

## **Purchasing Card Training**

05/16/2024

# What is the Purchasing Card Program?

Ref. LCSB Administrative Procedure 6424

**Purchasing Card (P-Card)** - A charge card issued to an employee for the purpose of making authorized purchases on the Board's behalf. The purchasing card will have the Board's name, tax exemption number, cardholder's name, and the expiration date of the card.

This allows schools/departments flexibility to purchase small routine materials & supplies.



#### Purchasing Card Program History

- 1999 LCSB purchasing card programs inception with Wachovia.
- The goal of the program was to decrease the number of purchase orders the District was processing.
- In the fiscal year 1999, 30,000 POs were processed, of which nearly 70% were for an amount of less than \$500. This made up only 4% of the then-current total District spending which was very inefficient.
- In FY 2015, 6,387 POs were processed, and in 2021 4,147 POs were processed. This decrease in the amount of POs being processed allows purchasing staff & site bookkeepers to focus their time and efforts on larger dollar transactions.



### WIN / WIN

- Provides electronic reporting management capabilities.
- Cuts out the red tape & gets their materials faster.
- Expedites payment to the merchant
- The District receives a rebate on the total P-card spend.
- Expands the list of merchants from whom purchases can be made.
- The Board retains the right to dispute a purchase up to sixty (60) days after the statement date in which the transaction occurred.



#### **Paperless P-Card System**

In March 2021, we implemented a new paperless P-card system. The benefit of the paperless system is that P-Card transactions are reviewed and processed weekly instead of monthly. The expectation is that P-Card transactions will be processed within 10 days from the date they are uploaded.

The P-Card Coordinator will run a 10-day aging report, sorted by cost center, and email it to all principals, bookkeepers, and District administrators as a reminder to process these transactions.

To facilitate the auditing process and comply with the established deadlines, all charges for the prior month must be cleared by the 20<sup>th</sup> of the following month (or the next business day). This includes transactions that have been denied.

The P-Card Coordinator will send an email on the 15<sup>th</sup> of the month to remind you of outstanding charges that need your attention. Please do not wait until the last minute for submission.

If you have any charges that have not been cleared by the 20<sup>th</sup>, all P-Cards for your site will be disabled until the charges are cleared.

#### **Requesting a Purchasing Card**

Purchasing cards will be issued to Board employees designated by the Approving Administrator.

- All requests for purchasing cards must be submitted by the Approving Administrator to the PCA on a Purchasing Card Application Form.
- The PCA will review the application & if approved, coordinate the issuance of the purchasing card with the bank & notify the approved cardholder of the next available purchasing card training session.
- The cardholder must:
  - attend a mandatory purchasing card training session,
  - sign the Cardholder Agreement Form
- No credit checks are made against individual cardholders.



#### **Cardholder Agreement Form**

**Cardholder Agreement** – *District's terms and conditions that define cardholder use of the purchasing card.* 

- You will receive your purchasing card after you have completed the required training (this class) and you may begin using the card right away.
- Your signature on the district *Cardholder Agreement Form* indicates that you:
  - attended training,
  - understand the intent of the program,
  - will comply with the guidelines

#### YOU ARE THE ONLY PERSON AUTHORIZED TO USE YOUR CARD DO NOT ALLOW ANYONE ELSE TO USE YOUR CARD



### How Is A LCSB Purchasing Card Different From A Regular Credit Card?

The purchasing card has been uniquely designed to avoid confusion with personal credit cards. The LCS logo is printed on the face of the card and the card is embossed with the Board's name, the cardholder's name, an account number, a tax-exemption number, and an expiration date.

Certain controls have been developed for purchasing cards that do not exist with a traditional credit card. These controls ensure that the card is used only for specific purchases & stays within **authorized** dollar limits. These controls include, but are not limited to:

- **Single Transaction Limit** *The maximum amount a cardholder is authorized to make during a single transaction.*
- Monthly Card Limits The maximum dollar value of charges a cardholder is authorized to make during the billing cycle.
- Merchant Category Code (MCC) A method to control where spending is allowed. All Visa merchants are assigned an industry-specific MCC code, which the District can restrict from purchasing card access. Once an MCC code is blocked, all merchants within that category will be declined.

