



How to Complete the Reporting Hierarchy Setup Form and the Point of Contact Maintenance Form

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Acronym List

Acronym	Meaning
AO	Approving Official
APC	Agency Program Coordinator
AXOL	Access Online
CCSC	Charge Card Service Center
HCAD	Head of the Contracting Activity Designee
LAPC	Local Agency Program Coordinator
POC	Point of Contact



Training Introduction

Audience & Goals

- Local Agency Program Coordinators (LAPCs) and Agency Program Coordinators (APCs) should complete this training.
- The training provides LAPCs and APCs with:
 - A better understanding of hierarchies;
 - An outline of who, when and how to use the two forms, Reporting Hierarchy Setup and Point of Contact Maintenance; and
 - Awareness of the processes for setting up hierarchies and updating hierarchies' contacts, including expectations for timing, from submission to setup.
- LAPCs should contact their APC with any questions.



Overview of Hierarchy Setups

Brief Description

- The USDA Charge Card Program is built on a hierarchy system maintained by U.S. Bank and its processor, TSYS®.
- U.S. Bank produces the TSYS® Report, the statement of record for Charge Card Service Center (CCSC) and U.S. Bank for identifying the primary Point of Contact (POC)— Approving Official (AO), LAPC, or APC—for a given hierarchy.
 - Only the primary or alternate POC may contact U.S. Bank to discuss system changes for the POC's hierarchy.
- Only an LAPC or APC may create new hierarchies and only after the delegation of authority by the Head of the Contracting Activity Designee (HCAD).
- The program uses two types of hierarchies to administer the program:
 - Processing
 - Reporting



Overview of Hierarchy Setups

Hierarchy Levels

- The Processing and Reporting Hierarchies help control the segregation of duties throughout the Charge Card program.
 - An **APC** sits at the top of each agency's hierarchy, at Level 3, and sees all cardholders within the APC's agency.
 - An **LAPC (or, at times, an APC)** sits below the APC, at Level 4 (Agent) or Level 5 (Company), and sees all the AOs and Cardholders in the LAPC's hierarchy.
 - An **AO** sits at Level 6 (Division) or Level 7 (Department) and sees only the Cardholders under the AO's hierarchy.

Reporting Hierarchy Level	Associated Role	Processing Hierarchy
1	00012	N/A
2	01201	N/A
3	APC	N/A
4	APC or LAPC	Agent
5	LAPC	Company
6	AO	Division
7	AO	Department



Which Form Should I Use?

Reporting Hierarchy Setup Form

- An APC or LAPC uses the [Reporting Hierarchy Setup](#) form to create a new hierarchy.
- The form is available at www.usbank.com/usda.
- A completed form is emailed to the CCSC inbox (ccsc@dm.usda.gov).
 - Training certificates are not submitted with the completed form.

REPORTING HIERARCHY SETUP GOVERNMENT SERVICES
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Agent Number Company Number
(Leave blank if Point of Contact Setup is sent with Agency Setup) (Leave blank if Point of Contact Setup is sent with Billing Official Level Setup)

REPORTING LEVELS

Level 1 Level 2 Level 3 Level 4
Level 5 Level 6 Level 7

REPORT RECIPIENT INFORMATION

Agency / Organization Name (max. 30 char.)
Recipient Last Name (max. 20 char.) Recipient First Name (max. 20 char.)
Address 1 (max. 30 char.) Address 2 (optional) (max. 40 char.)
City (max. 15 char.) State Zip (max. 9 char.) Country
Phone Number (max. 22 char.) Fax Number (max. 18 char.)
Email Address (max. 60 char.)

Paper Report Selection Information
If you have questions about your reporting package, please contact your Account Coordinator.

No Reports
 Agency/Organization Standard Reporting Package
 Other (Complete Report Selection Form)

Form Submitted by
Signature Print Name
Phone Fax Date Submitted

FAX REQUEST TO 612-973-3791 or 800-974-0777
OR MAIL REQUEST TO:
U.S. BANK GOVERNMENT SERVICES
280 SOUTH SIXTH STREET - EPAN-129C, MINNEAPOLIS, MN 55402

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Which Form Should I Use?

