

# State of SC Palmetto Summit

October 2<sup>nd</sup>, 2015

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## Welcome and Program Review: AC-116

## General Session: Industry Updates/Chip and PIN (EMV): AC-116

### Breakout Sessions I:

- Works training 1: AC-116
- Works training 2: AC-139
- Political Subs Roundtable: AC-143 Mary Robertson

## Lunch : AC-139/AC-143

### Breakout Sessions:

- Electronic payables round table: AC-139
- Uncovering New Spend Opportunities: AC-143 Mary Robertson
- Works training 3: AC-116

### Breakout Sessions:

- Higher education roundtable AC-139
- State Agency roundtable: AC- 143 Mary Robertson
- Works training (reporting focus): AC-116

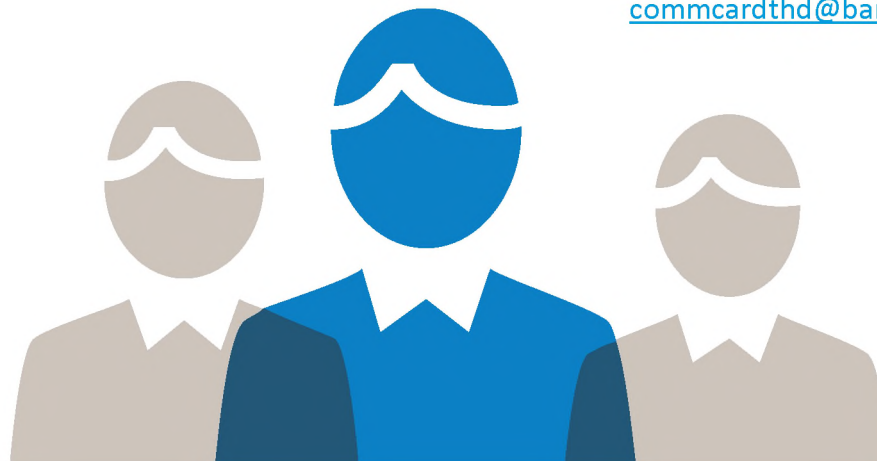
## Closing and Awards AC-116

## Card account specialist

- Acts as operational service contact for card program administrators
- The program administrator typically calls their account specialist 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 will be able to handle any servicing questions. If they can not resolve an issue, they will engage their manager who will make sure the issue is resolved to client satisfaction.

## Technical helpdesk

- The Technical Help Desk provides technical support for program administrators assisting with any technical problems that a client may encounter.
- Program administrators calling into the Technical Help Desk will be able to choose a separate option for their use only within the current call routing message.
- This option will be staffed with our most experienced and knowledgeable associates and is designed to bring greater first call resolution to clients.
- In addition, Bank of America has added associates to the Technical Help Desk to reduce wait times and expedite e-mail responses back to clients.
- The Technical Help Desk can be reached Monday through Friday from 8 a.m. to 9 p.m. Eastern. by dialing Card Technical Support: 1.888.589.3473 or e-mail at [commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.com)



# Dedicated Account Specialist- Pat Roberson

## Dedicated Account Specialist,

**Pat Roberson**

**Hours:** Monday thru Friday, 8:30-5:00PM EST

### Contact Information:

TREASURY SERVICES SR ADVISOR

Global Corporate & Commercial Banking Client Services

Bank of America Merrill Lynch/Bank of America NA

Email: [Dedicated\\_Card\\_East@bankofamerica.com](mailto:Dedicated_Card_East@bankofamerica.com)

Phone: 757.213.8310

Fax: 704.208.3115

### Back-up Information:

Rosalyn Thompson, VP; TREASURY SERVICES SR ADVISOR

Hours: Monday thru Friday, 8:30-5:00PM EST

Email: [Dedicated\\_Card\\_East@bankofamerica.com](mailto:Dedicated_Card_East@bankofamerica.com)

Phone: 757.213.8305

### Manager Contact

Richard E. Mike , VP; TREASURY SERVICES MANAGER II

Email: [Richard.E.Mike@Baml.com](mailto:Richard.E.Mike@Baml.com)

Office: 757.213.8327

## Technical help desk

The Technical Help Desk provides technical support for program administrators assisting with any technical problems that a client may encounter.

