



**Customer Care Team**  
Contact Information

Department/Contact	Type of Inquiry or Request	For Quickest Result
<b>24-Hour Customer Service for Card Accounts</b> <b>(Cardholder Support)</b>  Phone (800) 344-5696 Collect (701) 461-2042 (international)  Fax (701) 461-3463	Balance inquiry	Call - Automated Phone System
	Statement inquiry	Call – Press * for CSR
	Disputed item	Call – Press * for CSR
	Declined purchase inquiry	Call – Press * for CSR
	Card Activation	Call - Automated Phone System
	Lost, stolen or compromised card	Call – Press * for CSR
	Manual Authorization (merchant contact)	Call – Press * for CSR
	Statement copies – older than 6 mos.	Call – Press * for CSR
<b>Access Online HelpDesk for Program Administrators</b> <a href="https://access.usbank.com">https://access.usbank.com</a>  Web Based Training <a href="https://wbt.access.usbank.com">https://wbt.access.usbank.com</a>  <b>“Live” Access Online Support</b> <b>Program Administrator</b> <b>(877) 452-8083</b>	<ul style="list-style-type: none"> <li>It is important to note that the HelpDesk can show you “HOW” to do things within Access Online. They are not given access to make changes or conduct any type of maintenance in regards to your program. **See Account Coordinator for changes</li> </ul>	Call
	Navigating within Access Online	Call
	Locating and Running Reports	Call
	Assist with Flex Data or Scheduled Reporting	Call
	Locate and Print Statements	Call
	Research a transaction	Call
	Web Based Training Guidance	Call
<b>Fraud Department</b>  (800) 523-9078 (701) 461-2042 collect (international)	<ul style="list-style-type: none"> <li>Report fraudulent activity</li> <li>Available 24/7</li> </ul>	Call Email: Fraud_help@usbank.com
	<b>Account Coordinator (AC) Day-To-Day Contact (Program Support)</b>  <b>Claudia Nguyen</b> Phone: (855) 250-6421 Ext.1566259 <a href="mailto:duong.nguyen2@usbank.com">duong.nguyen2@usbank.com</a>  <b>Service Point</b> (5:00 am – 5:00 pm) Phone: (877) 846-9302 <a href="mailto:servicepointcps@usbank.com">servicepointcps@usbank.com</a>  <b>Claudia’s Back-Up’s</b>  <b>Timothy Grivna</b> Phone: (855) 250-6421 Ext.1566288 <a href="mailto:timothy.grivna@usbank.com">timothy.grivna@usbank.com</a>  <b>Brandon Hespen</b> Phone: (855)250-6421 Ext.1566257 <a href="mailto:brandon.hespen@usbank.com">brandon.hespen@usbank.com</a>  <b>Amy Eubanks</b> Phone: (855) 250-6421 Ext.1566252 <a href="mailto:amy.eubanks@usbank.com">amy.eubanks@usbank.com</a>  <b>Jack Hendershott</b> Phone: (855) 250-6421 Ext.1566264 <a href="mailto:jack.hendershott@usbank.com">jack.hendershott@usbank.com</a>  <b>Jenifer Educate</b> Phone: (855) 250-6421 Ext.1566244 <a href="mailto:jennifer.educate@usbank.com">jennifer.educate@usbank.com</a>	<i>* The following may be utilized if applicable to your card program *</i>
Account inquiry		Call/Email
Request a manual authorization		Call
Assistance with reporting		Call/Email
Company billing address change		Call/Email
MCC Maintenance		Use Access Online or Call/Email
Visa Liability Insurance inquiry		Call/Email
Access Online Navigation Assistance		Call/Email
Cardholder name change or SSN correction		Email
Rush card delivery		Call
Missing or misapplied payment		Call/Email
Credit balance refund		Call/Email
Hierarchy Assistance		Call/Email
Unblock or reinstate past due account		Email
Maintenance <ul style="list-style-type: none"> <li>Close or suspend an account (T9 or V9)</li> <li>Hierarchy change</li> <li>Adjust limits (monthly, cash, purchase)</li> <li>Cardholder address or phone change</li> <li>Change a Default Accounting Code (DAC)</li> </ul>		Self-maintain using Access Online Email

<b>New Programs</b> <b>VP, Sales Representative</b> <b>Leslie Massey</b> (9:00 am – 5:00 pm)  Phone: (805) 481-1585  <a href="mailto:Leslie.massey@usbank.com">Leslie.massey@usbank.com</a>	Provide info on WA ST WSCA contract for new programs	Call/Email
	New company set ups	Call/Email
	Assists with sign up paperwork	Call/Email
	Can conduct product demos	Call/Email

<b>Pcard, Travel, OneCard Relationship Manager (AVP)</b>  <b>Sandi Hampton</b> (8:00 am – 5:00 pm)  Phone: (208) 265-5558 Fax: (208) 265-5558 (call first)  <a href="mailto:Sandi.Hampton@usbank.com">Sandi.Hampton@usbank.com</a>	WA ST WSCA Contract Manager	Call/Email
	Conduct Accounts Payable VISA Optimization Analysis (PerformSource)	Call/Email
	Provide payment solutions & product updates	Call/Email
	Requests for additional or custom reporting	Call/Email
	Program reviews	Call/Email
	Program Controls & Audits	Call/Email
	Opportunity & Growth recommendations	Call/Email
	Payment Plus Consultant	Call/Email
	Program reviews	Call/Email
	Product updates	Call/Email
	Corporate limit increase	Call/Email
	Company name change, merger or acquisition	Call/Email
	Additional Access Online functionality	Call/Email

<b>Voyager Fleet Relationship Manager (AVP)</b>  <b>Mark Hess</b>  Phone: (612) 436-6544 <a href="mailto:Mark.Hess1@usbank.com">Mark.Hess1@usbank.com</a>	Fleet Commander	Call/Email
	Program reviews	Call/Email
	Product updates	Call/Email
	Request for additional or adhoc reporting	Call/Email
	Corporate limit increase	Call/Email
	Company name change, merger or acquisition	Call/Email

Revised 02/06/15