Point of Contact Maintenance Form

- An APC or LAPC uses the Point of Contact Maintenance form to update the TSYS report with a new primary or alternate POC—AO, LAPC or APC—for a given hierarchy.
- The form is available at www.usbank.com/usda.
- A completed form is faxed to U.S. Bank.
 - Fax numbers: 701-461-3466 or 866-457-7506.
 - Training certificates are not submitted with the completed form.

POINT OF CONTACT MAINTENANCE FORM **usbank** GOVERNMENT SERVICES
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Instructions

1. Complete all fields as they are REQUIRED unless noted as (optional)
2. Please fax all the pages to 701-461-3466 or 1-866-457-7506

Type of Contact

Please choose one: Primary Alternate AO AOPC

Select Action:

Add new contact Delete contact under levels listed below only Replace contact Delete contact – This person is no longer in this position

Information to be changed (This person will be changed or deleted)

Name of Previous Contact _____ (max. 20 char.)

New Contact Last Name _____ (max. 20 char.)

New Contact First Name _____ (max. 20 char.)

Agency/Organization Name _____ (max. 30 char.)

Address 1 _____ (max. 30 char.)

Address 2 (optional) _____ (max. 30 char.)

City _____ (max. 15 char.) State _____ (2 char.) Zip _____ (max. 9 char.)

Country _____ (max. 10 char.)

Phone Number _____ (max. 22 char.) Fax Number _____ (max. 17 char.)

Email Address _____ (max. 60 char.)

Additional Changes (optional)

Bank held - Yes, plastic delivery needs to be changed to new contact above

Managing Account changing to new contact above Managing Account # _____

Processing Levels

Agent Number Company Number

Reporting Levels (Please list the levels this person is authorized to maintain)

Level 1 _____ Level 2 _____ Level 3 _____ Level 4 _____

Level 5 _____ Level 6 _____ Level 7 _____ * If contact changing at multiple levels, please attach a list.

Form Submitted by	For U. S. Bank Government Services use only
Signature _____	Rec'd Date _____ Input Date _____
Print Name _____	Completed by _____
Phone _____	Review Date _____ Reviewed By _____
Fax _____	Reject Date _____
Date Submitted _____	Reject Reason <input type="checkbox"/> Incomplete passing information circled or highlighted <input type="checkbox"/> Other _____

FAX REQUEST TO 701-461-3466 or 1-866-457-7506
 OR MAIL REQUEST TO:
 U.S. BANK GOVERNMENT SERVICES - PO BOX 6347 - FARGO, ND 58125-6347
 CUSTOMER SERVICE PHONE NUMBER 1-888-994-6722

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Which Form Should I Use?

Identifying the Correct Form to Use Based Upon the Situation

Reporting Hierarchy Setup Form

Have no available hierarchies in the agency

POC Maintenance Form

Update the primary or alternate POC in TSYS



Reporting Hierarchy Setup Form

Completing the Reporting Hierarchy Setup Form

- This section explains the following:
 - Steps for completing the form when setting up a Level 3 to Level 7 hierarchy; and
 - Steps for submitting a completed form.



Reporting Hierarchy Setup Form: About

Quick Overview of the Form

Steps prior to submitting	<ol style="list-style-type: none">1. Confirm the requested hierarchy does not already exist.2. Complete the entire form per the instructions in this training. <p><i>Remember: U.S. Bank assigns the numbers for Levels 3, 4 and 5 independently. For example: A new Level 5 is requested only after U.S. Bank has finished assigning a Level 4 hierarchy. See Slide 12 for more details.</i></p>
Process to receive the new hierarchy	<ol style="list-style-type: none">1. The completed, error-free Reporting Hierarchy Setup Form is emailed to the CCSC (ccsc@dm.usda.gov).2. CCSC reviews the request and either approves the request or returns it to the submitter.3. CCSC submits the approved request to U.S. Bank for processing.4. The hierarchy is active in 8-10 business days after CCSC's submission. <p><i>Remember: If a hierarchy does not have any attached cardholders, then the Access Online (AXOL) search function will not locate the hierarchy.</i></p>



