
One Card Activation Steps

Please gather this information before you call: your 16-digit account number, mailing address ZIP code, employee identification number, and business telephone number.

Note: If you are not a State employee, contact your department's program administrator to request the employee identification number to use.

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1. From a touch-tone phone, call
1-800-344-5696.

Respond to each of the following prompts:

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2. "Welcome to Corporate Payment Systems Customer Service. Please enter your **16-digit account number.**"

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3. "Please enter the five-digit **ZIP code** of your mailing address."

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4. "To activate your account, press **1.**"

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5. "To activate your account, please key in the last **four digits** of your **employee number.**"

DO NOT ENTER YOUR SSN.

Key in the last four digits of your employee identification number or the number provided by your department's program administrator.

(Note: If this is for a CTS then use all zeros for the number.)

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6. "Please enter your preferred business **telephone number**, beginning with the area code."

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7. *"By providing us with a telephone number for a cellular phone, you are expressly consenting to receiving communications from corporate payment systems agents at that number including but not limited to prerecorded calls. This express consent applies to each such telephone number that provided to us, now or in the future, and permits such calls regardless of their purpose. These calls and messages may incur fees from your cellular provider."*

- a. "To accept these terms and activate your account press **1.**"

- b. "To decline these terms and activate your account press **2.**"

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8. "Your account has been successfully activated. Thank you."

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9. "Please select a **new 4 digit personal identification number (PIN).**"

- a. "Please **re-enter** your PIN."

- b. "To end the call press **9.**"

Note: If you are unable to enter all required information, you'll be transferred to a Customer Service Representative for personal assistance.

An employee identification number is a unique number assigned to each State employee. The number displays on employee paychecks. The number can also be found on the employee directory at: <http://www.alaska.gov/whitepages/> by selecting the advanced search link.

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