State of North Carolina

Purchasing Card Program Overview

Austin Grainger
Card Product Sales

BANK OF AMERICA

State of North Carolina - Client Team

Your Card Account Specialist is assigned specifically to your relationship for servicing your accounts after implementation.



North America Card Account Specialist (CAS): Holli Christi
Phone: 888.715.1000 Ext. 20105
Email: dedicated_card_east@bankofamerica.com
Hours: 9:00 AM – 5:00 PM EST
*Team Servicing is available after hours – 1.800.822.5985, Option 2



North America Back-Up (CAS): Erin McHale-Smith
Phone: 888.715.1000 Ext. 21049
Email: dedicated_card_east@bankofamerica.com
Hours: 7:00 AM – 3:30 PM EST

Card Digital Services (Works, GRAM, & Global Card Access)
888-715-1000. Option 2, then 4.

Fraud/Disputes Department
Release fraud blocks or notify of international travel 1.866.500.8262 (domestic) and +1.757.441.4124 (international, able to call collect)



Specialized Product Sales (SPS) – Austin Grainger
Phone: 980.497.1723
Email: austin.grainger@bofa.com



Specialized Product Sales (SPS)– Jeffrey Soltero
Phone: 312.206.8014
Email: Jeffrey.e.soltero@bofa.com



Client Manager (CM) – Brandi Keefer
Phone: 803.255.7515
Email: Brandi.keefer@bofa.com



Client Manager (CM) – Ciara Allen
Phone: 980.683.0537
Email: Ciara.Allen@bofa.com



Client Manager (CM) – Mary Steward
Phone: 980.987.3312
Email: mary.steward@bofa.com

State of the State – North Carolina

89 Active State Agencies

111 Active College & Universities

193 Active Local Governments

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2025 Rebate Year Spend Volume and Trends

Year	Purchase Volume	# of Transactions	Avg. Transaction	Total Open Cards	% of Active Cards	YOY%
2025	$1,187,492,293	2,891,517	$411	68,736	50.44%	2.7%
2024	$1,156,659,927	2,884,006	$401	65,930	51.18%	+12.2%
2023	$1,030,110,253	2,729,686	$377	60,851	51.77%	+18.7%
2022	$867,779,842	2,370,089	$366	57,025	49.63%	+26.5%
2021	$685,810,433	1,925,542	$356	52,895	46.29%	+7.1%
2020	$639,847,445	1,993,430	$333	49,237	51.08%	-6.3%
2019	$683,005,195	2,268,862	$301	45,028	58.54%	+8.1%
2018	$631,356,901	2,067,857	$305	40,744	60.04%	+13.5%
2017	$556,154,139	1,914,186	$290	36,206	62.22%	+12.5%
2016	$494,239,443	1,723,416	$286	33,776	61.85%	+13.4%
2015	$435,794,660	1,532,148	$284	31,116	61.22%	+16.1%
2014	$375,154,914	1,397,246	$268	28,419	61.44%	+13.2%
2013	$331,208,189	1,216,980	$272	24,630	61.68%	N/A

State of NC End User Rebate

September 1st-August-31st

Annual USD Card Volume		Billing Cycle Days	30	30	30	30	30	30
STANDARD PURCHASES		Payment Days	2	5	10	15	20	25
STATE OF NORTH CAROLINA			REBATE INCENTIVE PROVIDED AS BASIS POINTS					
$350,000,001	$400,000,000		215	213	209	205	203	199
$400,000,001	$450,000,000		216	214	210	206	204	200
$450,000,001	$500,000,000		217	215	211	207	205	201
$500,000,001	$550,000,000		218	216	212	208	206	202
$550,000,001	$600,000,000		219	217	213	209	207	203
$600,000,001	$650,000,000		220	218	214	210	208	204
$650,000,001	$700,000,000		221	219	215	211	209	205
$700,000,001	$750,000,000		222	220	216	212	210	206
$750,000,001	$800,000,000		223	221	217	213	211	207
$800,000,001	$850,000,000		224	222	218	214	212	208
$850,000,001	**+**		**225**	**223**	**219**	**215**	**213**	**209**
Annual USD Card Volume		**Billing Cycle Days**	**30**	**30**	**30**	**30**	**30**	**30**
LARGE TICKET/(PPV)		**Payment Days**	**2**	**5**	**10**	**15**	**20**	**25**
			REBATE INCENTIVE PROVIDED AS BASIS POINTS					
Note: Final Rebate Calculation May Include Preferred Partner Volume (PPV)			88	86	82	78	76	72

