Department of Accounts and Bank of America Contacts	
Department of Accounts Charge Card Administration	*http://www.doa.virginia.gov/Admin_Services/Charge_Card/Charge_Card_Main.cfm* • **Charge Card Administration** ▪ Phone: 804-786-0874 ▪ Email: cca@doa.virginia.gov ▪ Fax: 804-518-4954
Company Level Support (Authorized contacts only. To update authorized contacts, contact Company Level Support) 8 a.m. – 9 p.m. ET Monday - Friday	Provides assistance with day-to-day card program questions, such as lost/stolen cards, payments, and CVV (3-digit) security codes. • **Dedicated Company Level Support** ▪ Kewony Parham ▪ Phone: 757-213-8315 Fax: 804-262-9122 ▪ 800-822-5985 ext. 38315 ▪ Email: Kewony.Parham@baml.com • Backup: ▪ Jatika Johnson ▪ Phone: 757-213-8369 Fax: 704-548-5749 ▪ Email: Jatika.M.Johnson@baml.com • Escalation: ▪ Libra Valentine ▪ Phone: 757-213-8376 ▪ Email: libra.d.valentine@baml.com Or: • **General - Company Level Support Line** ▪ U.S. Toll-free # 1.800.822.5985 ▪ Collect #: 509.353.6656 - outside the U.S. ▪ Email: ccs_team_servicing@bankofamerica.com ▪ Escalation: - Libra Valentine, 757-213-8376 - libra.d.valentine@baml.com
Technical Help Desk (Works Program Administrators only) 8 a.m. – 9 pm ET Monday - Friday	Provides assistance with questions or issues related to the use of the Works application, Payment Center and VISA Information Management 1099 database applications. • U.S. Toll-free # 1-888-589-3473 ▪ Opt 4 – WORKS, VIM, Payment Center – Password Reset • Collect # 704-387-3020, Option 4 - outside the U.S. • Email: commcardTHD@bankofamerica.com • Escalation: Duane Paitsel, 757-823-7787 duane.v.paitsel@baml.com
Cardholder Customer Service (for Cardholders, and Program Administrators after business hours) 24 hours/day, 7 days/week	Provides cardholders (and program administrators after business hours) **with assistance** on activities such as reporting lost or stolen cards or reporting disputed items. • Toll-free # 1.888.449.2273 • Collect #: 509.353.6656 outside the U.S. Note: Cardholders should enter their 16-digit card number when prompted.
Card Activation 24 hours/day, 7 days/week	Cardholders can activate their card by calling one of these numbers, keying in their card # when prompted, and entering their activation code (assigned by you during card issuance) when prompted. These phone #'s are also provided on a sticker affixed to the card. • Toll-free: 1.888.571.1000 • Collect #: 509.353.6656 outside the U.S.
Fraud 24 hours/day, 7 days/week	Release a card from fraud watch • Phone: 1.866.500.8262 or collect via 509-353-6656
Card Account Manager	Your card account manager will consult with you to assist in growing your card program, keep you updated regarding industry activities and assist with the escalation on any issues. • Maureen Sudbay Phone: 757-213-8242 Cell: 804-814-2627 • E-Mail: maureen.sudbay@baml.com
Training	Administrators and Accountants can register for additional or refresher training sessions at http://training.works.com/bankofamerica.

Bank of America

Works Card Program Quick Tips – Who to Call for Assistance		
Use the Works application to…	**Call Company Level Support to…**	**Call Works Technical Help Desk to…**
• Request new cards • Request replacement cards • Cancel (de-activate) cards • Reset user passwords • Change card controls using card profiles: - credit limit - single or daily transaction limits - MCC group assignment - % cash (if allowed) • Research in real-time why a transaction was declined • Add, change, or delete Works groups and users • Update cardholder phone and address information • Change accounting code defaults • Create configurable reports on transaction detail, card information, audit logs, etc. • Export data for import to a financial system • Initiate a transaction dispute	• Change the statement address on the corporate billing account • Change the MCCs in a custom MCC group • Create a new custom MCC group (also need to notify the Technical Help Support) • Change the master credit limit for a card program • Research a corporate payment • Research a corporate account decline • Change the delivery method of cards, i.e. bulk ship via Fed Ex to PA, U.S. mail to cardholder, etc. • Request overnight delivery for a card • Report a lost or stolen card • Obtain the 3-digit security (CVV) code for a card ***Cardholders should call 1.888.449.2273 for assistance with items such as activating a card, reporting a card lost/stolen, or disputing a transaction.	• Obtain technical support, for issues using the Works application • Ask how-to questions regarding Works functionality • Request periodic large uploads of user, card, or general ledger information • Add a new custom MCC group to Works (after a new custom MCC group has been created by Company Level Support) • Obtain technical support for Visa Information Management (VIM, SmartData Online (SDOL) & Payment Center. ***Cardholders should contact the program administrator, who can then contact the Works Technical Help Desk on behalf of the cardholder.