#### **Purchasing Card Limits**

The Approving Administrator assigning the purchasing card will set two limits for each cardholder:

- single transaction limit cannot exceed \$1,000.00 (or the card holders approved limit)
- monthly limit typically set at \$8,000.00 or the Approving Administrator's approved limit
- Charges cannot be split to stay within the transaction limit.

*Circumventing the rules will be considered abuse of the purchasing card program & may result in card revocation* 

#### **Purchasing Card Limits** Modifying Purchasing Card Limits & Profiles

The P-card Administrator will review requests for increases above the established limits to facilitate purchases that do not violate School Board Procurement policy and procedures.

- The Cardholder/User shall submit their request to the Principal/Department Director, or above.
- The Principal/Department Director or above, then shall email their approval along with the following information to the P-Card Administrator:
  - Name of Cardholder or Site Card
  - Last 4 digits of the Pcard
  - Brief description of the need
  - Increase of amount requested
  - Vendor (Amazon)



# Merchant Category Codes (MCC)

#### **Merchant Category Codes (MCC)**

The Merchant Category Code is the method the District uses to control where spending is allowed.

All Visa merchants are assigned an industry-specific MCC code, which the District can restrict from purchasing card access. Once an MCC code is blocked, all merchants within that category will be declined.

To make a purchase from a vendor that falls within a blocked MCC code, a request should be submitted to the PCC, and if approved, a temporary profile will be assigned to your card to facilitate the purchase.



#### **Declined Transactions**

Possible reasons for a purchasing card transaction to be declined are as follows:

- The merchant's four (4) digit Merchant Category Code (MCC) is one of the District's excluded codes
- The transaction exceeds the single transaction limit and/or monthly billing cycle limits.
- The cardholder/merchant may have recorded the card number or expiration date incorrectly
- Incorrect information entered: pin number, address, zip code
- Card may be flagged for fraud
- Vendor's machine may be faulty

When unable to determine the reason for the decline, contact the PCC.

#### Responsibilities Cardholder

- Hold and secure P-card.
- Order/receive materials and services.
- Ensure that no Florida sales tax is charged
- Obtain all documentation (receipts, travel forms, etc.) and turn them into your bookkeeper within 24 hours of purchase or upon return from travel.
- Identify and resolve disputed charges in collaboration with the bookkeeper.
- Comply with all Purchasing and P-card policies and procedures.
- Notify the P-card Coordinator if the card is lost/stolen.



#### **Reconciling Monthly Statements** P-card Reconciler/Bookkeeper

The bookkeeper must review the cardholder's monthly expenditures, verify the purchases were for a proper public purpose, and verify/assign the account codes.

- Ensure availability of funds.
- Match receipts with daily transactions.
- Review daily transactions for validity and appropriateness of all transactions.
- Identify and resolve disputed charges in collaboration with Cardholder/User.
- Notify the P-card Coordinator of any disputed charges.
- Ensure that no Florida sales tax has been charged.
- Reconcile daily transactions within ten (10) days of file upload (including uploading receipts, travel forms, and all other backup documentation).
- Ensure all transactions have been fully approved by the 20th of the following month. Includes reviewing all backup documentation and coding.
- Comply with all Procurement and P-card policies and procedures.
- Notify the P-card Coordinator if the card is lost/stolen.

#### Responsibilities Approving Administrator

The Approving Administrator is responsible for ensuring the integrity of the Purchasing Card Program by:

- Designating the account clerk and communicating the same to the PCC
- Requesting purchasing cards and establishing pre-set limits
- Ensuring that authorized cardholders are aware of purchasing card policies and procedures
- Reviewing all monthly cardholder statements that include transactions during the billing cycle
- Approving and signing the cardholder's P-card statement
- Sign off on annual verification provided by PCA of authorized site cards
- Reporting violations of the purchasing card program to the PCC
- Informing the PCC of cardholder transfer, resignation, or termination
- Comply with all Purchasing & P-card Policies & Procedures
- Principals' P-Card charges will include supervisory approval in Skyward by School Directors





#### Compliance

Use of the purchasing card does not relieve you from complying with Federal, State, and local laws, ordinances, regulations, or Board policies and procedures.

#### **Conflict Of Interest**

Cardholders will not make purchases from vendors that create a conflict of interest including purchases from companies owned or operated by Board employees and/or their relatives or as otherwise defined in Board Policy 1129.

