Working with U.S. Bank

Background

Since the USDA Charge Card Program began in 2009, CCSC has maintained a working relationship with U.S. Bank. While the CCSC provides oversight management support to the USDA cardholder community, U.S. Bank owns Access Online and some processes associated with cardholder maintenance and account administration.

Please use this document to reference some forms you can fax to U.S. Bank for processing.

Cardholder Maintenance Forms

APCs/LAPCs

Changing a Cardholder's Demographic/Hierarchy Information:

1. When you move a cardholder from an old hierarchy to a new hierarchy, fax in the *Cardholder Maintenance Form*.

- To have the cardholder move after the next cycle ends (7th of each month), move the cardholder in Access Online.

Point of Contact Maintenance Forms

APCs

Changing an Existing APC:

1. Fill out the *Point of Contact Maintenance Form*:
   a) If APC is a level 3, do not fill out agent and company in first section.
   b) Choose Primary or Alternate.
   c) Select the "Action" taken that best fits your need.
   d) Fill in the levels (5-characters for each level) if you are adding this person to an additional hierarchy.
   e) Fill in name and demographic information if you are replacing an APC or changing their name or demographic information.
   f) Sign, print, and fill out remaining information of APC submitting the form.
   g) Fax in request to the fax number on the form if you choose to submit to the bank. Note: U.S. Bank does not send back confirmation as to whether the request was received or processed.
2. After the bank cycle date has passed (7th of each month), and there is an initial, existing cardholder tied to the new hierarchy, the submitted hierarchy can be added to the APC's profile in Access Online:
   a) Look up the user ID for the APC in User Profiles under **System Administration** in Access Online.
   b) Click the user and in the profile select **View/Add Processing Hierarchy Assignments** option.
   c) Search for the Agency/Agent value in the hierarchy.
   d) Once the hierarchy is visible, click to add.
   e) Repeat steps (a-d) to add the corresponding reporting hierarchy under View/Add Reporting Hierarchy Assignments.

LAPCs

Changing an Existing LAPC:

1. Fill out the *Point of Contact Maintenance Form*.
2. After the bank cycle date has passed (7th of each month), add the submitted hierarchy to the LAPC's profile in Access Online.
3. Add or delete processing and reporting hierarchy to an existing user ID for this point of contact:
   - See Changing an Existing APC instructions.
4. Because the LAPC name appears on the managing account in Access Online, the next step must be completed.
5. If an LAPC is replacing an old one, change the name on the managing account:
   a) Log in to Access Online.
   b) Go to **Account Administration**.
   c) Select **Maintain Managing Account**.
   d) Search for the managing account by LAPC name or company number.
   e) Select **Demographic Information**.
   f) Change the name and address.

AOs

Changing an Existing AO:

1. Fill out the *Point of Contact Maintenance Form*.

2. Add or delete processing and reporting hierarchy to an existing user ID for this point of contact:
   - See Changing an Existing APC instructions.

Reporting Hierarchy Setup Forms

APCs/LAPCs

Adding a New Hierarchy:

1. Fill out the *Reporting Hierarchy Setup Form:*
   - Ensure the hierarchy you are trying to create does not exist in the TSYS report already.
   - Create new hierarchies for approving officials for things such as combined departments and new locations.
2. Submit by fax the *Reporting Hierarchy Setup Form*.
3. After the bank cycle date has passed (7th of each month), add the submitted hierarchy to the user's profile in Access Online.

AOs

Creating a New Level 6 or 7 (AO Hierarchy):

1. Submit by fax the *Reporting Hierarchy Setup Form*.
   - Note: You assign the values for the new level 6 or level 7.
2. Create a cardholder under or move a cardholder to the new processing and reporting hierarchy:
   - Type in the new division (level 6) or department (level 7)—remember that division is five characters and department is four characters in length.
   - When you create a new account you will be able to search for or type in the established new level 6 or 7 for the Reporting hierarchy—these should match the division or department and be five characters in length.
3. Move a cardholder from an old hierarchy to a new hierarchy:
   a) To do so immediately, fax in the *Cardholder Maintenance Form*.
   b) To have the cardholder move after the next cycle ends (7th of each month), move the cardholder in Access Online:
      i. Log in to Access Online.
      ii. Select **Account Administration.**
      iii. Selection **Maintain Cardholder Account.**
      iv. Search for the cardholder by name or account number.
      v. Select **Account Information**.
      vi. To the right of Hierarchy position, select **Change Hierarchy Position**.
      vii. Type in the new processing hierarchy.
      viii. Click the **Continue** button.
      ix. Type in the new level 6 or 7 for the reporting hierarchy.
      x. Click **Submit Request**.
4. Once the new hierarchy exists (both processing and reporting), create a user ID for the new AO level :
   - Please contact your Account Coordinator if you need to create a new agent or company level.

Hints and Shortcuts

U.S. Bank created forms can be accessed at U.S. Bank forms.

Training for Access Online is available at Access Online Training.

U.S. Bank Contact Information:

- Cardholder Support: 888.994.6722, 701.261.2232
- Access Online Program Support: 800.254.9885, 701.461.2620

Fax numbers to submit any U.S. Bank forms are located at the bottom of all forms (if you choose to submit to the bank).

Note: U.S. Bank will not send back confirmation as to whether any request was received or processed.

Please allow 3-5 business days for a Point of Contact Maintenance update.

Please allow 4-6 business days for a user ID request to be completed.

Submitted and approved requests update in Access Online at the end of the bank's monthly cycle that ends the 7th of each month.

User IDs can be setup and maintained in Access Online under User Profile.

Hierarchy Format

A **Processing Hierarchy** is in this format:

- Bank is always 3059.
- Agent is a 4-character number.
- Company is a 5-character number.
- Division is a 5-character number.
- Department is a 4-character number.

A **Reporting Hierarchy** is in this format:

- Level 1 is always 00012.
- Level 2 is always 01201.
- Level 3 is the Agency and a 5-character number.
- Level 4 is the Agent and a 5-character number.
- Level 5 is the Company and a 5-character number.
- Level 6 is the Division and a 5-character number.
- Level 7 is the Department and a 5-character number.

See the CCSC Web site for a list of Frequently Asked Questions.