

This information is being sent on behalf of John T. McCain, Program Manager, Charge Card Service Center.

January 15, 2010

#### **FCard 02-2010: Bank Hold Address POC Maintenance**

It has come to the attention of the Charge Card Service Center (CCSC) that many fleet cards are being shipped to the incorrect address. Therefore, it is necessary for all AFPCs/LFPCs to update their **Bank Hold Address Point of Contact** (POC) lists. The POC associated with the Bank Hold Address is important in the fleet card ordering process because the POC associated with the Bank Hold Address is the person that receives the bulk shipment of fleet cards. To ensure that all fleet cards are being shipped to the proper person and to prevent delays or issues that may occur in the fleet card request process, the name/address listed as the Bank Hold POC ***must*** be correct. If this information is not correct, the cards will continue to be bulk-shipped to the wrong name/address. Information for users who are recently hired/retired/deceased/have changed addresses or are no longer part of the agency must be updated.

Please review the attached spreadsheet listing the LFPCs for your agency. Then follow these steps to update the spreadsheet:

1. Validate that each name/address is correct. Make sure to include any names that are not included on the list.
2. Highlight any corrections or additions that you make and email the spreadsheet back to the CCSC.
3. Return the updated spreadsheet to the CCSC at [CCSC@DA.USDA.GOV](mailto:CCSC@DA.USDA.GOV) and CC: Shakara Doster at [Shakara.Doster@DA.USDA.GOV](mailto:Shakara.Doster@DA.USDA.GOV) by the Close of Business February 4, 2010.
4. Sign completed Customer Service POC Forms for all the updates/additions made to the spreadsheet and fax them all to the bank. Remember the following:
  - a. Use the Customer Service POC Maintenance Form for replacements and include the old name to be deleted
  - b. Use the Customer Service POC New User Setup Form when adding a new coordinator (not a replacement to an existing LFPC)

\*The updated spreadsheet will then be submitted to the bank to ensure that the bank system (i.e. TSYS) has the most up-to-date Bank Hold Address contact information for LFPCs, and therefore, ensure cards are shipped appropriately.

If necessary, make any appropriate updates in Access Online (AXOL) to the LFPC information.

**Note: This process is to be used one-time to correct the incorrect Bank Hold Addresses that are currently housed in AXOL!**

Going forward please refer to "[FCard-06-2009: Process Change in AXOL for Adding/ Replacing/ Updating Fleet Coordinators](#)" for information detailing the standard process for necessary LFPC updates/additions.

The Customer Service POC forms are attached for your convenience.

**\*\*The CCSC trusts that all AFPCs will advise their LFPCs of this information.**

Also, please continue to submit your fleet card requests and hierarchy changes to the CCSC.

If you have any questions or concerns, please email [CCSC@DA.USDA.GOV](mailto:CCSC@DA.USDA.GOV).  
Thank you!