

# **CORPORATE PURCHASING CARD CONTACT INFORMATION AND CARD VENDOR DEFINITIONS**

## **ADDITIONAL CONTACT INFORMATION**

- 01.** Current CPC Vendor is Bank of America. Tina Schwartz is the Account Manager for the State program. Her telephone number is 410-287-3802; fax number is 704-719-8012.
- 02.** The Bank of America Account Coordinator is Debra Sullivan. Her telephone number is 757-533-7616; fax number is 704-719-5194. or Toll Free 1-800-822-5985 Then dial 1 then the extension 67616
- 03.** **WORKS (Vendor computer system).** Call the WORKS Help Desk 1-888-317-2638
- 04.** Other Inquiries, please contact Cardholder Customer Service at 1-888-449-2273; 509-353-6656 outside the US and Canada.
  - Report Lost or Stolen Card(s)
  - Account balance and status
  - Card activation
  - Card Declines
- 05.** **BOA Fraud Department 1-877-451-4602**
- 06.** **For help with other questions, please contact your agencies CPC Program Administrator Name \_\_\_\_\_**  
**Phone Number \_\_\_\_\_.**

- Report Lost or Stolen Card(s)
- Account balance and status
- Spending availability
- Dispute status
- Dispute initiations fax forms
- Statement transactions inquires
- Card activation
- Card Declines

**07.** For other questions or inquiries, please contact the appropriate individuals

a. Account Coordinators:

- Reinstatement of Account
- Name Changes
- Cardholder spending increases

**08. GAD Contacts**

Gerard Mueller  
410-260-7520 (Phone)  
410-974-3979 (Fax)  
[gmueller@comp.state.md.us](mailto:gmueller@comp.state.md.us)

Guy Brashears  
410-260-7458 (Phone)  
410-974-3979 (Fax)  
[gbrashears@comp.state.md.us](mailto:gbrashears@comp.state.md.us)

**09. Office of Legislative Audits Report Fraud, Waste, and Abuse**

- a. By Telephone 24 hours a day by calling 1-877-FRAUD11 (1-877-372-8311)
- b. By the internet 24 hours a day [www.ola.state.md.us](http://www.ola.state.md.us)

**ADDITIONAL DEFINITIONS**

**WORKS** - Internet based interactive card maintenance and reporting system supplied by Bank of America. The agency PCPA uses this system for all cardholder/account maintenance and to run reports.

**Card Vendor** – Bank of America/VISA is the current vendor providing corporate purchasing card services to the state.

**Department of General Services' guidelines for inventory control** -  
[http://www.dgs.maryland.gov/ISSSD/2003-InventoryControlManual/2003\\_InvControlManual.pdf](http://www.dgs.maryland.gov/ISSSD/2003-InventoryControlManual/2003_InvControlManual.pdf)

**Total Systems** - (Also TSYS) - The processor for the bank Corporate Purchasing Card services.

**Bank of America** - Current card provider

**VISA** - VISA is an organization founded by member banks for the purposes of providing payment systems network for Corporate Purchasing Cards. VISA cards are the world's most widely used and accepted form of "plastic" payment.

**VISA Liability Insurance Program** - An insurance program provided by *VISA* on commercial card products that protects companies from misuse of cards by employees (up to \$100,000 per employee). Certain restrictions and conditions apply including termination of the employee and time limitations.

**VISA Travel Insurance Program** - While traveling on state business, state employees are entitled to *VISA* insurance. PCPA's should contact the bank's customer service for a copy for the current coverage, rules, and regulations.

**VISANET** - The electronic system operated by *VISA* that supports authorization, clearing and settlement of transactions between suppliers, acquiring banks, and issuing banks.