

Monthly Program Administrator Agenda

December 9, 2015

Tip of the Month

Chip & Pin

- Delay in Chip & Pin distribution
- Chip & Pin updates

Contacting Bank of America Company Level Support

- When contacting Jane Ritter or Company Level Support at BOA, please email Dedicated_Card_East@bankofamerica.com.

Authorizing Signatories

- When submitting PA Forms and Gold Card Forms, they must be signed by an Authorizing officer of your agency. Their signature must be on the Signatory Cards that DOA has on file. If the signature on your request does not match the Signatory Cards, your form will be sent back for correction.

Reminders:

- When contacting CCA, please call 804-786-0874 to leave a voicemail or email cca@doa.virginia.gov. Email is the best way to contact us. If your request is urgent, please mark it accordingly when sending an email. Do not send maintenance requests to individuals within the unit.
- 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

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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.

Contact Information for CCA:

- cca@doa.virginia.gov
- 804.786.0874