

# State of Nevada Corporate Card Programs

Bank of America

July 2015

Bank of America  
Merrill Lynch





# agenda

- Client Team Contact List
- Volume and Agency Update
- Agency Feedback
  - Great successes? Pain points?
  - Pending needs? Where can we help?
  - Q&A
- Works – general card

## Dedicated resources to meet your needs

### Client Management

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**Aletia Ligon**

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[Aletia.Ligon@baml.com](mailto:Aletia.Ligon@baml.com)

### Treasury Management

**Jeff Moore**

Sr. Treasury Solutions Officer  
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[Jeffrey.B.Moore@baml.com](mailto:Jeffrey.B.Moore@baml.com)

**Julie Elliott**

Treasury Solutions Analyst  
702.824.9116

[Julie.Elliott@baml.com](mailto:Julie.Elliott@baml.com)

### Card Program Contact - Customer Service Numbers

**Holly Campbell**

Card Account Manager  
602.448.3044

[Holly.Campbell@baml.com](mailto:Holly.Campbell@baml.com)

**Michael Bell**

Dedicated Card Account Specialist  
888.715.1000 ext51651

[Dedicated\\_card\\_west@bankofamerica.com](mailto:Dedicated_card_west@bankofamerica.com)

**Technical Help Desk Card**

888.589.3473

[commcardthd@bankofamerica.com](mailto:commcardthd@bankofamerica.com)

**Cardholder Customer Service**

Toll-free # 1.888.449.2273

Collect #: 509.353.6656 outside the U.S

# State of Nevada – Card program overview

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# Sample Plastics

## P-card



## Travel Card



## General Statistics

- 2015 YTD volume = \$9 million
- Monthly average = \$1.48 million
- # of Agencies / Departments
  - Travel = 36
  - P-card = 23
- 24 Works instances
  - 1 Travel / 23 P-card

## Participating Agencies

- 202 – Managing (Corporate billing) accounts
- 1325 – Cardholders / Accountholders
- 1635 – Users
  - Admin, Audit, Approvers, Accountholders...

