

U.S. Bank Service Team



Thank you for choosing U.S. Bank.

We are proud to support your program. Please keep this listing handy for future reference and share it with others key contacts within your organization.

Account Manager

Delivers direction and facilitates the ongoing success of your payment program.

Name: Ashley Vetvick

Email: ashley.vetvick@usbank.com

Office Telephone: 612.344.6025

Hours: 7:00am-3:30pm

Time Zone: Central Time

Responsibilities include:

- Program Optimization
- Program Reviews
- Product Updates
- Contracting Events
- Rebate Inquiries
- Company Name Change, Merger, or Acquisition
- U.S. Bank Access® Online Training or Additional Functionality

Account Coordinator

Provides daily service and support, assisting with all aspects of program management.

Name: CPS Public Sector Client Services

Email: cpSPublicSectorClientServices@usbank.com

Telephone: 877.846.9302 option 3

Hours: 7:00am – 7:00pm

If you are dissatisfied with the resolution or response to an Account Coordinator service request, or you directly need to communicate important business issues to U.S. Bank Support Services management, please contact the Account Coordinator Manager.

Account Coordinator Manager

Name: Stephanie Gardner

Email: stephanie.gardner@usbank.com

Telephone: 612.344.6002

Time Zone: Central Time

Responsibilities include:

- Account inquiry
- Manual authorization request
- Access Online reporting
- Company billing address change
- Fee inquiry
- Association Liability Insurance inquiry
- Statement discrepancy
- Cardholder name change
- Rush card delivery (fees may apply)
- Missing or misapplied payment
- Credit balance refund
- Program benefits and enhancements
- Past due account unblocking or reinstatement
- Standard Industrial Classification (SIC)/ Merchant Category Code (MCC) blocking change

Note: Requests regarding program maintenance, account changes or billing/fee adjustments require an email communication to the Account Coordinator.

Cardholder Customer Service

Offers 24/7, general account information and service to cardholders.

Toll-free telephone: 800.344.5696

Collect: 701.461.2042

Fax: 701.461.3463

Responsibilities include:

- *Balance inquiry*
- *Statement inquiry*
- *Disputed item*
- *Declined purchase*
- *Card activation*
- *Lost, stolen or compromised card*
- *Manual authorization (merchant contact)*
- *Statement copies (older than 6 months)*

Access[®] Online Technical Help Desk

Provides general assistance to program administrators and cardholders on Access Online system use and functionality.

Toll-free telephone:

877.452.8083 (Program Administrators)

877.887.9260 (Cardholders)

Access Online is available online, 24/7 at:

<https://access.usbank.com>

Responsibilities include:

- *Closure or suspension of an account (T9 or V9)*
- *Hierarchy change*
- *Limit adjustments (monthly, cash, purchase)*
- *Cardholder address or phone number change*
- *Default Accounting Code (DAC) change*
- *New cardholder account setup*
- *Card reorder*
- *Statement review or printing*
- *Transaction reallocation, review or approval*
- *Declined transaction research*
- *Report creation*

Fraud Department

Supports 24/7 assistance with fraudulent activity on cardholder accounts.

Toll-free telephone: 800.523.9078

Collect: 701.461.2042

Responsibilities include:

- *Receipt, tracking and management of fraud cases*
- *Investigation of suspicious transaction activity*

Web-based Training

Offers on-demand, online training 24/7 for program administrators and cardholders.

To register for instructor-led classes and/or web-based training (WBT) for program administrators and/or cardholders, please visit: <https://wbt.access.usbank.com>

Note: the WBT is password protected; you can find the passwords in Access Online by using the Training link, or you may contact your Relationship Manager, Account Coordinator or the Technical Help Desk for password assistance.