

Notes from Monthly Program Administrator Call

December 9, 2009

General Comments

Next call will be on Wednesday January 13, 2010 @ 10 am. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

On the Individual Liability Travel Cards with GE we had retail limits based on cycle limits. When the initial implementation was done, Bank of America did not offer this option, they have recently completed some enhancements and are now able to allow us to set up retail cycle limits. All agencies should have received an e-mail from Monique in DOA. If you have questions about the e-mail feel free to respond with questions or concerns. This new enhancement will take place after we cycle after midnight after we cycle. The new retail limits will cut down on employee abuse with the Pcards.

The CAPP Manual 20355 for Pcard and 20360 for Travel is being updated.

New cycle dates for 2010 will be posted to DOA's website by the end of December.

Program Administrator, Supervisor/Reviewer, and Cardholder trainings will be released in January. We are working with DGS on a refresher course as well for 2010. The new training will include DOA policy data and procurement rules. DOA will be testing this new training in the future, and may be included in all trainings offered through DOA using an alternative software. The new training will be very interactive and you will not be able to fast forward through it. You will be required to complete the entire training. All trainings will be converted in 2011.

All that have additional questions regarding the Online Cardholder Reconciliation may hold on the line after the call and we can discuss it.

Notes from Monthly Program Administrator Call

Questions

1. **Will emails be sent when updates are made and training information is available?**

Yes

2. **How do you set up a user in Works if you only need them to have access to reports?**

The user can be set up to have scoped auditor access only. For details on performing this action contact Bank of America Technical help desk, reference the Works guides, or contact cca@doa.virginia.gov.

3. **Should cardholders automatically receive e-mails alerting them about statements being available?**

No, cardholders must login and request to be alerted by e-mail.

4. **Some cardholders have stopped receiving statements, is there something in Works that is allowing this?**

No, this is a mail issue and PA's only should contact Cathy Jones at Bank of America.

5. **When calling Bank of America's technical help desk, they verify a lot of information over and over, can unique passwords be created like they were with GE?**

No, there were a lot of issues with PA's sharing their codes with others.

6. **VCU is receiving Bulk (expedited) mail at their office and it should be sent directly to the cardholder, Bank of America stated that they need an e-mail to change. Is it okay if VCU's Program Administrator's, Thelma or David prepare this e-mail and send to Bank of America?**

Yes

7. **Are there any updates on PA Conference for next year?**

Still planning the conference for end of February, more details will soon follow.

8. **Will DGS create 1099 information to be sent through eVA because Bank of America matches on MCC which creates a lot of information.**

The individual agency can contact DGS about this.

Notes from Monthly Program Administrator Call

9. What should localities do about obtaining 1099 information?

Localities should have received your login information back in April. If you don't have it, please contact your implementation manager at Bank of America.

Notes from Monthly Program Administrator Call

November 4, 2009

General Comments

Next call will be on **Wednesday December 9, 2009 @ 10 am**. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

We have a couple of events coming up soon.

FOCUS Group mostly for Higher Education will be November 12. Valerie will be speaking during the afternoon session.

State Procurement Forum is November 16-18, 2009 @ Hampton Convention Center. Charge Card Administration will be there on Tuesday November 17, 2009 and participating in 2 sessions. The first session will begin at 8:30 am. There will be a vendor expo, followed by an afternoon session for PA's. The afternoon session will cover best practice as well as what new things are coming up.

On October 22, 2009 an e-mail was sent about a federal mandate 3% withholding or TIPRA. DOA wanted to ensure that all are aware of January 1, 2012 deadline unless repealed. This will affect everyone, charge card payments, vendor payments, etc. Some people have probably seen memos from NIGP or VAGP. For more details research these memos or Google 3% withholding. DOA will be working on this major project after the first of the year and will keep you updated on charge card changes.

DOA is receiving a lot of calls and e-mails on 1099 reporting. DOA and Bank of America are completing the final testing. **DO NOT** go into Works to try and access the report. You will not see it! We are in the process of adding 2 more fields, 1) The cardholder name and 2) The Second Line Embossing which will make it easier to keep track of each cardholders purchase. You should see a guide on 1099 reporting via e-mail about a week from Friday. Make sure you are following the instructions. The process will be similar to the DMBE reports. 1099 Reporting will be accessed through Works. PA's and back-up PA's will be given access automatically. If additional people require access, you will be able to request this from DOA by filling out the appropriate form. Cardholders or Works users that currently have auditor access will be able to run 1099 reports. We recommend that the 1099 report be run monthly, the template provided will allow you to go in and change the date, and you will also be able to schedule the report to run monthly.

An e-mail was sent on November 3, 2009 for pilots of the online reconciliation. Each state agency runs their fiscal department differently and have to choose from the different option offered to fit the needs of your agency. Read through the e-mail thoroughly and read over the different options. Online reconciliation is not a requirement. If you have questions or you are just not sure about what options closely fit your agency, you may contact Monique Robinson or email cca@doa.virginia.gov. This process will be a mini implementation so if your agency has been chosen as a pilot make sure that you are committed to working with us.

Notes from Monthly Program Administrator Call

Just an FYI, fraudulent e-mails from Bank of America have been floating around via e-mail asking cardholders to provide their personal information in order to unlock their account. This is a scam and you should report e-mails to Bank of America fraud department at 866-329-6262. Cardholders should not respond to the e-mails. If these notices were legitimate, the e-mails would come from Works.com.

Questions

- 1. Can Online Reconciliation be done in AIS instead of submitting paper logs through Excel?**

This process should be available for most, but DOA will reach out to VCCS to get more information.

- 2. Is there a better method of running the SWAM/DMBE reports to get more accurate information? TIN numbers are not matching.**

Matching on TIN numbers is not always accurate. Agencies should get with DMBE for assistance. When vendors register with DMBE the correct information should be obtained at that time, but if vendor's information has changed and they are not submitting a change in address information, etc. the records may not be accurate. DOA will address this at the Procurement Forum, encourage vendors to attend. DOA will see if we can come up with some sort of cheat sheet to remind vendors of their responsibilities.

- 3. Will there be a need to notify cardholders about the enhancements that will take place on November 14, 2009?**

No.

Notes from Monthly Program Administrator Call

October 14, 2009

General Comments

Next call will be on **Wednesday November 4, 2009 @ 10 am**. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

If any Pcard PA's have set up their own profiles in Works, it is critical that you follow the directions in the PA Guide that was provided to you at the beginning of Implementation. If you need another copy of the guide, please send a request to cca@doa.virginia.gov and we will send you another one. Bank of America has a standard set of restrictions and they must be set up correctly in order for the card to work. Your cardholders may experience more declines if the profiles are not set up correctly.

