

USDA Purchase Card Guide
How to create a new Approving Official

Overview

Agency/Organization Program Coordinators (A/OPCs) have the ability to create new Approving Officials (AOs) by adding hierarchy levels to their card program. A hierarchy specifies the user's processing and reporting assignments by ranking order. A processing hierarchy controls how the system processes transactions for billing and accounting purposes. The reporting hierarchy for the United States Department of Agriculture (USDA) includes a seven-level structure to meet your agency's unique needs.

This guide will help A/OPCs with the administration of their card program. It includes valuable information on how to create new hierarchies, User IDs and the most Frequently Asked Questions regarding this process.

How to Create a New Hierarchy

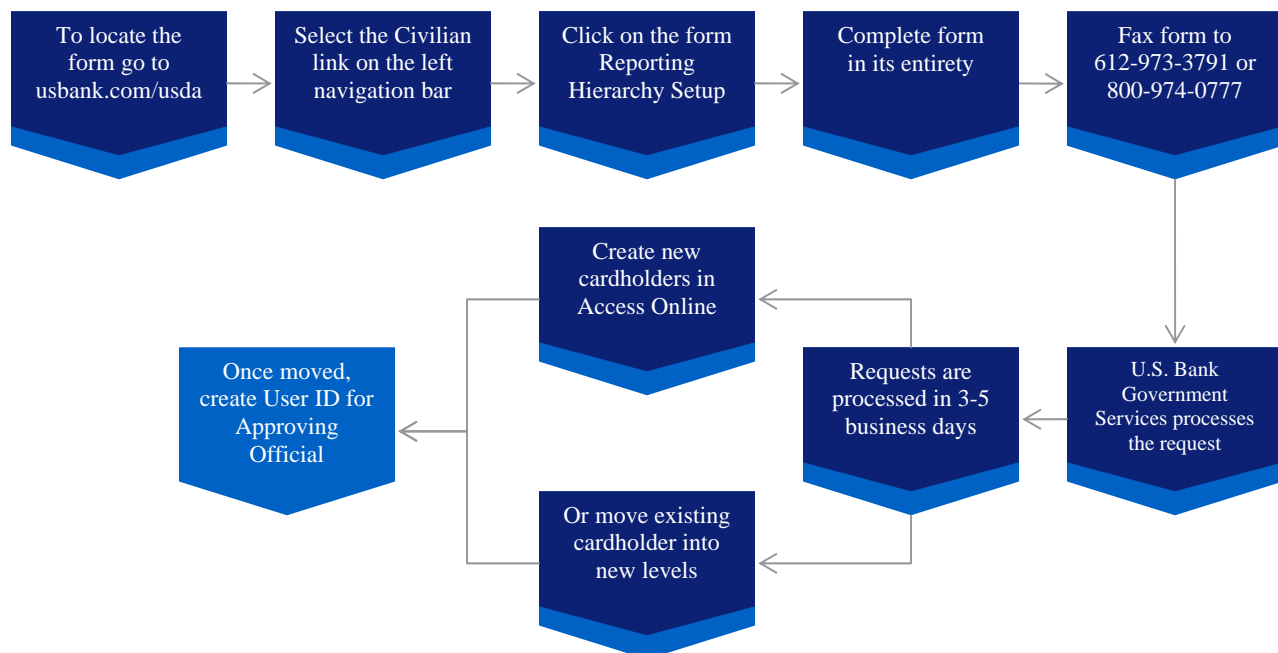
To create a new hierarchy, A/OPCs must complete the *Reporting Hierarchy Setup* form located on the [Communications and Training website](#).

Before you begin

Identify the Level 6 number for the new hierarchy. If a new Level 7 is also needed, A/OPCs will need to complete two forms - the first to create the new Level 6 and the second to create the new Level 7. Please keep in mind that not all agencies utilize a Level 7. These numbers are client defined and created by the A/OPCs or Local Area Program Coordinators (LAPCs). To find out or verify which number to use, run an *Account List report* in U.S. Bank® Access Online. This report includes all cardholders and their hierarchy.

If your current Level 6 range is 00001-00009, you can request that U.S. Bank create a new Level 6 of 00010 to maintain order.

The graphic below shows the standard process flow to create a new hierarchy.



Guidelines

The following guidelines apply to the hierarchy setup process:

- On the *Reporting Hierarchy Setup* form, the demographic information associated with new levels should be the same as the Approving Official
- Although the form is called *Reporting Hierarchy Setup*, the Reporting Hierarchy (Division or Department number) is automatically created at the same time
- Only complete and accurate forms will be processed
- U.S. Bank will process hierarchy requests in three to five business days
- There is no communication back to clients when the hierarchy has been created
- Once the hierarchy is in place, A/OPCs/LAPCs can:
 - Add new cardholders to the hierarchy
 - Move existing Cardholders via the Cardholder Maintenance form
 - Once a cardholder has been created or moved, generate an Approving Official User ID in 'User Profiles'

Moving Existing Cardholders to New Levels

As a control measure, Access Online does not allow moving the very first existing cardholder assigned to a brand new hierarchy level.