BANK OF AMERICA

Purchasing Card



Conveniently manage all business expenses with a single solution

Value-added benefits

- Acceptance at millions of locations, globally
- Complimentary access to Benefits on Us

Insurance[1]

- All cardholders receive $500K USD Travel Accident Insurance, $3K USD Lost Luggage insurance, collision (auto) insurance and more!
- Visit https://go.bofa.com/insurancebenefitsmatrix for more information

Mobile access anytime, anywhere

- Manage accounts from any device with Global Card Access online card management
- Download the Global Card Access Mobile App for access to critical tools when making a purchase
- Pay online or in-person using your smart device's mobile wallet

About your card…

- 24/7/365 cardholder support
- A variety of billing, settlement and payment options
- Flexible limits and card controls including spending limits, MCC controls and cash access
- Configurable reporting and data
- Integration with expense reporting and auditing systems
- Online reporting[2]
- Real-time account maintenance[2]
- Company-branded card design available[3]
- Contactless capability
- Automated VAT management

[1] Limitations may apply by country, visit https://go.bofa.com/insurancebenefitsmatrix for more information. | [2] Available where Bank of America direct issues cards | [3] Availability of certain products, services and features vary by region and country, terms and conditions apply and may incur an additional fee.

Program administrator features and tools

Global Card Access gives visibility and access to account information, self-service tools and card management modules

Program dashboard

View spend details, credit limit, current balances, and available credit on corporate and individual accounts

Digital account statements and payments

Easily access your current statement and 12 months of historical statements and make a payment[1] online

Online card application portal

Invite employees to complete application for a card account; modify, approve or decline applications

User management

Reset passwords, unlock users, resend welcome emails and deactivate users

Account management, reporting and expense management module

Quick and secure access to Works

Works module features and tools

Real-time creation and modification of card and user accounts

- Manage card spend controls for multiple cards in bulk
- Choose card delivery speed / method
- Exact authorization override for one-off exception purchases
- Supports pre-approval card funding
- Temporarily suspend card accounts
- MCC blocking
- Incremental discretionary funds, single and daily transaction limits
- HR Files available for real-time card and user maintenance via file transmission

Expense reporting for transactions and reimbursements

- 10 cost-allocation segments that can be customized, including valid combos and allocation rules / permissions
- Three levels of review and approval: cardholder, approver, accountant
- Receipt images
- Cost-allocation defaults based on MCC, supplier, card, user, group
- Manage cost-allocation values and combinations via file transmission

Reporting

- Online, on-demand, configurable reporting
- Report retrieval via file transmission
- Spend by supplier reports
- Level II and III transaction data
- Integration with all expense reporting tools

1. Available in North America

Purchasing Card approaches

Physical cards

Streamline the procure-to-pay process and reduce transaction costs

Traditional Purchasing Card

A plastic card used for business purchases of goods and services – typically high-frequency, low value (less than $2,500)

Use Cases

- Recurring payments (e.g., utility and rent)
- Temporary or contract labor
- Smaller technology equipment
- Maintenance, repair, and operations
- Professional fees (e.g., marketing and consulting)
- Mail, packaging and courier services

Department/meeting card

A plastic card assigned to a specific department, meeting or event. Meeting cards often have high individual and monthly transaction limits.

Use Cases

- Employee use for approved expenses associated with conferences, events and meetings
- Utilities payments for specific sites and locations

Extended time to pay increases working capital and liquidity

Strategic opportunities identified using data and reporting

Spend control with policy enforcement

Ways To Grow Your Card Program

- **Utilities and Tax Payments.** Setting up a Dedicated Card in your AP Department to pay for these monthly recurring expenses

- **Per Diem Policy.** The State of NC has implemented policy change allowing food to be expensed on a Purchasing Card.

