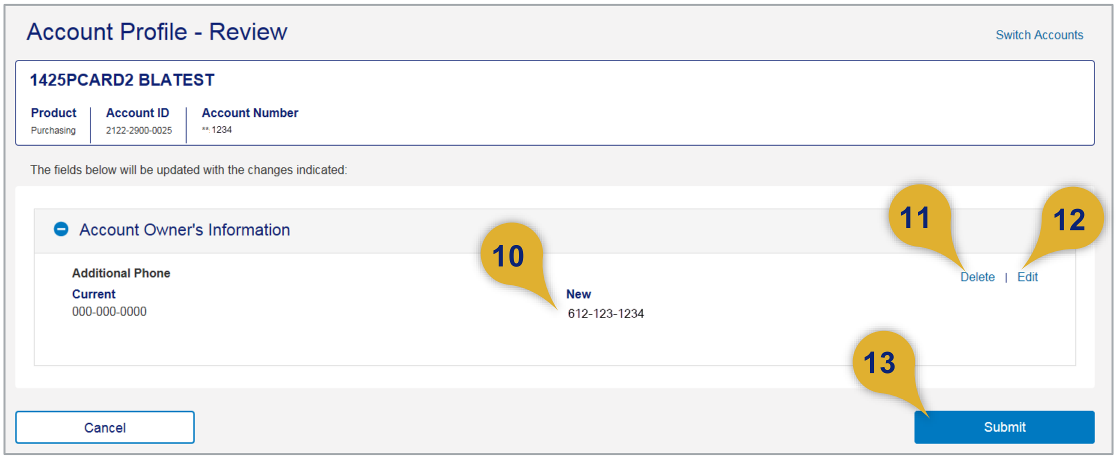
   –Or–

   b. Select the *End On* radio button.
   c. Specify an end date if the change is temporary (e.g., you know the cardholder will be temporarily working at another site for three months next year).



9. When you have made all your updates, click the **Next** button.

Tip! If you want to schedule an update for a cardholder's default accounting code, you must specify a value for every segment. If you leave a segment blank, then that segment will contain zeros when the change takes effect. You set a start and/or end date for the whole code. You cannot set separate start and/or end dates by individual segment.



10. Review your changes by checking the *Current* information and the *New* information.

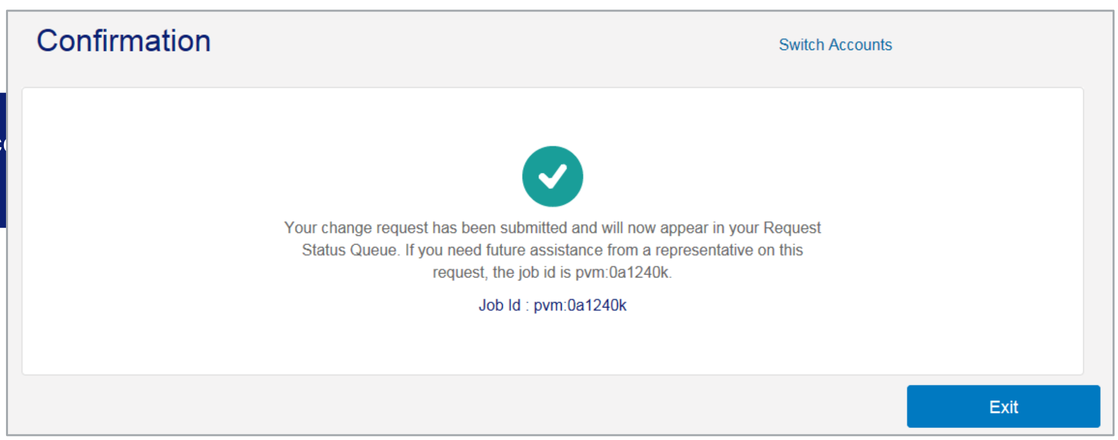
11. Click the **Delete** link to delete a specific update.

12. Click the **Edit** link to edit a specific update

Tip! Click the **Cancel** button to cancel all the updates without saving your work.

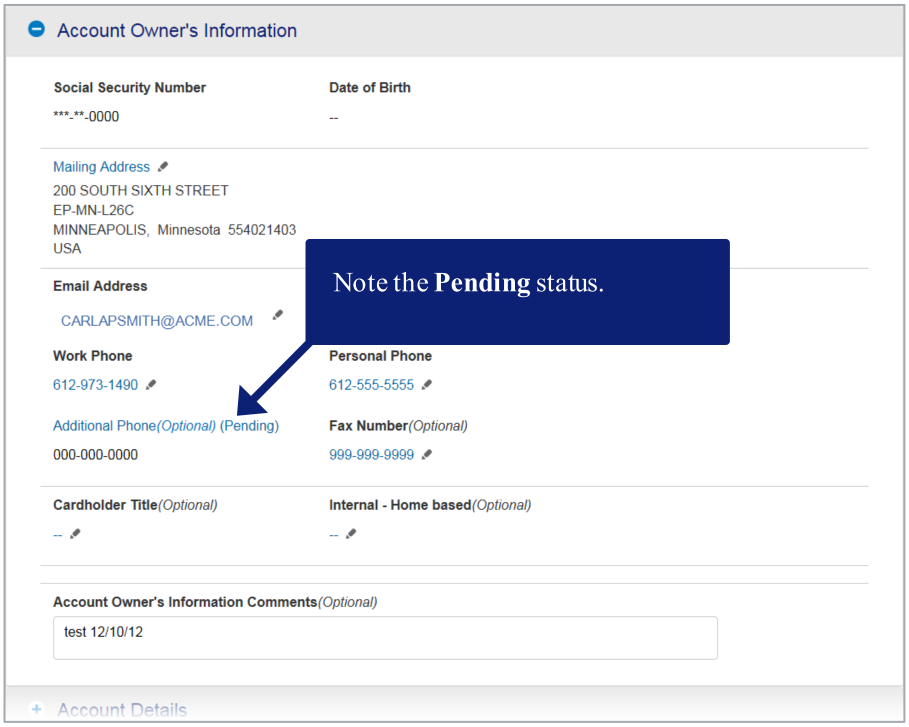
13. When you have made all your updates, click the **Submit** button. A confirmation screen displays.

Note the c
message.



14. Click the **Exit** button to exit the update process.

Tip! Your requested effective date changes do not display in the Request Status Queue until the date you scheduled the change to take place. The screen below shows the change scheduled, but not yet in effect.



Update multiple accounts at the same time

You can change multiple accounts at the same time. You can make the changes for a group of accounts at the same processing hierarchy position or you can search and select a group of accounts.

You make the same changes to all the accounts in the group. You cannot make different changes within the group of accounts (e.g., increase five accounts' monthly limits to $5,000 and six accounts' monthly limits to $7,000). Also, you can only change one group of parameters at one time. For example, you can update the address for a group of accounts, but not the address and monthly spend limit.

If you need to make different changes to the group, you need to submit a request for each change (e.g., one request for the address changes, another one for the monthly spend limit change).

Tip! The function lets you make the most frequently made changes. Not all parameters are available for updating as a group.

Tip! You can change up to 4,000 accounts at one time. If you need to make changes to more than 4,000 accounts, you can submit an electronic file of your updates. Contact your relationship management team if you need to submit a file.

Tip! You cannot lower the credit limit and the single purchase limit for a group of accounts at the same time. If you want to lower the credit limit for the group of accounts below the single purchase limit, you must first lower the single purchase limit. After we have processed all the single purchase limit changes for the group of accounts (review your Request Status Queue), then you can lower the credit limit.

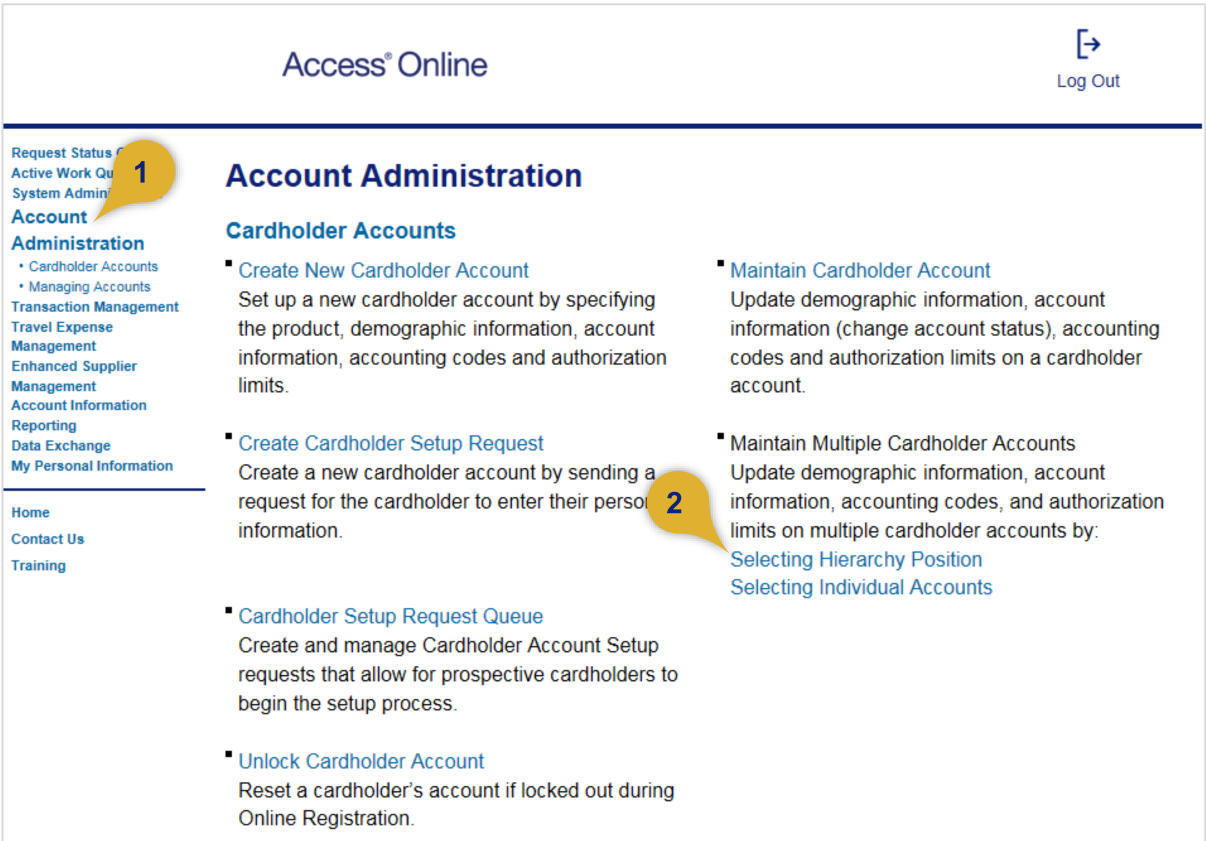
Process overview

Specify the group of accounts.	Specify updated information.	Send the change request.	Track the change request.
Select by processing hierarchy or search and select a group.	Make the same changes to a single area (e.g., default accounting code) to the whole group.	Access Online checks against any existing rules (e.g., valid values lists), processes all correct updates, and sends you an error report (if needed) for all incorrect updates.	Track using the approval process (if applicable) and the Request Status Queue.

