

Coordinators: Who to call at USBank

CUSTOMER SERVICE:

(888) 994-6722, star key (*) to speak to representative

- Declined Transaction Research
- Verify If An Account Has Been Set Up
- Card Activation
- Access Online Password Reset
- To Verify Account Balance
- To Verify Account Status
- Dispute Status
- Verify If A Cardholder Has Moved To A New Approving Official
- For Access Online W.B.T Password
- Verify Points of Contact
- Assist With Understanding MAT Codes
- To Report A Card Lost or Stolen

ACCESS ONLINE HELPDESK:

- For Password Reset Call (800) 254-9885, option 2
- For Error Messages, Questions on Access Online
- Reports, Navigational Support, and How to? Call (800) 254-9885, option 2
- For Access Online W.B.T. Password

ACCOUNT COORDINATOR

Jennifer Dalhed

(800) 254-9885 option 3

- Assist With Agency Reorganizations
- Assist With Mass Maintenance Requests
- Assist With Understanding How To Use Merchant Category Codes
- Assists With Setting Up Access Online Ids
- For Recommendations & Solutions To Questions And Concerns of Agency
- Assist With Training New/Replacement Agency Program Coordinators
- Assists Agency With Analysis Of Reporting

If you reach the voice mail for your Account Coordinator, you may press 0 to speak with any member of the Account Coordinator Service Team.

The Account Coordinators are based in Minneapolis, MN, and their office hours are 7:00 to 6:00 Central Time.

USEFUL WEBSITES:

- <https://access.usbank.com>
- <https://wbt.access.usbank.com/>
Access Online web-based training
- <http://usda.gov/procurement/ccsc>
USDA's Charge Card Service Center website