### **Definitions / Responsibilities**

**Approving Administrator** – *Principal or Site Administrator whose approval will appear as authorization to issue a purchasing card and set single transaction and monthly limits.* 

**Cardholder** – The District employee authorized to hold a purchasing card, their name is on the card.

Finance (Accounts Payable) is responsible for 1099 reporting.

**The internal Auditor** is responsible for conducting periodic audits & reporting findings.

**P-card Reconciler (Bookkeeper)** – Employees designated by the Approving Administrator to be responsible for the reconcilement, documentation, and account coding of purchasing card transactions for a specified group of cardholders.

**Purchasing Card Coordinator (PCC)** – *is responsible paying the consolidated statement, for auditing receipts and charges, and coordinating with Principals/District Administrators and bookkeepers to ensure that all program deadlines are met.* 

**Purchasing Card Administrator (PCA)** - The Purchasing Director or designee is responsible for the administration of the Purchasing Card Program. The Purchasing Card Administrator can be reached via e-mail at <u>kailj@leonschools.net</u> or at (850) 488-1206.

**Superintendent** – "Superintendent" means the Superintendent or designee.

### Definitions

Attractive Items – Tangible personal property used in operations that has a cost less than the amount defined in Florida Administrative Code 69I-73.002 and that requires special attention to ensure legal compliance, protect public safety, and avoid potential liability, or to compensate for a heightened risk of theft because they are either portable, readily marketable or are easily adaptable for personal use.

**Capital Equipment** - Assets with a cost of \$5,000 or more and a useful life of one year or more, including but not limited to furniture, equipment, vehicles, and computer hardware.

**Bank** – The bank is responsible for activating/deactivating purchasing cards at the request of the PCC, paying suppliers, controlling predefined cardholder limits, providing monthly statements and reporting information, duplicate copies of sales receipts in case of disputed charges, providing customer service

**Billing Cycle** - The monthly billing period that begins on a set date of each month and ends on the same day the following month, with a 25-day grace period before payment is due.

#### Using the Purchasing Card Documentation of Purchases at Point of Sale

The cardholder may pick up supplies, and services or place an order for these via telephone or electronically. Internet purchases must be placed over a secured transmission.

Every P-card transaction must have valid and complete source documentation from the merchant. Valid source documentation includes:

- A receipt from the merchant with the merchant name, date of purchase, description, quantity and unit cost of each item purchased, and total cost of the order.
- Order forms for dues, subscriptions, registrations, or similar items.
- An invoice/receipt showing credit card payment.

The supplies or services should be immediately available for pick up, shipment, or delivery within the monthly billing cycle. **Backorders may not be placed using the purchasing card.** 



#### Using the Purchasing Card Documentation of Online Purchases and Telephone Orders

When placing an online or telephone order, the Cardholder/User must confirm that the vendor will charge the P-card only when the item is shipped so that the transaction can be reconciled, signed off, and approved within the deadlines outlined herein.

Orders should be placed for items available for immediate shipment. Confirm the total cost, including shipping and handling charges if applicable, and no Florida sales tax.

An email confirmation is recommended to be used to document or record all telephone and online purchasing transactions. The confirmation of the order should be sent to the P-card Reconciler immediately upon receipt and verification.

Upon receipt of the order, check for the following:

- all goods were received & that the dollar amount is correct
- Florida sales tax has not been included in the total charge



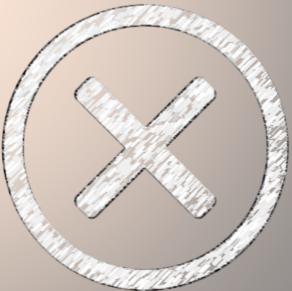
### Funding

- Cardholders must follow the school/department's administrative funding procedures to ensure that sufficient funds are available *prior* to making a purchase.
- When purchases are being made from *"Federal Funds"* or other special approved funds, it is the cardholder's responsibility to know whether the purchase fits the guidelines of the Federal grant or authorized fund source.
- It is also imperative that the cardholder be fully aware of any and all deadlines associated with the Federal grant providing the funds.
- No purchases are to be made with a purchasing card, using Federal grant funds, before approval of the grant or after the last date to encumber as outlined by Finance when the project is first set up or given during the end-of-year deadlines.
- If a cardholder makes a purchase from Federal dollars that is not appropriate for that grant, or if the purchase is made after spending deadlines have passed, an alternate source of funds will have to be identified by the Approving Administrator or designee.

