

Cardholder Quick Tips

Customer Service Help desk:

800 344 5696

- ❑ Disputes
- ❑ Statement copies (also available via Axol)
- ❑ Research Requests
 - Authorization Questions
 - Merchant Issues
- ❑ Card activation
 - Card Activation Tips: Be sure you have the correct ID (NOT YOUR SSN)
 - SSN Prompt: Enter your employee ID
 - Zip Code: Statement Mailing Zip Code
 - Card #: Full 16 digit Account #
 - Expiration Date: Month/Year printed on card

Access Online Help Desk:

877-887-9260

- ❑ Access Online allows cardholders the ability online to:
 - View or Print monthly Statements (Invoice)
 - Run reports in Excel
 - Reallocate transactions (as entitled)
 - File disputes online
- ❑ For help on any of these items, contact our help desk at **877-887-9260**.