Reporting Hierarchy Setup Form: How to Handle Setups by Levels

Handling Reporting Hierarchy Setups by Levels

- APCs and LAPCs should reference the chart below when completing the form.
- U.S. Bank assigns the numbers for Levels 3, 4 and 5 independently. For example: A new Level 5 is requested only after U.S. Bank has finished assigning a Level 4 hierarchy.
 - If requesting a new Level 4, a new Agent number will be assigned..
 - If requesting a new Level 5, a new Company number will be assigned.

Level #	Who Requests It?	Who Assigns it?	APC Required Action
1	N/A	N/A	N/A
2	N/A	N/A	N/A
3	USDA	U.S. Bank.	Submit completed Reporting Hierarchy Setup Form; leave Levels 3-7 empty.
4	APC	U.S. Bank.	Submit completed Reporting Hierarchy Setup Form; leave Levels 4-7 empty.
5	APC	U.S. Bank.	Submit completed Reporting Hierarchy Setup Form; leave Levels 5-7 empty.
6	APC	APC	Submit completed Reporting Hierarchy Setup Form.
7	APC	APC	Submit completed Reporting Hierarchy Setup Form.



Reporting Hierarchy Setup Form: How to Fill Out

Processing and Reporting Levels Section

REPORTING HIERARCHY SETUP GOVERNMENT SERVICES
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Processing Levels

Agent Number Company Number
(Leave blank if Point of Contact Setup is sent with Agency Setup) (Leave blank if Point of Contact Setup is sent with Billing Official Level Setup)

REPORTING LEVELS

Level 1 Level 2 Level 3 Level 4
 Level 5 Level 6 Level 7

Field	Correct Use	Specifications
Processing Levels*	Enter Agent and Company level values.	Remember: Agent = Level 4, Company = Level 5
Reporting Levels*	Match the following Levels: <ul style="list-style-type: none"> Level 1 = 00012 Level 2 = 01201 Level 3 = 000XX (XX = agency number) Level 4 = Agent Level 5 = Company Level 6 = Division Level 7 = Department 	<ul style="list-style-type: none"> Complete Levels 1-7 as necessary. Verify the hierarchy does not already exist in the TSYS report.
<p>*If requesting a new Level 4 or Level 5, leave the Processing and Reporting Levels for those levels blank. (U.S. Bank creates them.)</p>		



Reporting Hierarchy Setup Form: How to Fill Out

Report Recipient Information Section

REPORT RECIPIENT INFORMATION	
Agency / Organization Name	<input type="text" value=""/> <i>(max. 30 char.)</i>
Recipient Last Name	<input type="text" value=""/> <i>(max. 20 char.)</i>
Recipient First Name	<input type="text" value=""/> <i>(max. 20 char.)</i>
Address 1	<input type="text" value=""/> <i>(max. 30 char.)</i>
Address 2 (optional)	<input type="text" value=""/> <i>(max. 40 char.)</i>
City	<input type="text" value=""/> <i>(max. 15 char.)</i>
State	<input type="text" value=""/>
Zip	<input type="text" value=""/> - <input type="text" value=""/> <i>(max. 9 char.)</i>
Country	<input type="text" value=""/>
Phone Number	<input type="text" value=""/> <i>(max. 22 char.)</i>
Fax Number	<input type="text" value=""/> <i>(max. 18 char.)</i>
Email Address	<input type="text" value=""/> <i>(max. 60 char.)</i>

Field	Correct Use (Examples)	Specifications
Agency/Organization Name	USDA FS R2 Sacramento Office	Limit to 30 characters.
Recipient Last Name/First Name	Doe, Jane	Complete information for the POC being added. Use the same legal name in the USDA employee personnel files.
Address 1 & 2	300 7 th St SW Room 112	Use the POC's business address.
City/State/Zip Code/Country	Washington, DC 20250	Must be a recognized postal combination; Country is optional.
Phone/Fax Number	202-666-9332	Use the POC's USDA office number; fax is optional.
Email Address	Jane.doe@dm.usda.gov	Must be a government-issued email address.



