



STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Purchasing Division

515 East Musser Street, Suite 300 | Carson City, Nevada 89701
Phone: (775) 684-0170 | Fax: (775) 684-0188

June 5, 2015

MEMORANDUM

To: All State Agencies
From: Greg Smith, Administrator
Subject: Bank of America Commercial Card Program Updates

The new Commercial card program has been through four billing cycles, and as a result the Purchasing Division and the Controller's Office have developed a Troubleshooting guide to assist with processing Payment Vouchers (PVs) that have error codes or negative/zero dollar amounts. We encourage agency staff to go to the Purchasing Division website at http://purchasing.state.nv.us/CC_Program/CC_Program.htm and review the *Troubleshooting Commercial Card Payment Issues* document to become aware of the various situations that may occur, as well as updated payment procedures for those agencies not using the Bank of America Works application.

FISCAL YEAR END PROCESSING

The instructions below are for agencies using the Bank of America Works application:

Purchases made by credit card can take up to 5 days in the Works application to post to the account. Transactions posted through the June cycle end date (25th) will be captured in the Corp Card PV upload report and will process in Advantage under the current fiscal year. Transactions posted after the June cycle end date will post in the new fiscal year.

It is recommended that no current fiscal year purchases be made by credit card after June 20. No new fiscal year (FY16) purchases should be made by credit card before July 1. If either occurs, agencies may need to make manual corrections via Journal Voucher (JV).

We realize this transition has been a big change, and would like to thank everyone who has worked so diligently with the program conversion. We expect it to be worth the growing pains in a business and rebate sense.

Please be certain to note the following points of contact for the program for Bank of America, the Purchasing Division and the Controller's Office:

Bank of America Works Application – Technical Help Desk

commcardthd@bankofamerica.com

(888) 589-3473

Fax: (757) 446-3868

Bank of America Customer Service Representative/Account Assistance

Michael Bell

dedicated_card_west@bankofamerica.com

(888) 715-1000 x. 51651 or (800) 822-5985

eFax: (877) 207-2364

Purchasing Division – Contract Questions/New Accounts

Kim Perondi – PCard

kperondi@admin.nv.gov

(775) 684-0190

Cindy Stoeffler – Travel

cstoeffler@admin.nv.gov

(775) 684-0173

Kimberlee Tarter – Back-up

ktarter@admin.nv.gov

(775) 684-0196

Controller's Office – Vista and Advantage Technical Assistance

Financial Help Desk

FinHelpdesk@controller.state.nv.us

(775) 684-5654

Lisa Letarti

lletarti@controller.state.nv.us

(775) 684-5606

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