



CCSC Purchase Card Frequently Asked Questions (FAQs)

General.....	2
Charge Cards.....	2
Single Purchase Limit or Credit Limit	3
Lost Cards, Fraud, or Disputes.....	4
Convenience Checks	6
Training.....	6
Access Online	7
Accounting Codes, Allocations, and Reallocations	8
Transaction Reviews and Approvals in Access Online	8
APC, LAPC, and AO	13
Hierarchies	15
TSYS.....	17



General

Whom do I contact if I have a purchase card question?

Cardholders should first contact their AO regarding any purchase card questions. If the AO does not know the answer, then the cardholder should reach out to the LAPC to obtain clarification. Questions concerning U.S. Bank's Access® Online system should be directed to the U.S. Bank Customer Service Center at 1-888-994-6722.

Can a purchase card ever be used for fleet-related transactions?

Per the DR 5013–6 for Purchase cards, use of purchase cards for fleet-related items is strictly prohibited. Purchase card use is prohibited for Fleet related transactions (e.g., fuel and maintenance of vehicles). All Fleet Coordinators should have at least one fleet card, pool card, or driver card for Fleet-related transactions. If they do not have any of the three cards, one should be requested by completing and submitting the card request to the CCSC for processing.

Note: Procurement Advisory No. 116, issued on May, 7 2014, provides interim guidance for revisions to Department Regulation (DR) 5013-6(e) concerning the use of the purchase cardholders authority to purchase fuel. Until September 1, 2014, the Purchase Card may be used to purchase fuel in cases where the Citibank/Wright Express (WEX) Fleet Card is not accepted and no alternative is available.

Charge Cards

How many days after requesting a purchase card should I expect to receive my card?

Cardholders should receive their purchase cards 15–18 business days after the CCSC receives, QAs, and approves the form request.

What happens if I do not receive my new purchase card?

If a cardholder has not received their purchase card, or account activation letter, within 15–18 business days after the CCSC approved and submits the application, the cardholder should notify their LAPC. The LAPC should check Access Online Account Administration to see if the account has been opened in the system. If opened, the LAPC should then contact U.S. Bank Customer Service Center at 1-888-994-6722, provide them with the account number, and inquire on the status of the card. If the card was mailed but never received by the card holder, the LAPC should, verify the mailing address listed in Access Online and request the account be closed as a lost/stolen card. A new account number will then be assigned and a new card will be mailed to the cardholder.



How do I activate my card?

Upon receipt of the new card, the cardholder should contact the U.S. Bank Customer Service Center at the number listed on the sticker on the front of the card to confirm receipt and activate their Purchase card.

How do I change the name on my Purchase card?

If the Cardholder's name has change or is spelled incorrectly on the purchase card, or if changes need to be made to cardholder information (i.e., name, address, telephone number, e-mail address, organization, supervisor, etc.), the cardholder should first contact their LAPC. The LAPC should then contact the U.S. Bank's Customer Service Center at 1-888-994-6722 to request a new card with the new/correct name.

What is the process for applying for a purchase card?

The Approving Official (AO) makes a formal request for a Purchase Card Account for the department or agency personnel based on the needs of their organization. The AO is responsible for completing the Purchase Card application and submitting the request as a paper copy and/or e-mail to the LAPC. The AO will inform the potential cardholder of the request, including the terms, the request for the issuance of Convenience Checks, if needed, and the training requirements prior to submission of the formal request to the LAPC. Prior to submitting the card request, both the AO and the cardholder must complete the Cardholder and AO Web Based Training (WBT).

How can I receive a replacement for a card that will soon expire?

A replacement card is shipped by U.S. Bank two weeks before the expiration date of the original card to the cardholder's office address. If the cardholder has not received the new card and the original card has expired, the cardholder must notify the LAPC, and verify their mailing address immediately. The LAPC should contact U.S. Bank Customer Service at 1-888-994-6722 and provide the Representative with the account number. The Customer Service Representative will ship a new card overnight.