Specify the group of accounts

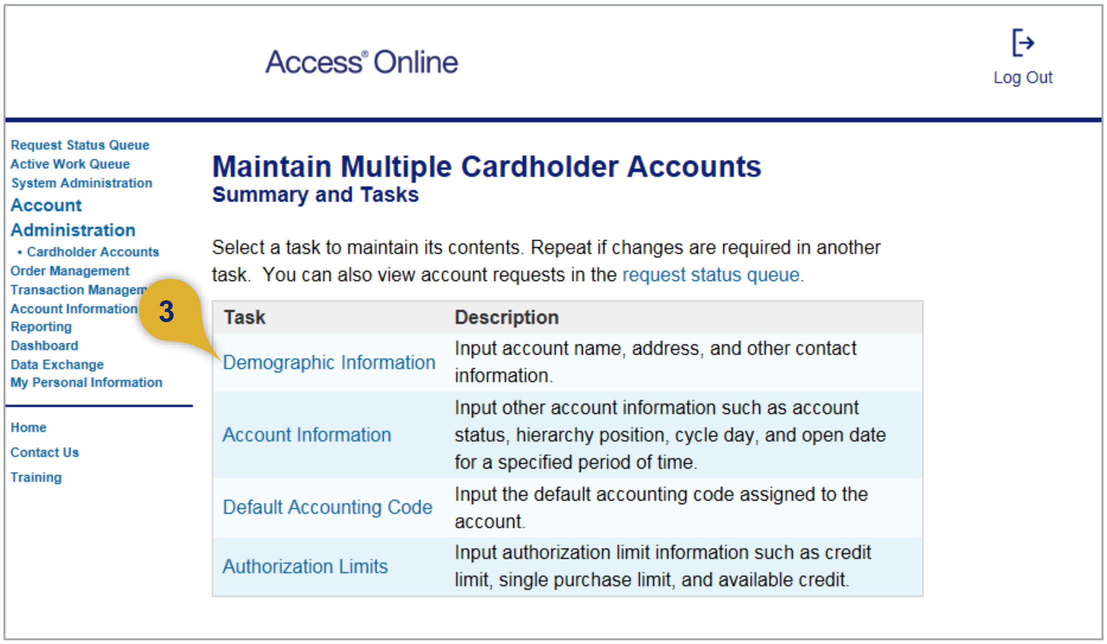
The first step is to select the group of accounts you want to make changes to. You can select the group by processing hierarchy position or by searching and selecting a group of accounts.

Specify the group by processing hierarchy position



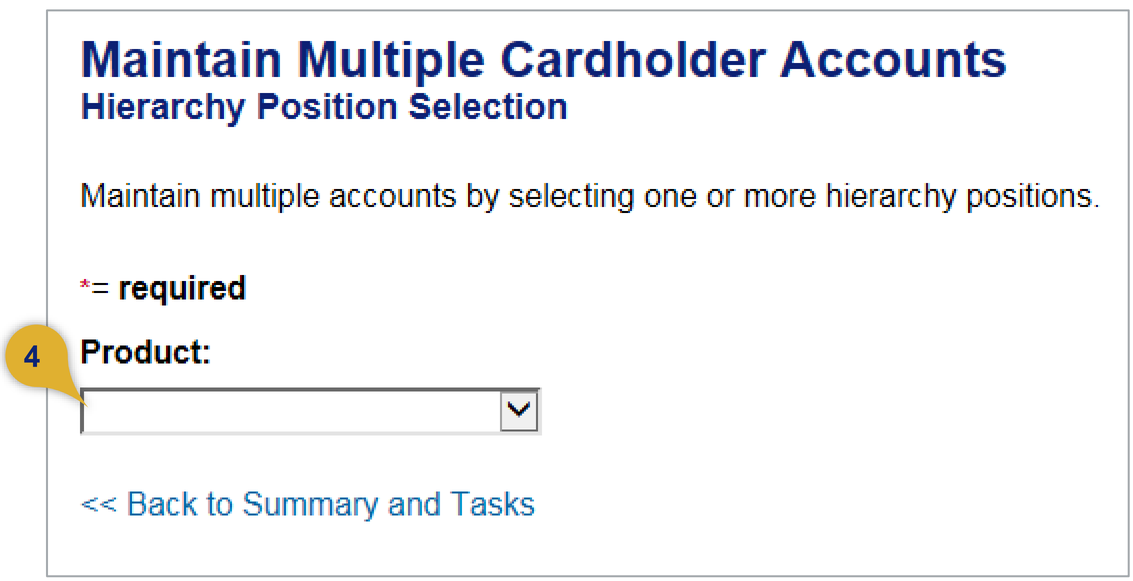
To select a group of accounts at the same processing hierarchy position:

1. Select the **Account Administration** high-level task.
2. Click the **Selecting Hierarchy Position** link for cardholder accounts. The *Maintain Multiple Cardholder Accounts: Summary and Tasks* screen displays.

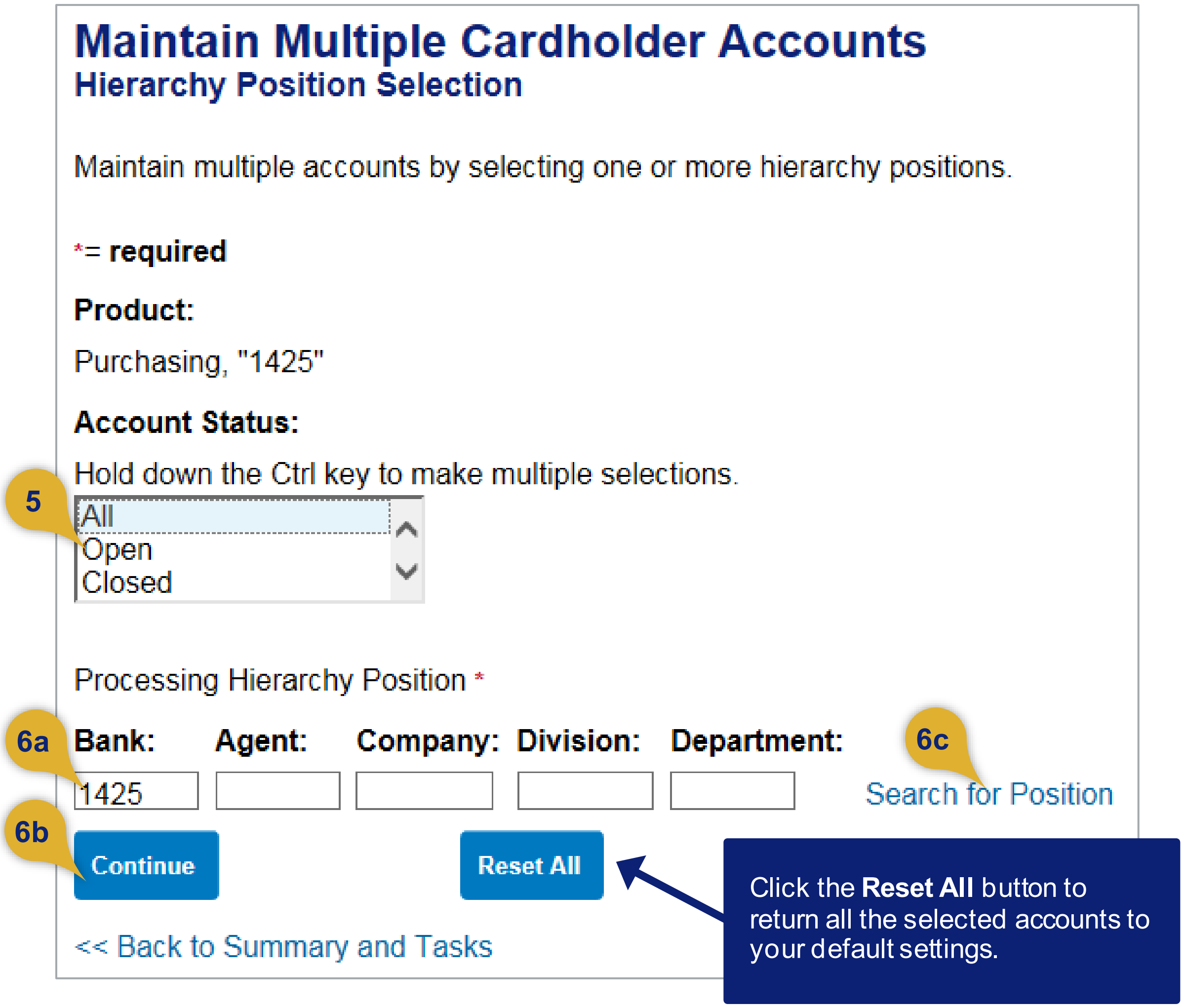


3. Select the section that you want to update.

Tip! Keep in mind that you can update only one set of parameters (e.g., demographic information, authorization limits) at a time. If you want to update more than one set of parameters, you need to submit a separate request by repeating this process for those changes.



