

# Monthly Program Administrator Agenda

June 13, 2012

## DOA Contact

- To reach DOA staff, please email us at [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).

## Bank of America Contact Listing

- The updated listing is attached as a follow up to last month's call. Cardholder Customer Service is available to PAs 24 hours/7 days a week.

## Bank of America Contingency Guide

- After the question of contingency planning came up from last month's call, Bank of America's guide is attached.

## Convenience Fee Memo

- As a follow up to our Annual Card Summit, attached is a memo regarding DOA's position on Convenience Fees.

## Gold Card Program

- DOA staff recently completed its annual review of Gold Card usage and limits. We will be emailing the PAs and cardholders our proposed changes, if any.
- 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.

## Reminders:

- Annual Cardholder Review Certification Form is due no later than **June 30, 2012**
- Annual Training Certification Form is due no later than **June 30, 2012**
- The FY 2013 Exception Request Form was due May 31st. The review of the requests is underway and approvals will be communicated as soon as possible.
- GOLD Card signed Agreement Forms are due no later than **June 30, 2012**
- Knowledge Center Blackout dates: **June 10-19, 2012**. Please inform your cardholders and supervisors/reviewers of the blackout dates due to an upgrade of the Knowledge Center as there will not be any extensions granted due to the blackout.
- 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.