Monday – Friday: 7 a.m. to 9 p.m. EST

Contact Information – 888.589.3473,  
option 4 or [commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.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.

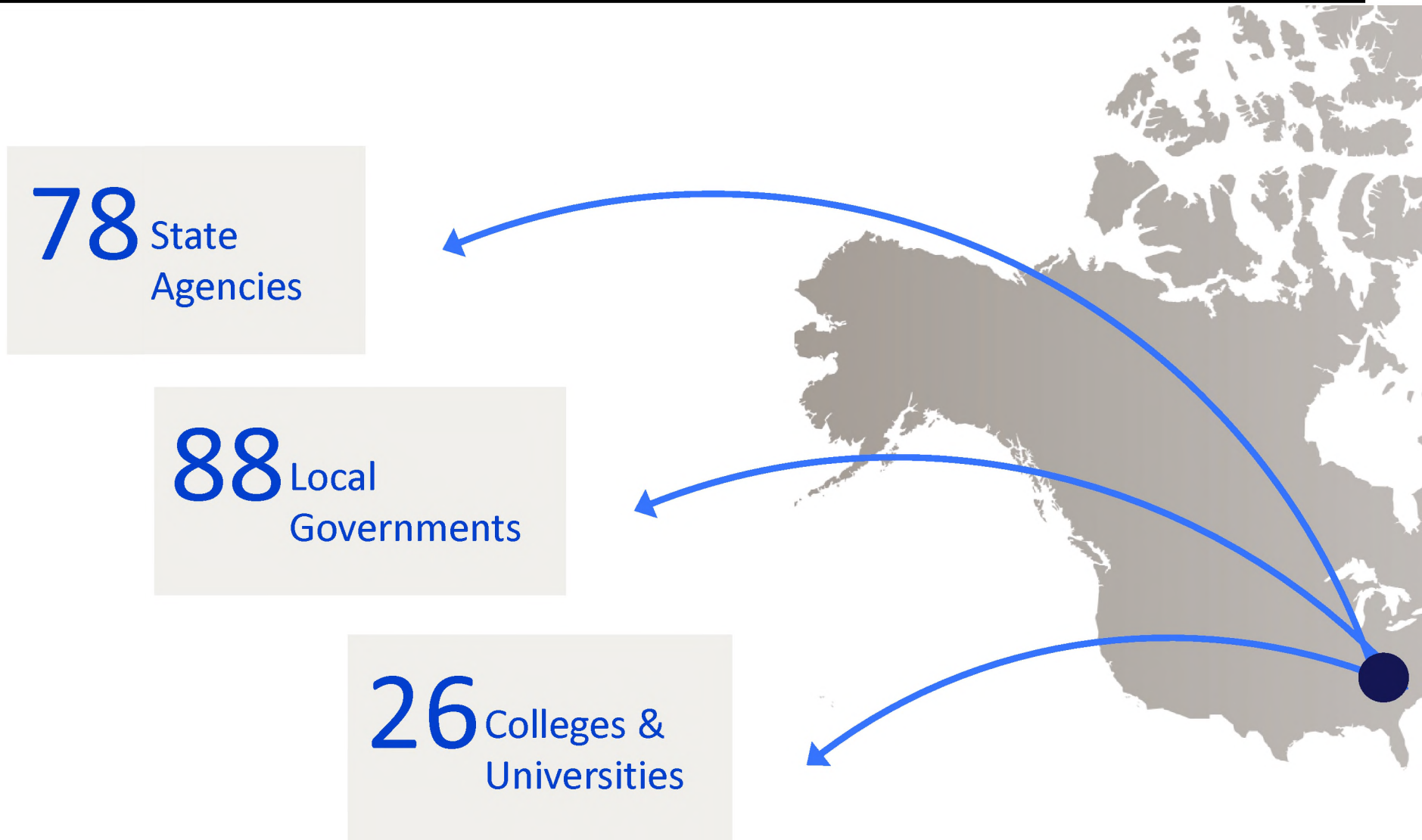
## Team servicing

The Dedicated Account Specialist is also supported by a team servicing of highly trained professionals to assist if the account specialist is not available and the program administrator needs immediate assistance.

