

This information is being sent on behalf of John T. McCain, Program Manager, Charge Card Service Center and Denise Hayes, Chief, Property Management Division.

March 12, 2010

FCard-07-2010: New Visa Fleet Point of Contact Maintenance form

The Point of Contact (POC) Maintenance form for Visa Fleet, available at http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/pdf/2010/PointofContactMaintenanceFleet8201.pdf has been updated. In the past, the Fleet community had to complete three separate tasks when updating a Primary LFPC. On the new form, the following things can be updated **all at once**:

- Replacing the old LFPC with the new LFPC as a valid point of contact so they can contact Customer Service, the Access Online Technical Help Desk or the Account Coordinator Group
- Changing the name on the Managing Account. This can still be completed via Access Online OR through this updated form
- Checking a box to update the plastic delivery (or Bankhold) information with the new LFPC's information. If that box is checked, the Bank/Agent/Company information will be updated so all cards for that hierarchy will be sent to that new LFPC

Please note that the Managing Account name and Bankhold information **only** apply to the Primary Fleet Coordinator. Please share this information with the Fleet Coordinators so that those changes are not being requested for any Alternate Fleet Coordinator.

US Bank would like to thank the Fleet community for their patience as they worked on updating the forms with their Marketing team. The POC Maintenance form will go to the same fax number as before (listed on the bottom of the form itself) and still has the same Service Level Agreement of 3-5 business days for completion. Also, like before, there is no fax back or completion notice that will be sent to the individual who submitted the request.

****The CCSC requires that all AFPCs advise their Fleet Coordinators of this information.**

Also, **remember** to  at www.twitter.com/USDAFleet in order to stay aware of all pertinent fleet related activity.

If you have any questions or concerns, please email CCSC@DA.USDA.GOV.
Thank you!

Instructions

1. Complete all fields as they are **REQUIRED** unless noted as (optional)
2. Please fax all the pages to 701-461-3466 or 1-866-457-7506

Type of Contact

Please choose one:

Primary Alternate

Please choose one:

LFPC/FM AO A/OPC

Select Action:

Add new contact Delete contact under levels listed below only Replace contact Delete contact – This person is no longer in this position

Information to be changed

Name of Previous Contact _____ (This person will be changed or deleted)

New Contact Last Name _____ (max. 20 char.)

New Contact First Name _____ (max. 20 char.)

Agency /Organization Name _____ (max. 30 char.)

Address 1 _____ (max. 30 char.)

Address 2 (optional) _____ (max. 30 char.)

City _____ (max. 15 char.) State _____ (2 char.) Zip _____ - _____ (max. 9 char.)

Country _____ (max. 10 char.)

Phone Number _____ (max. 22 char.) Fax Number _____ (max. 17 char.)

Email Address _____ (max. 60 char.)

Additional Changes (optional)

Bank hold - Yes, plastic delivery needs to be changed to new contact above

Managing Account changing to new contact above Managing Account # _____

Processing Levels

Agent Number

Company Number

Reporting Levels (Please list the levels this person is authorized to maintain)

Level 1 _____ Level 2 _____ Level 3 _____ Level 4 _____

Level 5 _____ Level 6 _____ Level 7 _____

* If contact changing at multiple levels, please attach a list.

Form Submitted by

Signature _____

Print Name _____

Phone _____

Fax _____

Date Submitted _____

For U. S. Bank Government Services use only

Rec'd Date _____ Input Date _____

Completed by _____

Review Date _____ Reviewed By _____

Reject Date _____

Reject Reason

Incomplete (missing information circled or highlighted)

Other _____

FAX REQUEST TO 701-461-3466 or 1-866-457-7506

OR MAIL REQUEST TO:

U.S. BANK GOVERNMENT SERVICES – PO BOX 6347 – FARGO, ND 58125-6347
CUSTOMER SERVICE PHONE NUMBER 1-888-994-6722