# Department / Agency list

## Department / Company Name

State of Nevada Travel

NV Administration

NV Attorney General's Office-Purchasing

NV Comm on Postsecondary Ed

NV Commission on POST

NV Controller's Office

NV Corrections

NV Department of Business and Industry

NV Department of Conservation & Natural  
Resources

NV DMV

NV Gaming Control Board

NV Governor's Office

NV Health and Human Services

NV Judicial Branch

NV NDOT

NV Public Employees Benefit Program

NV Public Safety

NV Public Utilities Commission

NV Secretary of State

NV Silver State Health Insurance Exchange

NV State Public Charter School Authority

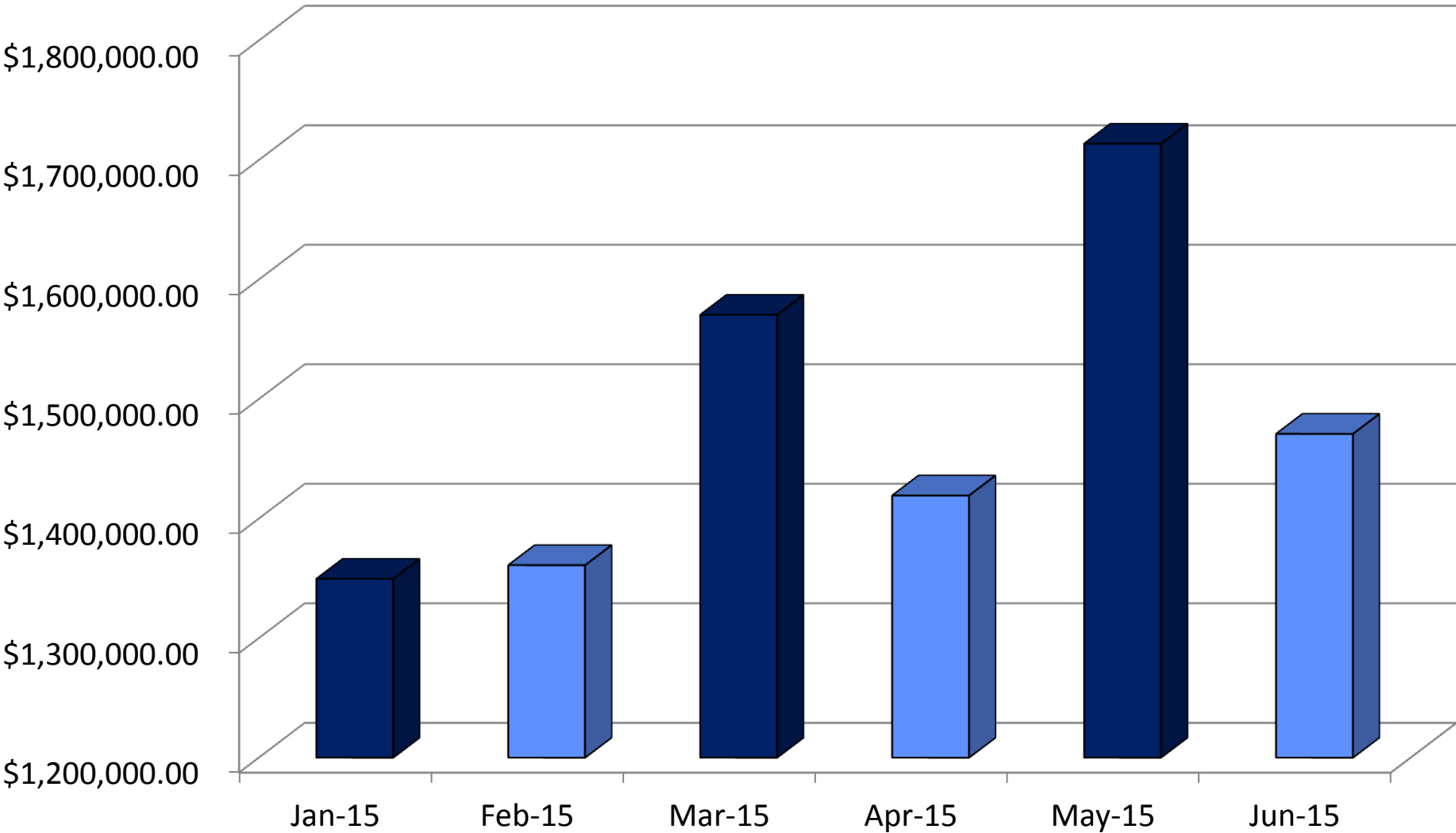
NV Tourism and Cultural Affairs

NV Treasurers Office

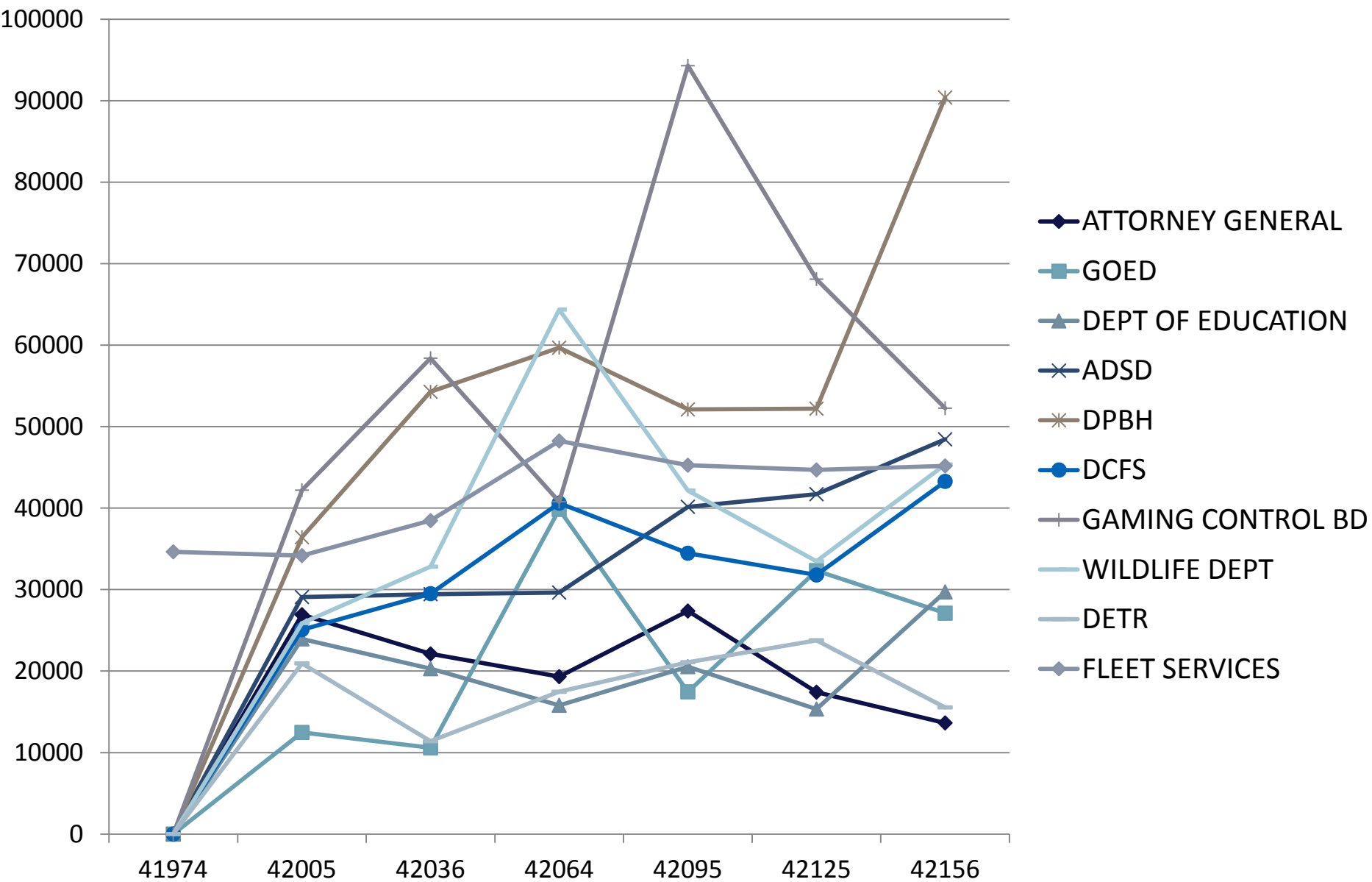
NV Wildlife Dept



# State of NV spend by month



# Top 10 agencies in spend volume



# Feedback – General Discussion



Why do you have card programs? 😊

Actual size of a paperclip



**Actual cost to pay for it**



## How can we help you take your program to the next level?

- We want to hear from you.
- How are things working today?
- What works well and has contributed to current program success?
- What program expansion obstacles do you foresee?
- Pending pain points to address?
- What goals have you set for your program to strive for?

# Misc. Program and process info





## Main Contacts

- NV Dedicated Card Account Specialist – Michael Bell
- Technical Helpdesk
  - Works, Payment Center, PIN Check Website
- Card Account Manager – Holly Campbell
- Authorized Contacts on file w/ Bank!!!
  - IMPORTANT to keep up to date... If you aren't listed as authorized, the bank cannot talk to you...
  - Update requests can be made via signed letterhead sent to Michael Bell

## Chip & PIN

- [www.baml.com/PINCheck](http://www.baml.com/PINCheck)

## Works - part 1

Goal: assign account codes and obtain required electronic approvals in Works prior to EOD the 9<sup>th</sup> of month

- Signoff approvals include:
  - Level 1 Accountholder - (cardholder)
  - Level 2 Approver - (Pend 3)
  - Level 3 Accountant - (Pend 4)
- Agency required to have level 2 and 3 approvals in Works.
  - Some agencies actually '**perform**' just step 3.
    - If this is case, it means that Level 1 & 2 are automated and Pend 4 keys in code and approves