Single Purchase Limit or Credit Limit

How may the Single Purchase Limit or the Credit Limit of an existing card be increased?

Either increase must be approved by the LAPC. If the amount to be increased on the Single Purchase Limit is above the micro-purchase limit (\$3,000) then the cardholder must possess a valid Warrant Certificate for that amount.



Once approved, the LAPC will perform the increase in Access Online:

1. Click the **Account Administration** link.
2. Click **Maintain Cardholder Account** under the **Cardholder Accounts** area.
3. Enter the cardholder's name.
4. Click the Authorizations Limits link.
5. Change the appropriate limit(s).

Lost Cards, Fraud, or Disputes

What if my card is lost or stolen?

Cardholders should immediately **contact U.S. Bank Customer Services at 1-888-994-6722** and their LAPC if their purchase card is lost, stolen, or compromised in any way. Outside the U.S., call collect 1-701-461-2232. The U.S. Bank Customer Service Representative will ask cardholders for their complete name and the agency they represent. Cardholders will also be asked to answer security questions, which may include verification of their hierarchy, AO's name, or the date and amount or merchant of their last purchase. The new card will be sent regular mail (i.e., five business days). If the replacement card is needed in a rush, the APC/LAPC may request for the card to be sent overnight. Please note that cardholders cannot request "rush" cards. Upon receipt, cardholders are to add this new account number to their cardholder record in Access Online.

U.S. Bank immediately places a real-time block on the activity of the lost/stolen account. Trailing balances generated prior to the date of the lost/stolen notification will be transferred to a new account number, with the exception of potentially fraudulent transactions, which are systematically held by U.S. Bank for manual review and investigation.

If the cardholder still sees fraudulent transaction(s) on the new account number in Access Online, the cardholder should notify the bank immediately. If the bank has not acted upon the notification within 30 days, the cardholder should dispute the transaction using normal dispute procedures. For these disputed transactions, U.S. Bank executes standard procedures for investigation and resolution of the disputed item.

If the cardholder finds the card after having reported it lost or stolen, the cardholder should immediately hand the card over to his/her LAPC. The LAPC should then follow the process for destroying cards as stipulated in the [Coordinator's Purchase Card Program Guide](#).



How do I know when I am receiving a legitimate e-mail from the U.S. Bank vs. spam e-mail?

As a general rule, the Bank will not send any communication that requires for the user to provide sensitive information, such as their SSN number or account information by e-mail or by telephone. If you receive correspondence that you are unsure about, please forward the e-mail to U.S. Bank Fraud mailbox at Fraud_help@usbank.com or you may send an e-mail to the [CCSC Inbox](#) for confirmation on whether or not to respond.

How can I report a fraudulent transaction on my purchase card?

The following steps must be followed, when you identify potential fraudulent charges on your Purchase/Fleet card:

1. Contact U.S. Bank Government Services Department at 888-994-6722.
 - The bank closes your account, transfers your account information to a new number, and issues you a new card.
2. After Government Services transfers you to a Service Advisor of the U.S. Bank's Fraud Department (800-523-9078), they review the current activity on the account with you (the Cardholder):
 - The Fraud Representative initiates the case by marking the authorizations and/or transactions that have posted to the account that are believed to be fraudulent transactions.
 - A *Statement of Fraud* form is generated based on the posted fraud transactions and mailed to you within three weeks of the call.
 - If the case is started on authorization activity and the transactions never post, a *Statement of Fraud* letter is not generated and the case is closed.
 - Complete and return the *Statement of Fraud* form to the Fraud Department by the due date on the letter.
 - If the signed *Statement of Fraud* is not received by U.S. Bank, the new account has the charges reapplied and the Cardholder is liable to pay for them.