Also, DOA has noticed that some profiles are setup and are named after a cardholder's name. This is incorrect and needs to be corrected. The PA's will begin receiving e-mails from DOA in reference to any profiles that have not been set up correctly. As a double check, make sure that profiles are set up correctly, if they are not; make the correction as soon as possible. Also, if cards are declined, don't get upset with DOA because profiles are setup incorrectly.

All Program Administrators should have received information via e-mail about stopping paper statements. Cardholders would pull statements online and Master Bills can be retrieved from Payment Center. Monique has not received any calls or e-mails with questions or concerns. If anyone has any questions or concerns please email cca@doa.virginia.gov. The cycle date will determine when each cardholder's statements actually stop. Please make sure you alert your cardholders so they will not call Bank of America and DOA wondering why they are not receiving their statements.

Online Cardholder Reconciliation will have a pilot at the end of the month and you will receive more info then. DOA will also have different scenarios info that best fits your agencies needs. Go over this information with your management. Agencies are not required to do Online Cardholder Reconciliation. It is important that if your agency decides that they want to go ahead with Online Cardholder Reconciliation that they are committed to this project and keep in mind of the upcoming holidays. This process will be a mini implementation. In March, we will open it up for anyone else who wants to join.

Bank of America Conference is coming soon. The targeted date is February 2010, the location will be anywhere from Richmond-Newport News. The option to have video or dial in sessions on certain sessions may be available. This will be a day trip. The information in the training will range from Works 101 to Works 201. DOA and BOA have been discussing one on one time with charge card group.

Notes from Monthly Program Administrator Call

Questions

- 1. A question about the email that was received by PA's about a new Release in Works "Sunset for Standard Reports", will canned reports already saved in Works be going away?**

This enhancement that was sent out involves the old legacy "Standard Reports" that pre-dated the Configurable Report feature in Works. None of the Commonwealth's state level instances were licensed to access the old Standard Reports, so they are not impacted.

- 2. Will the option to turn off paper statement be optional by cardholders?**

Yes

- 3. Can DOA please send out information out about Electronic Statements?**

This information was sent out a while ago. If you are in need of additional information please send request to cca@doa.virginia.gov requesting that the e-mail be re-sent.

- 4. What should be done if the cards that the agency is requesting to be bulk shipped is being sent to DOA's physical address?**

Contact Cathy Jones at Bank of America to see how you were set up during implementation and if the forms shows send re-issued cards to cardholder at their address. You may want to attach your original implementation form to show Cathy. If you don't have it, let DOA know, we have a copy on file.

- 5. Is the 1099 template in Works ok to run?**

No, Visa is making enhancements in their system to give us the account number masked down to the last 4 digits. Program Administrators will receive more information on this in November. DOA is still working with Bank of America on the specific details.

- 6. Cardholders are not able to see their pending or authorization log at the end of the cycle?**

It is up to the vendor on when they want to post a transaction. Cardholders don't have access to authorization logs because it is a part of the maintenance log. As long as the vendor posted the charge, it will appear within 48 hours. Lastly, it could be a vendor issue, contact the technical help desk.

- 7. Is there a way to go back to a report and edit it after you have already run the report?**

Yes, go back into your completed reports, make the change, and click run report again.

Notes from Monthly Program Administrator Call

September 9, 2009

General Comments

Next call will be on Wednesday October 14, 2009 @ 10 am. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

1099 Reporting information should have been sent to you by now, but we have been delayed. We have some issues to resolve before access will be granted.

Online Cardholder Reconciliation is coming soon. We are working with Bank of America to get this project started. The planning process is timely and will take a great deal of agency involvement. You should expect to hear something from DOA in October. When the time comes near we will be reaching out to agencies to pilot this project.

Questions

1. Does the PA have to change the address under the User Section and the Card Section in Works or will the change default once an address update is done?

For Individual Liability card accounts, only the cardholder can update their address in the Works application.

For Corporate Bill/Liability card accounts, the PA is responsible for address changes. The PA must change the address under Users and at the card level. The best practice is to change the address on the Card Account (Administration>Card Program>Cards, select the card record in the top and then click on the Address tab).

Notes from Monthly Program Administrator Call

August 12, 2009

General Comments

Monique Robinson has joined DOA as the Charge Card Administration Coordinator and she can be contacted at 804-786-0874. If she is not available you can contact Kristen Bolden @ 804-786-9259. To ensure that you receive prompt assistance, please call these 2 numbers or e-mail cca@doa.virginia.gov. Please do not contact Valerie Alley directly, she is working on other things and wants to ensure that your questions are answered in a timely manner.

Next call will be on Wednesday September 9, 2009 @ 10 am. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

Agencies need to send an e-mail to all cardholder reminding them of their agency name as well as 3-digit agency number. This information will be needed when they call Bank of America. If the cardholder needs to refer to their Program Administrator, the 3-digit agency name and number will be needed to assure that they are being directed to the correct person. Also, remind your travel cardholders that they need to contact their Program Administrator directly if they are requesting a limit increase. Limit increases over \$5,000.00 need to come to DOA for approval first. It is important to educate them on tasks that are handled by their agency PA and the tasks that are handled directly by Bank of America. If a cardholder is requesting a limit increase and was denied for it, please refer them to Bank of America for further details, so that you as the PA will not be put in the middle of sensitive information. A reminder to Program Administrators, all limit increases under \$5,000.00 should be sent to Bank of America's company level support, which is Cathy Jones and Delois Fleetwood.

1099 Reporting information should have been sent to you by now, but we have been delayed. Please expect to receive login information and a guide to access VIM (Visa Information Management) via e-mail by the end of August. Access will automatically be given to all Program Administrators and Back-ups. You may request additional access for other employees by filling out the VIM request form and sending it to DOA via fax or e-mail. You will access VIM through Works just like Payment Center.

DOA has been receiving calls from agencies that are interested in Online Cardholder Reconciliation. We are working with Bank of America to get this project started. The planning process is timely and will take a great deal of agency involvement. You should expect to hear something from DOA at the end of September or early October. When the time comes near we will be reaching out to agencies to pilot this project.

Quarterly Utilization Reports that were received are not correct. The data has been audited and corrected and you will be receiving the corrected data soon.

Please make sure you are watching for e-mails from the CCA mailbox. We will begin notifying you about the Online Cardholder Reconciliation soon.

Notes from Monthly Program Administrator Call

Procurement Forum is still on. Valerie will be conducting 2 sessions. One of the sessions will be on best practices. Bank of America will also be participating in the Vendor Forum.