4. Select the product.



5. Select an account status from the *Account Status* scroll box.

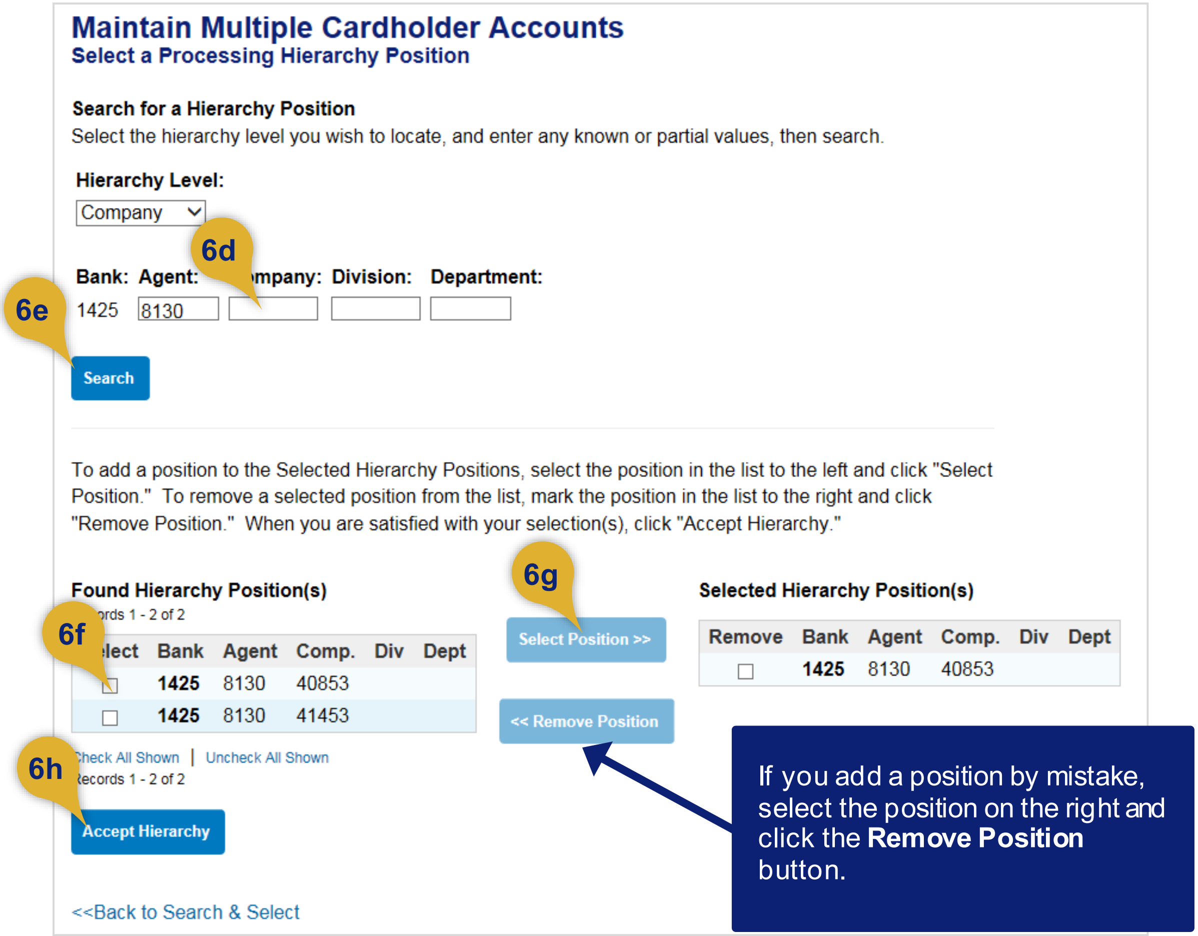
6. Specify a processing hierarchy position:

a. Type the exact values for the processing hierarchy position in the *Bank*, *Agent*, *Company*, *Division* and/or *Department* fields.

b. Click the **Continue** button. Skip to *Specify updated information* on page 115.

–Or–

c. Click the **Search for Position** link to search and select a processing hierarchy position.



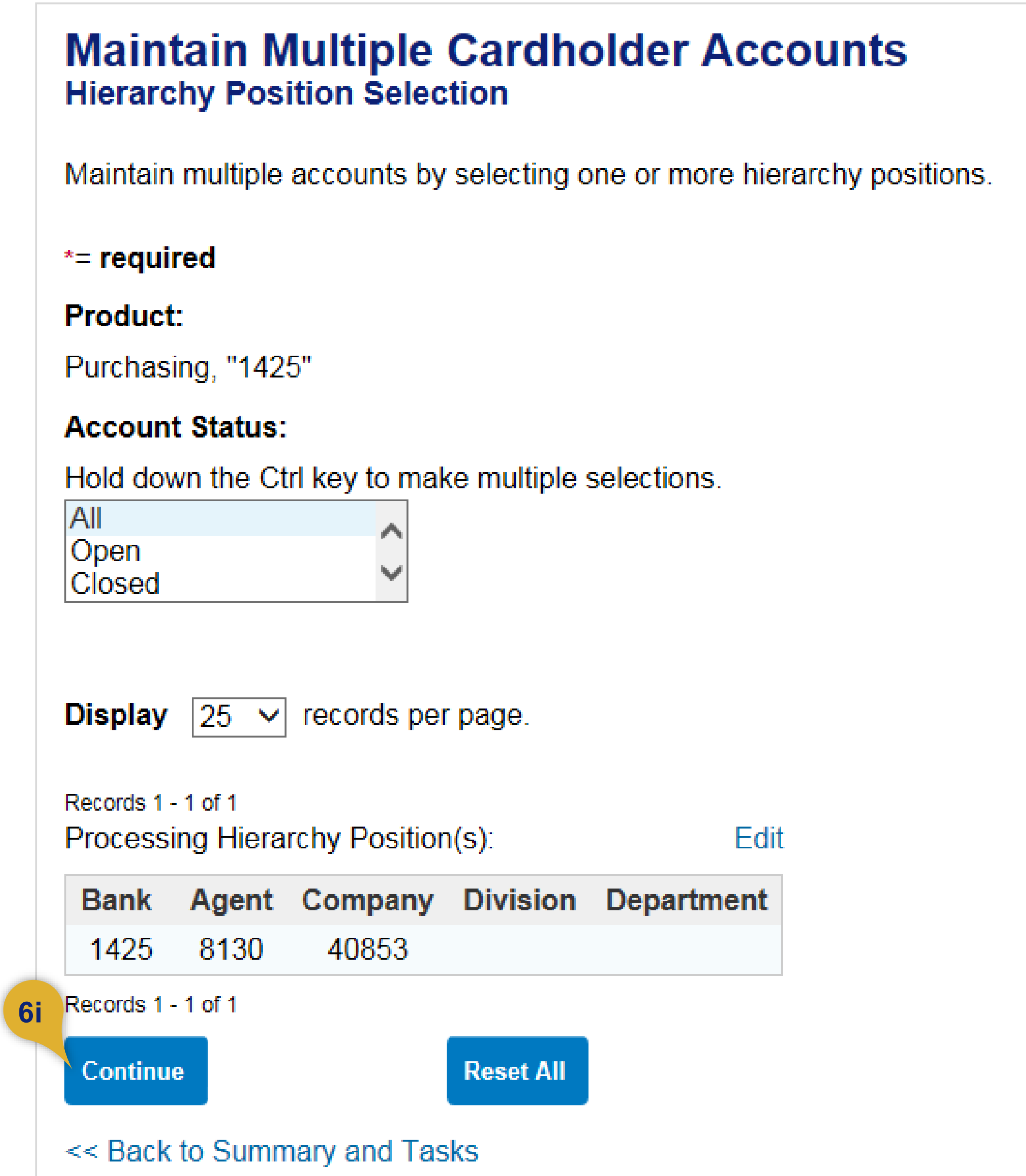
d. Specify search criteria.

e. Click the **Search** button.

f. Select the hierarchy positions that have the accounts you want to change.

g. Click the **Select Position** button.

h. Click the **Accept Hierarchy** button.



Maintain Multiple Cardholder Accounts
Hierarchy Position Selection

Maintain multiple accounts by selecting one or more hierarchy positions.

*= **required**

Product:

Purchasing, "1425"

Account Status:

Hold down the Ctrl key to make multiple selections.

All
Open
Closed

Display 25 records per page.

Records 1 - 1 of 1

Processing Hierarchy Position(s): Edit

Bank	Agent	Company	Division	Department
1425	8130	40853		

Records 1 - 1 of 1

6i

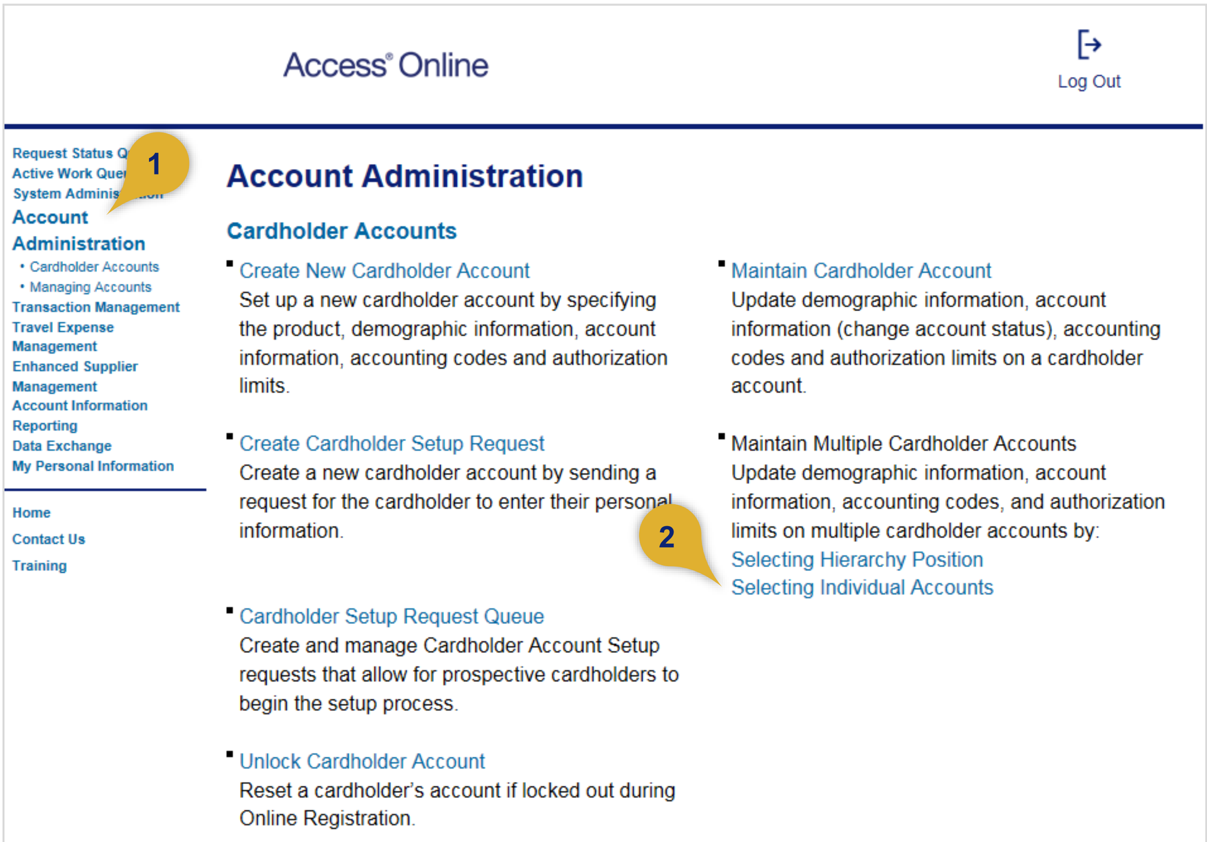
Continue Reset All

<< Back to Summary and Tasks

i. Click the **Continue** button. Skip to *Specify updated information* on page 115.

