

**Purchasing Card Program:**

Solicitation: 5400005146  
Contractor: Bank of America  
Contract: 4400009299  
Contract Period: 10/01/2014 to 09/30/2021

[Contract Terms and Conditions](#)

**MMO Purchasing Card Coordinator:**

Ellicia Thompson  
ethompson@mmo.sc.gov  
(803) 737-0687

[SC Purchasing Card Policy and Procedures](#)

(07/13/2012)



# Bank of America Servicing Overview

## Card & Comprehensive Payables

Sharon D. Olney-Hill

June 8, 2017



# Program Administrator Quick Reference Guide

## Company level support

PAs contact CLS for assistance with any inquiries or maintenance requests that cannot be completed via a self-service tool.

*If you have a Card Account Specialist, they are the first point of contact. Use the information above only as after hours or as back up support.*

### Card Account Specialist (CAS): Sharon D. Olney-Hill

Phone: 888.715.1000 Ext. 22122

Fax: 804.264.0046

Email: [dedicated\\_card\\_east@bankofamerica.com](mailto:dedicated_card_east@bankofamerica.com)

Hours: 8:00 AM –4:30PM EST

\*Team Servicing is available after hours – 1.800.822.5985, Option 2

### Back-Up CAS: Shannon Lee

Phone: 888.715.1000

Email: [dedicated\\_card\\_east@bankofamerica.com](mailto:dedicated_card_east@bankofamerica.com)

Hours: 8:30 AM – 5:00 PM EST

### Card Account Manager: Joseph Leonard

Phone: 980.388.2319

Email: [joseph.leonard@baml.com](mailto:joseph.leonard@baml.com)

## Technical help desk

PAs contact THD for assistance with technical related questions or for functionality issues with account management & reporting tool.

<b>North America</b>	7 a.m. to 9 p.m. Eastern
	888-715-1000 Option 2,4
	704-387-3020 Option 4 (collect) <a href="mailto:commcardthd@bankofamerica.com">commcardthd@bankofamerica.com</a>

## Global Card Access

Online PIN check

Account Activity Alerts

[www.bofam.com/globalcardaccess](http://www.bofam.com/globalcardaccess)

## Fraud & Disputes

1-866-500-8262

509-353-6656 (collect)

Fraud claim status:

1-800-714-5923

Disputes – 866-601-9490 (non-fraud)

## File delivery

1-855-515-6600 Option 1

[dts.24x7@bankofamerica.com](mailto:dts.24x7@bankofamerica.com)

## Secure email

1-866-765-0732

[sendsecure.support@bankofamerica.com](mailto:sendsecure.support@bankofamerica.com)

<b>Works Training</b>	<a href="mailto:cardclientreadiness@baml.com">cardclientreadiness@baml.com</a> <a href="http://training.works.com/bankofamerica/">http://training.works.com/bankofamerica/</a>
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# Company level support

## BofAML card issued locations



### PROGRAM ADMINISTRATOR QUICK TIPS – Who to call for assistance

Use your self-service application to...	Call/Email Company Level Support to....	Call/Email Technical Help Desk to...	Call Fraud to....
<ul style="list-style-type: none"> <li>▪ Request new cards</li> <li>▪ Request replacement cards</li> <li>▪ Cancel or deactivate cards</li> <li>▪ Reset user passwords</li> <li>▪ Change card controls (credit limit, other limits, MCC groups, cash, etc.)</li> <li>▪ Research real time declines</li> <li>▪ Update cardholder information</li> <li>▪ Change account code defaults</li> <li>▪ Create and configure reports</li> <li>▪ Export data to a financial system</li> <li>▪ Request overnight delivery of a card</li> <li>▪ Access online statements (if applicable)</li> </ul> <p>Examples of self service tools are Works, GRAM, or Payment Center</p>	<ul style="list-style-type: none"> <li>▪ Change the statement address on a corporate billing account</li> <li>▪ Change the Merchant Category</li> <li>▪ Codes in a custom MCC group</li> <li>▪ Create a new custom MCC group (also need to notify Tech Help Desk)</li> <li>▪ Research missing or misapplied payments</li> <li>▪ Research about decline reasons</li> <li>▪ Change standard delivery method – regular mail, bulk ship, etc.</li> <li>▪ Report a lost/stolen</li> <li>▪ Request overnight delivery to an alternate address</li> <li>▪ Obtain 3 digit security/CVV code</li> <li>▪ Update fleet information, if applicable</li> </ul> <p>Cardholders should utilize Cardholder Support at the phone number listed on the back of their card</p>	<ul style="list-style-type: none"> <li>▪ Obtain technical support for issues with bank provided applications such as GRAM or Works</li> <li>▪ Request periodic large uploads of user, card, or general ledger information</li> <li>▪ Add a new custom MCC group to Account Manager (after creation by Company Level Support)</li> </ul> <p>Cardholders should not contact the Technical Help Desk directly - They should contact the Program Administrator and/or Cardholder Support</p> <p>For how-to questions regarding application functionality, Program Administrators should refer to the how-to guides available online or the Client Education team</p>	<ul style="list-style-type: none"> <li>▪ Review watches on individual accounts</li> <li>▪ Report potential fraud or unauthorized transactions</li> <li>▪ Initiate claim or dispute process</li> <li>▪ Obtain status of claim or dispute</li> </ul> <p>Cardholders and Program Administrators can utilize the Fraud team for 24/7 support</p>