Questions

- 1. Is there a limit to the number of Gold Cards that an agency has? Due to budget cuts we are delegating responsibilities to other departments and we have a need for higher limits?**

No, there is not a limit. You will need to e-mail cca@doa.virginia.gov, and we will send you the information that you need to obtain the cards. You will need to fill out paperwork for each Gold Cardholder separately. You are not required to give your cardholders a \$50,000.00 Single Transaction Limit. You can set that limit from \$0-\$50K. DOA will monitor spend on Gold Cards and notify you if we think that the limits that are in place are too high compared to what the agency is spending.

- 2. Our agency submitted some suggestions of enhancements to Bank of America and would like to know the status?**

You will not receive a direct e-mail from Bank of America, but they have an enhancement list that they have provided to DOA. Another enhancement is being done soon. You can e-mail cca@doa.virginia.gov if you have questions on a particular enhancement and need to know if it is on the list.

Notes from Monthly Program Administrator Call

July 8, 2009

General Comments

Just a reminder, when calling Bank of America's Technical Help Desk or Customer Service lines, it is important that you get a ticket number. If the representative does not offer a ticket number to you, please ask them. Also make sure you document who you spoke with, time, and date. This will allow you to follow up on the existing ticket if you need to as well as give you the opportunity to give good or bad feedback to Bank of America regarding the service received. We can not address areas of concern if this information is not obtained. Also pass this information along to your cardholders. Program Administrators and Backups can contact Cathy Jones or Delois Fleetwood for assistance.

1099 Access with Bank of America will be communicated to you at the beginning of August. A form will also be provided to you to give additional staff access.

DOA is still in the process of reviewing the 2009 Certifications. We will begin sending out emails in the next couple of weeks to those who have not complied.

DOA will also begin working on 2010 training soon. Reminder, training information is issued in January. Don't contact us June 20 to say that you have not given the training info to your staff or that you still have cardholders who have not completed the training. It is up to you as the PA to discipline those who have failed to complete training. Extensions will only be issued to those who are on medical leave, military leave, or something along those lines. Please make sure certifications are submitted in a timely manner. If we notify you in January, let your staff know by the end of January to give them ample time to complete the training.

Cathy Jones of Bank of America will be on vacation from July 10-20. Delois Fleetwood her backup will be available. You may still send all e-mails to Cathy Jones, Delois will be able to check her emails. Also, BOA has 24-48 hours to respond to e-mails, if you have an immediate need, please call them directly so your issue can be addressed promptly.

Notes from Monthly Program Administrator Call

Questions

- 1. If a cardholder completes the supervisor training by mistake are they still required to take the cardholder training?**

Yes, they can't count the other course as a bonus!

- 2. What should be done if a certification was submitted and all cardholders had not completed the training?**

Yes the form should be completed. You can make a notation on the form as well as email cca@doa.virginia.gov to let us know what cardholders had not completed the training and the action you have taken. We will attach this to your certification just in case APA asks for proof. Make sure you keep us updated, when their training is complete.

- 3. If cardholders took training in April do they still have to complete the current training?**

No, as long as they have taken the current years training. The training is done on a calendar year therefore as long as they took the 2009 training they are all set.

- 4. An email was received by DOA in regards to your GE Rebate Check, is there anything else that needs to be done?**

No, rebates will be issued in October or November. You will receive an email confirming the amount and when the funds will be transferred to your account.

- 5. Cardholders are having difficulties accessing the travel card applications, what should be done?**

Have the cardholders provide screen shots to show the error messages being received so that you the PA can assess where the issue is. Sometimes cardholders try to reuse the temporary link provided by Bank of America to set up their initial access. Walk the cardholder through the process to see what they are doing wrong.

- 6. If your agency has a brand new cardholder who takes the training in June or July, will the credit count for 2010?**

No, training is completed on calendar year and not fiscal. If training is taken in July, then that will count for 2009. They will be required to take the 2010 training when it is released in January 2010.

Notes from Monthly Program Administrator Call

- 7. A cardholder is having trouble accessing the Knowledge Center. They are a new part-time employee, what should they do?**

Wait for at least 2 weeks. It takes this long for them to be set up by DHRM. After 2 weeks, if they are still unable to access the system, email doatraining@doa.virginia.gov.

- 8. If a card is issued on June 30, does the cardholder still have to complete training?**

Yes, all cardholders have to take training even if it is past June 30. Training should be completed every calendar year.

- 9. Additional access needs to be given to auditors, but the PA does not have access to all the agencies. How can additional access be given?**

Email cca@doa.virginia.gov with the user's information and the additional agencies access needed and the agency number and we will add it for you.

- 10. When will online log sheet information be available?**

DOA will begin discussing with agencies in October on the pilot program. You will begin to receive information on a timeline of events as well as opportunities to attend possible Weber trainings. This process is not a quick set up therefore it will be like new implementation.

- 11. Will it be mandatory to use these new log sheets?**

No, some agencies have this functionality already in house and don't have a need to change their current procedure. This feature will be offered to all agencies and they can decide how best.

Notes from Monthly Program Administrator Call

June 10, 2009

General Comments

Annual PA Training must be completed by June 30th.

Annual Training Certifications for cardholders and Supervisor/Reviewers are due by June 30th.

Annual Cardholder Review Certifications are due by June 30th.

Make sure that training is showing a completion date. If it does not show the date, the cardholder did not exit correctly. If the problem persists e-mail cca@doa.virginia.gov

Exceptions for FY10 are being reviews and will be sent back to you will approvals and/or any questions.

Reminder, all Bank of America payments should be done via EDI make sure that the suffix is correct so your payment is posted to your account correctly.

Bank of America offers annual conference s for Program Administrators and Back-ups for state agencies as well as localities. We are looking to have the conference at the end of January or Early February. DOA and BOA are in the process of structuring the conference. If you have any suggestions of where you would like the conference to be or what topics you would like covered in the conference you may e-mail cca@doa.virginia.gov. The ideal time for the conference will begin with registration at 9-9:30 am and the conference will last until approximately 3:00 pm. Robert Lynch will likely be the trainer for this conference. The conference will consist of Works training as well as other trainings. We will structure breakout sessions as well. We will focus on having a Works 101 course for the beginners and Works 201 for the intermediate level. Phone or web conferences may be available. DOA has sent an e-mail to get your top 2 choices of location as well as topics of interest that you would like covered. If anyone can offer their facility to have the conference please let us know.

GE will be sending out 1 final check to the Commonwealth of Virginia. DOA will be sending out the checks to the individual agencies. This should hopefully be done by the end of June.