Reporting Hierarchy Setup Form: How to Fill Out

Paper Report Selection Information Section

Paper Report Selection Information
 If you have questions about your reporting package, please contact your Account Coordinator.

No Reports
 Agency/Organization Standard Reporting Package
 Other (Complete Report Selection Form)

Form Submitted by

Signature Print Name

Phone Fax Date Submitted

FAX REQUEST TO 612-973-3791 or 800-974-0777

OR MAIL REQUEST TO:
 U.S. BANK GOVERNMENT SERVICES
 200 SOUTH SIXTH STREET - EP-MN-L28C, MINNEAPOLIS, MN 55402

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Field	Correct Use	Specifications
Paper Report Selection Information	Leave blank.	Leave blank.
Signature/Print Name/Phone/Fax/Date Submitted	<i>Jane Doe</i> , Jane Doe, 3/8/17	Must sign and print name (phone and fax numbers are optional).



Reporting Hierarchy Setup Form: After Submitting

What to Expect after Submitting the Hierarchy Setup Form

- The completed error-free Reporting Hierarchy Setup Form is emailed to the CCSC (ccsc@dm.usda.gov).
- CCSC reviews the request and either approves the request. If the request requires corrections, CCSC returns the request to the submitter.
- CCSC submits the approved request to U.S. Bank for processing.
- Hierarchy is active in 8-10 business days after CCSC's submission.
- If a hierarchy does not have any attached cardholders, then the AXOL search function will not locate the hierarchy.
 - If transferring an AO account into a new hierarchy, first transfer a card to the new hierarchy, instead of searching for it.
 - A new hierarchy is unavailable to an AO until a card is assigned to the hierarchy.
 - If creating a card in a new hierarchy, type the entire hierarchy instead of searching for it.
 - If transferring a card into a new hierarchy, please use the [Cardholder Maintenance Form](#).
- The User ID's reporting and processing hierarchies in AXOL must be updated to reflect the hierarchy on Reporting Hierarchy Setup Form.



Point of Contact Maintenance Form

Completing POC Maintenance Form

- This section explains the following:
 - Steps for completing the POC Maintenance Form; and
 - Steps for submitting a completed form.



Point of Contact Maintenance Form: About

Point of Contact Maintenance Form

Process to update a hierarchy point of contact

The completed POC Maintenance Form must be faxed to U.S. Bank at 701-461-3466 or 1-866-457-7506.



Point of Contact Maintenance Form: How to Fill Out

Instructions & Type of Contact Sections

POINT OF CONTACT MAINTENANCE FORM
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Instructions

1. Complete all fields as they are **REQUIRED** unless noted as (optional)
2. Please fax all the pages to 701-461-3466 or 1-866-457-7506

Type of Contact

1 Please choose one: Primary Alternate **2** Please choose one: AO A/OPC

3 Select Action: Add new contact Delete contact under levels listed below only Replace contact Delete contact – This person is no longer in this position

#	Correct Use	Specifications
1	Choose Primary or Alternate.	Consult with your APC regarding agency's use of alternates.
2	Choose AO or A/OPC.	Only submit form for AO, LAPC or APC. Use A/OPC for LAPC and APC.
3	Choose Add New Contact or Replace Contact.	Select Add New Contact or Replace Contact.