Cardholders are strongly encouraged to review the [Disputed and Fraudulent Transactions in Access Online](#) and the [U.S. Bank Fraud Overview](#), if they report a fraudulent transaction.



Convenience Checks

When can convenience checks be used?

Convenience checks can be used for transactions at or below \$2,500 when at least one of the [DCIA waivers](#) is satisfied *and*:

1. The vendor or merchant will not accept the purchase card.
2. Bona fide emergencies where the purchase card is not a viable solution.
3. Transactions with small and/or rural business that are not yet able to accept the purchase card.
4. Other properly approved transactions for which the imprested funds were previously used which cannot be addressed using the purchase card.

If these prerequisites are met and a convenience check is used, all supporting check information must be entered into Access Online accurately and in full. Please reference the appropriate Program Guide at the [CCSC Web site](#) for specific details concerning what data needs to be entered into the system, where it needs to be entered, and how it needs to be formatted.

May I add convenience checks to an existing purchase card account that was originally set up without checks?

You may add convenience checks to an existing purchase card account that was originally set up without checks. Cardholders should notify their LAPC of their need for checks. If the LAPC approves the request, then he/she should contact the U.S. Bank Account Coordinator, Anna Vandrovec at 1-800-254-9885, opt.3, ext 3446047, or via e-mail at [Anna Vandrovec](#) and provide her with the cardholder name and account number for the checks request.

Training

How is the CCSC Web site used for training?

Please refer to the [CCSC Web site](#) for all training requirements and [Access Online training](#) for the Access Online application training. New WBT training passwords are assigned every 60 days and are sent via e-mail to the APCs to distribute to their Coordinators, AOs, and cardholders.



Effective Monday, July 1, 2013, all purchase card requests must be submitted with five required cardholder training certificates, please attach all five certificates with your submission:

- [U.S. Bank Access® Online Web - Based Training](#)
- [USDA Government Purchase Card Ethics Training](#)
- [New Green Purchasing Training for Cardholders](#)
- [Micro-purchases and Section 508 Compliance](#)
- [AbilityOne Program Training](#)

Access Online

How are passwords reset?

If a user forgets their password, they may reset online by clicking on the **Forgot Your Password?** link. After three attempts the system locks your account and you are required to contact U.S. Bank's Customer Service Center at 1-888-994-6722 to have your password reset.

What must I do when I am locked out of my U.S. Bank Access Online account?

You need to contact U.S. Bank Customer Service to unlock/reset your User ID.

Can a User ID in "removed" status in Access Online be restored?

Only User IDs that have been set to "inactive" status can be reactivated. User IDs in "removed" status cannot be restored. A new User ID will need to be set up for that user.

Can an Access Online User ID be changed after it has been created by a cardholder?

Once the cardholder creates an Access Online User ID, it cannot be changed until the card, attached to the User ID, is purged from Access Online.

What is the process for submitting the CPS Access Online Form Client Setup User ID Request – Government form for processing (when System Administration is unavailable)?

Purchase/Fleet Agency Coordinators are to complete and submit the *CPS Access Online Form Client Setup User ID Request – Government* form and send via e-mail to the U.S. Bank Account Coordinator, [Anna Vandrovec](#), whenever User ID new setups/changes/deletions are required, and there is no access to System



Administration. This process will take up to three business days to complete. You must use this form whenever the System Administration functionality in Access Online is unavailable.

Accounting Codes, Allocations, and Reallocations

Can I reallocate a locked transaction?

No—once a transacting is locked, no changes can be made including adding comments and or line item description information.

To determine if the transaction is locked:

1. From Access Online, click the **Transaction Management** link.
2. Click the **Transaction List** link and enter the cardholder's name.
3. Select the transaction desired and click the **Summary** tab to review the **General Ledger Extract** date field:
 - If the **General Ledger Extract** field contains a date, then the transaction is permanently locked. You must contact your agency's Financial Point of Contact to manually reallocate the transaction in FMML.
 - If the **General Ledger Extract** field does not contain a date, then your AO can reject the transaction back to you and you can reallocate the transaction.