- **Fuel & Vehicle Maintenance.** Coming away from traditional fleet cards for fuel and designating a chain automotive repair facility for maintenance, if not conducted in house.

- **State Single Transaction Limit** raised to **$25,000** without exception approval to match the STL on Travel related expenses

- **AP Vendor File.** You can provide for us a AP Vendor check file, and we can tell you which vendors will accept a card payment.



Comprehensive range of solutions

Travel and entertainment

Make business travel easier with a card that offers purchasing power, cost-efficiency and flexibility.

- Corporate card
- Central travel accounts
- Executive card options
- Virtual travel

Business expense cards

Conveniently manage all business expenses with a single solution.

- Department card
- Meeting card
- Purchasing card
- Virtual card

Accounts payable

B2B payment automation which helps AP departments maximize efficiency, reduce fraud risk and optimize working capital

- Complete AP
- Comprehensive payables
- Paymode-X

2026 State of North Carolina Summit



When: September 15th 2026
Where: Chapel Hil, NC

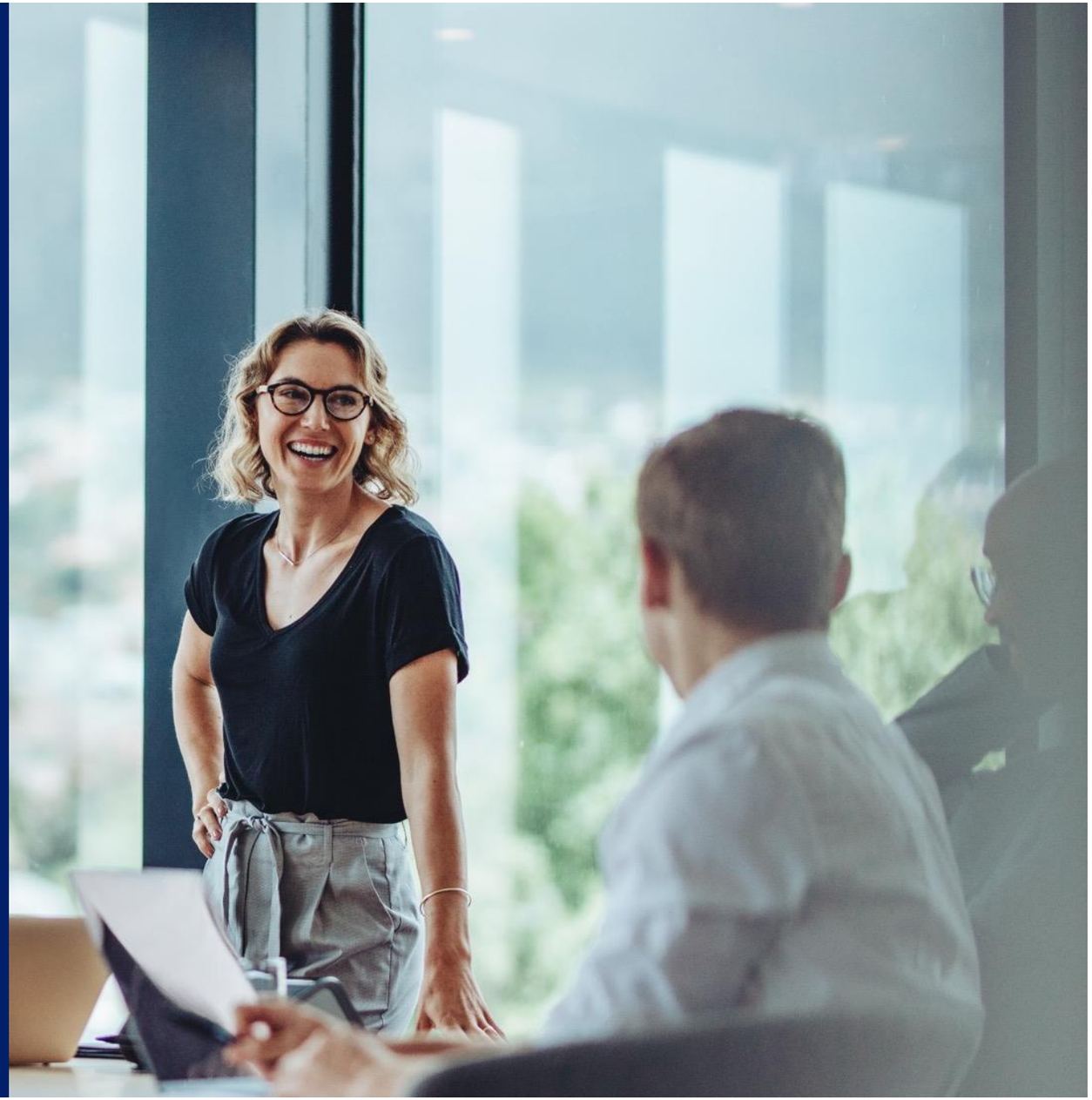
State of North Carolina Virtual User Groups

