

State of South Carolina Lodging Purchasing Card Program

The Office of the Comptroller General ("OCG") and the South Carolina Materials Management Office ("MMO") is pleased to offer State of South Carolina ("State") Agencies the ability to use certain State Purchasing Cards for lodging. Under this program, Agencies will gain access to a special profile ("Profile") at the Bank of America ("BOA") which will include all lodging mcc codes.

Except as noted below related to employee lodging, the guidelines and policies included within the "Division of Procurement Services Materials Management Office South Carolina Purchasing Card Policy and Procedures" Manual **must** be followed.

Specific requirements under this program are as follows:

- 1) Lodging cost, excluding tax, **must** not exceed the current maximum lodging rates for the destination as established by the U.S. General Services Administration. Any exceptions **must** have the written approval of your agency head prior to incurring the expenditure.
- 2) Lodging expenditures **must not** be incurred for State employees whose official headquarters or place of official residence is within 50 miles of the lodging facility.
- 3) Lodging expenditures **may** only be incurred to provide payment for the cost of lodging, taxes, and any required charges such as parking. Any meals or beverages, internet/fax/computer services, entertainment, laundry, or any other *discretionary* charges **are not allowed to be** charged under this program, and each lodging facility **must** be notified of this requirement prior to incurring any charges. The most economical mode of travel must always be used, unless circumstances dictate otherwise.
- 4) Authorized Agency representatives making the reservation must contact an individual at the hotel location to verify:
 - a) The hotel location is willing to accept a corporate paid card as the form of payment for **only** the hotel room and those related items specifically addressed in item 3 above.
 - b) The hotel **does not** require a card imprint on file for the card being used for these charges.
 - c) The hotel **does not** require a faxed or mailed copy of the card.
 - d) The hotel can accommodate another form of payment for all incidentals for the traveler (i.e., room services, phone calls, internet, movies, snacks, beverages, meals, etc.).
- 5) This Profile **may** only be assigned to authorized, full-time State employees who have completed their initial probation period with the State. At this time, assignment of this profile is limited to State Agency **P-Card Administrators and another individual as designated by the Respective Agency P-Card Administrator** who meet this requirement. Agencies who require additional individuals to be assigned to this Profile due to the size of their agency or geographic diversity may submit individual requests to the Statewide Director of Accounts Payable and Payroll at the OCG, and a determination will be made within 15 business days of receipt of the request. Additionally, Agencies may issue this card in the name of the Agency. Card Assignment will be monitored internally at each Agency.
- 6) Cardholders assigned to this Profile **may not** use the card at any facilities to pay for conferences, charges related to conferences, or any other events.
- 7) Travel advances **must not** be requested for lodging expenditures placed on this card.
- 8) Any unauthorized charges *made* on this card **must** be remitted back to your Agency prior to submission of the document for processing. Please provide a *copy* of the payment

Agency Head Initials: _____
Procurement Head Initials: _____

Date: _____
Date: _____

- reimbursement, made payable to your agency, when submitting the document for processing. Payroll deductions to recover these unauthorized charges **will not be** allowed.
- 9) The Statewide Accounts Payable Division of the OCG will perform a detailed review of these transactions on each monthly statement when processing the document for payment. Therefore, **Agencies must submit separate documents for the monthly lodging activity and include complete detailed folios with each submitted document. Please limit any applicable documents to a maximum of 10 folios per submitted documents.** Any noted violations found by the OCG will first be discussed with the submitting agency, and if found valid, will result in suspension of *your Agency* from this program for a period of up to 3 months, subject to the discretion of the OCG. Repeated violations in excess of 3 within any 12 months will result in your Agency's suspension from this program for a one year period. Each agency **must** also self-report any violations deemed fraud, waste, or abuse directly to the South Carolina Office of the State Auditor at officeofstateauditor@osa.sc.gov within 2 business days of learning of the violation. Purchasing Card Statement Certification **must** be included with each document when submitted for processing.
- 10) Each Agency **must** ensure that full payment is made to the Bank of America by the due date as listed on the monthly statement. Please submit these documents for processing to the OCG at least 7 business days prior to the due date to ensure that on-time payments are made. The OCG reserves the right to suspend any Agency from this lodging card program who violates this payment commitment to the Bank of America.
- 11) The OCG reserves the right to suspend or terminate this Program at any time.
- 12) Any information or data related to this Program belongs to the State and all purchases are also subject to the scrutiny or audit by the SC SFAA, Division of Procurement Services.

Please direct any questions, as applicable, to:

- Bank of America- Please see Exhibit A
- Office of the Comptroller General's Office:
 - Ronnie Head, CPA at (803) 734-2347 or rhead@cg.sc.gov
 - Jennifer Broughton at (803) 734-2540 or jbroughton@cg.sc.gov
 - Audra Kimpson at (803) 734-2619 or akimpson@cg.sc.gov
- SC State Fiscal Accountability Authority Materials Management Division:
 - Stacy Gregg, CPPO, CPPB at (803) 737-2609 or sgregg@mmo.sc.gov

Required Acknowledgments:

Each Agency must agree to obtain and maintain a signed acknowledgment documenting an understanding of these requirements **from each cardholder** assigned to this Profile. The acknowledgment must include the following:

- a) Lodging cost **must not** exceed the current maximum lodging rates for the destination as established by the U.S. General Services Administration. Any exceptions **must** have the written approval of your agency head prior to incurring the expenditure.
- b) Lodging expenditures charged to this card **must not** be used for State employees whose official headquarters or place of official residence is within 50 miles of the lodging facility.
- c) Lodging expenditures may only be incurred to provide lodging, taxes, and any required charges such as parking. Any meals or beverages, internet/fax/computer services, entertainment, laundry, or any other *discretionary* charges **are not allowed to be** charged under this program, and each lodging facility **must** be notified of this requirement prior to incurring any charges. Personal purchases are not allowed under any circumstances. Appropriate action will be taken in the event of card misuse.
- d) Cards authorized under this Profile **may not** be used at any facilities to pay for conferences, charges related to conferences, or any other events.
- e) Travel advances **must not** be requested for lodging expenditures placed on this lodging card.
- f) Any unauthorized charges made **must immediately** be paid back to your Agency in the form of a check or money order. Any violations may result in card suspension *for the entire Agency* for a period of up to 3 months.
- g) Bank of America will immediately be notified if the purchasing card becomes compromised, lost, or stolen. Impacted users should call **1-888-449-2273** to report these types of incidents to Bank of America.
- h) All detailed folios must be maintained and submitted with monthly statements when making a document request for payment. These folios will be reviewed by the OCG when processing the document request for payment. Appropriate action will be taken in the event of card misuse. Remember, a maximum of 10 folios per submitted document will be allowed so that each document may be adequately audited by the Statewide Accounts Payable of the OCG.

Agency Head Initials: _____
Procurement Head Initials: _____

Date: _____
Date: _____

Lodging Purchasing Card Program Agreement

The South Carolina _____ (Agency Name) agrees to adhere and abide by the terms and conditions as outlined in the State of South Carolina Lodging Purchasing Card Program document (the "Document").

Acceptance of Agreement:

Agency Head

Date

Director of Procurement

Date

In accordance with Item 5 of the Document, the following two individuals will be *assigned* to the special profile. We understand additional individuals may be *assigned* to this profile upon written request as more fully explained in Item 5 of the Document. We also agree to timely inform the OCG of any changes to these authorized individuals.

Authorized Individual 1: _____

Authorized Individual 2: _____

State of South Carolina- Appendix A
Contact Listing for State Agencies,
Higher Education & Local Government

Joseph Leonard
Card Account Manager

Sharon D. Olney-Hill
Card Account Specialist

Bank of America Merrill Lynch



Bank of Merrill U.S. Bank of America
America Lynch Trust Merrill Lynch

State of SC Account Management

Card Account Manager



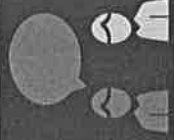
Engagement



Expertise



Consultation



Optimization



- Acts as strategic consultant to program administrators on benchmarking, evaluating program performance and goal setting
- Serves as the strategic point of contact for your card program
- Develop Critical to Quality success measurements and provide on-going support to ensure defined CTQs are met
- Assists with the development of customized internal policies, including policies and procedures, and cardholder agreements
- Manages and monitors program
- Provides strategic partnership to grow and expand program

- Facilitates program optimization
- Introduce new technologies/functionality
- Keeps organization apprised of new industry and association innovations
- Liaison to Works® account development team, GRAM, Payment Center & third-party solutions
- Provides periodic reviews to track program goals against your strategic vision for the Card programs
- Will be involved in the implementation process to ensure smooth transition into long-term servicing
- Serves as escalation point for other servicing areas within the card programs

U.S. Program Administrator & Cardholder Support



Account Specialist:

Card Account Specialist: Sharon Olney-Hill

Phone: 888.715.1000 ext. 22122

Fax: 804.264.0046

Email: [dedicated.Card.East@BankofAmerica.com](mailto:dicated.Card.East@BankofAmerica.com)

Team servicing

Monday – Friday: 8 a.m. to 4:30 p.m. ET

Contact information – 800.822.5985, option 2

Fraud

Release fraud blocks or notify of international travel:

866-500-8262 (domestic) and +1-757-441-4124 (international, able to call collect)

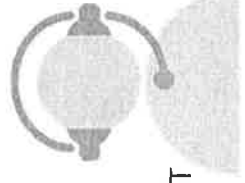
Card Activation

Cardholders can activate their card by calling, keying in card # when prompted, and entering activation code (assigned during card issuance). These phone #'s are also provided on a sticker affixed to the card.

24 hours/day, 7 days/week

U.S. Toll-free: 1.888.571.1000

Collect #: 509.353.6656 - outside the U.S.



Technical Help Desk

Technical support of your expense reporting tool

Monday – Friday: 8 a.m. to 4:30 p.m. ET

Contact Information – 888.715.1000, option 2, 4 or commcardthd@bankofamerica.com

Account Management

Responsible for the strategic growth of the card program from a consultative approach. Account management will assist with any card program escalation issues

Account Manager: Joseph Leonard

Phone: 980.388.2319

Email: joseph.leonard@baml.com

Cardholder Support

Provides cardholders (and program administrators after business hours) with assistance on activities such as reporting lost or stolen cards or reporting disputed items.

U.S. Toll-free # 1.888.449.2273

Collect #: 509.353.6656 - outside the U.S.

For Works® training, <http://training.works.com/bankofamerica>.



Bank of America

Company-Level Servicing

Typical Tasks



Account Specialist (AS) performs	Account Specialist owns, but engages other departments	Direct partner contact, Account Specialist can assist in escalations
Card inquiries (balance, payments, etc)	Credit balance refunds	Works questions / issues (THD)
Rush delivery on cards, replacement cards, lost/stolen	Payment research – missing payment, posted in error, etc	File delivery issues (THD)
MCC maintenance	Disputes	Filing fraud claim for cardholder (direct to fraud)
Card decline inquiries	Filing a fraud claim	
Account closures	Implementing new logo	
Credit limit increases on cards	Rush delivery of cards > 50	
Address Changes		
Program Administrator maintenance – adding/removing		