Note: Once a transaction is locked, no changes can be made, including adding comments and/or line item description information.

What do I do if I am unable to find an accounting code in Access Online to reallocate a transaction?

If you are unable to find an accounting code in Access Online to use to reallocate a transaction, then notify your LAPC so that they can contact your agency's Financial Point of Contact to request that the code be uploaded in Access Online.

Transaction Reviews and Approvals in Access Online

Is the Cardholder responsible for approving transactions in Access Online?

The cardholder utilizes Access Online to approve and re-allocate the accounting if necessary. The cardholder approves their transactions at least once a month using documentation retained from each purchase. Cardholders are to ensure that the AO has copies of transaction documentation to perform final approval. Cardholders should set the AO as their default approver. Failure to approve transactions within 60 days results in the cardholder's account being temporarily closed. Repeat violations of failure to approve results in accounts being permanently closed.

What fields must be completed when approving or re-allocating a transaction in Access Online?

When approving and/or reallocating, the cardholder must complete required fields on the **Comments** tab in Access Online to record purchase card, convenience check, and green purchase transaction data. The **Comments** tab is located in the Transaction Detail page of a transaction in Access Online, as displayed below.

Summary	Allocations	Comments	Approval History	Client Data
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The Comments tab provides the ability to enter comments specific to your organization that enable the gathering of additional information about a transaction.

Conv. Checks TIN#

Agency Specific Data

Conv Ck Mer Inf / Waiver#

Goods Recvd Date

Item Description

Save Comments



The following paragraphs describe and define what each field on the Comments tab should contain.

Conv. Checks TIN# Field

The **Conv. Checks TIN#** field is required *always* when the cardholder writes a convenience check for a purchase. This field is used to enter the vendor's TIN, EIN, or SSN number, which you obtain from the IRS W-9 form, which is also required. The data in the field is then used to create the yearly 1099 MISC Report, which for the USDA is used to report the convenience check type of payment to the IRS.

Enter the following data:

- Enter the TIN/EIN/SSN number, using the first nine characters in the field.
- Enter *only* nine numeric characters in this field (no spaces, special characters, or letters).
- Ensure the IRS W-9 form information for the TIN/EIN/SSN matches the information you enter into this field.
- General information, such as "on file" is not an acceptable entry for this field.
- Do not press the **Enter** or **Tab** key within this field.

Special instructions for this field include using the following TINs when approving checks to foreign governments, government entities, and universities:

- Foreign/International governments: 989898989
- Government entities (local, state, and federal): 787878787
- Universities: 787878787

Requirements associated to the field:

- This field is required *always* for convenience check purchases.
- You cannot write checks over \$2,500, except for bona fide emergencies, *prior* approval by the APC, and there is an applicable DCIA Waiver Number.
- You must obtain the IRS W-9 form from the vendor and keep on file with the ability to easily produce if requested.

Agency Specific Data Field

The **Agency Specific Data** field is available for use by agencies for their specific needs. The CCSC also requests that cardholders use this field to indicate a green purchase.

Enter the following data:

- Enter any information that is specific to your agency in this field.
- For green purchases, enter "Green" in the field (the quotations are not needed).
- If needed, you may enter agency-specific data and "green" into the field. You do not need to enter "not green," "N/A," or "no green available" into the field.

There are no special instructions for this field.



Requirements associated to the field: This is not a required field unless specified by your agency and/or you make a green purchase.

Conv Ck Mer Inf / Waiver#

The **Conv Ck Mer Inf / Waiver#** field is used to collect the vendor information for whom the cardholder wrote a convenience check and to identify the waiver number used to support the usage of the convenience check. The data in the field is then used to create the yearly 1099 MISC Report, which for the USDA is used to report the convenience check type of payment to the IRS.