Quarterly BANK OF AMERICA

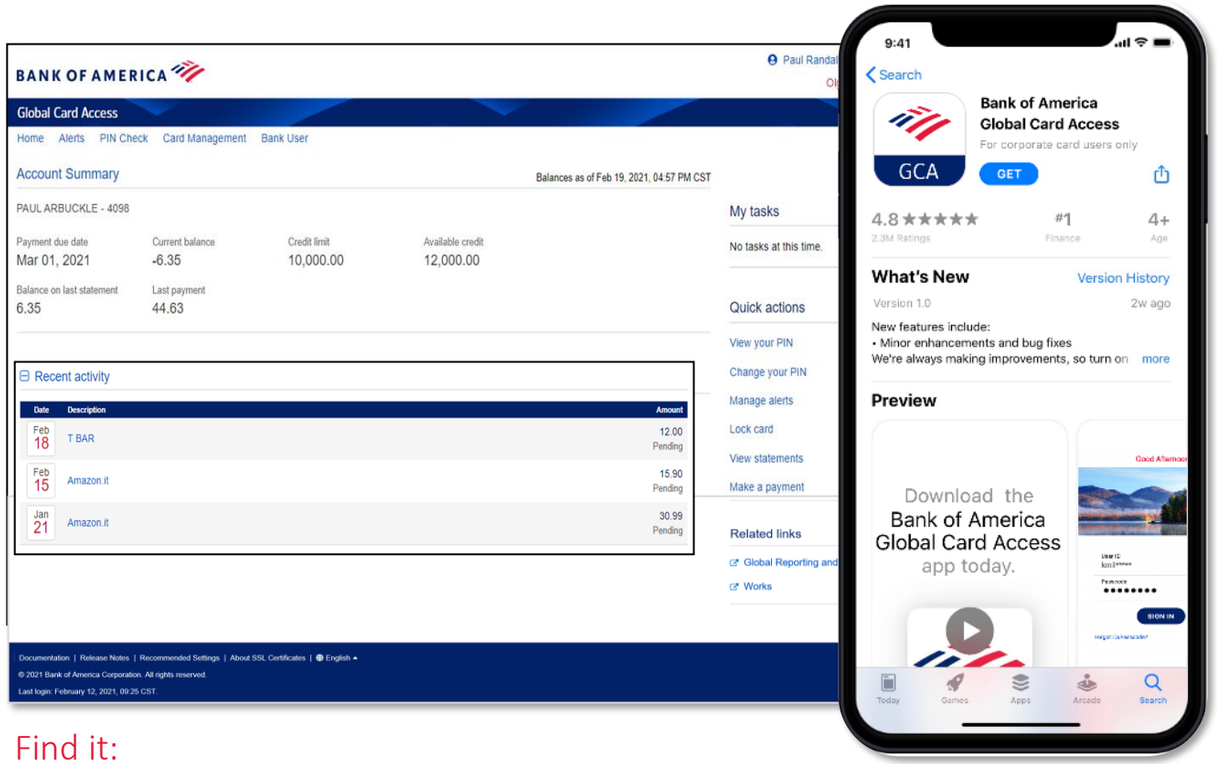
STATE OF NORTH CAROLINA
LOCAL USER GROUP SESSIONS

When: Quarterly
Where: Webex

Trends and updates



Cardholder account management anytime, anywhere



Find it:

www.bankofamerica.com/gca

Apple, Google and Samsung app stores

Apple App Store

Google Play

Please note that the availability of certain key card features and tools vary by geographical region. Please contact your company or your BofA representative to learn more.