## State's automated recon file process – part 2

- Card transaction file reconciliation
  - 10<sup>th</sup> of month, files auto run – Controller's office
    - Corp Card PV upload – Sends to Vista
- Agency logs into Vista to verify file totals match billing statement totals
  - If so, notify Controller's office \*
  - Next day check Advantage for ACCPT status
    - ACCPT status = ACH payment to be initiated
    - If not, troubleshoot

## State's automated recon file process – part 2

### - Troubleshooting

- Coding errors can only be corrected in Advantage once Works report sent morning of 10<sup>th</sup>.
- If Pend 3 and Pend 4 signoff is not completed in Works prior to report being sent to Controller's
  - Pend 3 and 4 must be completed in **BOTH** Advantage (to get ACH payment approved) and in Works (to trigger fund restoral).

## Controller's office – Resource Documents

- BOA Corp Card procedure for uploading to Advantage document
  - [http://intra.ktl.nv.gov/IFS\\_Files/BOA\\_Corp\\_Card\\_procedure\\_for\\_uploading\\_to\\_Advantage.pdf](http://intra.ktl.nv.gov/IFS_Files/BOA_Corp_Card_procedure_for_uploading_to_Advantage.pdf)
- BOA Corp Card Troubleshooting Manual:
  - [http://intra.ktl.nv.gov/IFS\\_Files/BOA\\_Corp\\_Card\\_Trouble\\_Shooting\\_%20manual.pdf](http://intra.ktl.nv.gov/IFS_Files/BOA_Corp_Card_Trouble_Shooting_%20manual.pdf)

# Works - Navigation overview





## P-card Instance vs. Travel Card Instance

### •Travel card

- Single umbrella instance at State level
  - Each agency is separate group
    - Admins are 'scoped' to group
- Scoped Role / permissions

### •P-card

- Individual p-card instances
  - Admins are "Global"
- Global Role / permissions

## General navigation

- My Profile
  - Roles / Permissions
  - Pend 3 / Pend 4
- Contacts
- Training resources
- Account Dashboard
  - Corporate account > Company Number
- Declines
  - Authorization Log

## General navigation

- Column sort
- Search boxes
- SAM
- Filters
- Columns view
  - Ex. Verification ID
- Misc. Tasks
  - New User &/or accountholder
  - New Admin
    - Scoped or global
  - Txn signoff
    - Allocate / edit

## Works™ Workshops

The Works workshops allow you to obtain a complete comprehension of the Works application and learn how to utilize the available functions

[Works Training](#)

Q & A



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