

Monthly Program Administrator Agenda

October 10, 2012

Delinquency Reports

- 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. We have received several questions from PA's indicating the reports are not revealing situations that require attention. Below is a screen shot that shows all filters removed so you can see any late payments. Please contact us if you need assistance running this report.

Works - Microsoft Internet Explorer provided by DEPARTMENT OF ACCOUNTS
https://payment2.works.com/wpm/action/core.viewTop?prevLoginTime=1348755687857

Bank of America

Create: Expense Folder Go Logout

Report Configuration

Step 4: Add General and Column Filters

Add filter: choose a filter...

Stmt. Past Due Total: x| 1 to 9999999

Card Is Company x| Yes No Not set

Liability:

Step 5: Bookmarking

Bookmark this report template:

Bookmark name: DELINQUENCY REPORT -

Description: DELINQUENCY REPORT - IND TRAVEL

Scope: Personal Company Both

Step 6: Scheduling & Expiration

Job name: DELINQUENCY REPORT - IND TRAVEL

Create reports for employees: Employees... (unspecified)

Schedule:

Now

Later... unspecified

Recurring... unspecified

Keep the generated report for 7 days.

Message: _____

Submit Report

Done Internet 100%

Bank of America Contacts

- Last month we worked to update our internal PA listing and the listing BOA has on file. Only Program Administrators should be calling BOA Company Level support directly. Cardholders do have access to Customer Service (this number is on the back of their card). For increases, MCC restriction removals, etc, the cardholder should go through their PA.

New Functionality

- Bank of America is now offering Chip & Pin Cards. These cards are only available for Travel Cards and will be of special interest for those persons who travel internationally. The major benefit is that some foreign locations are not capable of reading the magnetic strip on the back of cards and the cardholder may need a pin number. Additional information is attached. If you are interested in ordering this type of card, please let us know.

Reminders:

- To reach DOA staff, please email us at cca@doa.virginia.gov.
- 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) and how long the profile change is needed. 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.