

Monthly Program Administrator Agenda

May 8, 2013

Changes within the Charge Card Administration

- DOA has executed certain organizational changes. Monica Darden will transfer to a new role and lead the Cardinal Vendor Group. Amanda Mitchell, Assistant Director of Quality Assurance will now lead the Charge Card Administration Team under the directorship of Doug Page, Director of Administration.

Annual Exception Deadlines

- Please ensure all Annual Exceptions are completed by **Friday, May 31, 2013**.

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.

Chip & Pin Card Implementation

- DOA is currently moving all Individual Liability Cards to Chip & Pin Cards. No additional IL cards should be created after **5/10/13**. We will communicate when additional cards can be created. If you need cards during this transitional period, please contact the CCA Team.
- PAs that have cardholders that need a chip & pin card issued 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).
- This will necessitate all IL cards being reissued. Additional information will be provided about the timeline of these events.

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

Tip of the Month - Works New User Interface

- Attached is the April Works Bulletin that includes information on the New Works User Interface (UI). The new Works UI will be available to you on June 12th.
- Please note, when you open the bulletin, there are two additional reference documents embedded in the PDF:

New UI Access Guide for Clients (April 2013).pdf

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Works_General Navigation Reference.pdf

- We currently have a Live Works Training Session that you can attend. Go to: <http://training.works.com/bankofamerica/>

Choose the following class: [Administrators: Navigating the New Works User Interface](#)

Then click on: To register for the workshop, go to [Administrators: Navigating the New Works User Interface](#)

- Additional information will be distributed over the next few weeks.
- 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.