



Choosing the Right Commercial Card Program and Partner

A Resource for Organizations Building an RFP
for a Commercial Payment Solution

Congratulations on Your Decision to Implement a Commercial Card Program

With the right information, finding the best solution to meet your commercial payment business requirements can be smooth and straightforward. This guide is designed to help simplify that process. The RFP guide is a set of questions, organized by topic, that will help you to gain the detailed information needed to evaluate a commercial payment solution proposal with clarity and confidence.*

Bank Information

Provide the following bank information: Name of your company, headquarters location, year of incorporation, and state of incorporation. Provide the same information about your parent company (if applicable).

Provide bank contact information, including contact names and telephone numbers.

Provide the latest financial information, including an annual report or other financial statements. Has your company ever filed for bankruptcy?

What do you consider to be your unique selling proposition that differentiates you from other programs?

Provide three client references, preferably of similar size and structure to Company X.

Global Program Offering

Describe your global reach and approach to serving multinational clients.

Provide details on your global program, including number of cards, number of clients, and total charge volume. What are your immediate and long term plans to increase or reduce your investment in the program?

Describe any partnerships, marketing alliances, or other business relationships in place with technology vendors (e.g., eProcurement, Enterprise Resource Planning, or Electronic Expense Reporting).

What major technological innovations have you invested in over the last three years? How have you used these technological innovations to improve your customer's processes and to reduce their costs?

To what extent will services or programs vary from country to country?

Features of Product Offering

Acceptance – State the number of merchants accepting your card, worldwide and by country. Do you have any merchant expansion efforts?

Security and Fraud – What happens if fraudulent charges are incurred before a card is reported missing?

- What protection and controls do you offer to minimize fraudulent card use by cardholders and third parties? How do you screen transaction activity for fraudulent patterns?
- Outline the controls available with your commercial card programs. Do they include MCC code blocking? Transaction limits? Monthly limits?
- Describe how you comply with the data privacy requirements in regard to cardholder data. What security measures do you have in place to safeguard data integrity?

Liability – Describe the liability options available to Company X. Do you offer corporate liability, joint and several liability, contingent liability, or individual liability?

*These guidelines are provided for general information only and are not intended to be prescriptive or to provide legal advice. You should work closely with your management to develop an RFP that is tailored to your organization's specific requirements.

- Describe any insurance offered through your card programs, including who and what is covered, amount of coverage, any restrictions, and how these may vary around the world.

Billing – Describe the billing options available.

- Describe the details incorporated on the billing statement. Can invoices be customized? Provide a sample billing statement.

Payment – Describe the payment terms available.

Data and Reporting

Describe your consolidated global reporting capabilities, including management information reporting, summary reporting, and detail level reporting. Provide any sample reports. What is the standard format of delivery and other available options.

Describe your options for customized reporting. How often can reports be generated?

Describe your methods for ensuring data accuracy on a global scale.

Describe the level of detail available by type of supplier for each of the following: Airlines, Hotel Chains, and Car Rentals.

List the hotel chains that provide hotel folio data.

Describe the global Value Added Tax (VAT) program.

Customer Service

What are your customer service capabilities for cardholders, hours of availability, emergency/after-hours support, and web-based applications for support?

Describe the dispute-resolution process, including time frame and responsibilities of the parties involved. Are disputed items removed from the invoice while under investigation?

Describe the process for lost, stolen, and replacement cards, including time to receive a new card and any charges incurred.

What metrics will you use to measure customer service performance? What are the results?

Describe your company's disaster preparation and recovery plans.

Describe your quality assurance procedures.

Account Set-Up and Maintenance

Account Structure – Describe the process for issuing new cards, including the credit approval process.

- Describe what options are available for card design (e.g., company logo, background image, etc.).
- How are new cardholders added to your system? Describe the process for renewing Commercial cards.
- Explain your deactivation and card cancellation process. How do you remove cardholders from your system?
- Explain your procedures with respect to overdue/delinquent accounts.
- Describe all cash advance options you offer.

Account Management – Is online account program management available for Program Administrator use? If so, please describe.

- Is online account management available for cardholder use? If not, when will it be made available?

Implementation and Ongoing Support

Implementation – List the resources that will be available to us during implementation. Will we have a dedicated implementation manager? What are their roles and responsibilities?

- Provide an implementation schedule, including tasks, action owners, and projected timeframes for completion.
- What initial and ongoing training do you provide specifically for Program Administrators and cardholders?

Ongoing Support – Describe the account management personnel to manage Company X account. Describe these managers' roles and responsibilities and how they will interact with our company.

Financial Proposal

Pricing – List all fees associated with your cards (annual fees, cash advance fees, late fees, replacement fees, etc.).

- Please provide your methodology and processing for foreign currency conversion.
- Describe the global contract process.

