

CORPORATE PURCHASING CARD CONTACT INFORMATION AND CARD VENDOR DEFINITIONS

CONTACT INFORMATION

1. Current CPC Vendor is USBank. Stephen Jacobs is the Relationship Manager for the State program. His telephone number is 646-9714942; Email stephen.jacobs@usbank.com;
2. Service Point provides daily service and support for the PCPA with all aspects of program management. The telephone number is 1-877-846-9302; Email servicepointcps@usbank.com
3. Account Coordinator is Melissa Murphy. Her telephone number is 1-855-250-6421, ext. 1566260, email melissa.murphy@usbank.com
4. **AccessOnline** (accessonlinesupport@usbank.com) The telephone number for the ACCESS ONLINE technical help desk is 1-877-452-8083; 701-461-2900 outside the US and Canada.
5. Cardholders, please contact Cardholder Customer Service at 1-800-344-5696; 701-461-2010 outside the US and Canada.
 - Report Lost or Stolen Card(s)
 - Report card fraud
 - Transaction disputes
6. **For help with other questions, please contact your agency CPC Program Administrator (PCPA). Inquiry subjects include:**
 - Account balance and status
 - Spending availability/limit
 - Name Changes
 - Account reinstatement
 - Dispute instructions/dispute status
 - Statement transactions inquiries
 - Card activation
 - Card Declines

Note: many of these topics can also be addressed in Access Online if you create a cardholder user profile (CHF01). To do so go to www.access.usbank.com [REGISTER ONLINE – ORGANIZATION SHORT NAME= **MD**]

07. GAD Contacts

Monica Wheatley
410-260-7520 (Phone)
410-974-2309 (Fax)
mwheatley@marylandtaxes.gov

Kasie Jackson 410-260-7458
(Phone) 410-974-2309 (Fax)
kjackson@marylandtaxes.gov

08. Office of Legislative Audits **Report Fraud, Waste, and Abuse**

- a. By Telephone 24 hours a day by calling 1-877-FRAUD11 (1-877-372-8311)
- b. By the internet 24 hours a day www.ola.state.md.us

ADDITIONAL DEFINITIONS

AccessOnline - Internet based interactive card maintenance and reporting system supplied by USbank. The agency PCPA uses this system for all cardholder/account maintenance and to run reports.

Card Vendor – USBank/VISA is the current vendor providing corporate purchasing card services to the state.

Department of General Services' guidelines for inventory control - <https://dgs.maryland.gov/Documents/inventory/InventoryControlManual.pdf>

USBank - Current card provider

VISA - *VISA* is an organization founded by member banks for the purposes of providing payment systems network for Corporate Purchasing Cards. *VISA* cards are the world's most widely used and accepted form of "plastic" payment.

VISA Liability Insurance Program - An insurance program provided by *VISA* on commercial card products that protects State agencies from misuse of cards by employees (up to \$100,000 per employee). Certain restrictions and conditions apply including termination of the employee and time limitations.

VISA Travel Insurance Program - While traveling on state business, state employees are entitled to *VISA* insurance. PCPA's should contact the bank's customer service for a copy for the current coverage, rules, and regulations.

VISANET - The electronic system operated by *VISA* that supports authorization, clearing and settlement of transactions between suppliers, acquiring banks, and issuing banks.