Enter the following data:

- Include all of the following merchant information *and* waiver number: Merchant Name, Address, City, State, Zip Code; and the applicable DCIA Waiver Number.
- Valid Entries:
 - Home Depot;901 Rhode Island Ave NE Suite 100;Washington;DC;20018;7
 - Staples;12 Here PL;Anytown;MD;21216;7
- Invalid Entries:
 - MerchantsRUS,1234 Someplace Drive,City,State,12345,3
(do not use a comma)
 - MerchantsRUS/1234 Someplace Drive/City/State/12345/3
(do not use a slash)
 - MerchantsRUS 1234 Someplace Drive City State 12345 3
(do not use a space)
 - MerchantsRUS;1234 Someplace Drive;CityState;12345;Waiver #3
(do not leave out a semicolon between data, in this example the semicolon is missing between city and state)
 - Home Depot;901 Rhode Island Ave NE;Washington DC;20018;7
(do not add a space between City and State, but use a semicolon)
 - Home Depot ; 901 Rhode Island Ave NE; Arlington; Virginia; 20018 ;7
(do not add a space before or after the semicolon, state should be two characters)
- Generic, general information in this field, such as “W-9 on file,” is not acceptable documentation for this field.



- Do not press the **Enter** or **Tab** key within this field.

Special instructions for this field include:

- Use the semicolon “;” as a delimiter between the information.
- Do not add a space before and after the semicolon.
- Ensure the IRS W-9 form information, merchant name, address, city, state, and zip code, matches the information you enter.
- Do not separate the merchant name.
- Do not separate the address information (include the P.O. Box, room, floor and suite information with the street address information).
- Use only the two character state abbreviation.
- Enter only the five-digit zip code.
- Enter the waiver number at the end of the merchant information, preceded by a semi-colon.

Requirements associated to the field include:

- This field is required always for convenience check purchases.
- You cannot write checks over \$2,500, except for bona fide emergencies, without prior approval by the APC, and there is an applicable [DCIA Waiver Number](#).
- You must obtain the IRS W-9 form from the vendor and keep on file with the ability to easily produce if requested.

Goods Received Date

The **Goods Recvd Date** field identifies the date of the purchase for over-the-counter purchases. For goods or services ordered ahead of time, this is the date you receive the goods or the date that the ordered services are complete.

Enter the following data for this field:

- Enter the date in MM/DD/YYYY format, for example, 03/01/2013.

There are no special instructions for this field.

Requirements associated to the field: This field is always required.

Items Description Field

The **Items Description** field is used to enter a complete description of the items purchased.

Enter the following data:

- Enter specific, concise, and clear information for reviewers (APC, LAPC, AO, and analysts/auditors) to understand what was purchased.



- Generic, general descriptions such as “miscellaneous” or “on file” are not acceptable documentation for this field.

Special instructions for this field include:

- For training, include the name of the employee and title of the training course.
- For FedEx, enter the air bill or invoice number.

Requirements associated to the field: This field is always required.

What is the process for an AO to reject a transaction after reviewing it?

AOs perform a physical review of cardholder transaction documentation on a monthly basis during the final approval process. AOs can use the [Approving Official Checklist](#) as a guide for reviewing the transactions.

As part of the AOs transaction final approval process, AOs should review the transaction and ensure that the Comments fields are completed thoroughly and accurately and that the charges are valid and/or pre-approved. If the AO finds a questionable transaction or a transaction where the cardholder did not enter the **Line Item Description** field, the AOs should reject the transaction back to the cardholder for correction and resubmission. To reject the transaction back to the cardholder, the AO should click the **Reject** button at the bottom of the transaction screen and enter the reject reason.

Please note that if the transaction is locked (i.e., reallocated once and GL extracted) then the cardholder will not be able to make any changes to the transaction, such as adding the Line Item Description information that was previously omitted, or changing the accounting code to a different value. In such cases, the rejection of the transaction would not be necessary since no corrections can be made to the account.

