Bank of America Merrill Lynch

Real Life Scenarios & Solutions For Political Subs

A Little About Us (and Our Programs...)

VIRGINIA BEACH CITY PUBLIC SCHOOLS
CHARTING THE COURSE

Jodi Geary, CPCP
Procurement Card Program Manager
Virginia Beach Public Schools

- 520 Cards
- Annual Spend $10.6M
- 31,000+ Annual Transactions

A Little About Us (and Our Programs...)

Shari Purnell, CPCP

P-Card Administrator

Metropolitan Washington Airports Authority

- 198 cards
- Annual spend $6.9M
- 31,000+ Annual Transactions
- Been a part of the program since inception

Ice Breaker Questions

- Who is from
  - City
  - County
  - Schools
  - Authority
- How many years have you been a PA
  - less than 5
  - 5-9
  - more than 10-?? Woohoo
- Number of cards
  - less than 50
  - 51-100
  - more than 100
- Does anybody have the CPCP certification?

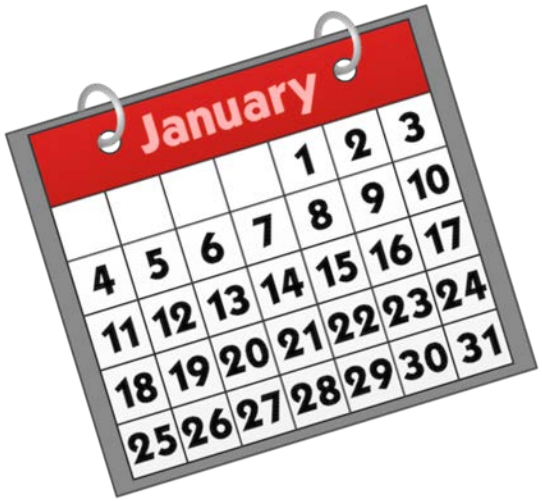
NAPCP
www.napcp.org

Let’s Talk…Daily

Authorization Log

Spend Control Profile changes

- Temporary
- Permanent



Let’s Talk…Monthly

Reports

Declined Transaction Report

Single TXN Limit Audit report

Audit Report by vendor (PayPal, Amazon)

Dashboard Reports

Let’s Talk…Annual

Approving Officials

- Confirm correct users are set up to approve.

13 Month Card Spend Analysis

- Show monthly spend; Max and average spend as % of current credit limit.

YTD Comparison

- Increase/Decrease over previous year.

Let’s Talk…Other

Training Cardholders

- How often?
- Who is required?
- How is training delivered?
- Quiz/test given?
- What documents need to be signed?

Policies and Procedures

- Are they available for cardholders to access online?
- Which policy or procedure is most often violated?

Let’s Talk…Other

Ghost Accounts

- Anyone using them?
- What are they used for?
- How are the transactions reconciled?

Let’s Talk…Bank of America Support

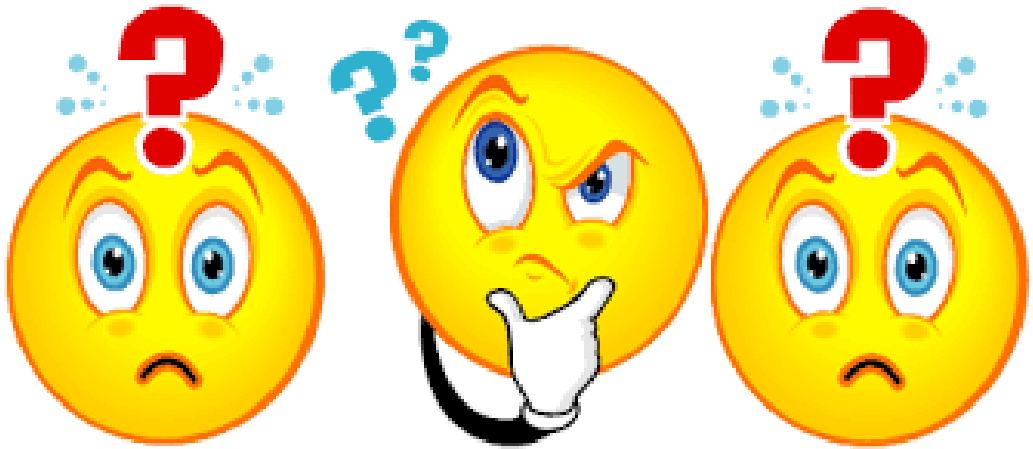
Company Level Support
The Dedicated Account Specialist are for the Authorized contacts only. Assistance with day-to-day card program questions: lost/stolen cards, payments, CVV (3-digit) security codes.

Works Technical Help Desk
Provides assistance with questions or issues related to the use of the Works application and Payment Center.

Quiz Question 1

What report in Works will help identify possible split transactions?

- TXN Audit Report



Quiz Question 2

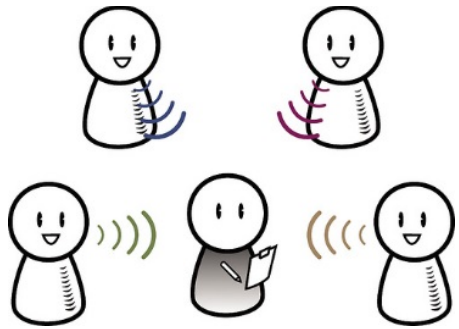
What issues will the Declined Transaction Report help to show?

A. Possible Compromised Cards
B. Need for Spending Limit Review
C. Cardholder Not Knowing PIN
D. All of the Above

D. All of the Above

Quiz Question 3

What do you always need to have available when you call or email Bank of America?

- The seven digit company number

Questions? Suggestions? Comments?