Notes from Monthly Program Administrator Call

Questions

1. What format should annual PA Certifications be sent in?

The Annual Training Certification Form or the Annual Cardholder Review Certification should be filled out and faxed to DOA. You can also e-mail it if you prefer. This is notated in the CAPP Manual and the forms can be found there as well.

2. Who is responsible for sending out e-mails to cardholders that their training needs to be completed?

The PA is responsible for sending out e-mail correspondences to their cardholders. If the PA is having difficulty with some cardholders completing the training, it is up to the PA to discipline them. Example would be suspending the cardholder's card and not allowing any transactions.

3. Is there a module that is set up that notifies the PA when the Supervisors and Cardholders have taken their training?

No, it is the PA's responsibility to monitor the reports in the Knowledge Center to assure their staff is completing the training.

4. What is the process for adding and deleting Program Administrators? Some agencies that have submitted paperwork have not been added yet.

Once the form is received, the cardholder is added into LMS. They must complete the PA training for the card program that they are seeking to be the PA for. Once that is complete, DOA's Charge Card Coordinator will add you to Works.

5. Spend Reports for SPCC Gold are showing an amount in the tax column, is this correct?

Depending on how the vendor breaks the transaction down, it is sent to their bank and then to Bank of America. Some vendors require that some type of data be passed through in this field. Often times, "dummy data" is passed through from the vendors systems. Just double check and make sure that you are not being charged. The Program Administrator may need to call the vendors corporate office to let them know how the information is being passed. The vendor will not understand what you are referring too, that is why it is important that you speak with someone that works in accounting or deals with the vendors transactions.

Notes from Monthly Program Administrator Call

- 6. The current Program Administrator for your agency is leaving, what does the back-up PA need to do?**

If the agency is not going to fill the missing PA's position and e-mail can be sent to cca@doa.virginia.gov requesting that the Backup PA be moved to Primary PA. Complete the PA Form also reflecting this change and deleting the other PA who is no longer with the agency. The agency also has the choice to add a temporary person as well. This change must be reflected on a PA form as well.

- 7. What is the correct e-mail address that the restriction exception report needs to be sent to?**

cca@doa.virginia.gov

- 8. DMBE Report is not listing what transactions were completed using a SWAM vendors.**

In order to get the correct information, you must run the report exactly like the instructions say. Please re-run.

Notes from Monthly Program Administrator Call

May 13, 2009

General Comments

Kim Barton has moved to a Quality Assurance Analyst position at DOA effective in May. Kristen Bolden has now become the new Charge Card Project Analyst and we are awaiting approval from the Secretary to advertise Kristen's old position, Charge Card Coordinator. When the position is advertised we will send an email alert to you all to forward to anyone you know who may be interested in the position.

Annual PA Training must be completed by June 30th.

Annual Training Certifications for cardholders and Supervisor/Reviewers are due by June 30th.

Annual Cardholder Review Certifications are due by June 30th.

Annual policy exceptions are due by May 30th.

Reminder that GE's SAM/NetService access will be removed on May 27th. You must run any reports (i.e. 1099) prior to that day.

CCA will begin issuing Bulletins shortly and at the end of each bulletin we will notate any recent emails sent out by CCA to ensure everyone is getting the most up to date information.

May 25th is a holiday therefore you have 1 less day to process your GE/Bank of America bills.

1099 instructions for Bank of America data will be issued in June.

Notes from Monthly Program Administrator Call

Questions

1. What type of documentation are auditors looking for to support restriction removals?

All cards are required to have restrictions on them. If there is a certain circumstance in which a restriction needs to be lifted from a card then proper written documentation needs to be on file just in case the auditor asks why. E-mails are typically the best approach just make sure that the cardholders supervisor is listed on the e-mail and has granted his/her permission to have that restriction lifted. This goes for limit increases as well. Also, if the restriction lift is re-occurring or needs to be permanent then a yearly exception should be submitted.

2. Is there a way to create a report in Works that will show restaurant MCC's?

A template can be created in Works to monitor certain MCC codes within a certain time frame. This report can be set up to run as often as you would like it to.

3. Should previous travel cardholders that went delinquent in the past be allowed to apply for a new Bank of America IL travel card?

This decision is up to the PA. The PA may want to create their own terms or guidelines for this cardholder. For example, if they are late one time, then the card will be shut down immediately with no way to have obtained another travel card. This cardholder can also be set up on a weekly watch report by Bank of America.

4. In Works a user is unable to see when a card is inactive, is this something that will be fixed with Bank of America?

DOA is working with Bank of America to create a report. We will begin distributing the report to PA's beginning in June. Bank of America also has this feature on their enhancement list as a high priority so we are hoping by the end of the calendar year to see this in Works which then a report template can be set up for you to monitor at your desired frequency.

5. When cardholders pull statements in Works and they get a message that just states their name and does not show \$0.00 as a total to show no activity, is there any progress on getting this fixed?

It is on the enhancement list with Bank of America.

Notes from Monthly Program Administrator Call

April 8, 2009

General Comments

Notes from the March 11th Monthly Program Administrator Call, including the questions and answers, are posted on the CCA web page and in the Commonwealth Knowledge Center. Notes from all of the calls will usually be posted within one week of each call and an email will be sent out from CCA announcing them as soon as they are available. These notes will be helpful to you in the event you're unable to attend a call or if you would like to review any information that was covered during the call.

Please note that the CCA web page address has changed due to our recent move from Payroll to General Accounting. An email was sent out from CCA announcing this change. Please be sure to update any bookmarks or links you may have associated with our old web page. Bookmarks and links must be updated with our new web page address:

http://www.doa.virginia.gov/General_Accounting/Charge_Card/Charge_Card_Main.cfm

Our fax number has also changed as a result of our move. An email was sent out from CCA announcing the change and the new fax number has been posted on our web page. The new fax number can also be found on individual emails from any member of the Charge Card Administration Team. Our new fax number is (804) 518-4954.

Anytime you need an email that was sent from the CCA Team, please email the CCA mailbox at cca@doa.virginia.gov. We'll be happy to resend any email you may have misplaced or did not receive.

Billing Procedures: Our first full billing cycle with BOA is coming up. This will be our first full month of billing transactions. Although we appreciate that most of you have successfully adhered to the payment policy, there have been many issues where state agencies have not sent payment to BOA according to policy. Please make sure your fiscal staff members are processing state agency payments using EDI instead of mailing checks per policy. Many payments were sent to BOA by mail and they must go via EDI unless you are a political-sub. A user guide was sent out for fiscal staff outlining the current payment procedure. Please make sure your fiscal staff has a copy of this guide and that they are following procedures using correct payment suffixes, etc. If for any reason you feel there might be a possibility that your agency payment may be delayed, please send an email to the CCA mailbox IN ADVANCE of the due date to let DOA know. If we know ahead of time we're able to alert Bank of America that your agency might have a late payment. It is more difficult to resolve payment issues after the fact so please be pro-active when it comes to payment processing.