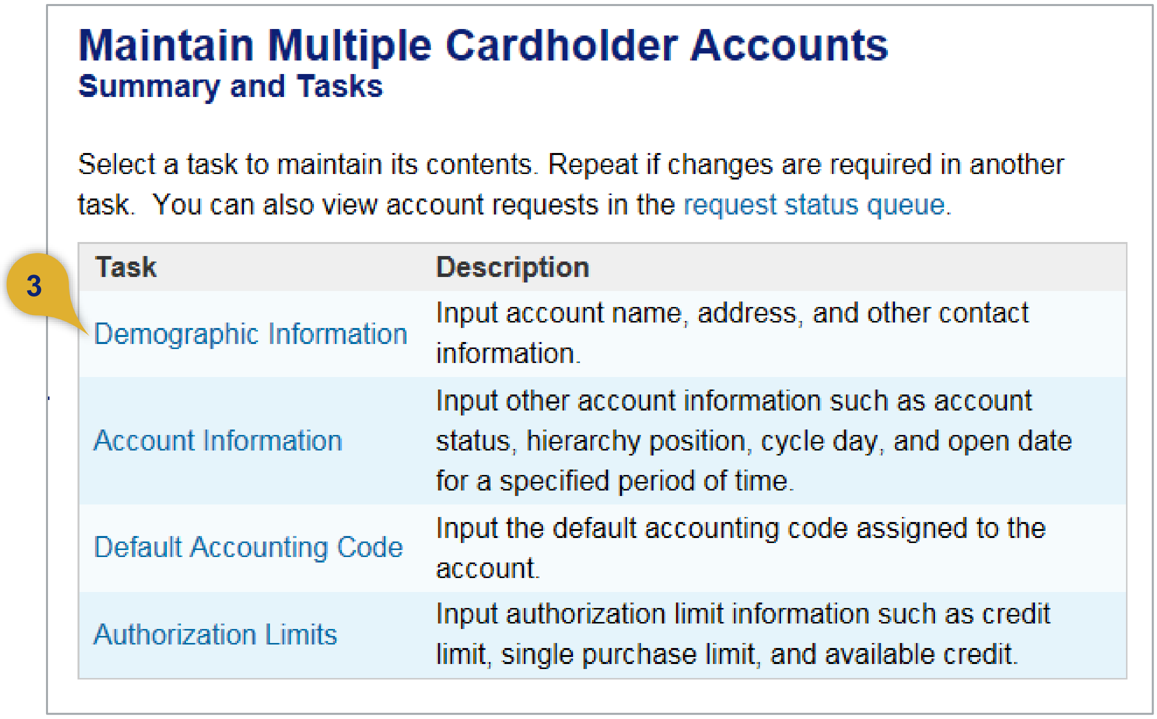
Search and select the group of accounts

You can also search and select the accounts you want to change.



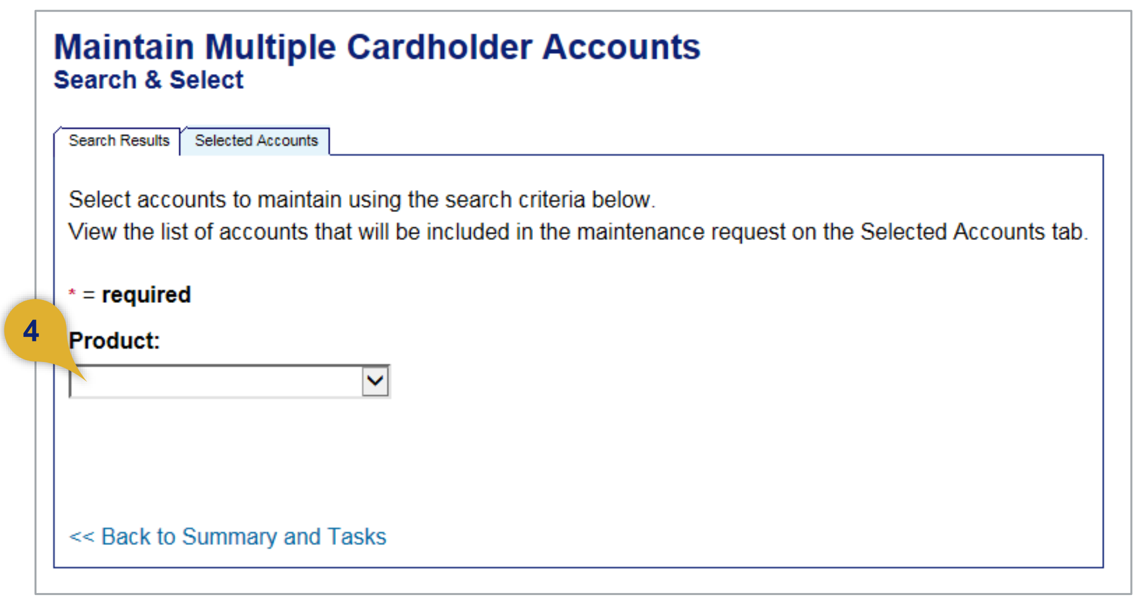
To search and select the accounts you want to change:

1. Select the **Account Administration** high-level task.
2. Click the **Selecting Individual Accounts** link.

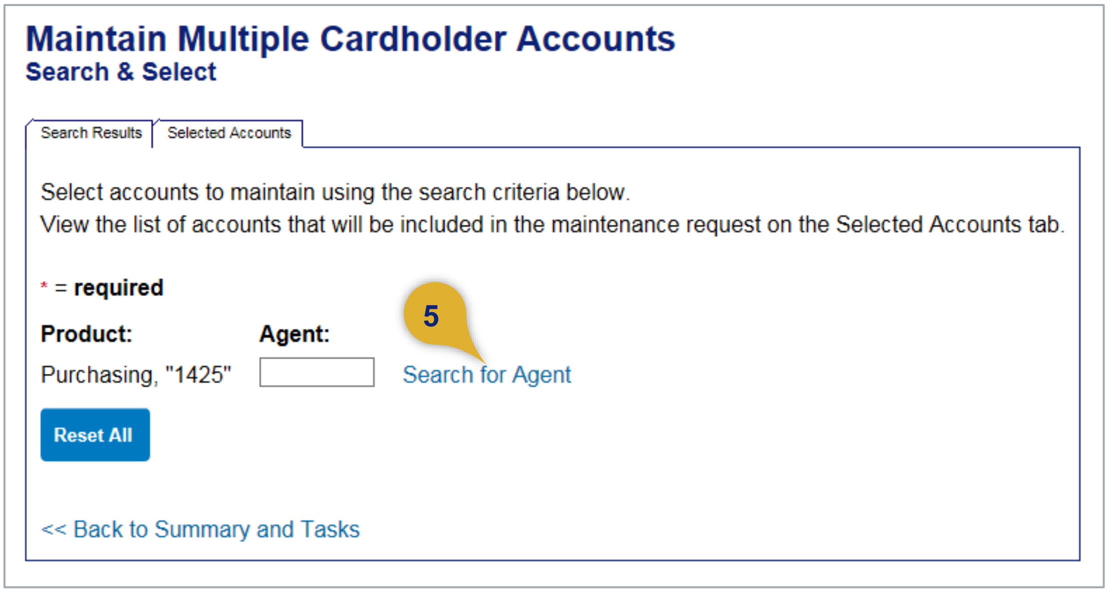


3. Select the section that you want to update.

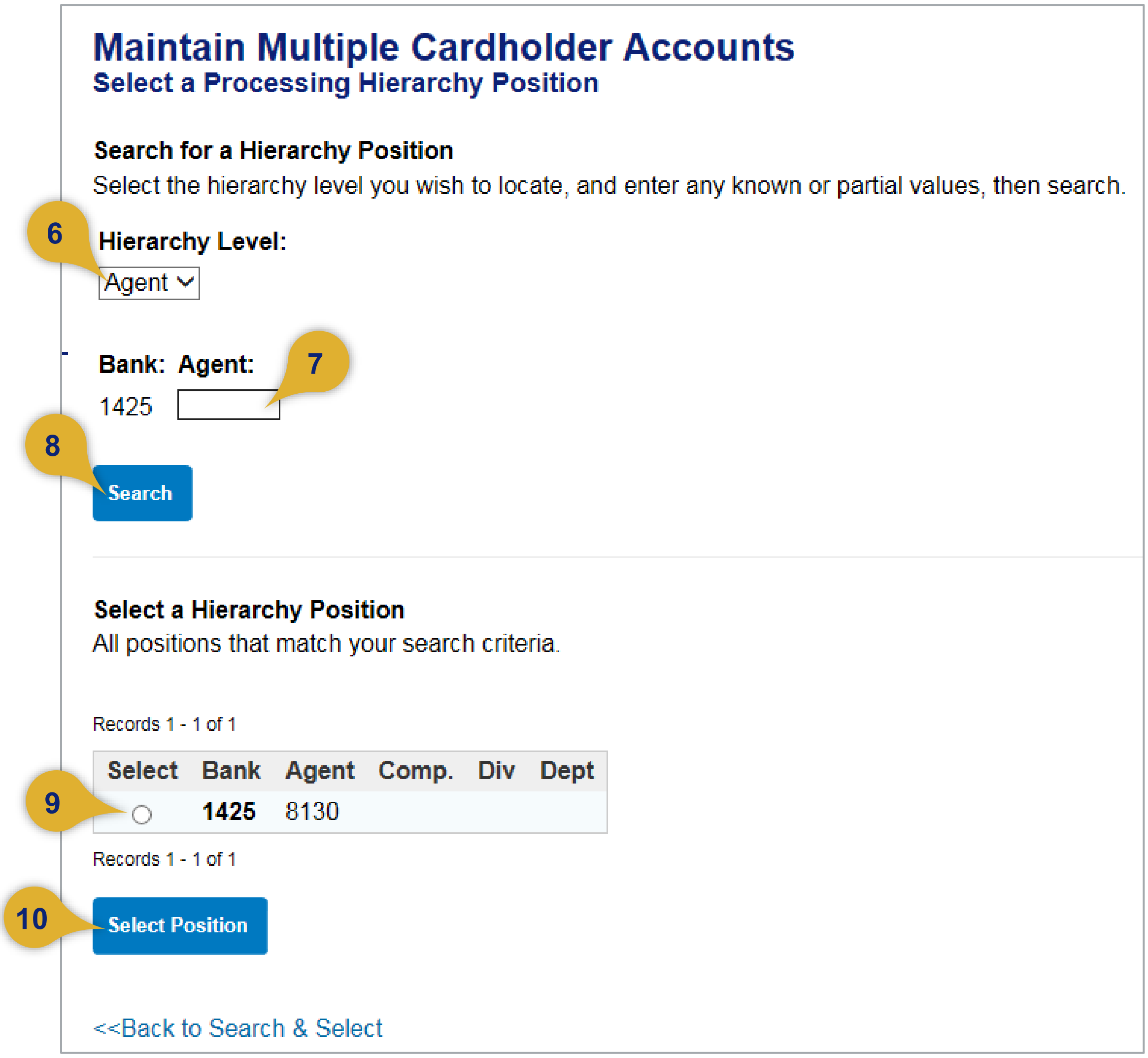
Tip! When you maintain multiple accounts, you select the area with the information you want to update (e.g., *Demographic Information*) and work on separate screens for each area, rather than working on a single screen and opening sections to access information. You can update only one set of parameters at a time. If you want to update more than one set of parameters, you need to submit a separate request by repeating this process for those changes.