#### **Prohibited Purchases**

The purchasing card can only be used for Board-authorized purchases & personal use of the purchasing card is strictly prohibited.

- Personal Items
  - Greeting cards, plants, plaques, clocks, or any other decorative items used for individual offices
  - More expensive office supplies, furniture, lamps, etc. that are based on employee preference & not legitimate business needs or appliances used for employee convenience in individual offices
- Entertainment for staff functions
- Cash advances or Money Orders
- Gas or oil products
- Building Repairs
- Alcoholic beverages
- Contracts requiring an authorized signature
- Consultants / contractual services (SSC)
- Food Trucks



#### **Prohibited Purchases**

- **Capital Equipment** (with the exception of Information Technology (IT) or other FF&E procured by the PCC)
- **Meals or entertainment** (schools/departments may purchase with appropriate funding)
- Telephone calls / Cellular phones to include service and equipment
- **Travel** to include hotels, motels, auto rental, and airfare (except for authorized internal travel account purchasing cards or with prior approval from the PCC for travel using District level funds)

Any other restrictions that may be placed by the Approving Administrator or PCC





Per guidance provided by the IRS: *When cash or cash equivalents (such as gift cards) are provided to employees, these contributions must be reported as taxable income and included as a part of the employee payroll.* **Thus, LCS does not allow the purchase of gift cards for employees**.

- Gift cards may be provided to students and non-LCS employees (i.e. gifts or honorariums, not to exceed \$50 per gift card or \$100 per person per year).
- Gift cards are **NOT** to be purchased in bulk to be distributed through the year, but rather purchased "as needed". Documentation must be included with the transaction reconciliation that includes the name of the person receiving the gift card and the monetary value of the card.
- Exception: Gift cards may be purchased for employees from Sunshine/Hospitality accounts in accordance with the Sunshine/Hospitality group's guidelines. This is allowable only when employees have contributed fees/dues to the Sunshine/Hospitality account and none of the funds in this account are district funds or donations. This exception is granted via the DOE rule outlined in Chapter 8 of the Red Book.

#### **Violations & Consequences**

Violations of the P-card program include, but are not limited to:

- Personal purchases
- Cash or cash-type transactions
- Acceptance of cash, gift cards, or store credit in lieu of a credit
- Purchasing of items specifically prohibited by policy
- Splitting purchases to circumvent the single transaction limits
- Purchases that exceed the purchasing card established limits
- Failure to meet established transaction submittal deadlines
- Failure to report a lost or stolen card
- Failure to provide documentation and/or inadequate record-keeping



#### **Violations & Consequences**



When reviewing the charges, if the PCC finds an error such as a tax charge, no supporting documentation, incorrect coding, use of an incorrect card, inappropriate charges, etc., the PCC will note the finding using the P-card Audit Finding Form. This will be emailed to the cardholder (or the P-card reconciler for shared cards), copying their supervisor.

- 1<sup>st</sup> finding will serve as a warning
- 2<sup>nd</sup> finding will result in a 30-day card suspension & retraining
- 3<sup>rd</sup> finding will result in the revocation of their P-card privileges
- The cardholder must immediately reimburse the Board for inappropriate charges
- Violations may be investigated & could result in termination and/or criminal prosecution. In the event of willful or neglectful violations, the Board will take any appropriate recovery action permitted by law.

#### **Lost Documentation**



- If the original documentation is lost, contact the merchant to provide a duplicate copy.
- If the merchant cannot provide the documentation & all attempts to secure a receipt fail, the cardholder must complete a form called "Certificate of Lost Receipt".
- Lack of original documentation is considered a cardholder violation which may result in revocation of purchasing card privileges and/or the cardholder reimbursing the District for the full cost of the transaction.

#### Sales & Use Tax

The District is exempt from paying any State of Florida sales and/or use tax, even if the purchase is made with the purchasing card. The District's sales tax exemption number is printed on the face of the purchasing card.

It is the responsibility of the cardholder to make the vendor aware that the sales transaction will be tax-exempt prior to processing the sale.

#### DO NOT PERMIT THE VENDOR TO ISSUE CASH TO SETTLE A SALES TAX ERROR.

If the vendor charges sales tax, the cardholder must contact the vendor and obtain a credit equal to the amount of the sales tax. If you have a problem with any vendor about sales or any other tax, please contact the PCC.



