

Monthly Program Administrator Agenda

April 9, 2013

2013 Annual Bank of America Summit

- Thank you to all who attended the Summit and made it a success. The surveys were sent to the attendees and a response is requested by **Friday, April 12, 2013**.
- As a follow-up, a document regarding the Merchant Fees is attached.

Certification Deadlines

- Please ensure all Annual Training Certifications and Cardholder Review Certifications are completed by **Tuesday, April 30, 2013**. This is a change from last year. Both forms can be found at [Charge Card Administration Forms](#).
- Other Upcoming Due Dates:
Annual Exception Requests - May 31, 2013
- If a cardholder has taken a training February 13 or after, there is no need to take the training again.

Audits

- The CCA team routinely conducts audits. When there are items of concern, an email will be sent to the Program Administrator for investigation. Please be sure to respond in a timely manner. In most instances, the cardholder should not be informed of the audit; the Program Administrator should investigate the item(s) in question and respond appropriately.

Gold Card

- All Gold Card Request and cardholder issues should go through the Agency Program Administrator and who in turn can contact the CCA team on the cardholder's behalf.

Chip & Pin Cards

- Agencies interested in having a chip & pin card issued to a cardholder should email us with the cardholder's name, last four digits of the card, agency number/name and the company number (if you have it).

When to Contact BOA

- When cardholders are traveling outside of the country and when card use will be heavier than normal, it is a good idea to alert Bank of America staff ahead of time. Generally the fraud staff works on your behalf to review spending patterns and trends. When the patterns are outside of the norm, they may issue a fraud alert to prevent any unintended expenses. If you alert them ahead of time, they are armed with this information.

Tip of the Month - – Mis-Use Detection

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- Visa Liability Waiver protects you against eligible losses that might be incurred through card misuse by a terminated eligible cardholder
- Each month we will provide a new tip and discuss how you can benefit from the information. Please let us know if there is a topic you would like for us to include in the future.

Reminders:

- To reach DOA staff, please email us at cca@doa.virginia.gov or call us at 804.786.0874.
- DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 60 days. Cardholders who are 120 days past due, the cards will be revoked and the PA will be requested to recoup payment from the employee's payroll.
- Any requests to pay late invoices on a card should include the agency name, agency number, invoice number(s), invoice date, due date, and reason for making the payment late. Any request not including this information will not be approved.
- When submitting requests to DOA, clearly state the request. The request should include at a minimum the cardholder's name, last 4 digits on the card, amount of increase (if applicable), how long the profile change is needed, and justification for the request. If you submit a profile change request to DOA that involves a card limit increase (SPCC or GOLD), the request should include approval from the cardholder's direct supervisor.
- Agencies should evaluate the number of CL and STL increase requests and ensure the limits are in line with the cardholder's needs. If you find that the cardholder regularly goes over the cycle limit, card limit, or single transaction limit, please review the need for a Gold Card at your agency.
- Charge Card Administration Changes: The Department of Accounts is evaluating the internal controls, policies and procedures surrounding the Commonwealth's Charge Card Program. With this evaluation comes the potential for changes to the current processes and it is our intent to keep you informed and work with you as we implement changes to the program. DOA is now requiring Program Administrators to provide a detailed explanation as to the business reason for profile changes, limit increases, or exceptions when submitting requests. DOA's goal is to review and process these within **5 business days**. If the request is urgent (a true emergency where planning ahead was not an option), please indicate this and DOA will expedite as resources permit.