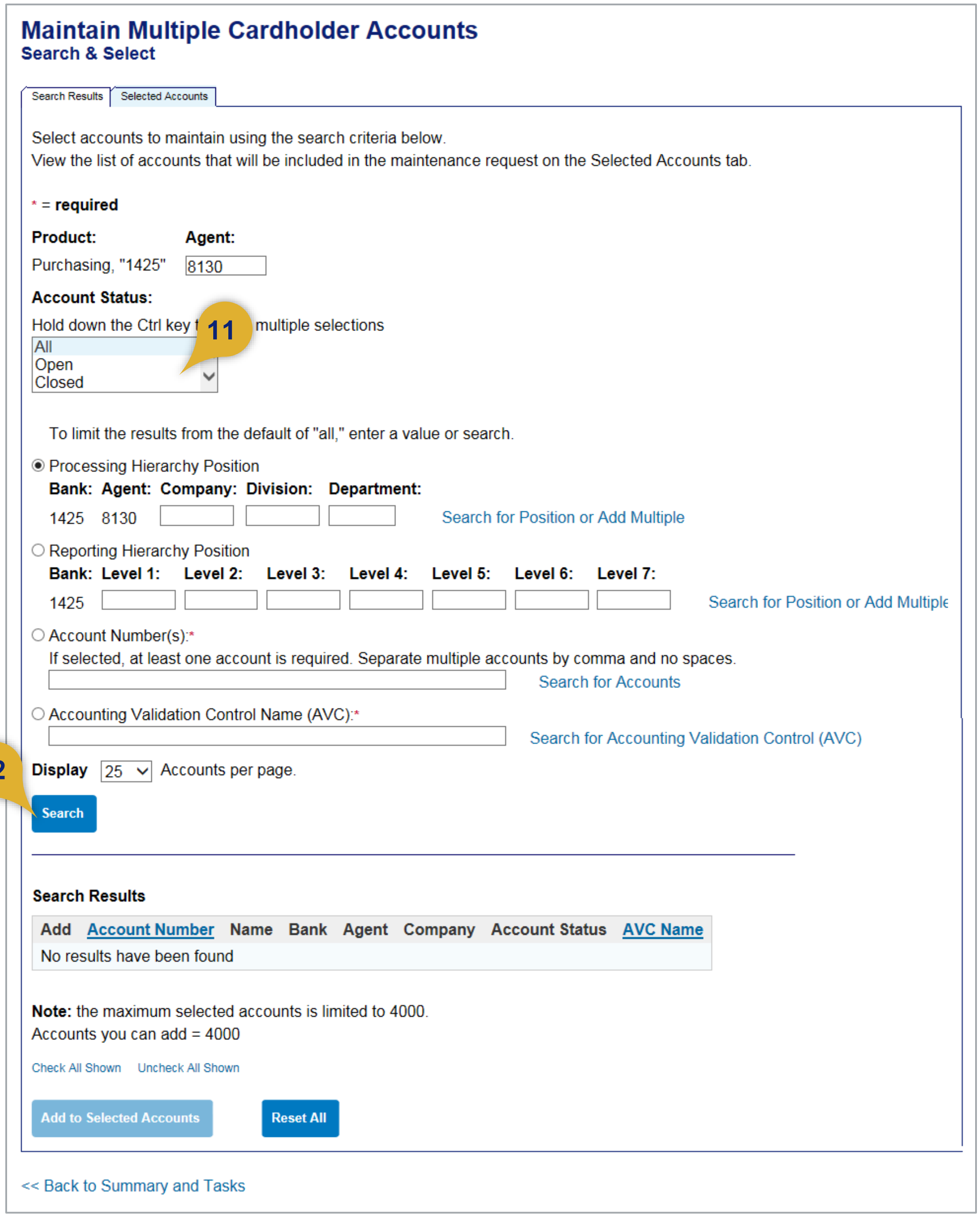
4. Select the product.



5. Type the *Agent* value or click the **Search for Agent** link.

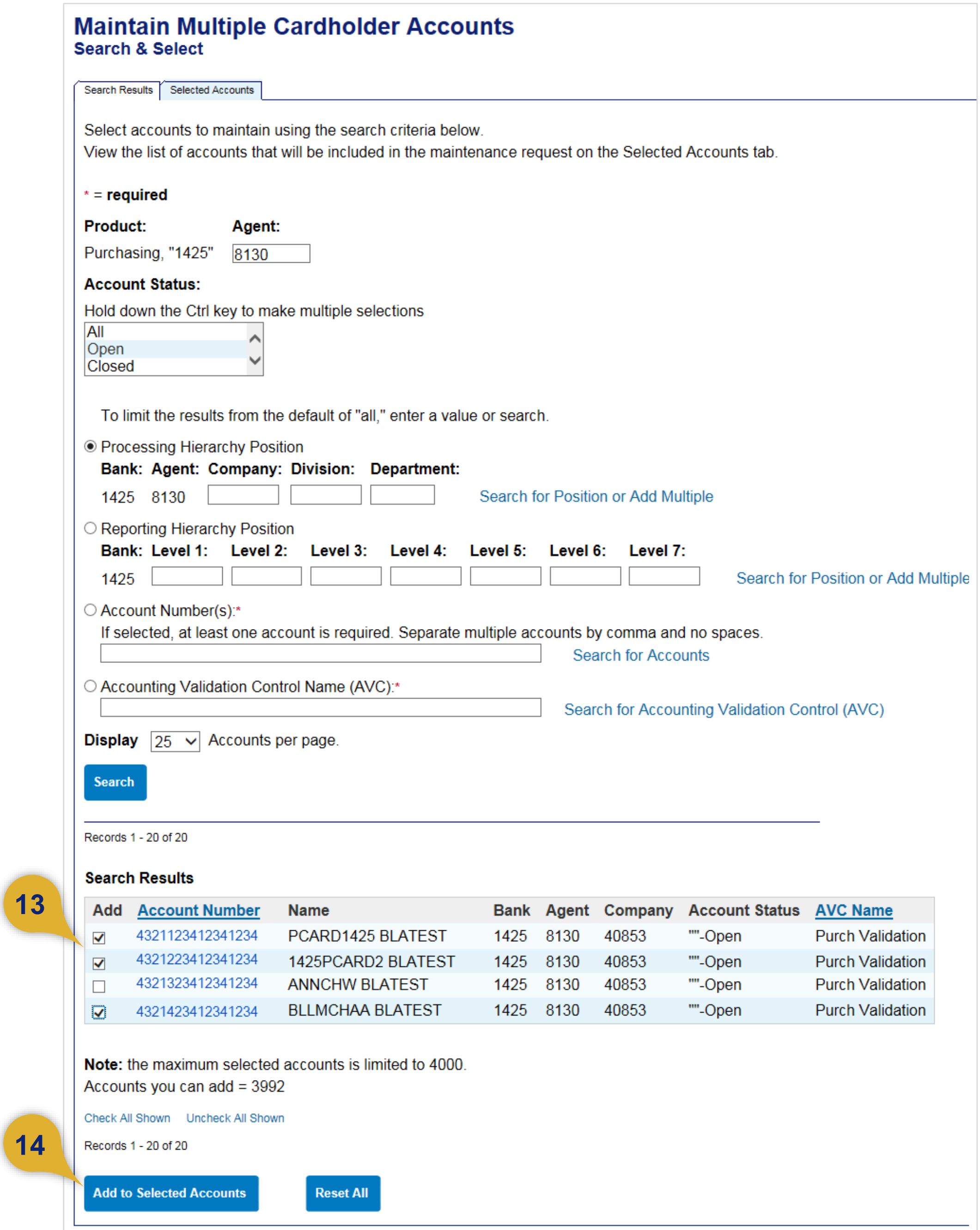


6. Select hierarchy level.
7. Type search criteria.
8. Click the **Search** button.
9. Select the radio button for the processing hierarchy position.
10. Click the **Select Position** button.



11. Specify search criteria, such as account status, hierarchy position, account number, or accounting validation control name.

