

Monthly Program Administrator Agenda

September 12, 2012

Semi-Annual Contact Update

- As indicated in the CAPP Manual, DOA will be working this month to update our Contacts Database. Emails will be sent to the Program Administrators we have on file. If changes are needed, please respond timely to the requests.

Knowledge Center Reports Console

- DOA is working to grant every Program Administrator access to the Report Console in the Knowledge Center. This will give you the ability run reports to verify users have completed required trainings. The instructions are attached. We will notify you once all PAs have been added.

BOA Gift Cards

- The CCA team often receives questions regarding Gift Cards purchases. We thought it might be a good idea to share the Reward cards offered by BOA. If you need more information or the fee schedule, please email us.

Late Payment Requests

- 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.

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.
- 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.