# Fully aligned at every level

Successful program management starts here

By employing our dedicated resources in implementation and servicing, along with our proactive relationship teams, we will deliver fully aligned resources and industry expertise every step of the way.

implementation 	servicing 	relationship
<ul style="list-style-type: none"> <li>▪ Single global card program owner to build, implement</li> <li>▪ Regional resources to provide local strategic support</li> <li>▪ Builds reporting platform and hierarchies to support reporting, data integration</li> <li>▪ Provides training to program administrators</li> <li>▪ Effective resource coordination from a single source</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service sites around the globe</li> <li>▪ Cardholder/company-level support</li> <li>▪ Local card, language support in local time zone</li> <li>▪ Specialists assist with operational questions</li> <li>▪ Company-level servicing provides in-region support; key point of contact for the program administrator; and assists with card program management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Global &amp; regional account managers share:               <ul style="list-style-type: none"> <li>– Best practices</li> <li>– Overall growth strategies and program optimization</li> </ul> </li> <li>▪ Works with client to identify and help improve processes</li> <li>▪ Works in a strategic capacity to help clients achieve their program goals and objectives</li> <li>▪ Provides consultative feedback during implementation process</li> </ul>
<p><b>Project/implementation managers</b></p>	<p><b>Account specialists</b> <b>Technical Help Desk</b> <b>Cardholder support</b></p>	<p><b>Treasury Sales Officer</b> <b>Product Solution Specialist</b> <b>Card Account Manager</b></p>