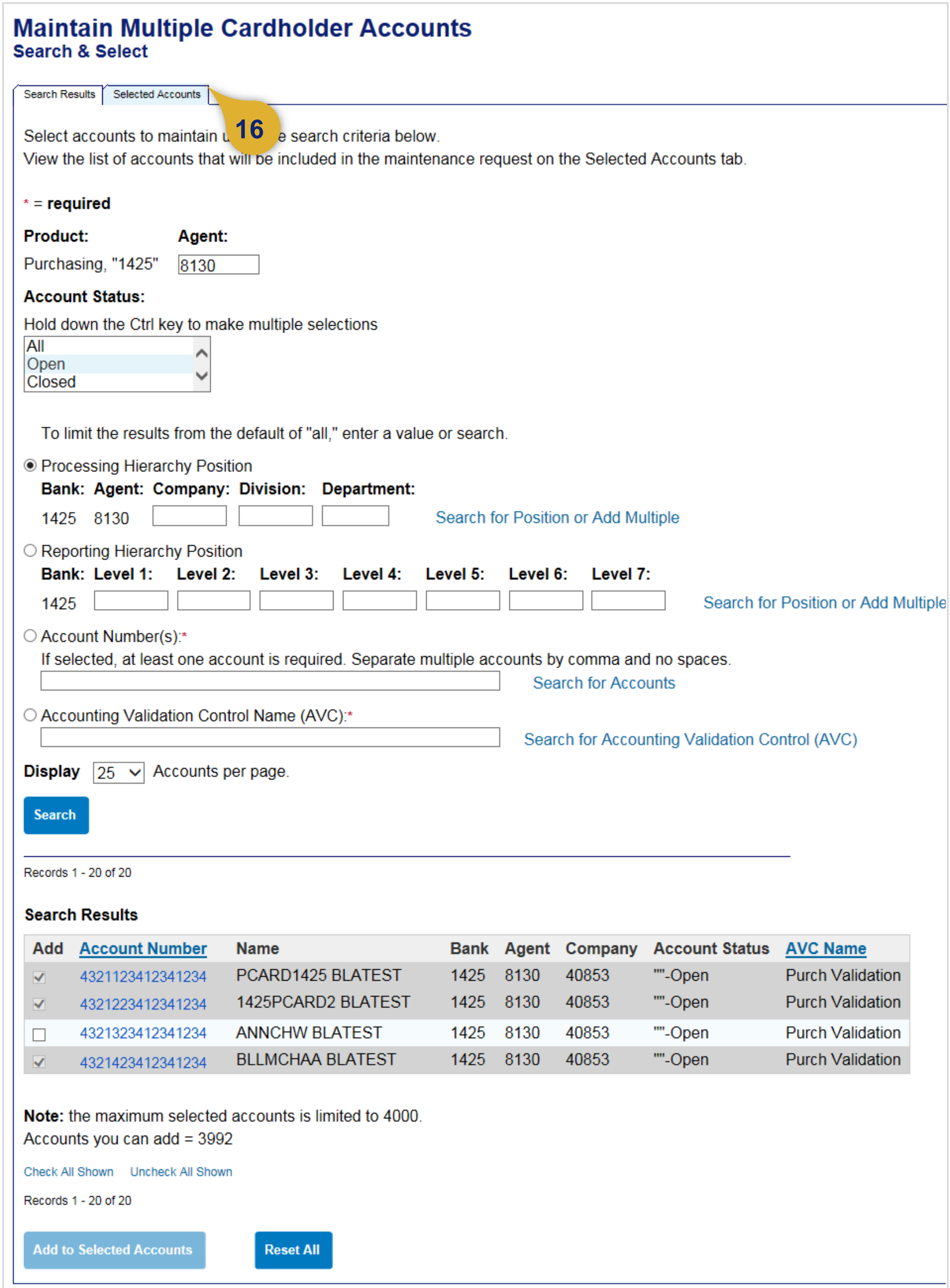
12. Click the **Search** button.



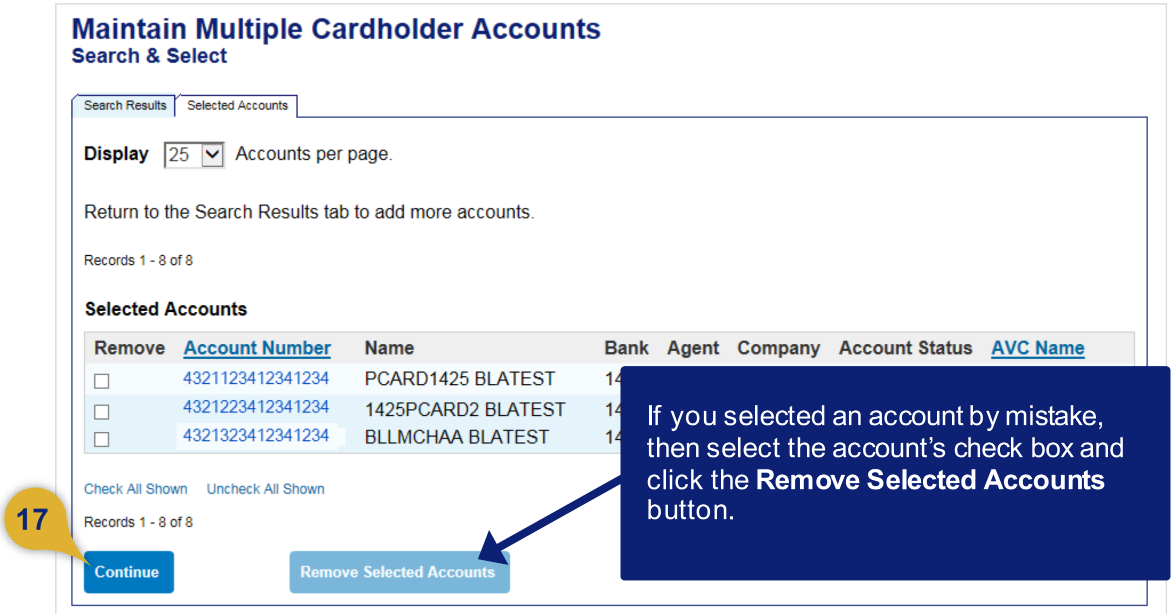
13. Select the accounts you want to update.

14. Click the **Add to Selected Accounts** button.

15. Repeat these steps to add more accounts.



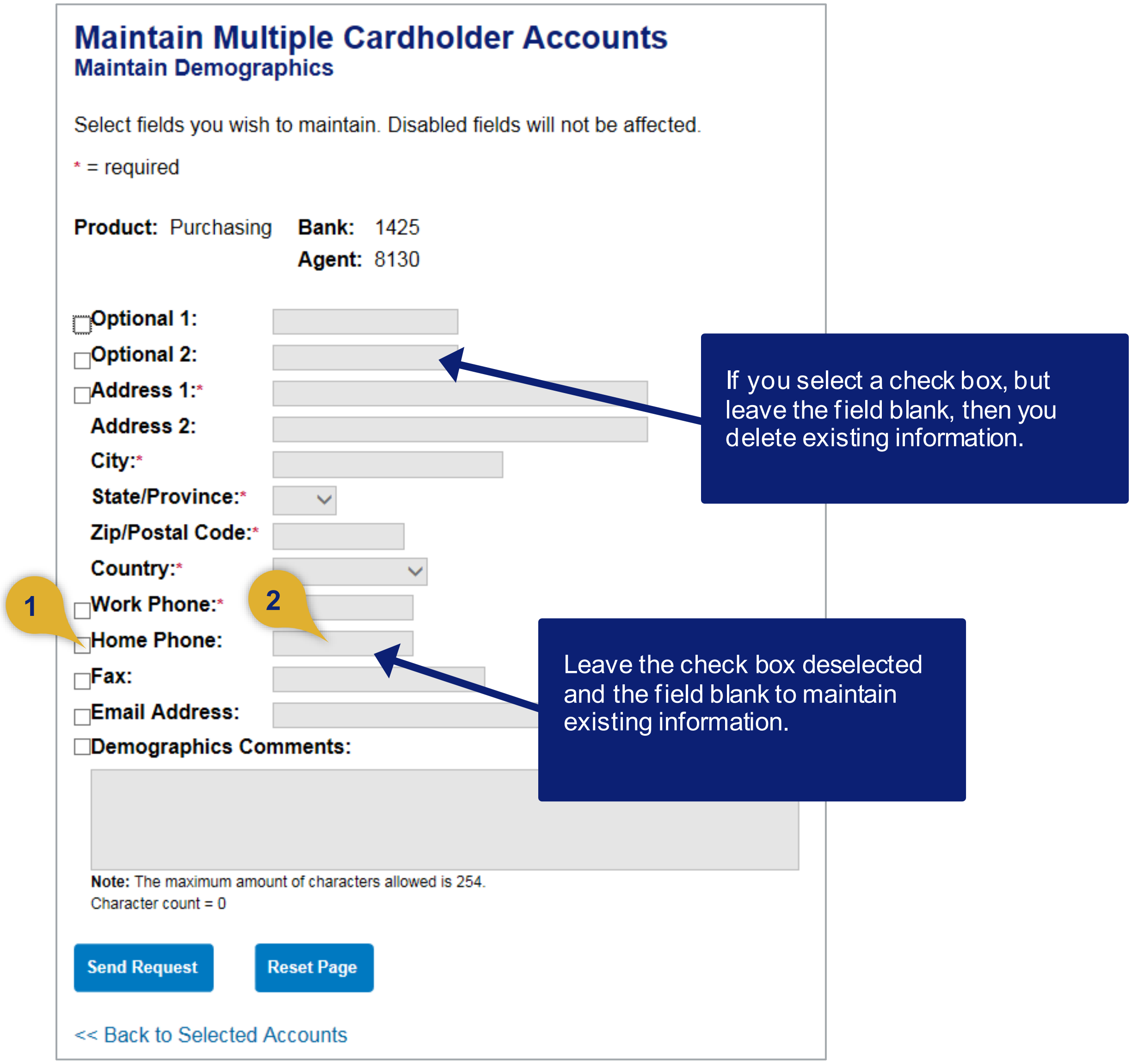
16. Select the *Selected Accounts* tab.



17. Click the **Continue** button.

Specify updated information

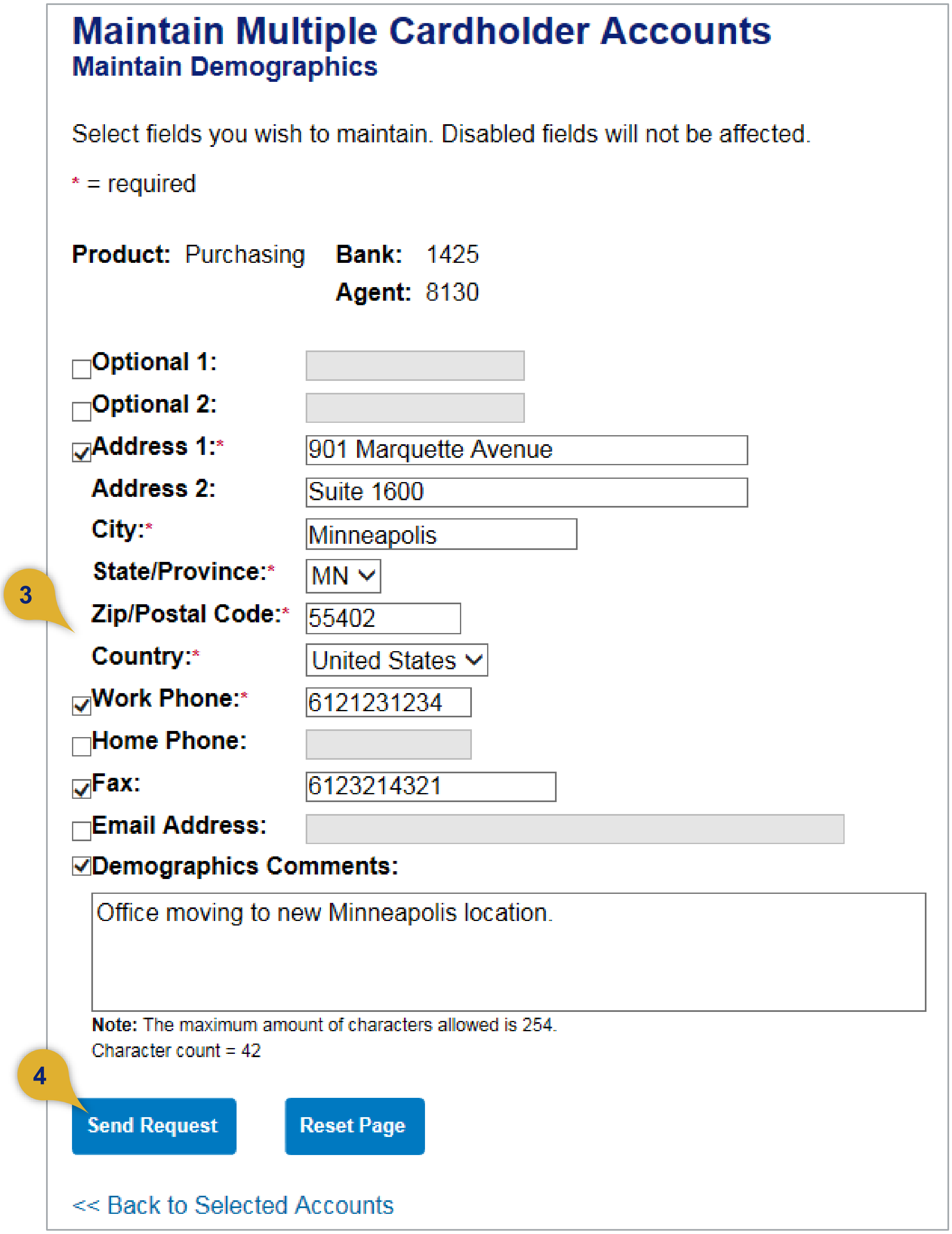
Whether you selected accounts based on processing hierarchy position or by searching and selecting a group of accounts, you next specify your updates.