Real-time account information

Account dashboard
View account details such as credit limit, current balance, available credit, and recent card activity

Digital statements
Review current and 12 months of past statements

PIN access
Securely view your unique card PIN

Service resources
Find region-specific contact information for servicing

Quick actions for added security

Card activation
Skip the call and activate a new card

PIN management
Create a custom PIN online

Lock card
Temporarily secure a card to prevent unauthorized use

Alert management
Customize account alerts to be sent via SMS text or email

Strong Customer Authentication (EMEA)
Complete biometrics verification within the app

Convenient options for self-service tasks

New card application
Request a new card from your program administrator

Digital payment (N.A.)
Pay monthly bill online

Profile maintenance
Update contact and security profile

Data
Download transactional data into Quickbooks

Works platform transformation

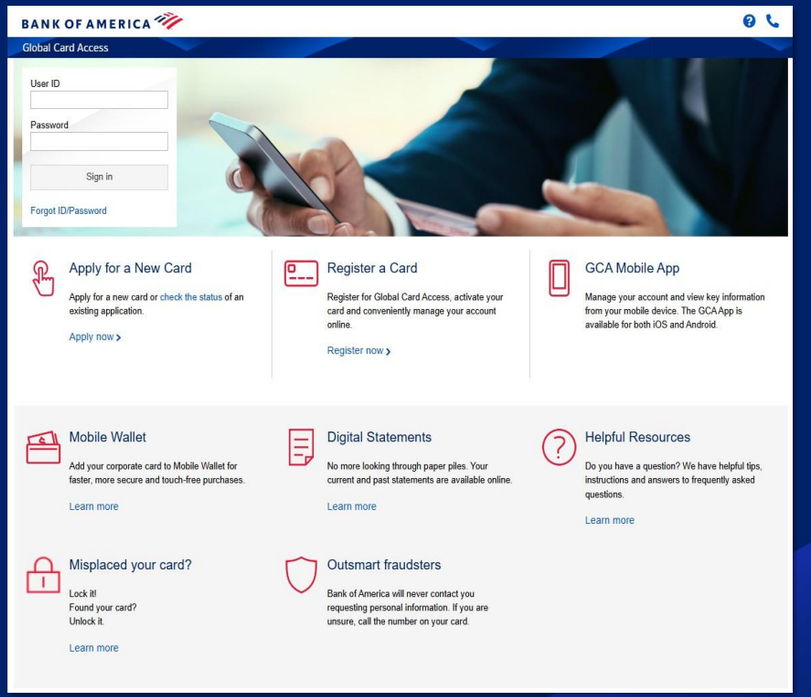
Fully integrated commercial card platform with consolidated card management functionality

To improve user experience, Works clients are being migrated to one single point of access via Global Card Access (GCA) between March 2025 and the end of 2026. The Works and GCA platforms are being upgraded to accommodate these migrations and to ensure a smooth user experience.

- Users will no longer log into Works directly. Instead, users will first log into Global Card Access and from there can click into Works.
- This will reduce the number of login credentials one must maintain since there will now be one centralized site.

Future enhancements:

- **Bulk receipt image download** (*Q4 2025 deployment*[1]) – Works users who utilize the expense reporting feature often have their cardholders upload receipt images. This enhancement will provide program administrators with the ability to download the images in bulk, allowing them to store the data in their systems.
- **Future scheduling spend controls profile update** (*Q4 2025 deployment*[1]) – allows users to choose a date in the future for when they would like to move a card to a new spend control profile. Currently, Works only allows users to set a future *return* date when a card is moved from one profile to another.



Your new landing page for Global Card Access/Works

1 | Deployment dates are subject to change.

Future enhancement!