An email was sent out recently containing a PowerPoint that you may use with your suppliers at vendor fairs, etc. This information used to be contained on the CDs we distributed to Program Administrators when we were with GE. Bank of America went through and updated all applicable information and this new guide is now a great resource for you. Please forward this guide to your vendors as it contains contact numbers, lists benefits, and answers questions your

Notes from Monthly Program Administrator Call

vendors may have about acceptance, etc. We are currently working on initiatives to move from level 1 to level 2 or 3.

Reminders for Travel Program Administrators:

When we were with GE, Travel Program Administrators used to receive a delinquency report regularly from DOA. With Bank of America you, as a PA, can run a delinquency report yourself by saving a report template and scheduling the report to run whenever you want. You should run this report at least every two weeks, but we recommend that you run it every week in order to more effectively monitor your agency's delinquencies. DOA will also be monitoring delinquencies, but it is your responsibility to keep a handle on delinquencies at your agency. For GE cards you will still receive a report from DOA until around the end of May. We are hoping to have the GE bills paid off by that time.

You will be receiving an email by Friday regarding a report for Travel Program administrators to assist you with monitoring the transactions of your Employee Paid Individual Liability Travel Cardholders. We have tested the report in one instance in Works and it works well. This report can be scheduled to run whenever you want and it will make it easy for you to eyeball transactions on a regular basis in order to ensure your cardholders are not using their cards for personal purchases.

Reminders for State Agencies:

All policy exceptions for fiscal year 2010 are due May 31st, 2009. DOA will review policy exceptions submitted and you will receive responses from us by June 30th in order to be ready to go July 1st, the beginning of fiscal year 2010. Policy exceptions for fiscal year 2009 will expire June 30th, 2009. Anything outside of the scope of the CAPP Topic must be submitted to DOA as an exception request. An example of what might be considered an exception would be to allow the purchase of gift cards or to use the card for overnight hotel accommodations. An email was sent out containing a template that may be used in Word or Excel to simplify the exception request process. If you have previous exceptions you may choose to 'file' 'save as' being careful to update references to GE MasterCard. Accommodations, food, and travel restrictions are delegated to the PA and you are not required to put in an exception for those restrictions. An exception request, however, must be submitted for overnight hotel accommodations per policy. Please include the cardholder name and the last four digits of the cardholder's card number.

All Annual Certifications are due June 30th, 2009. Both the Annual Cardholder Review Certification form and the Annual Training Certification form are available in the CAPP Topics, on the CCA web page, and in the Commonwealth Knowledge Center. For the Annual Training Certification there are training completion reports available to you in LMS to assist you with tracking the training completions of your cardholders and supervisor/reviewers. The trainings consist of a training module and a quiz module. Your cardholders must pass both modules and exit the modules properly in order to receive credit for taking the training. There is a user guide available to help you locate these completion reports in LMS. For the Annual Cardholder Review Certification you must certify that you have reviewed your cardholders for a twelve month period. For the PCard you must review single transaction and monthly limits. For the Agency Airline Travel Card you must review the transaction and monthly limits. For the Employee Paid Individual Liability Travel Card you must review the credit limit, retail limit and cash limit. For the PCard you must review the single transaction and the monthly limit.

Notes from Monthly Program Administrator Call

Although spend has dropped due to economic conditions, you have enough data to assess card limits. Keep in mind that APA looks closely at these limits and you must be sure to keep on file any documentation related to why you changed or why you did not change each card limit. There is no reason to have any cards with higher than necessary limits. Higher limits can open your agency up to increased risk of fraud.

Please email the CCA mailbox at cca@doa.virginia.gov with any questions you may have. Valerie is working on other projects in addition to Charge Card Administration and may not be able to respond personally. The best way to receive a quick response to your questions is to call the main CCA number at (804) 786-0874 or mail your questions to the CCA mailbox at cca@doa.virginia.gov.

Questions

1. My cardholders are having trouble getting into Works to see their history. Can the BOA people help?

Please have your cardholders call the help desk. The bank may need specific information from the cardholder, such as their IP address. An email was sent out explaining how to access IP address information.

2. How can my cardholders see their purchases?

Your cardholders can run a memo statement per the guide that was sent out. Have them go to 'Reports' and pull the appropriate report and they can adjust the date range to the time they need.

3. How can I access the cardholder training completion reports in LMS?

The LMS training completion reports are available in your agency's team room within the Commonwealth Knowledge Center. Click on 'Team Center', click on 'Team Rooms', enter your agency's three digit agency number in the 'Key Words' field, then click on 'Search'. This will bring up your agency's team room link. Click on the link to access your agency's team room. Once you have the team room pulled up, click on 'Content' in the upper right corner. The training completion reports will be located in the upper left corner of the contents page. A user guide is available to assist you in locating and accessing the reports.

4. I'm receiving the message 'Activation failed'. What does this mean?

The card may still need a card profile attached to the card. The card will remain in the queue to activate until it has a profile attached to it. Click on 'Set Profile' in order to attach a profile to the card. An upcoming release of Works will be changing the action from 'Activation' to 'Profile Assignment' in order to make it more clear what action is needed.

Notes from Monthly Program Administrator Call

5. Would the cardholder set the profile?

No, the PA sets the profile.

6. I haven't been able to get into Works for three days. What can I do?

Call the Works technical help desk. You may need your IP address so please take a look at the email that was sent out regarding how to obtain your IP address prior to calling.

7. On the first page in Works I have items accumulating under profile sweep. I've been moving profiles around. What do I need to do?

The profiles that you set up were not done correctly per our Guide therefore, please go back to the user guide and reference the section on creating a new profile.

8. I have not been receiving emails and I can't get into Works and I already checked with my IT department to see if there was a problem there. Many others have not received emails either. What can I do?

Many emails collected were wrong and submitted with missing periods, etc which has caused issues but you need to also check the spam filters to ensure the emails are not getting quarantined. You can always contact the CCA box if you need an email resent.

9. Is there a list of emails that can be checked to see what email addresses were submitted?

A report can be run in Works that will show what email addresses were submitted.

10. I'm not receiving any emails from Works or Bank of America. What can I do?

DOA is checking on the email notifications from Works recently to see how they are sent but in the mean time DOA is forwarding them to all state agency PA's.

