



State of North Carolina

Office of the State Controller

DAVID T. MCCOY
STATE CONTROLLER

January 4, 2012

MEMORANDUM

TO: Chief Financial Officers
University Vice Chancellors
Business Managers

FROM: David T. McCoy *David McCoy*

SUBJECT: Master Service Agreement – SunTrust Merchant Services

Numerous agencies participate in the State of North Carolina Merchant Services Bankcard Agreement with SunTrust Merchant Services, LLC (STMS). Section VII of the contract requires all participants to make payment net 30 days after receipt of a correct invoice or acceptance of the deliverables. Most participating agencies are complying with these payment terms, but unfortunately some agencies continually pay late, contrary to G.S. §147-86.11(f)4, which mandates that “Billings to the State for goods received and services rendered shall be paid neither early or late but on the discount date or due date to the extent possible.”

After discussion with STMS concerning this matter, it was agreed that STMS will notify OSC of untimely payments received. Upon receipt of such notice, OSC will contact the non-compliant agency. STMS has indicated its desire to assist all participating agencies and provide any information necessary to make payments consistent with the contract’s terms. If your agency is not receiving its invoices at the correct address, needs copies of a particular invoice, or need a purchase order number added to the invoice to process your payment, please contact STMS by email at NC.OSC@firstdata.com. If, for some reason, there are unique circumstances inhibiting prompt payment, please contact STMS Account Manager, Sabrina Lohman at 301-766-5973. For other questions contact OSC Support Services at (919) 707-0795.

OSC and STMS would like to thank you for your participation, understanding, and prompt attention in this matter.

cc: Chandler Francis, DST

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