Enhanced decline reasons on Global Card Access

Ensuring cardholders know why declines occurred and how to resolve them

1 Adherence to company policy

Ensures compliance with company spending policy and avoids unauthorized purchases

2 Real-time information

View decline reasons immediately after a card purchase is attempted

3 Clear descriptions

Understand what triggered the card decline via clear and concise language

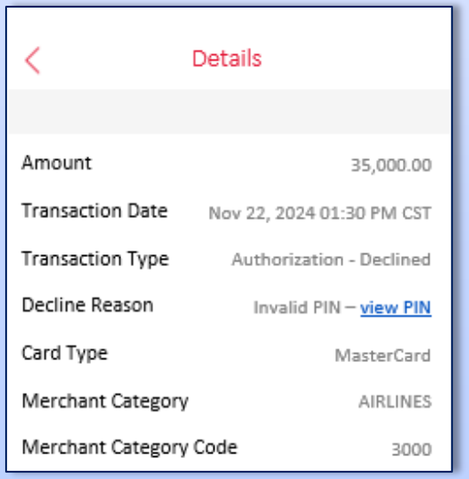
4 Direct resolution path

Actionable decline reasons help identify the right next step to resolve declines, whether that be the program administrator, bank customer service, or self-servicing

Declined transaction on Global Card Access (online)



Declined transaction on Global Card Access (mobile app)



KEY BENEFITS

Improved cardholder experience due to **real-time communication** of decline

Speeds up payments and reduces delays by identifying the right course of action

Reduces risk of **fraud** or card misuse

Encourages **faster resolution** by helping cardholders understand the decline

Contactless card and mobile wallet

Tap to pay. It's that simple.





Speed

- Contactless authorization takes 0.5 seconds which is 7 times faster than traditional Chip & PIN card
- Fast and ideal at places where you are in a hurry, e.g., fast food restaurants, taxis, trains, petrol stations and more
- Pay the exact amount and avoid the need to handle cash and coins

Security

- Using the latest encryption technology for data transmission
- Card never leaves your hand, which reduces the chance of fraud
- Security and safety are the most important aspects of the contactless feature

Industry trends

- Contactless transactions have been steadily increasing over 100% YoY
- Merchant acceptance growing by 45% YoY
- Number of unique contactless accounts increased 100% YoY
- Tap spend recently increased 200% YoY

For more information, visit bofa.com/contactless or bofa.com/cardmobilewallet

Next steps



Next Steps:

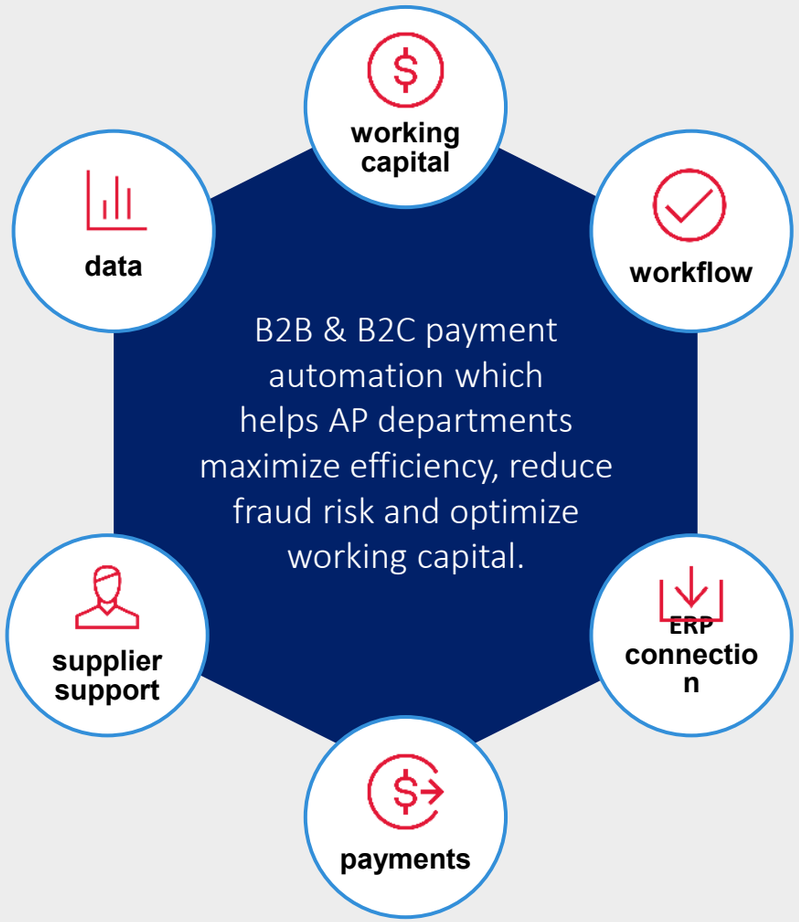
- Request to Join Letter
- Receipt of Welcome Letter from the State of NC
- Purchasing Card Application
- 3 Years of Audited Financials for Credit Review
- KYC Onboarding into the Bank (W9/IRS Letter)
- Implementation Manager assignment for the project
- Day One Kick-Off call for the Implementation