AOs shall notify the cardholder’s LAPC if they identify questionable transactions or possible misuse of the card. Upon notification, the LAPC contacts the cardholder to request documentation for the transaction(s) in question to conduct a review.

APC, LAPC, and AO

What is the process to setup the AO/Cardholder relationship?

Below are the four possible situations for forming an AO/Cardholder relationship:



1. **New AO and new cardholder account:**
 - a. APC/LAPC submits the *Reporting Hierarchy Setup* form to the CCSC to establish the AO position. The request takes three to five business days to complete. The CCSC sends the notification of the new hierarchy setup completion.
 - b. After receiving confirmation of the completed hierarchy setup, the APC/LAPC submits a *Cardholder Request for Purchase Card* form to the CCSC, including the AO information and new hierarchy assignment. The CCSC processes the request form and approves or rejects the request and send an e-mail confirmation accordingly. If approved, the cardholder should receive the card in 15–18 business days.
 - c. Upon receipt of the card, the APC/LAPC creates the User Profile for the AO in Access Online and adds the new hierarchy to the Processing Hierarchy link.

2. **New AO and existing cardholder account:**
 - a. APC/LAPC submits the *Reporting Hierarchy Setup* form to the CCSC to establish the AO position. The request takes three to five business days to complete. The CCSC sends the notification of the new hierarchy setup completion.
 - b. After receiving confirmation of the completed hierarchy setup, the APC/LAPC performs a hierarchy transfer on the card account in Access Online, under Account Administration—Account Information to link the existing cardholder account to the new AO hierarchy.
 - c. Upon completion of the hierarchy transfer, the APC/LAPC creates the User Profile for the AO in Access Online and adds the new hierarchy to the Processing Hierarchy link.

3. **Existing AO and new cardholder account:**
 - a. The APC/LAPC submits a *Cardholder Request for Purchase Card* form to the CCSC, including the AO information and existing hierarchy setup. The CCSC processes the request form and approves or rejects and sends an e-mail confirmation accordingly.
 - b. If approved, the cardholder should receive the card in 15–18 business days. The relationship is automatically formed when the card is processed by U.S. Bank.

4. **Existing AO and existing cardholder account:**
 - a. In Access Online, check the cardholder account hierarchy in the **Account Information** link under the **Account Administration** link.
 - b. Check the AO user profile under the **System Administration** link.

- c. Both hierarchies must match; if different, make the hierarchy change accordingly.

What requirements must a person meet in order to become an Approving Official (AO)?

Before the person can become an AO, they must complete a set of mandatory online-based training and forward all training certifications to the proper APC. Also, either a *Point of Contact Maintenance* form (existing hierarchy) or a *Reporting Hierarchy Setup* form (new hierarchy) must be submitted to have the new AO set up in TSYS as an AO.

Finally, the agency must provide a list of cardholders whose transactions the new AO will be approving. This is to ensure that, in case the new AO is also a cardholder, the AO will not be approving transactions that they incur as a cardholder. For any additional questions on procedures for becoming an AO, please contact the APC of the agency, of which the person wishes to become an AO.

How can a new APC be designated?

Each agency must designate a new APC. Once the agency makes the new designation, a *Point of Contact Maintenance* form must be submitted to make the formal change. Also, the newly selected APC must complete the Web-Based Training in Access Online, and upon completion, submit a copy of the WBT certificate to the CCSC, so that CCSC can set them up in Access Online as the new APC.

How soon may I assign an AO to a cardholder after setting up the cardholder in Access Online?

For an existing hierarchy, a cardholder hierarchy transfer requires an overnight batch to run for completion. For a new hierarchy, the cardholder hierarchy transfer requires a cycle batch run (on the 7th of the month) for completion, if performed directly in Access Online, or a *Cardholder Maintenance* form can be completed and faxed to U.S. Bank to process the hierarchy transfer in five business days. You must wait until the hierarchy change has been set up on the cardholder account before you can link the AO to the cardholder.