#### CASH REFUNDS ARE NOT ACCEPTABLE

- Cardholders must attempt to resolve problems directly with the vendor.
- Vendor must issue a credit for billing errors, sales tax, defective supplies, unacceptable services, returned supplies, or canceled orders.
- This credit should appear on the cardholder's statement within sixty (60) days.
- Do not permit the vendor to issue cash to settle a disputed amount, under no circumstances can the employee accept cash.



The following may be formally disputed with the bank:

- Unauthorized charges / Duplicate charges / Unrecognized charges
- Difference in the amount authorized by the cardholder and the amount charged by merchant
- Returned or defective merchandise
- Account has not been credited within sixty (60) days
- Failure to receive goods



Commercial Card Customer Service @ 1-888-715-1000 x21049

- If the cardholder is unable to resolve the issue with the vendor, or credit does not appear on the monthly statement within 60 days, the cardholder (with assistance from the account clerk) should contact the bank's Commercial Card Customer Service
- The Bank may require the cardholder to submit a Dispute Form
- A copy of the dispute form, if required, must also be sent to the PCC.

- When an account is in dispute status, the disputed amount is still included in calculating the available money for authorizations until the dispute has been settled.
- After the item has been entered as a dispute, the bank must determine who is responsible by researching the transaction including requesting a copy of the sales draft when necessary.
- If the problem is resolved between the merchant and the cardholder while the item is in dispute, the cardholder should write the solution agreed upon at the bottom of the *Dispute Form* that was submitted to the bank.
- If the cardholder is not responsible for the transaction, the dispute is settled for the cardholder and the charge-back process will be initiated against the merchant by the bank.
- If there continue to be problems with a particular merchant, the cardholder should notify the PCC of the problems



### **Reporting a Lost/Stolen Card**

- If a card is lost or stolen, the cardholder must immediately notify the PCC & the bank's customer service (at 1-888-449-2273).
- The cardholder must provide the P-card's 16-digit account number.
- Access to the card will be immediately blocked, and the cardholder shall not be responsible for any charges after the card is reported lost or stolen.
- The bank may also require the cardholder to submit written confirmation of the card cancellation request reported verbally.
- A replacement card will be issued by the bank and delivered to the PCC.



#### Purchasing Card Termination/Revocation Terminated Employees

The Approving Administrator will immediately notify the PCC when an employee is terminated, transferred, or retires.

#### **Transferring Employee**

If an employee is transferring within the District, notify the PCC of the site change. Once transferred, it will be determined if the P-card is necessary for the new position. The pin number will stay the same.

If possible, all transactions should be reconciled & signed off on prior to leaving or transferring.

#### **Terminated Employees**

During the exit interview, the Approving Administrator or designee will obtain the purchasing card from the terminated employee and destroy it.

#### **Revocation of Card Privileges**

- Purchasing card privileges may be revoked upon the cardholder's failure to follow Board policies and procedures.
- The PCC will coordinate the revocation of purchasing cards and will immediately notify the bank to cancel any such cards. The Approving Administrator or designee will obtain the revoked purchasing card from the cardholder and destroy it.

# Internal Account Purchasing Cards (IA P-Card)



All guidelines documented in the *Internal Accounts Manual for Leon County Schools* must be followed when making Internal Accounts purchasing card purchases including, but not limited to:

 The IA P-card can be used for authorized, pre-approved Internal Account purchases from vendors that will not accept purchase orders.



#### Steps for Internal Accounts Materials & Supplies Purchasing Card Use

- The principal must designate staff members who are authorized to use the IA P-Card.
- All authorized staff members must review IA P-Card procedures and sign the yearly log indicating an understanding of the responsibilities for use of the IA P-Card.
- Staff members are encouraged to obtain quotes/estimates for goods and/or services to be purchased in person, online, or via telephone & shall prepare an IA P-Card Requisition Form to obtain prior approval.
- All parties utilizing the IA P-Card must comply with all purchasing and P-card policies and procedures. Purchases should not be split to circumvent the single transaction limit.
- Misuse of the IA P-Card will result in immediate suspension of card privileges. Resolution of situations involving improper use of the IA P-Card shall be handled by the principal in accordance with Board policies and procedures and shall be reported to the PCC.



