

Prepaid Administrative Website User Request Form

(Focus/Solutions Programs - External Users)

NEW USER REQUESTS

1. Select the “New User” box.
2. Enter the Date, Client Program and User Information.
3. Select one role group: “Register Only,” “Limited Access” or “Full Access.”
4. Have the form signed by an Authorized Administrator at your company and email the completed form to: **prepaid.partner@usbank.com**.
5. Upon creation of the new User ID, the user will receive two emails: (1) an email containing his or her User ID and a link to the U.S. Bank Prepaid Administrative Website, and (2) an email containing a temporary password.
Please note: The temporary password expires after five days so it is very important for the new user to log in and create his or her new password immediately upon receipt of the second email.
6. Users should add **WebServices@usbankprepaidadmin.com** to their contact list to ensure they receive user management emails.

CHANGE TO EXISTING USERS

1. Select the “Modify” box.
2. Enter the Date, Client Program and User Information.
3. Select the updated Role Group for authorized staff requiring these access levels.
4. Have the form signed by an Authorized Administrator at your company and email the completed form to: **prepaid.partner@usbank.com**.

REMOVE EXISTING USERS

1. Select the “Delete” box.
2. Enter the Date, Client Program and User Information.
3. Have the form signed by an Authorized Administrator at your company and email the completed form to: **prepaid.partner@usbank.com**.



Prepaid Administrative Website User Request Form (cont'd)

(Focus/Solutions Programs - External Users)

Today's Date: _____ Client Program ID: _____

Client Program Name: _____

☐ New User ☐ Modify ☐ Delete

User First & Last Name: _____

User Email Address¹: _____

User Telephone Number: _____

Please select one (1) role group:

☐ Register Only ☐ Limited Access ☐ Full Access

Role Group	Register only	Limited	Full
Register Register instant issue cards and/or order personalized cards	X	X	X
Edit cardholder information Change fields such as cardholder address	X	X	X
View program and card information View routing number, account numbers, and cardholder info	X	X	X
View load history View ACH loads from your organization		X	X
Support Administrative Users Reset passwords for other Administrative Website Users		X	X
Report Viewer – Standard Reports View reports for the following: card load, card order, card activity, card status, cardholder information exception, cardholder ID verification status, inventory points, card account, and funding reject.		X	X
Manage Card Inventory Change instant issue card quantity and address information			X
Access Adjustment Account Add/remove funds from cards real-time			X
Funding File Upload Add funds to cardholder account via file upload			X
Report Viewer – Financial Reports View adjustment account reconciliation report			X

Please select Add-on Feature(s):

☐ **Client Alerts** – Authority to set up adjustment account email notification for your team (*Must have Full Access*)
(Access should be limited to authorized users with a business need)

By signing this form, you acknowledge and agree that you are delegating to the User named above the authority to access and use the U.S. Bank Prepaid Administrative Website on your behalf regarding your prepaid debit card program. You acknowledge and agree that this delegation remains in effect until the User's access is terminated, and that such termination is not effective until U.S. Bank has actual knowledge of the termination and a reasonable amount of time to act on it. You acknowledge and agree that U.S. Bank is entitled, without further inquiry, to execute, follow or otherwise act upon instructions or information received from User, and that any such action constitutes good discharge by U.S. Bank of its obligations to you. You acknowledge and agree that U.S. Bank is not liable to you for any claims for damages, expenses or losses of any kind arising or resulting, directly or indirectly, from any action U.S. Bank takes in reliance upon instructions or information received from User. You further acknowledge and agree that U.S. Bank may, in its sole discretion and with immediate effect, terminate User's access to and use of the U.S. Bank Prepaid Administrative Website if U.S. Bank suspects or has reason to believe that (i) any illegal, suspicious, criminal or fraudulent activity has occurred by any person, agent or entity acting through or on behalf of User; (ii) the User has violated any laws, rules or regulations in relation to the U.S. Bank Prepaid Administrative Website or the card program; or (iii) the User's continued access poses an undue risk to U.S. Bank, the issuing bank or the U.S. Bank Prepaid Administrative Website. You acknowledge and agree that U.S. Bank has no liability to you or to the User for any such suspension of access. IF YOU ARE SIGNING PURSUANT TO AUTHORITY DELEGATED TO YOU ON BEHALF OF AN ORGANIZATION, you certify that you have the authority to make the foregoing delegation and you acknowledge that the foregoing references to "you" and "your" refer to your employer.

Printed Name: _____

Title: _____

Signature: _____ Date: _____

1. An email address is required for all requests. We use email to communicate information about your request. Confidential, personal or financial information will never be sent or requested in an email.