Hierarchies

How many days does it take for a new hierarchy setup or a hierarchy name change to be completed?

A new hierarchy setup or a hierarchy name change will take three to five business days to be completed.



After the new hierarchy setup is completed, when can the AO be assigned to the new hierarchy?

There must be at least one cardholder account set up in a hierarchy before the AO can be assigned to that hierarchy. If the cardholder is already in Access Online, the cardholder account must be linked to that hierarchy before assigning the hierarchy to the AO. However, if the cardholder is not in Access Online (i.e., new), then the *Cardholder Request for Purchase Card* form must be submitted to the CCSC and processed by U.S. Bank before the hierarchy can be assigned to the AO. For the order of process, refer to the question **What is the process to setup the AO/Cardholder relationship?**

What do I do if I cannot locate a completed hierarchy in Access Online?

Upon notification from the CCSC that the new hierarchy setup has been completed, attach the new hierarchy to the cardholder account before adding to the AO's User Profile. To attach the hierarchy to the cardholder's account:

1. Click the **Account Administration** link.
2. Enter the cardholder's name.
3. Click **Account Information** link.
4. Under the Hierarchy Position box, click the **Change Hierarchy Position** link and enter the new processing hierarchy.
5. Click **Continue**.
6. Change the hierarchy value in the Reporting Hierarchy Position box and re-enter the Default Accounting Code.
7. Click **Submit Request**.

Note: Do not click the **Search for Position** link since the hierarchy will not be available for selection until at least one cardholder is linked to that hierarchy.

How do I complete a hierarchy transfer?

On the 7th of every month, the cycle batch is run in Access Online and all hierarchy changes are updated. Therefore, if a transfer is required and you are within a day or two of the 7th of the month, simply log on to Access Online and make the change under Account Administration. The change is effective after the cycle batch runs.

If the transfer needs to be made at any other point in the month, complete and fax a *Cardholder Maintenance Form* with the cardholder's new hierarchy to U.S. Bank at 701-461-3466 or 1-866-457-7506. This allows the change to be processed within three business days, regardless of the proximity of the cycle date.



When should I complete the *Reporting Hierarchy Setup* form vs. the *Point of Contact Maintenance* form and whom do I submit the form to?

The *Reporting Hierarchy Setup* form should be completed and submitted to the CCSC when requesting a new hierarchy level. If the hierarchy level already exists and maintenance is needed (e.g., name change), then the *Point of Contact Maintenance* form should be completed and submitted to the CCSC or the form can be faxed to U.S. Bank at 701-461-3466 or 866-457-7506.

Note: When *Point of Contact Maintenance* forms are faxed directly to U.S. Bank, there is no response to the request. The Bank's Data Entry department is not equipped to handle the volume of requests faxed in. Therefore, there is no way to validate if the request was processed or rejected. If the request is sent to the CCSC, the CCSC sends a confirmation of receipt, along with any errors that require correction and resubmission. The CCSC also sends you a second confirmation indicating that the change has been completed.

TSYS

Why must an AO's name be listed in TSYS?

An AO's name must be listed in TSYS because U.S. Bank and the CCSC use TSYS to process new card requests. U.S. Bank uses TSYS to validate that the hierarchy exists and the name of the AO that is attached to the hierarchy. If the hierarchy is not in TSYS, the card request will be rejected. To ensure A-123 compliance, the CCSC uses TSYS reporting to make sure that new cards are not being set up in the same hierarchy as their Coordinators and/or AOs.

What is the difference between TSYS and Access Online?

TSYS is U.S. Bank's financial system of record. Access Online is a reporting and processing tool used by U.S. Bank. The POC information does not interface between the two systems. Therefore, both systems must be maintained and updated separately. Any change made to one system must be made to the other.