Tips

1. Moves to the first cardholder in a hierarchy level must be requested using the *Cardholder Maintenance* form located at www.usbank.com/usda under "Forms".
2. Once the first cardholder is moved via the form, you can move additional cardholders within Access Online.
3. Once you see cardholder changes in Access Online, please proceed to 'User Profiles' to create/maintain Approving Official User IDs.

Generating an Approving Official User ID via User Profiles

Once a cardholder is attached to the brand new hierarchy, the last step in creating an Approving Official is generating the Approving Official's User ID. This step can not be completed until there is a cardholder under the new levels.

The AO User ID needs to be added before the cardholder can see that individual as an option to which transactions can be forwarded. If an individual is already an Approving Official for a different hierarchy, you do not need to create a new ID for them. Simply look up their existing User ID and choose to 'Add TBR/Processing Hierarchy' to that User ID.

To generate an AO User ID:

- Request that the Approving Official be set with the Functional Entitlement Group of PAGC_AO4
- Attach the AO's User ID to Levels 1-6 (Level 7 if applicable) and Bank, Agent, Company and Division (Department if applicable)
- Verify that the 'Transaction Approval Manager' flag is checked. This step must be completed

Tip

If you are ever timed out or receive an error during the User ID setup process and then cannot access the ID again, please contact the Access Online Help Desk at 800-254-9885 and choose option 2. A technical help desk representative can look up the ID and attach it to the respective hierarchy. User IDs are created even when the system times out.

Frequently Asked Questions (FAQ)

I have an Approving Official who has left the agency. How do I replace them with the new Approving Official?

In this instance, you do not need to complete a *Reporting Hierarchy Setup* form. Follow these three steps to replace an Approving Official:

1. Complete the *Point of Contact Maintenance* form. Send it to U.S. Bank to replace the previous AO name with the new AO name for Levels 1-6 (Level 7 if applicable).
2. Delete the previous AO's User ID via 'User Profiles' by changing their status to 'Removed.' Do not change the status to 'Inactive' because they will still show up as an option to which transactions can be forwarded. If the Approving Official has responsibilities over additional hierarchies, do not remove the User ID altogether. Simply remove the specific hierarchy strings that the individual no longer has responsibility of approving.
3. Create the new AO User ID via 'User Profiles' and attach it to the already existing hierarchy for which the previous AO was approving.

How can I, as the A/OPC or LAPC, find out why a cardholder can not see their Approving Official?

First, run the *System User List* report in Access Online to get a listing of all Approving Officials for your agency. Remember to select all of the 'Additional Detail' options on the parameters page.

Next, run the *Account List* report in Access Online to get a listing of all Cardholders for your agency. Remember to again select all of the 'Additional Detail' options on the parameters page.

Use both reports to compare the cardholder account hierarchy to the hierarchy attached to the AO User ID.

Some additional items to confirm on the *System User List* report:

1. Check that the 'Approval Manager' column says 'Yes.' If it says 'No,' you will need to pull up the User ID in 'User Profiles' and check the box that says, "Transaction Approval Manager?" After checking this box, the update will take place overnight.

2. Verify that the Functional Entitlement Group is PAGC_AO4 for Approving Officials. If the individual has an ID with any other Functional Entitlement Group, such as USDA CH, then an additional User ID will need to be created for that individual in order to perform their Approving Official duties.

If an Approving Official leaves the Agency, but still has transactions in their Manager Approval Queue, how can we approve those transactions?

A/OPCs will be able to enter the system on behalf of the previous AO and 'Reject' transactions back to the individual cardholder. Once the transactions are the cardholder's responsibility and the new AO has been set up with the proper User ID, the cardholder will be able to forward the transactions to their new AO.

Also, the cardholder can log back into the system and "Pull Back" any transactions that were sent to their old approver if they have not yet been 'Final Approved'. Once pulled back, the cardholder can re-forward the transactions to another approver.

After faxing the Reporting Hierarchy Setup form, will a User ID be created?

No, A/OPCs need to create the AO User ID themselves via Access Online 'User Profiles'. This applies once the hierarchy has been built and there is a cardholder under those new levels.

Can I, as the A/OPC, search by name in Access Online for a new Approving Official?

No, the only place to 'Search' for an Approving Official is in the 'User Profiles' section to see if their AO User ID has been created. The "Search" function in Account Information and Account Administration is only to search for cardholder or managing accounts.

Why won't Access Online allow me to move a cardholder to a new level?

As a control measure, the very first cardholder can only be moved via the *Cardholder Maintenance* form. After this form is filled out and submitted, additional cardholders may be moved in Access Online. If you are still experiencing difficulties, please contact the Access Online Help Desk at 800-254-9885.

Should Approving Officials attach the 16-digit account numbers, for the cardholders for whom they are responsible, to the AO User ID?

No, the Approving Officials can automatically view and Final Approve transactions that are sent via their Manager Approval Queue. If the AO attaches account numbers to their User ID, it can cause issues for the cardholder when trying to complete the online registration.



For More Information

To learn more about the USDA Hierarchy setup process, please contact your U.S. Bank Account Coordinator at 800-254-9885 - opt 3, or please email your inquiry to gov.service@usbank.com

usbank.com

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