State of Louisiana

Bank of America Merrill Lynch

Your Card Account Specialist is assigned specifically to your relationship for servicing your accounts after implementation.

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

Phone: 888.715.1000 Ext. 22122
Fax: 804.264.0046
Email: dedicated_card_east@bankofamerica.com
Hours: 8:00 AM – 4:30 PM EST

North America Back-Up CAS: Shannon Lee

Phone: 888.715.1000 ext. 22123
Fax: 999.999.9999
Email: dedicated_card_east@bankofamerica.com
Hours: 8:30 AM – 5:00 PM EST

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

Company level support
BofAML card issued locations

Bank of America Merrill Lynch

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 Center	▪ 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 Support For how-to questions regarding application functionality, Program Administrators should refer to the how-to guides available online or the Client Education 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

Quick tips for seamless service

Helpful hints to prepare for servicing

COMPANY LEVEL SUPPORT

Include the following information

- ✓ 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 require company letterhead with a physical signature to be submitted by a current program administrator – can be scanned, then emailed or faxed
    - Adding/removing program administrators
    - Changing the corporate address
    - Requests for manual card creation
    - Corporate account closure
    - Manual card activation

TECHNICAL HELP DESK

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Application in question (Works/GRAM/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