FCard-06-2009: Process Change in AXOL for Adding/ Replacing/ Updating Fleet Coordinators
April 16, 2009

It has come to the attention of the Charge Card Service Center (CCSC) that an additional step is required when adding new fleet coordinators and replacing and/or updating existing fleet coordinators to the Fleet Charge Card Program. This additional step involves the Bank Hold Address, which is unique to USDA. To allow for bulk shipment of fleet cards, US Bank uses an additional address called the Bank Hold Address. Therefore, there are three (3) addresses associated with a fleet coordinator:

1. Managing Account Address: The address associated with the Primary LFPC (Level 5 or Company Level in the hierarchy) in Access Online (AxOL).
2. Bank Hold Address: The address where fleet cards are sent, which is the address of the Primary LFPC.
3. POC Address: The address associated with the POC Form that grants fleet coordinators access to Customer Service/Technical Support when they call. (This applies to alternates as well.)

All three addresses need to be in sync and unfortunately in some instances they are not. US Bank is working to correct the problem on any out-of-sync addresses.

Moving forward, USDA needs to follow these steps when adding new fleet coordinators and/or replacing/updating existing fleet coordinators (Note: the new step is highlighted in yellow.):

1. Update/change the name and demographic information on the Managing Account in AxOL
2. Fax the completed POC Form to the bank with the new or changed information
    a. Use the POC Maintenance Form for replacements and include the old name to be deleted
    b. Use the POC New User Setup Form when adding a new coordinator (not a replacement to an existing LFPC)
3. Add/update the user id in AxOL **or** complete the user id form and submit it to gov.service@usbank.com
    a. Add user id for the new AFPC/LFPC replacement with appropriate processing/TBR hierarchy information
    b. Remove the user id of the previous AFPC/LFPC **or** only remove that Processing/TBR hierarchy
4. Send an email to gov.service@usbank.com to request an addition or change to the Bank Hold Address. Please include the following information:
    a. Name
    b. Address
    c. Telephone Number
    d. Hierarchy Information

If you have any questions, please let me know. You can always work with US Bank's Customer Service or Technical Support if you are having any issues with adding, replacing, or changing fleet coordinators to the Fleet Charge Card Program.