Point of Contact Maintenance Form: How to Fill Out

Information to be Changed Section

Information to be changed			
Name of Previous Contact	_____ (This person will be changed or deleted)		
New Contact Last Name	_____ (max. 20 char.)		
New Contact First Name	_____ (max. 20 char.)		
Agency /Organization Name	_____ (max. 30 char.)		
Address 1	_____ (max. 30 char.)		
Address 2 (optional)	_____ (max. 30 char.)		
City	_____ (max. 15 char.)	State	_____ (2 char.) Zip _____ - _____ (max. 9 char.)
Country	_____ (max. 10 char.)		
Phone Number	_____ (max. 22 char.)	Fax Number	_____ (max. 17 char.)
Email Address	_____ (max. 60 char.)		
Additional Changes (optional)			
<input type="checkbox"/> Bank hold - Yes, plastic delivery needs to be changed to new contact above			
<input type="checkbox"/> Managing Account changing to new contact above Managing Account # _____			
Processing Levels			
Agent Number	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Company Number	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Reporting Levels (Please list the levels this person is authorized to maintain)			
Level 1	_____	Level 2	_____
Level 3	_____	Level 4	_____
Level 5	_____	Level 6	_____
Level 7	_____	* If contact changing at multiple levels, please attach a list.	



Point of Contact Maintenance Form: How to Fill Out

Field	Correct Use (Examples)	Specifications
Name of Previous Contact	Smith, John	Must complete this mandatory field with name of existing AO in the TSYS report. If TSYS report lists the AO as TBD, use TBD per the TSYS Report.
New Contact Last Name/First Name	Doe, Jane	Complete information for the new AO. Use the same legal name as in the USDA employee personnel files.
Agency/ Organization Name	USDA FS R2 Sacramento Office	Consult agency's APC for specifics.
Address 1 & 2	300 7 th St SW Room 112	Use the AO's business address.
City/State/Zip Code	Washington, DC 20250	Must be a recognized postal combination.
Phone/Fax Number	202-666-9332	Use the USDA office phone number (fax number is optional).
Email Address	Jane.doe@dm.usda.gov	Must be a government-issued email address.



Point of Contact Maintenance Form: How to Fill Out

Field	Correct Use	Specifications
Additional Changes (Optional)	Leave blank.	For U.S. Bank use only.
Processing Levels	Complete Agent and Company level fields.	Complete Agent and Company level fields.
Reporting Levels	Reporting & Processing Levels match as follows: <ul style="list-style-type: none"> • Level 1 = 00012 • Level 2 = 01201 • Level 3 = 000XX (XX is the agency number) • Level 4 = Agent • Level 5 = Company • Level 6 = Division • Level 7 = Department 	Verify hierarchy prior to faxing. <i>Note: If the contact is changing at multiple levels, then supply U.S. Bank with a list.</i>



Point of Contact Maintenance Form: How to Fill Out

Form Submitted by Section

Form Submitted by	For U. S. Bank Government Services use only
Signature 	Rec'd Date _____ Input Date _____
Print Name _____	Completed by _____
Phone _____	Review Date _____ Reviewed By _____
Fax _____	Reject Date _____
Date Submitted _____	Reject Reason <input type="radio"/> Incomplete (missing information circled or highlighted) <input type="radio"/> Other _____

FAX REQUEST TO 701-461-3466 or 1-866-457-7506
 OR MAIL REQUEST TO:
 U.S. BANK GOVERNMENT SERVICES – PO BOX 6347 – FARGO, ND 58125-6347
 CUSTOMER SERVICE PHONE NUMBER 1-888-994-6722

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Field	Correct Use	Specifications
Signature/Print Name/Phone/Fax/Date Submitted	 Jane Doe, 3/8/17	Phone and fax are optional.
For U.S. Bank Government Services use Only	Leave blank.	For U.S. Bank use only.



Point of Contact Maintenance Form: After Submitting

What to Expect After Submitting the POC Maintenance Form

- The bank may take up to 10 business days to process the request after accepting the request.
- The User ID's reporting and processing hierarchies in AXOL must be updated to reflect the hierarchy on Point of Contact Maintenance Form.



Questions



CCSC@dm.usda.gov

