

Monthly Program Administrator Agenda

April 8, 2015

Tip of the Month (Maureen)

- Dashboard for Cardholders and PAs

2015 Annual Bank of America Card Summit

- Was a great success! Thank you to BOA for hosting!
- Surveys will be sent out April 9th.

Works

- The “Old” WORKS instance will be permanently disabled on May 31, 2015. Please advise all users to start using the “New” UI, as soon as possible.

Annual Training Certifications

- The 2015 trainings are now available in the Knowledge Center.
- The Annual Training Certifications are due no later than April 30, 2015.

Exception Request Process

DOA has revised the process for submission of annual exceptions. Effective for the upcoming FY’16 exception requests (due May 31, 2015), DOA will send each Program Administrator a list of current cardholders along with their current spend control profile. The Program Administrator should review the list of cardholders and current spend control profiles for accuracy. Any changes to current spend control profile (including restriction removal or credit limit) should be noted within the spreadsheet with a justification. If your agency does not have any changes to a cardholder profile, please note “no changes” within the spreadsheet.

We hope that this process will improve workflow and decrease the manual labor spent in the past, to complete the exception request for your agency.

If your agency has submitted your exception request to DOA prior to 03/30/2015, you do not need to re-submit.

DOA will send your agency’s spreadsheet by May 8.

NAPCP Membership

- Use code “15COV” for discount to get \$99 membership

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Reminders:

- 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.

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