

Monthly Program Administrator Agenda

June 11, 2014

Tip of the Month

Dave Nakagawa (VISA): Forced Charges

Suspension and Cancellation of Cards

All suspension and cancellation requests should include an explanation.

WORKS Spend Profiles

When setting up profiles, do not add non-restriction and non-spend information into the profile name. Agency numbers and cardholder names SHOULD NOT be added to the title. Profiles are to remain general, for general use.

2015 Annual Exceptions

- All Annual Exceptions for FY15 were due to the Charge Card Administration by Friday, May 30, 2014.
- There are six normal industry restrictions that are on the Pcard/Gold card:

Fraud (Never Removed)
Travel
Rental
Restaurant
Accommodations
Gas

Please only use these terms when requesting restriction removal. Make sure your reasoning is appropriate for your request.

If your current profile does not match the restriction request, we will add those restrictions back onto the card, so please be thorough with your requests.

- The current Annual Exception Form can be accessed at:
http://www.doa.virginia.gov/Admin_Services/Charge_Card/Forms/Charge_Card_Forms_Main.cfm

Works New User Interface (UI) Live Training (see attachment)

- June 18, 2014 at 10:00am

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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.
- 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.