

Monthly Program Administrator Agenda

July 10, 2013

Exception Requests

- We are working to update all profiles to include exception requests received. If you have not responded to follow-up questions from CCA regarding these requests, please do so immediately. This will help avoid issues with cardholders attempting to use their card for “unapproved” purchases.

Delinquent Balances

- In the event any holder of an Employee Paid (Individual Liability) Travel Card becomes 91 days delinquent, the agency must deduct the total delinquent charges on the card from the employee’s pay and pay Bank of America directly. The Travel Card will be permanently closed. This will occur regardless of whether or not reimbursement for travel costs has occurred. Cardholders must be aware of this policy and it is included as a condition in the Employee Paid (Individual Liability) Travel Card Employee Agreement that is signed prior to issuance of the card.

Tip of the Month

- **When requesting SPCC and IL Travel Cards, please do not use special characters in the cardholders name.** When characters are used, it prevents the card from being issued.
- Examples of special characters: Jennifer L. Collins or Jennifer Long-Collins

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.

DOA Website

- You can now find the monthly PA Agendas and updated forms on the DOA website.
http://www.doa.virginia.gov/General_Accounting/Charge_Card/Charge_Card_Main.cfm

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.
- **Program Administrators should be reviewing the delinquency reports in Works at least every two weeks to ensure cardholders are making timely payment for their IL cards.**

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- 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.