

Conversion Process and Procedures

UMCP Contacts

Questions about PCI? Contact pcicompliance@umd.edu

Questions about the BB&T Conversion? Contact Tara Renaghan tara@renaghan.org x50699

BB&T, now Truist Contacts

If you need technical assistance, please contact BB&T, now Truist Merchant Client Support at 877-672-4228. Their hours of operation are 8:30 a.m. – midnight ET, Monday through Friday, Saturday 10:30 a.m. -midnight. Technical support is available 24 hours a day, seven days a week by selecting the option for TSYS technical support.

BB&T, now Truist also has a dedicated Merchant Services Relationship Manager for the State of Maryland for assistance with account activation, billing, adding new services, or other escalated issues or questions.

Our dedicated BB&T, now Truist Relationship Manager is Michelle Rhodes and she may be reached at 301-261-0764 or mrhodes@bbandt.com

Processes for departments to return BAMS rented equipment

It is suggested that departments return their BAMS rented equipment as soon as it is not needed to avoid being charged the monthly fee.

Departments to call the Bank of America Help Desk to delete the programming in the terminal, Call 800-430-7161 follow the prompts for terminal support.

If you have rental equipment that needs to be returned, please email Laura Hagemann at Laura.Hagemannmn@bankofamericamerchant.com with a copy to Rodney.Curl@bankofamericamerchant.com and a copy to Jthomas@treasurer.state.md.us. Provide location details in the request. Laura will request call TAG(S) for you to place on the POS device return package for shipment and will require an email address for the Call TAG(S) to be sent.

Process for departments to dispose of BAMS owned equipment

Please delete programming and dispose of equipment when conversion is completed by calling the Bank of America Help Desk to delete the programming in the terminal. Call 800-430-7161 and follow the prompts for terminal support.

After deleting the programming, departments should return units to Terrapin Trader. Please submit the following forms: Sensitive Equipment Cleaning Form (Computers or Electronic Storage Devices) and Terrapin Trader Surplus Release. Both forms are available on the Terrapin Trader website linked [here](#).

Process for departments to retire old BAMS MIDs

After your conversion, SFSC will be shutting down your BAMS MIDs. If you want to shut down MID sooner, please contact Tina Dowd tdowd@umd.edu.