Monday – Friday: 7 a.m. to 9 p.m. EST

Contact information – 800.822.5985, option 2 or  
[ccs\\_team\\_servicing@bankofamerica.com](mailto:ccs_team_servicing@bankofamerica.com)

# State of the state





# State of the state

**\$323,008,782**

Total spend volume 2014/2015  
rebate period

**1,233,977**

Total # of transactions  
2014/2015

**\$269**

Average transaction size

**17,820**

Total # of open  
cards August

**12,612**

Avg. # of active  
cards per month



Total savings based on industry average purchase order reduction, based on RPMG 2014 study:

- Industry average savings of **\$70 per transaction**
- 1,233,977 total transactions x \$70.00 = **\$86,378,390**

# State of SC rebate history

2015 Rebate:  
**\$5,751,197**

## Total Rebate

2014 : \$4,773,188

2013 : \$4,558,751

2012 : \$4,441,643

2011: \$3,727,718

2010: \$3,481,752

2009: \$3,163,914

2008: \$3,207,294

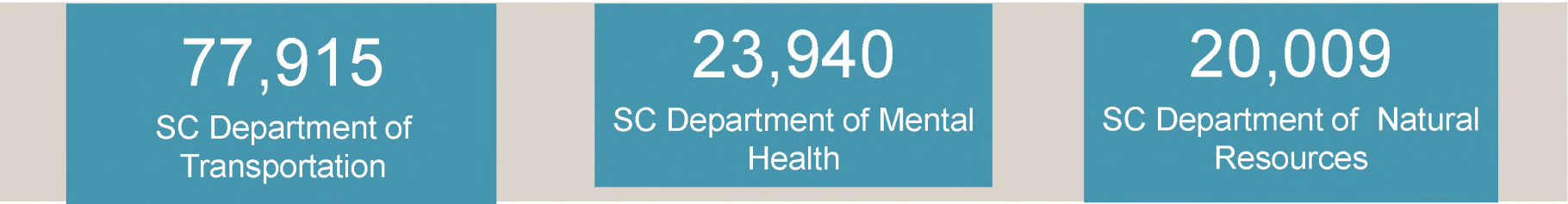
# Awards

Bank of America  
Merrill Lynch

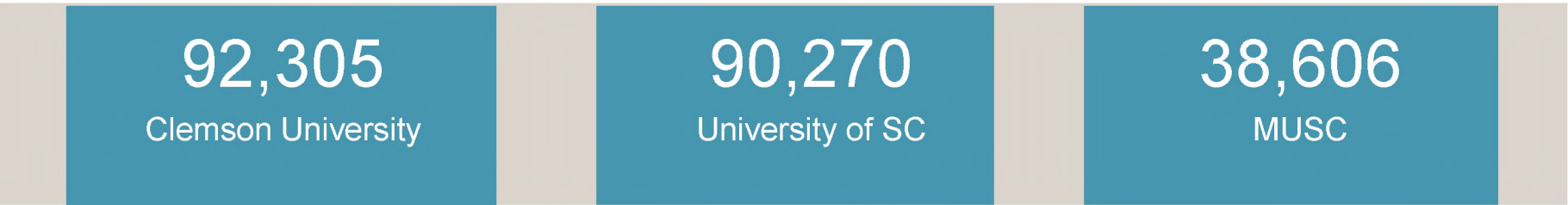




## Top transactions for State Agencies



## Top transactions for Colleges and Universities



## Top transactions for Local Government



# Thank You for participating!



We are committed to delivering only the best Commercial Card solutions for all of our clients. With a focus on technology, service, innovation and our ever-increasing global footprint, we are in a position to deliver a comprehensive set of solutions with global and local proficiency.

We are providing innovative solutions in more and more markets around the globe, in addition to investing in product development and resources to support our clients' growth. Wherever you do business, you will benefit from a strong service model and a complete package of solutions that help you manage your working capital, operate more efficiently, reduce risk and gain visibility into your cash balances worldwide.

**KEVIN PHALEN**  
**HEAD OF GLOBAL CARD & COMPREHENSIVE PAYABLES**

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