# Award-winning service



## OUTSTANDING CUSTOMER SERVICE

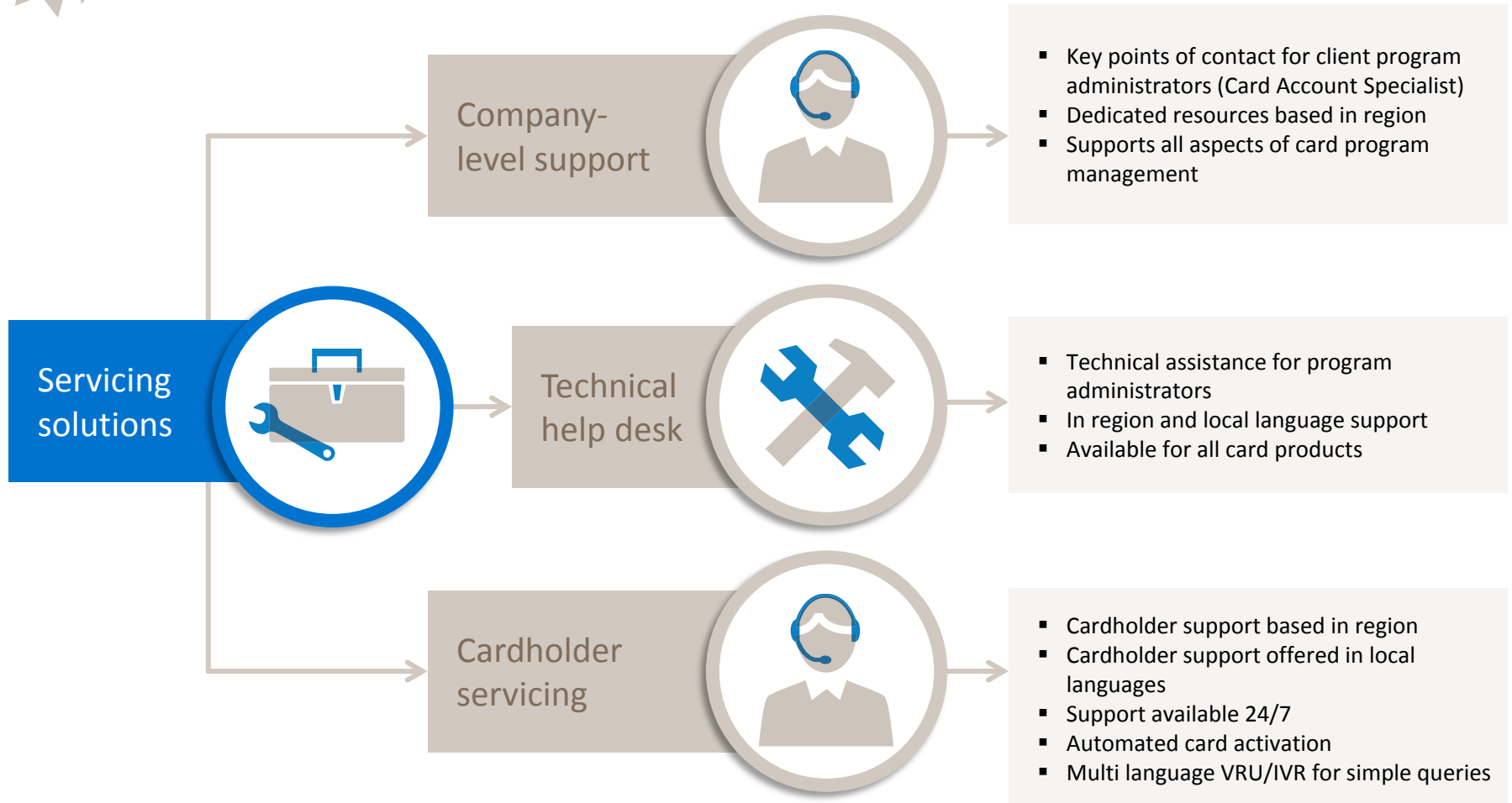
7 YEARS IN A ROW, J.D. Power, 2016

## FRAUD PREVENTION

10 YEARS IN A ROW, Javelin Strategy and Research, 2015



**100% in-house** service representatives  
**Dedicated** only to corporate card clients

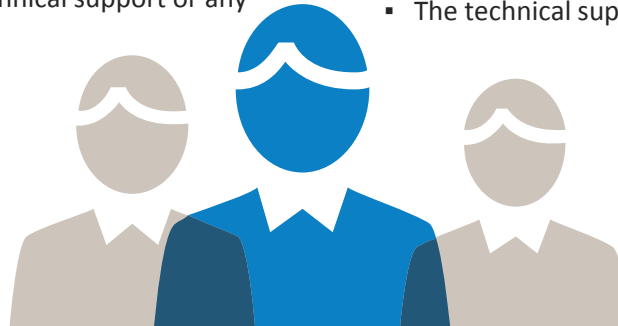


## Card account specialist

- Acts as operational service contact for card program administrators
- The program administrator typically contacts their account specialist (phone or email) regarding various queries including credit limit changes, statement questions, card issuance, cardholder complaints, receipt of payment, disputes and lost or stolen cards.
- The account specialist is also your escalation point for any concerns working with partner banks, technical support or any other support groups at the bank.

## Technical Help Desk

- The Technical Help Desk provides technical support for program administrators assisting with technical problems that a client may encounter relating to their card program.
- Program Administrators can contact the Technical Help Desk directly through a specific phone option, or via email.
- These options will be staffed with our most experienced and knowledgeable associates and is designed to bring greater first call resolution to clients.
- The technical support team is ready to respond to requests:
  - How to use online tools (Works, Global Card Access)
  - Issues with file transmissions/deliveries
  - Maintenance of system defaults
  - Resetting of passwords



### Include the following information for Company Level Support

- ✓ Company Name
- ✓ **Company Number**
- ✓ Full account number or last 4 digits
- ✓ Embossed Line 1
- ✓ If a shipping request, shipping address, method and attention to field
- ✓ All requests must have PA signature in email body
- ✓ Specific requests do require signed company letterhead to be submitted to complete maintenance

### Include the following information for Technical Help Desk

- ✓ Company Name
- ✓ Company Number
- ✓ Application in question (Works/Other)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number

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