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| **Purchasing Card Program:** | **MMO Purchasing Card Coordinator:** |
| Solicitation: 5400020074 Contractor: Bank of America Contract: 4400026963Contract Period: 10/01/2021 to 09/30/2028[**Contract Terms and Conditions**](https://webprod.cio.sc.gov/SCSolicitationWeb/contractSearch.do?solicitnumber=5400020074)  | Portia DavisPDavis@mmo.sc.gov (803) 737-5473[**SC Purchasing Card Policy and Procedures**](https://procurement.sc.gov/files/P-Card%20Policy%2001-01-2020%20Updated%2003-06-2020.pdf) |

Servicing Overview

Card & Comprehensive Payables

**Program Administrator Quick Reference Guide**

**Global Card Access** Online PIN check Account Activity Alerts

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

Works Technical Helpdesk & Global Card Access 888-715-1000 Option 2, then 4

**Company level support**

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

### Card Account Specialist is the first point of

*contact.*

**Card Account Specialist (CAS):** Holli Christie

**Fraud & Disputes**

Release fraud blocks or notify of international travel:

1-866-500-8262 (domestic) and

+1-757-441-4124 (international-able to call collect)

Fraud claim status:

1-800-714-5923

Disputes Department

855-521-1795

Disputes – 866-601-9490 (non-fraud)

 Phone: 888.715.1000 Ext. 20105

## Fax: 804.264.0046

## Email: dedicated\_card\_east@bankofamerica.com

## **Team Servicing**: 9:00 AM –4:305:00 PM EST

## **Phone**: 1.800 822.5985, Option 2

**Card Activation**

Phone: 888.571.1000

Collect Calls: 509.353.6656

Hours: 24 hours/day, 7 days/week

**Card Account Manager:** Austin Grainger

Phone: 980.497.1723

**Cardholder Support**

After Hours Support

U.S. Toll Free 888.449.2273

Collect 509.353.6656 Outside the U.S.

Email: austin.grainger@bofa.com

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| **Works Training** | **cardclientreadiness@baml.com**[**http://training.works.com/bankofamerica/**](http://training.works.com/bankofamerica/) |

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| **Technical help desk**PAs contact THD for assistance with technical related questions or for functionality issues with account management & reporting tool. |
| **North America** | Monday - Friday8 a.m. to 4:30 p.m. Eastern888-715-1000 Option 2,4carddigitalservices@bofa.com |

**BofAML card issued locations.**

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| **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…. |
| * Request new cards
* Request replacement cards
* Cancel or deactivate cards
* Reset user passwords
* Change card controls (credit limit, other limits, MCC groups, cash, etc.)
* Research real time declines
* Update cardholder information
* Change account code defaults
* Create and configure reports
* Export data to a financial system
* Request overnight delivery of a card
* Access online statements (if applicable)

Examples of self service tools are Works, GRAM, or Payment Center3 | * Change the statement address on a corporate billing account
* Change the Merchant Category
* Codes in a custom MCC group
* Create a new custom MCC group (also need to notify Tech Help Desk)
* Research missing or misapplied payments
* Research about decline reasons
* Change standard delivery method

– regular mail, bulk ship, etc.* Report a lost/stolen
* Request overnight delivery to an alternate address
* Obtain 3 digit security/CVV code
* Update fleet information, if applicable

Cardholders should utilize Cardholder Support at the phone number listed on the back of their card | * Obtain technical support for issues with bank provided applications such as GRAM or Works
* Request periodic large uploads of user, card, or general ledger information
* Add a new custom MCC group to Account Manager (after creation by Company Level Support)

Cardholders should not contact the Technical Help Desk directly - They should contact the Program Administrator and/or Cardholder SupportFor how-to questions regarding application functionality, Program Administrators should refer to the how-to guides available online or the ClientEducation team | * Review watches on individual accounts
* Report potential fraud or unauthorized transactions
* Initiate claim or dispute process
* Obtain status of claim or dispute

Cardholders and Program Administrators can utilize the Fraud team for 24/7 support |

**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**

* Single global card program owner to build, implement
* Regional resources to provide local strategic support
* Builds reporting platform and hierarchies to support reporting, data integration
* Provides training to program administrators
* Effective resource coordination from a single source
* Service sites around the globe
* Cardholder/company-level support
* Local card, language support in local time zone
* Specialists assist with operational questions
* Company-level servicing provides in-region support; key point of contact for the program administrator; and assists with card program management
* Global & regional account managers share:
	+ Best practices
	+ Overall growth strategies and program optimization
* Works with client to identify and help improve processes
* Works in a strategic capacity to help clients achieve their program goals and objectives
* Provides consultative feedback during implementation process

**Project/implementation managers**

**Account Specialists Technical Help Desk Cardholder support**

**Treasury Sales Officer Product Solution Specialist Card Account Manager**

**OUTSTANDING CUSTOMER SERVICE**

**#1**

**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

# Company-

* Key points of contact for client program administrators (Card Account Specialist)
* Dedicated resources based in region
* Supports all aspects of card program management

level support

# Servicing solutions

Technical help desk

Cardholder servicing

* Cardholder support based in region
* Cardholder support offered in local languages
* Support available 24/7
* Automated card activation
* Multi language VRU/IVR for simple queries
* Technical assistance for program administrators
* In region and local language support
* Available for all card products

Card account specialist Technical Help Desk

* 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.

* 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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