

# **Monthly Program Administrator Agenda**

**October 9, 2013**

**NEW PHONE NUMBER AND ACCESS CODE FOR MONTHLY PA CALL:  
1.866.747.5167, Pass code 32547066**

## **Tip of the Month**

- Online Reconciliation (OLR) – See attachments

## **Activation Number**

- Program Administrators and Cardholders must set up an activation number when requesting **ANY** card. Previously, Social Security Numbers have been used as the activation number for Travel Cards. Going forward, please use Employee ID number or three-digit agency number plus six-digit birth date for **ALL** activation numbers. For example: Agency 151 and a birth date of 05/11/1980 would be: 151051180).

## **Support**

- Please remind your Cardholders that all inquiries should go through you, the Agency PA. Cardholders should not call BOA and DOA directly. The only exception is when calling BOA Customer Service at the number listed on the back of the card.
- PA forms will be processed when all required documentation is received. As with other processes, we guarantee a turn-around time of **5 business days**. You will be alerted via email when changes are completed.

## **Gold Card Exceptions/Restrictions**

- Gold Cards are like every other card in regards to requesting exceptions/restriction removal (annually). DOA is the administrator for the Gold Cards; however, DOA does not know if/when changes to existing exceptions should be made. These requests should be made annually in May, when all card exception are requested. If a mid-year exception is needed, please add it to the approved exception listing and resubmit the entire document, for record-keeping purposes.

## **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.

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- 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.