To specify the new information:

1. Select the checkbox for each item you want to update.
2. Specify the new information

Tip! If you leave the field blank and the check box deselected, existing information (e.g., email address for the individual accounts) will not change. If you select a check box but leave the corresponding field blank, you delete existing information.



Maintain Multiple Cardholder Accounts
Maintain Demographics

Select fields you wish to maintain. Disabled fields will not be affected.

* = required

Product: Purchasing **Bank:** 1425
Agent: 8130

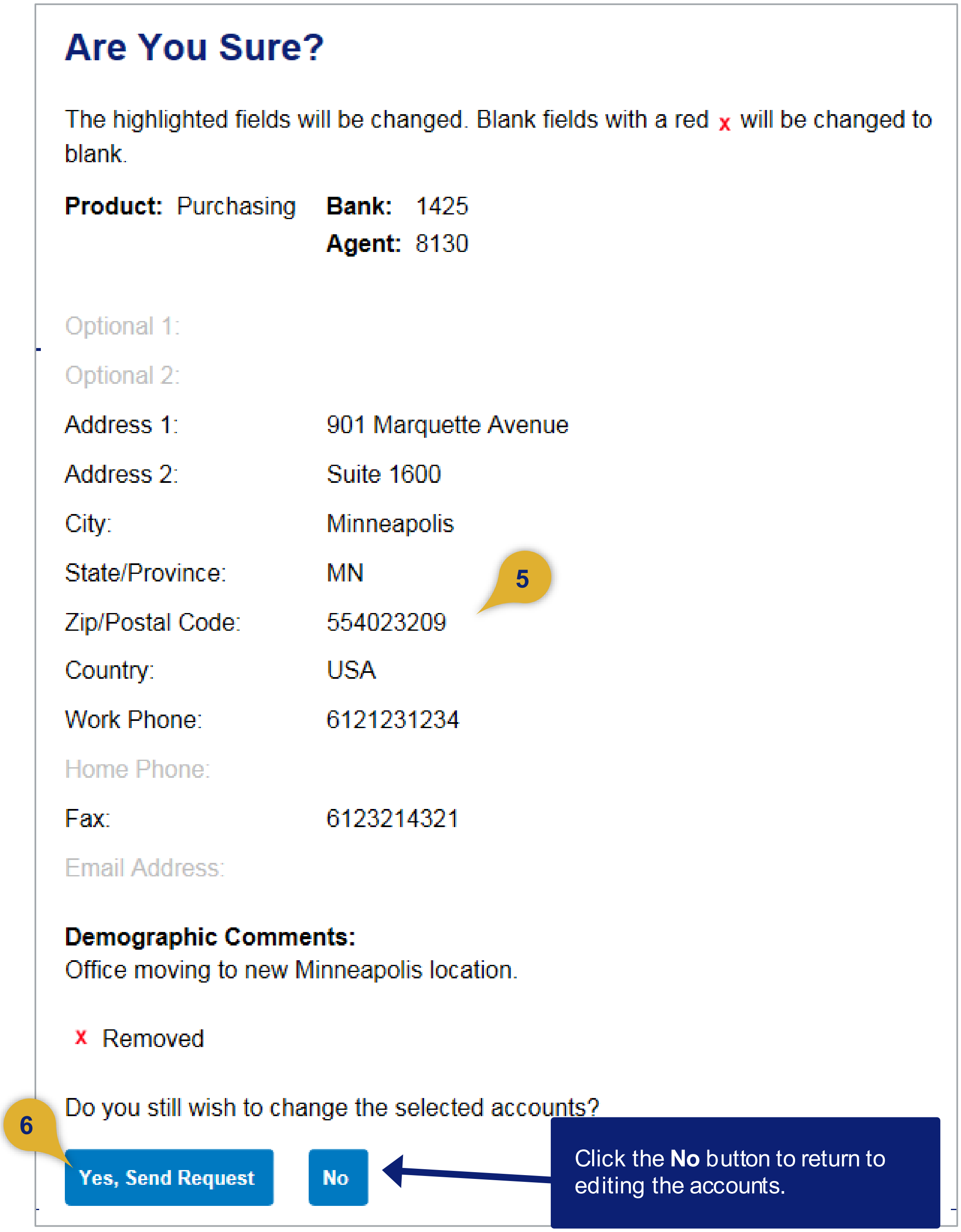
Optional 1:
Optional 2:
Address 1:* 901 Marquette Avenue
Address 2: Suite 1600
City:* Minneapolis
State/Province:* MN
Zip/Postal Code:* 55402
Country:* United States
Work Phone:* 6121231234
Home Phone:
Fax: 6123214321
Email Address:
Demographics Comments:
Office moving to new Minneapolis location.

Note: The maximum amount of characters allowed is 254.
Character count = 42

Send Request Reset Page

<< Back to Selected Accounts

3. Review your changes.
4. Click the **Send Request** button.



5. Review the changes.
6. Click the **Yes, Send Request** button.

Maintain Multiple Cardholder Accounts
Summary and Tasks

Your Account Administration Request 02000017068E93561A6A000100000777 has been submitted for processing.

Select a task to maintain its contents. Repeat if changes are required in another task. You can also view account requests in the request status queue.

Task	Description
Demographic Information	Input account name, address, and other contact information.
Account Information	Input other account information such as account status, hierarchy position, cycle day, and open date for a specified period of time.
Default Accounting Code	Input the default accounting code assigned to the account.
Authorization Limits	Input authorization limit information such as credit limit, single purchase limit, and available credit.

Tip! Access Online checks your updates against existing rules you have built into the system (e.g., valid values lists, accounting validation controls) and submits an error report via email to you for each incorrect update request. The system processes all correct updates, so the system does not delay your updates for one or two errors.

Learn more: After you send your change request, you can track the status in Access Online. If your organization uses the workflow function, then the request goes through the same review and approval process as any other request.

Request Status Queue
Account Requests

Setup Cardholder Account | Maintain Cardholder Account

Select a request to view the details.

Records 1 - 25 of 60
Page: **1** | 2 | 3

Refresh List

Delete Request	Request Status (View Details)	Account Number	Request Type	Start Date	Account Name	Last Update	Update Method
	Processing - Demographics	# of Accounts 30	MASS ACCOUNT MAINTENANCE CH DEMO	08/14 12:25		08/14 12:25	Online Mass Main
	Maint CH Account Complete	************ 2234	EFFECTIVE DATE CH ACCT INFO MAINT	08/13 04:00	BLATEST ,TESTUC3	08/13 04:00	Online
	Maint CH Account Complete	************ 3234	EFFECTIVE DATE CH ACCT INFO MAINT	08/13 04:00	BLATEST ,PCARDBLLM	08/13 04:00	Online
	Setup CH Acct Complete	************ 4234	CARDHOLDER SETUP	08/08 13:41	Blatest ,RajCHb	08/08 13:45	Online
	Setup CH Acct Complete	************5234	CARDHOLDER INITIATED SETUP	[illegible]	[illegible]	[illegible]	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP				Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP				Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP				Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP				Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP				Online
	Setup CH Acct Complete	************6234	CARDHOLDER SETUP	08/07 10:36	BLATEST ,BLAHRICH C	08/07 10:36	Data Feed
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 17:32		08/06 17:32	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 17:26		08/06 17:27	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 17:24		08/06 17:24	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 17:19		08/06 17:19	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 13:15		08/06 13:15	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 13:08		08/06 13:08	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 12:56		08/06 12:57	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/06 12:53	test ,test	08/06 12:56	Online
	Maint CH Account Complete	************6234	EFFECTIVE DATE CH ACCT INFO MAINT	08/06 04:00	BLATEST ,PCARDCHA	08/06 04:00	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/03 17:16		08/03 17:16	Online
☐	Cardholder Setup		REJECT - PRODUCT SETTINGS	08/03 17:12		08/03 17:12	Online
☐	Data Entry - Setup CH Acct		CARDHOLDER SETUP	08/03 17:11		08/03 17:11	Online
☐	Final Review - Setup CH Acct		FINAL REVIEW - CARDHOLDER SETUP	08/03 17:07		08/03 17:07	Online

Note the mass account maintenance request.

