



Customer Care Team Contact Information

Department/Contact	Type of Inquiry or Request
<p>Operations Account Managers (Program Admin Support)</p> <p>Public Sector Team 877.846.9302 option 3 CPSPublicSectorClientServices@usbank.com</p> <p>Greggory Reid p. 855.250.6421 Extension 156-6269 greggory.reid@usbank.com</p>	<p>Day-to-day support for agency Program Administrators</p> <p>Account inquiry, request a manual authorization, assistance with reporting, request for additional or adhoc reporting, company billing address change, fee inquiry, Visa Liability Insurance inquiry, statement discrepancy, reconciliation or past due questions, cardholder name change, rush card delivery, missing or misapplied payment, credit balance refund, program benefits, MCC blocking guidance, etc.</p> <p>*Account Coordinators are not authorized to work directly with cardholders, Cardholders should contact their Program Administrators or Customer Service for support*</p> <p>Client Services M-F 8:30-5pm CST</p>
<p>24-Hour Customer Service (Cardholder Support)</p> <p>Phone (800) 344-5696 Fax (701) 461-3463</p>	<p>Balance inquiry, statement inquiry, disputed items, declined purchases, card activation, reporting lost or stolen cards, reporting fraud, requesting manual authorizations, statement copies older than 18 months. Both Cardholders and Program Administrators may call Customer Service for support 24/7</p>
<p>Fraud Department (800) 523-9078</p>	<p>Report fraud activity or check on the status of an existing fraud case Available 24/7</p>
<p>Relationship Management (Relationship Contact)</p> <p>Monica Lockett Monica.lockett@usbank.com</p> <p>Olga Huseth olga.huseth@usbank.com</p> <p>Shannon Ness Shannon.ness@usbank.com</p>	<p>Program reviews, product updates, corporate limit increases, new company setup or program builds, program optimization, agency name change or restructure, additional Access Online functionality, Access Online training or navigation assistance</p> <p>Monica, Olga, and Shannon work together as a team to support the various WA State and Local participants. If you are unsure of which Relationship Manager you are assigned to, reach out to Monica Lockett for assistance and she will delegate as needed.</p>
<p>New Participation (Contracting Support)</p> <p>NASPO Sales Coordinator cpsmidmarketsalescoordinator@usbank.com</p>	<p>Central point of contact for new WA NASPO participation requests and implementations. All new participation documents are submitted to the NASPO Sales Coordinator for processing. Once all documentation is reviewed for completion and the credit qualification process is finalized, the NASPO Sales Coordinator will send your account forward for implementation. Questions regarding the status of your agency's request package should be sent directly to the NASPO Sales Coordinator</p>
<p>Access Online https://access.usbank.com</p> <p>Program Administrator Support (877) 452-8083</p> <p>Cardholder Support (877) 887-9260</p>	<p>Setup new cardholder account, re-order cards, view or print statements, reallocation and approve transactions, research a declined transaction, run reporting or create adhoc reports, close or suspend an account (T9 or V9), hierarchy change, adjust limits (monthly, cash, purchase), cardholder address or phone change, change a Default Accounting Code (DAC)</p> <p>For online tutorials, user guides, instructor-led and recorded courses through the Web Based Training site, click the Training link on the bottom left-hand side of the Access Online homepage once logged in</p>