

Monthly Program Administrator Agenda

April 9, 2014

Tip of the Month: Works New User Interface (UI) Live Training (see attachment)

There will be three WebEx training sessions available for you to choose from:

- April 23, 2014 at 10:00am
- May 21, 2014 At 10:00am
- June 18, 2014 at 10:00am

NAPCP

The NAPCP is a membership-based professional association committed to advancing Commercial Card and Payment practices worldwide. Currently, the association has **13,000** members and complimentary subscribers from end-user and provider communities. End-user practitioners are tasked with managing card programs (Purchasing Card, Travel Card, Corporate Card, Fleet Card, for example) and electronic payment solutions. Through the NAPCP website, events, webinars and online networking, they are able to gain education, access to resources and tools, year-round networking opportunities, and exposure to the provider community (issuers, networks, technology solutions providers and researchers).

If you or anyone within your agency is interested in becoming a member of the NAPCP or seeking the CPCP credential, please see the attached documentation.

We are working with NAPCP to add State employees as “associate” members, so the fee to join will be lower than paying the full price. Please look for communication regarding this from CCA in the coming weeks.

2015 Annual Exceptions

- All Annual Exceptions for FY15 are due to the Charge Card Administration no later than Friday, May 30, 2014.
- All current exceptions must be resubmitted for approval each fiscal year. This includes ALL cards (SPCC, Gold, IL Travel, and Airline Travel).
- If you currently have restrictions removed, you **MUST** turn in a current Exception Request in order for the restrictions to remain lifted. The Restrictions will not automatically be approved for the upcoming fiscal year.
- The current Annual Exception Form can be accessed at:
http://www.doa.virginia.gov/Admin_Services/Charge_Card/Forms/Charge_Card_Forms_Main.cfm

Monthly Program Administrator Agenda

April 9, 2014

Program Administrator Request Form

- The previous Program Administrator Request Form has been revised, you can access this form via web at:
http://www.doa.virginia.gov/Admin_Services/Charge_Card/Forms/Charge_Card_Forms_Main.cfm

2014 Annual Trainings and Certifications

- All Training Certification Forms and Annual Cardholder Review Certifications are due no later than **April 30, 2014**. (This is for state agencies only)! Forms are attached.
- There will be a change in the way that Program Administrators can validate their cardholders have completed all annual training. In the past, the PA's could run completion reports in the Knowledge Center. Going forward, your agencies Knowledge Center Site Administrator must run the completion reports on your behalf.

Annual Card Summit Survey

- The Annual Card Summit Survey was sent via email on March 26, 2014. Please take a moment to provide your feedback by April 11, 2014. Your participation in the Card Summit and Survey are appreciated.

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.
- **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.

Monthly Program Administrator Agenda

April 9, 2014

- 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.