

# **Monthly Program Administrator Agenda**

**June 12, 2013**

## **Chip & Pin Card Implementation**

- The Chip & Pin Implementation is underway. The implementation phase warranted the IL Travel Card Corporate Account number to change for ALL Travel Cardholders across the Commonwealth. The new Corporate Account number is \*6358.

Chip & Pin IL Travel Cards have been issued to certain cardholders because they travel internationally and the agency PA requested issuance of the new Chip & Pin Card.

All non Chip & Pin Cards were re-issued due to the change in the Corporate Account Number.

New IL Travel Cards are being sent directly to the cardholders. Please have your cardholder activate the card immediately upon receipt. The old IL Travel Card should be destroyed. All OLD IL Travel accounts will be deactivated on **June 30, 2013**.

If you have a cardholder who is on travel status and hasn't received/activated their new card by June 30, 2013, please let us know.

## **NEW Works Interface**

- The NEW interface will go LIVE on June 12, 2013. Please see a copy of the email sent 6/5 and if you need us to email you a copy of the Access Guide that was included with the original email, please email us at [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).
- Please forward the email to all cardholders.

## **PA Changes**

- When requesting PA changes, please ensure ALL applicable agency numbers are listed.
- Going forward, make sure the appropriate Program Administrator Training has been taken **BEFORE** the Program Administrator Form is turned in. Also, include the certificate of training when turning in paperwork.
- Any Program Administrator Forms that have been turned in previously will expire in 30 days from receipt at DOA, if PA training has **not** been completed. At that point, you will be required to submit updated forms.
- Make sure that any PA that needs to be removed is included under the "Delete" section.

## **Tip of the Month – Decline Codes**

- The attached document on Decline Codes, will give the reason and definition of each cardholders decline. This will be useful when looking at the Authorization Log in Works.
- 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.

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## **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](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](mailto: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.**
- 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.