11. Can emails from CCA and BOA be posted somewhere for reference?

No since most of the information is considered proprietary but we are going to look at starting Bulletins again and will reference recent emails send from CCA at the end as a guide.

12. Can we get a secure area where this information is posted?

This is not a feasible solution since most of the issues are with email servers.

13. What would the address look like from BOA and Works?

Works emails would look like Works.com and Bank of America emails would look like BankofAmerica.com. We're checking into problems with emails coming from Works.

Notes from Monthly Program Administrator Call

14. What do I do if my cardholders cannot log into Works?

If a cardholder is having trouble logging into Works the help desk needs to be contacted. Although the technical help desk is for PAs, the help desk may need specific cardholder information like their IP address.

15. Is the IP address assigned to an agency?

No. The IP address is unique and assigned to each computer. The first part of the IP address is common to the server. BOA is looking into communications to all PAs from BOA.

16. If the APA is looking at Employee Paid Individual Liability Travel Cards and the profiles that are set, is there more detail available as to what these profiles mean?

The name of the profile is a description of what the profile is.

17. What about the Employee Paid Individual Liability Travel Card limits?

There is no credit limit with the Employee Paid Individual Liability Travel Card profile. The credit limit is determined by the cardholder's credit. If the cardholder has qualified for a limit higher than is needed, the PA can go into Works and lower it. \$1,000 is the lowest this limit can go.

18. Can I get a list of cardholders in Works that are from a specific department?

The only way to be able to do this in Works is if you have sub-folders set up for different departments. Works can pull reports based on groupings. Set up sub-groups and arrange your cards into these sub-groups. There is documentation in the Works user manual to walk you through the process of setting up sub-groups.

19. Our statement has the previous PA's name on it. How can we fix this?

Send an email to the CCA mailbox requesting a change.

20. When the PA logs in as the cardholder, can the cardholder log in at the same time?

Yes, but the next time the cardholder logs in they will need the new password you set when you logged in as the cardholder. You will both be able to see the same thing at the same time.

21. We use our PCard to reserve accommodations. Do we need to file this as an exception?

No. You do not need to file this as an exception.

22. Is there a report that shows each cardholder's individual profile?

Notes from Monthly Program Administrator Call

A report template can be set up for that.

23. Is the only exception we need to request accommodation?

No. Anything that is out of the scope of the CAPP Topic must be requested as an exception.

24. Can Works be used to pull up overall activity for that month?

Yes. Log onto Payment Center. Go to statements. You can obtain an overall summary of the bill. You have access and received a user guide. The Payment Center guide does not apply to Political-subs.

25. I would like some employees to be able to log in and get the bill the day after cycle. What do I need to do?

Emails went out to the PAs regarding agency eBill access about a month ago and contained a user guide. If you want to give access to an employee to access the agency's bill an eBill access request form would need to be completed and submitted to DOA.

Notes from Monthly Program Administrator Call

March 11, 2009

General Comments

The monthly PA calls will be held the 2nd Wednesday of every month at 10:00am. In November, Veteran's Day falls on the 2nd Wednesday of the month therefore we will have to change this date and an email stating the alternate day will be sent out closer to November. As we have done in the past for each Monthly Call, a reminder will be sent out approximately two weeks prior to each call and you can utilize your calendars to automatically remind you of the call dates. Bank of America will host the calls each month. Valerie will go over general comments and then it will be opened up for Q & A. Notes from the calls will be shared and accessible to Program Administrators in the event you are unable to attend the call.

Charge Card Administration will be moving to the eCommerce Unit within the Department of Accounts. The eCommerce unit, which will be overseen by Valerie Smith, will be under General Accounting instead of Payroll and will include both the Charge Card Administration Team (CCA) and the Electronic Data Interchange (EDI) team. The section name of the Charge Card Administration team members will be changing as a result of this move. Remember, the general point of contact for Program Administrators will remain the same phone number which is 804-786-0874. This phone number rings at Kristin Bolden's desk and if she is out there will be a message stating an alternate contact number. Also, please send all email correspondence to the CCA Mailbox. This mailbox is regularly monitored by the CCA team and is your quickest way to receive a response to critical issues in the event a member of the team is unexpectedly out or has been pulled away to work on another project. Valerie will be forwarding many of the emails and voice mails she receives to the CCA Team as her duties have expanded.

The Charge Card Administration Team will be conducting a physical move this week. All contact numbers and emails will remain the same. If the CCA fax number changes an announcement will be sent out. Please pay attention to any communications coming out.

Implementation technically ended Friday, February 27th, however, we still have work to do. Twenty-seven thousand cards were mailed out in one hundred days, an almost impossible transitioning feat in so little time, and everyone is to be commended for their hard work. Now we must make sure we are learning the new terminology, new system, and how things are set up.

Many PAs did not use GE's systems (SAM, NetService etc) and just called in to GE to handle tasks, but now PAs must use Bank of America's (BOA) Works system. PAs will be able to do many more things online and need to use the Works system. The Technical Help Desk is available for assistance for Works system related questions.

Two additional WebEx classes for PAs and backup PAs are being finalized. These trainings will review the most commonly asked questions from the BOA helpdesk and from the CCA Team. Emails will be sent out when the dates/times are finalized. If the decided upon dates don't work for you, let us know so we can see about scheduling an alternative date. Be prepared for these classes by getting together any specific questions you may have.

Notes from Monthly Program Administrator Call

CCA mailed out several guides specific to COV for both PAs and cardholders. Read these before calling CCA or the BOA help desk unless you have an emergency. Please make sure cardholders get the cardholder guides.

When calling BOA:

- 1) Please identify yourself as a 'Scoped Program Administrator', not a 'Program Administrator'. With BOA all Program Administrators are called Scoped Program Administrators. DOA is called the Program Administrator. This is based on the functionality of the Works system. As a Scoped PA you can do almost anything except for things that you would normally have to contact DOA for. You can manage cards, change profiles (as long as they are not over state limits), request cards, and send welcome emails. DOA is like a backup-backup PA. If BOA is unable to contact the Primary PA, they will try the Backup PA. If they are not able to contact any PAs at the line agency, they will then call DOA.
- 2) Always remember to write down the name of the person you speak with (they will say their name when they answer the phone) as well as the date and time. This information will be necessary in the event any issues need to be addressed.

The SWaM Report is currently being tested and once it's ready you will receive information. We're working on templates for you to use to run the report. GE SWaM Reports will still be working until the end of May. Remember that we cycle with GE on Monday, March 16th and with BOA we cycle on Friday, March 13th.

