

FORUM 2017: Creating Connections Together



Leveraging Communication and Training to Evolve your Card Program

Kristen Bolden, Assistant Director, DOA
Maureen Sudbay, Card Account Manager, BofA

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SPCC Program Overview

Program Overview



Card Spend

\$828,424,069

Number of Transactions

1,836,286

Number of Cards

30,766



Why use a Purchase Card?



➤ **The traditional procure-to-pay process is costly**


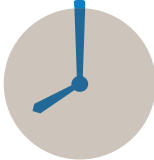

The transactional, or process cost, of using a traditional procure-to-pay process—often involving a requisition, purchase order, invoice and check payment—is the same regardless of the dollar amount of the purchase.

➤ **A P-Card program simplifies the process**

P-Cards provide a means for streamlining the procure-to-pay process, allowing organizations to procure goods and services in a timely manner, reduce transaction costs, track expenses, take advantage of supplier discounts, reduce or redirect staff in the purchasing and/or accounts payable departments, reduce or eliminate petty cash, and more.



Purchasing Card drives savings

	Cost per transaction	Cycle time	Process simplification
Traditional paper-based PO format	 \$90.20 per transaction	 11.4 days	 2.3 manager approvals
Plastic purchasing card	\$20.38 per transaction	3.4 days	1.3 manager approvals
SAVINGS	\$69.82 per transaction	8.0 days	1 manager approval

Based on the 2014 Purchasing Card Benchmark Survey results by RPMG Research Corporation



Cost Savings

Transactions

1,826,286



Savings per Transaction

\$70

Cost Savings

\$127,840,020

Based on the 2014 Purchasing Card Benchmark Survey results by RPMG Research Corporation



Supplier Benefits

Suppliers that accept P-Cards for payment can reap considerable benefits to outweigh the costs related to card acceptance.

Benefits include:

- cost reductions, such as eliminating invoice creation, handling and mailing; depositing payments and collection activities
- electronically deposited funds
- faster receipt of payments and improved cash flow
- increased sales, as many organizations solicit only suppliers that accept P-Cards as payment
- customer satisfaction
- potential staff reductions within accounts receivable and the ability to redirect staff to more value-added activities



Contract Benefits



Programs

Purchase Card, Travel Card and ePayables

No Fees

No late fees

No finance charges

No overnight card delivery fees

No Cash Advance fees

No International Transaction fees



Rebate

Based on Spend



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Communication techniques can help you evolve your card program



COMMUNICATE



COMMUNICATE



and COMMUNICATE again!



Ways to Communicate

- Phone
- Email
- Intranet
- Internet
- Training
- Mobile Alerts



What Do We Communicate about?

- Policy Changes
- New Functionality
- Bank Enhancements
- Program Administrator Calls
- Card HQ



Department of Accounts

Charge Card Administration (CCA) Team

Kristen Bolden, Assistant Director

Amy Butler, ePayables Analyst

Jamie Spears, Card Analyst

Alex Link, Card Analyst

CCA Contact Details:

804-786-0874

cca@doa.virginia.gov

Department of Accounts Website:

<http://www.doa.virginia.gov/onlineservices.shtml#chargecard>



Bank of America

Quick tips for seamless service

COMPANY LEVEL SUPPORT

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Last 4 digits
- ✓ Embossed Line 1
- ✓ All requests must have PA signature in email body
- ✓ Emails should be sent to:
dedicated_card_east@bankofamerica.com
- ✓ Expedited Card Delivery need to be called in or emailed to the bank team by 12:00 pm ET

TECHNICAL HELP DESK

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Application (Works/Payment Center)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number



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Training

Cardholders

- **What's required????**
- **What's available????**
 - Annual Training
 - Works Cardholder Guides



Approvers

- **What's available????**
- **What's required????**



Program Administrators

- **What's required???**
 - Annual PA Training
- **What's available???**
 - Works User Guides
 - Works Online Training
 - Bi-Monthly PA Meeting
 - DOA New or PA Refresher Training
 - Tips of the Month

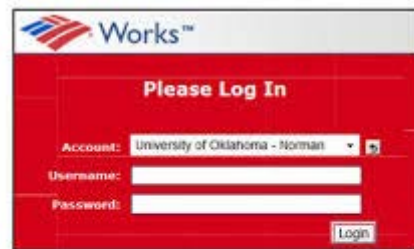




Online Demo



WORKS Demo



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