Appendix



Comprehensive Payables

A solution that offers **flexibility** to send multiple payment types in a single file, **risk mitigation** through supplier verification, **data** to optimize your payment strategy and **support** for ongoing supplier enablement and maintenance.



18+

Years offering Comprehensive Payables with Bottomline

$329+bn

In payments processed in 2024

700+

Clients using Comprehensive Payables or Paymode-X

99%

Of clients who invest in AP automation earn a rebate that can be reinvested in the business

750k

Suppliers in Paymode-X and BofA Card Network

Virtual Payables

A market-leading provider with best-in-class solutions which help clients transform their payment strategy by improving working capital, payment efficiency and security

Industry expertise and commitment
through long term investment, leadership and innovation

Robust spend analysis and supplier targeting
based on deep supplier knowledge and best practices

Supplier enablement for the life of your program
with strategies designed for different phases and audiences

Innovative tools
for program management, compliance controls and better fraud prevention

Source: Bank of America 2024.

Nearly

2 decades

experience in Virtual Payables

$20.4+B

in spend processed annually

4.9MM

payments made using virtual card

1200+

clients processing B2B payments with Virtual Payables

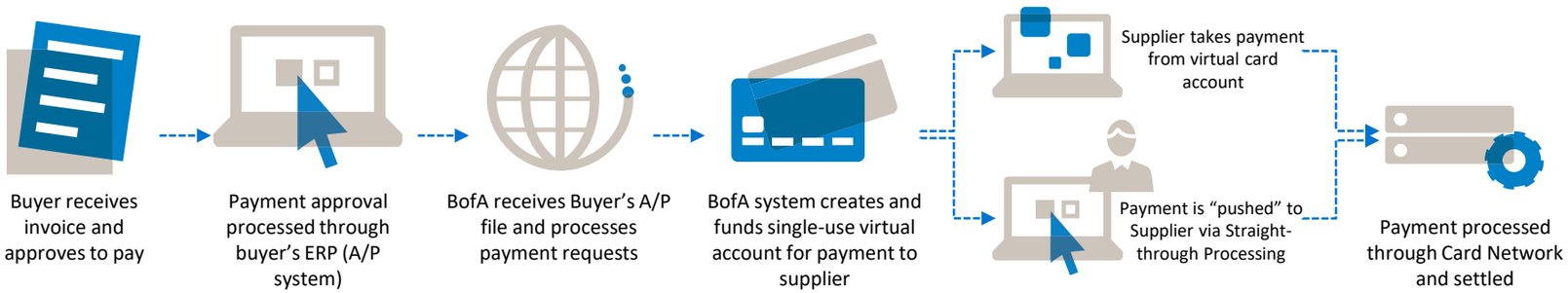
250K

suppliers in Virtual Card Network

Virtual Payables

A no-cost alternative to traditional fee-based payments

Use Virtual Payables to migrate check payments to virtual card*



VIRTUAL PAYABLES BENEFITS

Reduced costs, increased efficiencies

- Requires no changes to upfront accounts payable process
- Increases float for improved cash flow and working capital
- Provides ease of reconciliation for both buyer and supplier
- Revenue share potential linked to spend volume

Transaction risk management

- Helps control card payments by authorizing only pre-approved payment amounts to known suppliers
- Generation of single-use account reduces exposure to certain types of fraud

Payment automation

- Replaces costly paper payments with low-cost, electronic payments

*most common way organizations initiate virtual card transactions; other options available

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