We are still seeing some travel cardholders applying for travel cards under their Pcard login and, therefore, the Travel PA can't see them. We are working to change access so the Pcard PAs can see Pcards and the Travel PAs can see travel cards. If you encounter any of these please let us know.

When looking for profiles (How you assign the limits), please note that they are sorted in ascending order by credit limit then transaction limit per the guides we have provided to the PAs.

Notes from Monthly Program Administrator Call

Questions

- 1. My cardholders can use the Quick reference guide to obtain statement information, but how do they see what transactions have posted now?**

Cardholders can run the same template they use to obtain statements now and they can change the date range to see what has already hit the card in preparation for cycle close. When you run the report, select 'choose from all available'. Pull up the saved template, you will see the date range. Change the date range from 'previous cycle' to 'cycle to date' to see what has posted.

- 2. How can I, as a PA, see cardholder transactions?**

Run the same report as above. It will be broken down by cardholder.

- 3. Can I call the help desk if I need to change a limit over \$5,000?**

Agencies that have an exception to policy can raise a limit over \$5,000. The PA changes the limit online by moving the profile. We no longer call BOA Company Level Support for limit changes. Limit changes must be made by the PA online.

- 4. What if I am not near a computer and have to make a limit change, for example, over a weekend?**

BOA will only make a limit change over the phone in an emergency situation, however, the PA must realize that any limit change made over the phone will go back to the old profile once BOA uploads data overnight. Works provides an audit trail, the name of the requester, etc., so the system must be utilized as much as possible.

- 5. Where and how do you change the credit limit on a Pcard?**

The Pcard must be moved to a new profile in order to change the limit. Please reference the PA guide which will walk you through the process.

- 6. What will be the typical BOA response for possible fraud charges?**

The PAs responsibility would be to call in to BOA as soon as possible and BOA will cancel the compromised card, get a new card issued and your agency will have no responsibility for the charges. You are covered 100% with respect to fraud. Either the PA or the cardholder can call in if they see suspected fraud charges. The sooner BOA is called the better. If the cardholder notices the fraud, it will be faster to have cardholders call BOA first and then call their PA but this decision can be made at the agency. Either way will work for BOA.

Notes from Monthly Program Administrator Call

7. Do cardholders use the number on the back of the card to report fraud?

Yes.

8. Does BOA have the functionality to identify fraud charges?

BOA has fraud strategies in place and they are monitoring profiles. These strategies are based on trends that the bank is seeing. It is critical that cardholder's phone numbers and addresses are current in the system. If BOA is unable to contact the cardholder, the Primary PA will be contacted. If unable to reach the primary, BOA will contact the backup PA. Sometimes BOA may be overzealous in their approach to fraud, but this more conservative approach is preferred. In reference to the high level of fraud with GE over the last 4-6 months, BOA has had a normal level of fraud activity. The Commonwealth had a BIN attack and that did not affect BOA. The BOA cards are numbered more randomly, rather than being one digit off like some of the GE cards were.

9. Can we get a fraud report from GE of all fraud transactions by my agency?

A fraud report has been requested by Valerie to GE. The fraud team is currently working on resolving fraud and once finalized they may then look at special requests.

10. Will a cardholder with a credit at the end of the transition get a check for the credit?

Transactions on the GE card will still be processing for vendors who don't process on a daily basis, etc. If an agency has an overall credit balance we will request a credit refund check to post to your agency's treasury account which will be sent to the PA from GE. An individual credit refund check will not go out to individual cardholders with a credit balance on Corporate paid (Pcard or ATC) cards. The transition will happen for a number of months and charges will still appear for awhile as well as credits.

11. What about vendor credits after the transition?

The vendor can post the credit to a closed or cancelled card. If the vendor wants to issue a check to the cardholder versus posting back to the MasterCard account, you must ensure the check gets to Finance for depositing. We don't recommend this method since vendors can still post credits back to a closed card and that gives a clean audit trail. If a refund check is issued by the vendor, please make sure you have proper documentation noted to align all the charges and credits issued.

12. Is there a guide for the electronic download for the whole month? Is this a standard in Works?

GE's version was available from NetService. In Works, for agencies that need a download of the bill to import to a system can utilize the various templates in Works under Reports. They can be modified for the data needed as well as the export file type. If you need assistance let us know and we can get BOA to assist.

Notes from Monthly Program Administrator Call

13. Is there anything that can be done about the fact that Travel and SPCC cards are all together and we're getting both emails no matter what program we are the PA for? Does this have to do with the profiles?

No, this does not have anything to do with the profiles. It has to do with your setup. You can, however, go under 'Tools', then 'Personal Settings', and then 'Email Preferences' and select whether you want to receive emails immediately, weekly, or never.

14. Can we pull the mapper in?

For agencies which have worked with BOA for a special file mapper need, the mappers are generated through the download reporting mechanism. If you want to test we can do it on demand and we will take this offline to further discuss.

15. What is the car rental limitation?

This restriction is the same as with GE. PAs were sent a list of MCCs applicable to the restriction tables. The car rental restriction is a restriction on car rental and other vendors that fall under the MCC's listed on that restriction table.

16. Is there a user guide for cardholders showing them how to view pending transactions?

We sent a guide for how to pull a memo statement. The cardholder can just change the date range to 'cycle to date' to see transactions that have posted since the last cycle, but cardholders are not able to see pending transactions in Works. The majority of cardholders before only looked at current and prior bills. We suggest checking on a regular basis and save 'cycle to date' as a template or have the cardholder set it up weekly. PAs can see authorizations and declines on each card by clicking on the card, then click on 'Authorization log'.

17. Has the setup been completed for Social Services Reporting prototype?

BOA will contact DSS.

18. Two correction facilities have combined procurement departments and when we pulled off transactions to date from Works we got both agencies data. Why did we get both?

DOA received information to put you with access to both agencies. Send CCA an email requesting the change if you only want to be associated with one agency.

19. When creating a new user and card request, do I need to customize the department address?

Yes, pick 'customize address', otherwise the card will be sent based on the address that was given during implementation for card delivery. If cardholder delivery was requested the card went to the cardholder. If bulk shipment was requested the cards went to the PA.

Notes from Monthly Program Administrator Call

20. How much longer will we get hard copy from GE? Can we stop paper bills with BOA?

You will receive hard copy from GE until there is no longer any activity. If you want to stop paper bills with BOA, we will offer that after another few months after some program stabilization.

21. Do we send CCA a form to add somebody as a user?

No. There is a Works Access Request in the CAPP Manual as a guide form but PAs can add users themselves in Works. For anyone who is added to the system as a User there should be an access form for audit purposes. CCA only adds Pas access in Works. PAs add users for their agency.