Refresh List

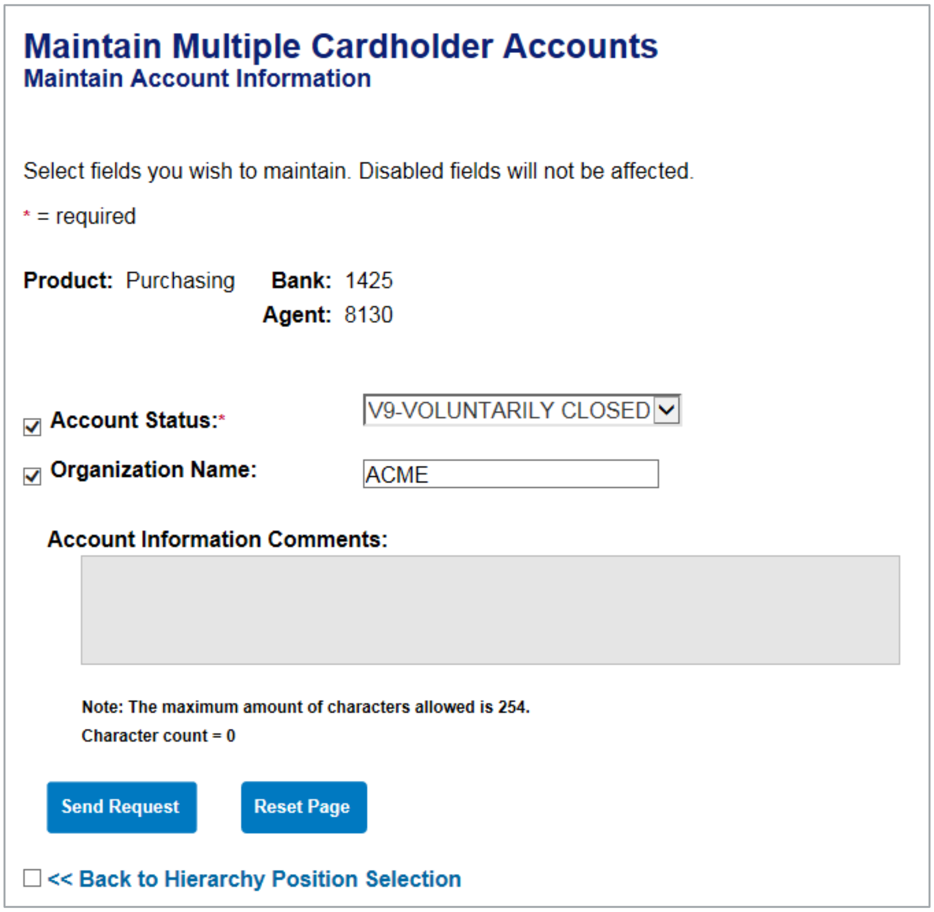
Records 1 - 25 of 60
Page: **1** | 2 | 3

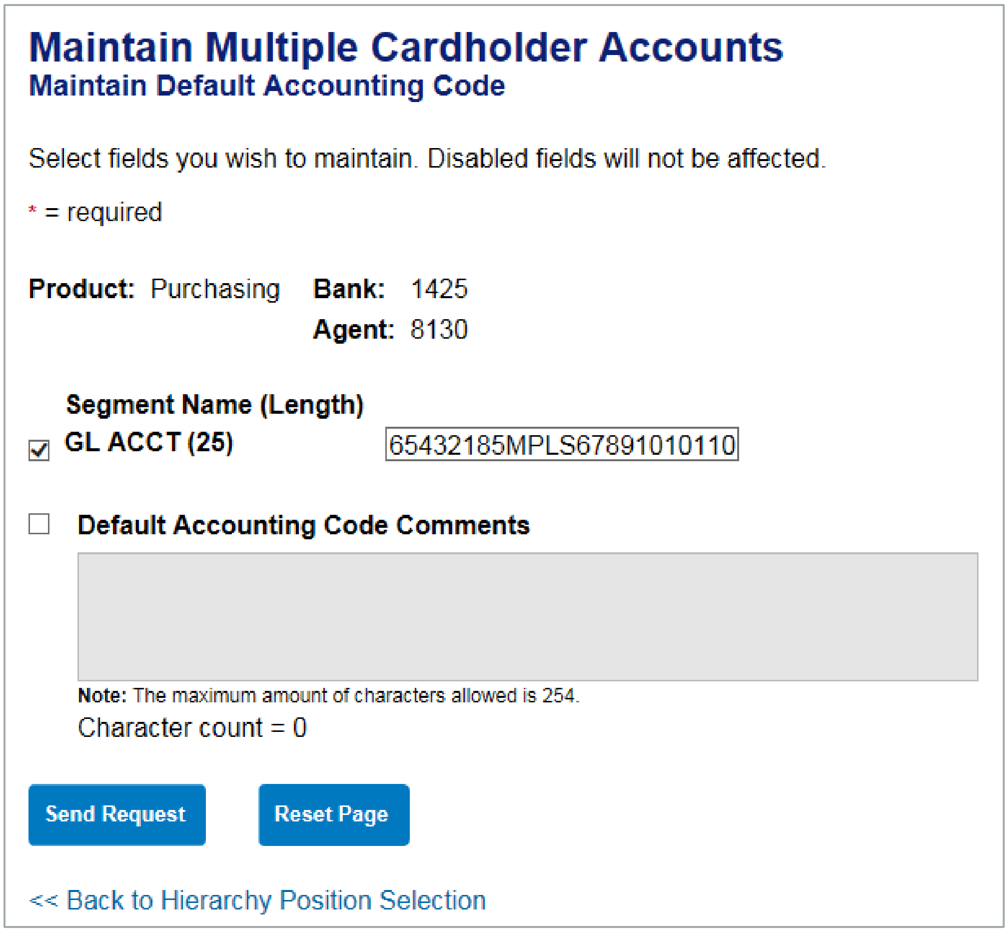
Delete Request

The user responsible for reviewing the update clicks the task link for the account maintenance request to review the request. Any workflow rules and parameters you have in place already also apply to requests that contain multiple accounts.

If your organization does not use the workflow approval process, or after the request is final-approved, you can track the request's status in the Request Status Queue.

Learn more: Sample screens for additional mass account maintenance screens are below.




Maintain Multiple Cardholder Accounts
Maintain Default Accounting Code
Select fields you wish to maintain. Disabled fields will not be affected.
* = required
Product: Purchasing
Bank: 1425
Agent: 8130
Segment Name (Length)
GL ACCT (25)
65432185MPLS67891010110
Default Accounting Code Comments
Note: The maximum amount of characters allowed is 254.
Character count = 0
Send Request
Reset Page
<< Back to Hierarchy Position Selection

Maintain Multiple Cardholder Accounts
Maintain Authorization Limits

Select fields you wish to maintain. Disabled fields will not be affected.

Product: Purchasing **Bank:** 1425
Agent: 8130

Authorization Limits

- [x] **Credit Limit:** 5000
- [ ] **Single Purchase Limit:**
- [ ] **% Cash:**

Standard Velocity Limits

- [x] **Daily Dollar:** 800
- [ ] **Daily Transaction:**
- [ ] **Cycle Dollar:**
- [ ] **Cycle Transaction:**
- [ ] **Monthly Dollar:**
- [ ] **Monthly Transaction:**
- [ ] **Quarterly Dollar:**
- [ ] **Quarterly Transaction:**
- [ ] **Yearly Dollar:**
- [ ] **Yearly Transaction:**
- [ ] **Custom Velocity Limits:**

Other Dollar: **Other Transaction:**

Refresh From Date: **Month** **Day** **Year**

Note: If the Refresh From Date is entered, Refresh To Date or Days in Refresh Cycle is required.

Refresh To Date: **Month** **Day** **Year**

Days in Refresh Cycle:

- [ ] **Authorization Limits Comments:**

Note: The maximum amount of characters allowed is 254.
Character count = 0

Send Request **Reset Page**

<< Back to Hierarchy Position Selection

Perform a maintenance final approval

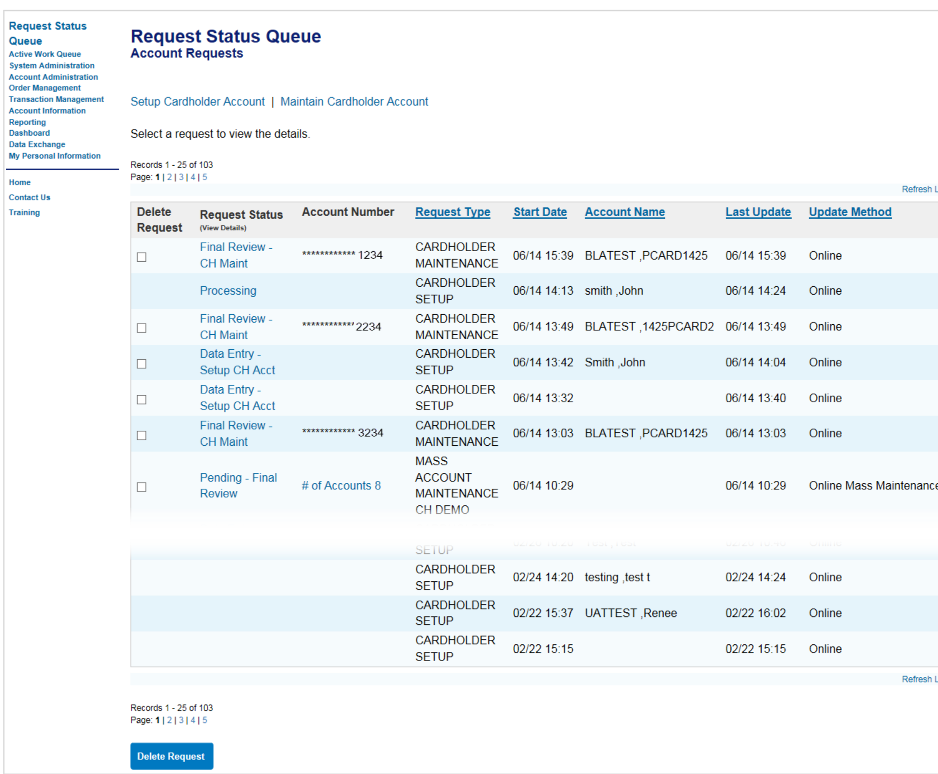
Your organization may require a final review of all cardholder account maintenance requests. Just like with the cardholder account setup process, your organization's workflow process for reviewing and approving account maintenance requests is unique to your organization. For example, one Program Administrator, Jane Smith, may review and final-approve all maintenance requests. Or, you may have different users review and final-approve different types of requests. For example, Jayla Jones may review demographics and Jose Alvarez may review authorization limits.

As with cardholder account setup final review, the user responsible for final approval picks up the completed maintenance request from the Active Work Queue and reviews the maintenance request.

The Active Work Queue lists each request separately, even if there are multiple changes on the same account. For example, the address change on DeSean Lincoln (account 4321432143214321) displays separately from a request to change the same account's default account code. You must review and approve each request separately.

Learn more: Refer to *Review a cardholder account* setup on page 45 for detailed steps.

Learn more: If your organization uses the scheduled updates function, then you can perform a final review on those requests (e.g., a request to set the account's credit limit from $5,000 to $10,000 for three months next year). You access and review scheduled update requests the same way you access and review other maintenance requests.



CAT ID: NA

Survey

Please take a few minutes to respond to a short survey on our training.