#### **Steps for Internal Accounts Materials & Supplies Purchasing Card Use**

- After the IA P-Card Requisition Form has been reviewed & approved by the principal, the approved form must be submitted to the bookkeeper to request use of the IA P-Card.
- The bookkeeper must verify availability of funds prior to use of the IA P-Card.
- The staff member must return the IA P-Card to the bookkeeper and sign the IA P-Card Log evidencing return of the card. The card must be returned to the bookkeeper within 24 hours of use along with receipts & documentation.
- All Internal Account purchases made with the IA P-Card must be supported by an original detailed sales receipt or invoice.





- A determination should be made regarding whether sales tax should be collected.
- If the Internal Accounts purchase is for taxable fund-raising items or resale items, sales tax should be paid on the purchase, or sales tax must be collected on the sale and remitted to the Florida Department of Revenue.
- All other school-related Internal Account purchases made with the IA P-Card should be tax-exempt. It is the cardholder's responsibility to alert the vendor of the taxexempt status.



- The bookkeeper must attach all supporting documentation from IA P-Card purchases to the IA P-Card Requisition Form and IA P-Card (memo) Statement.
- Upon receipt of the IA P-Card (memo) statement, the Principal and the bookkeeper must review and sign the IA P-Card statement and/or expense summary to verify that all charges are legitimate and all appropriate supporting documentation is available.
- Internal checks will need to be submitted to Finance by the 20<sup>th</sup> of each month. Additionally, the original signed Bank of America (BOA) statement and a copy of the internal check should be sent to the PCC by the 20<sup>th</sup> of each month.



# **Travel** Internal & District

Section 112.061, Florida Statutes requires each traveler to travel by the most economical means.

# Internal Account Purchasing Cards (IA P-Card) Travel Related Expenses



Approving administrators may request an IA P-Card for the following travel-related expenses:

- **Registration**: Attendee registration fees for conferences, workshops, seminars, conventions, etc.
- Airfare/Transportation: Airfare is restricted to coach airfare for business-related purposes. A copy of the approved District Out of County Travel form must be received before any travel purchases are made.
- Rental Cars: Leon County School P-cards are not to be used for business rentals. For more information call Susan Miles in Finance (487-7198).

#### Internal Account Purchasing Cards (IA P-Card) Using Internal Account P-Cards for Travel Related Expenses

#### Hotel:

- Reservations should be made directly with the hotel to avoid payment in advance and prevent cancellation charges.
- Hotel accommodations, when traveling on business, must be budget/moderate price range hotels/motels.
- Rooms are to be standard hotel rooms.
- Only charges for the room are allowed on the P-Card. Incidental hotel charges such as in room movies/entertainment, room service or personal services of any kind cannot be charged on the IA P-Card. (Any additional charges are to be placed on the travel reimbursement form for reimbursement).



- All applicable additional fees must appear on the hotel invoice presented at checkout.
- Sales tax should not be charged on hotel accommodations in the state of Florida. The Board is not exempt from resort taxes.

# District Level Travel Requests

Approved business travel is an authorized expenditure. When the P-card is used for **District Level travel** to include hotel charges, registrations, airfare, etc., *an approved Hotel P-card Authorization Form and District Out of County Travel form should be submitted at least two weeks in advance of scheduled staff travel for approval*.

After travel, all receipts and the supporting documentation indicated below should be included with the P-card transaction documentation:

- a copy of the approved District Out of County Travel form
- a copy of the conference agenda including the dates
- a list of travelers



# District Level Travel Requests

- **Only** registration fees, hotel, parking, and airfare may be approved.
- Fuel cannot be charged on P-cards.
- Rental Cars: Leon County School P-cards are not to be used for business rentals. For more information, call Susan Miles @ Finance (487-7198).
- Meals and incidental hotel charges such as room service, in-room movies/entertainment, or personal services of any kind cannot be charged on the District P-card. Any additional charges are to be placed on a travel form for reimbursement.



# District Level Travel Requests

The District will not pay for:

- Florida sales tax
- Booking fees
- Personal items
- Unapproved additional days
- Travel not cancelled in a timely manner

Such charges placed on a District P-card must immediately be reimbursed to the District by the Cardholder / User with a personal check.



### What Now?

- Complete and sign the Cardholder Acceptance Form & return the form to me.
- Call Bank of America, activate your card & and choose your pin.

# The activation/verification number is 9830 32303

# **Authorizing Your Card**

There are two ways to authorize your P-card & choose your pin #:

- Call 888-233-8855
- Go to bofa.com/globalcardaccess