22. Why don't my agency's Gold cards show up under 'Cards'?

DOA is the PA for the Gold program and GOLD cards won't show in a SPCC agency PA view but when reports are run, the GOLD card data will be there.

23. When I ran a memo report in Works I got all cardholders. How can we look up just my card?

PAs will have access to their entire agency but if they need just their card data they can use the standard template and use the filter to drill down to just the card they need and save the template for future use. For the agency consolidated bill, Pas will have access to Payment Center which is where the exact copy of the paper bill will be available after cycle close. An email will be sent to the PA when the bill is ready.

24. How do I sort cardholders by last name in Works?

Select 'Administration', 'Card Program', 'Cards', then scroll to the right and look for 'Primary Cardholder'. Click the column button to add the Primary Cardholder column to your view if it's not there. By default it should already be in your view but it may be to the far right. The pop-up window allows you to add and subtract columns.

25. Can we purchase gift cards if we have no cash permissions?

Yes, as long as they are not bought from a bank and are bought following the guidance in CAPP Topic 20355..

26. How do I make a print of my screen?

Press 'Print Scrn' on your keyboard and 'Ctrl' then 'V' to paste.

27. You can search by credit limit, but can you search by single transaction limit in Works when assigning a profile?

Notes from Monthly Program Administrator Call

No. BOA will put in as a possible enhancement the ability to sort or filter by the single transaction limit.

28. Does the current cycle close on the 13th?

Yes. BOA normally cycles on the 15th unless the 15th falls on a weekend or holiday, then it will cycle on the previous business day.

29. Why haven't I received my agency's Gold cards yet?

All Pcards and ATC cards were delivered and should have been received weeks ago. We will follow up directly with agency.

30. Where can I view an entire account number?

The entire account number cannot be accessed, only the last four digits. This is per Purchasing Card Industry (PCI) Standards. There are strict rules related to maintaining complete account numbers.

31. What if I have two cardholders with the same last four digits?

There is a slight chance of that happening but the cardholder names would be different.

32. What if there is no cardholder name on my invoice and only the last 4 digits?

Go in Works and search for that card number to determine who the card belongs to.

33. How come several of my travel cardholders have not received their cards?

The individual liability travel cardholders must apply for their own cards online. Before implementation CCA requested the names and emails of the individual liability cardholders in order to set them up in Works as users so they could apply for their cards. They were sent about six emails instructing them to apply for their cards. You will have to go ahead and resend them their welcome email and provide them with the guide which walks them through the process in Works.

34. Our agency is moving. Can we do a mass update of addresses?

Send CCA an email with the new address and let us know when you are moving. If we could get the new address before the next cycle date the bills will go to the new address. Send us the date of the move, the new address, and the new FedEx address.

35. How do I apply for a Backup Program Administrator?

Fill out a Program Administrator form.

Notes from Monthly Program Administrator Call

36. On 2/17/09 an email was sent to cardholders regarding going into Works but it asks for a password and none of my cardholders have a password. What can I do?

The welcome email contains the temporary password. There are two links in the email. One is a one use only link to first set your password. This link will prompt them for their user name and email address (their email address is their password). They will then be prompted to set their password and security question. After they have set their password they will use the second link. If your cardholders continue to have trouble, please forward a sample of the email they received.

37. When you call customer service do you talk to a person?

Yes, you will get to a live person. You will first get an auto attendant who will ask for the account number in order to shoot the call to the correct person. If the caller does not have an account number a general operator will answer.

38. I have sent a welcome email two times to a PCardholder and now it show up twice to activate. What do I do?

You have ordered extra PCards by mistake. Activate the extra card, put it in a suspend profile, then go in and close the card.

39. I was advised that if a card is lost or stolen it is best to let a customer service representative close the card. Is this true?

Yes, the fastest way to close a lost or stolen card is to call BOA directly so they can close the card and issue a replacement.

40. If a card is reported to BOA as lost or stolen and a replacement card is issued, will the cardholder have a seamless statement transition from the old card to the new card?

Yes, and also the old card will be put in fraud watch status.

41. If I haven't received a card yet do we assume it is lost or stolen?

Yes. Report the card as lost or stolen and a replacement card will be sent. The PA can also do this online.

42. Will the SWaM report be on the dashboard?

DOA provides the SWaM Pcard data to the Dashboard monthly but it has not been sent yet since we have not cycled. As to the SWaM report for agency reporting it is not yet available. We are currently testing it and we will notify Pas when it is available and how to run it.

Notes from Monthly Program Administrator Call

43. I have to report weekly on SWaM – is it available?

It is currently not available since we are testing the file we received last week from DMBE. When it is available it will be sent in a communication.

44. If I am backup PA for PCard and Travel will I be able to have one login instead of two?

Yes.

45. I am PA for PCard and Travel. Is there a way to toggle back and forth between programs?

Your access was combined for 1 login. You can use a filter to separate the programs in the Works system.

46. Under ‘Tasks’ I have three transactions and the action required is ‘sweep’. Why?

Check the user guide on setting a profile up from scratch. You probably did not check all the boxes when you set up the profile to ensure it was done correctly. Sweep is when you’re doing a final close so it sweeps to a financial institution. You must select the ‘to always sign off’ box per the guide.

47. When we see ‘close’ is no action needed?

No, you can review those transactions before you do your mapper download.

48. Is there a separation between the airline and the Pcard bill when I run the template in Works?

No since you are the PA to both programs, you will have to use the filter on the template to differentiate, then save each as a separate template. Remember for the reconciliation use the pdf version of the bill.

49. What can we use for reconciliation? Is it the same for individual liability cardholders?

For reconciliation you can use a pdf version of the bill. Individual liability cardholders can use a pdf version of the bill.

50. Can we sign up Pcard and Travel new card requests?

Yes you have had that ability since you were given your logon.

51. I’m having trouble saving Works as a favorite. What can I do?

Save the page with the red box, not the login page.

Notes from Monthly Program Administrator Call

52. When does a PA go in to activate a card?

The only time a PA will have to activate a card is if it is not assigned to a profile at the time of card request. When you apply for cards online you can assign the profile at that time or later. If you choose later you will have to activate the card in Works. The cardholder will activate the card when they receive it.

53. What is the activation number?

The activation number is the agency number and the cardholder's month, day, and year of birth in mmddyy format.

54. The system only asked for four digits to activate the card? Why is that?

Sometimes the system will only prompt you for the last four digits of the activation code. There are different activation scenarios based on security checks.