

Monthly Program Administrator Agenda

February 11, 2015

Tip of the Month – Payment Center

- We have had a change to servicing and Cardholders can now call the 800 number on the back of their cards for Payment Center password resets and to register for payment center for the first time.

2015 Annual Bank of America Card Summit

Save the date for the 6th Annual Bank of America Card Summit.

Date: Tuesday, March 24, 2015
Location: Richmond Convention Center
Time: 8:00 am to 4:30 pm

This will only be open to current Program Administrators and their backups registered with the Department of Accounts.

There is no cost for this event.

We will be sending out additional information regarding registration information in mid-February.

We hope you will be able to join us for this event!

For attendees who would like to stay at a hotel in Richmond on Monday, March 23, 2015, the Bank has blocked 20 rooms at the Hilton Garden Inn Downtown Richmond, 501 East Broad Street, Richmond, VA. The rooms will be available on a first-come, first-serve basis.

If you are interested in staying at the hotel, reservations can be made by calling the Hilton Garden Inn's toll free reservations number: 1-877-782-9444. When making reservations please identify yourself with the Commonwealth of Virginia Annual Card Summit to ensure that you receive the discounted rate. The discounted room rate is \$113.00/night plus taxes. All reservations must be made by **Saturday, February 21, 2015**.

The Hotel requires one night's room deposit or guaranteed with a major credit for each reservation request received. Guestrooms may be canceled prior to 48 hours before arrival without penalty of a no show fee of one night's room and tax. If a guest fails to arrive on the expected date of arrival, the room deposit will be forfeited as a "no-show" fee and the room will be released for the remaining dates reserved.

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2015 Card Summit Invite

- Invitations for the 2015 Bank of America Card Summit will be emailed around February 17, 2015. Included in the email, will be a link which will allow you to register for the summit.

RFP Update

- Proposals are currently under review.

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.

NAPCP Membership

- Updates will be sent on the membership information, as we know it.

Cardinal Payments

Cardinal CAPP Manual Topics 20355 and 20360 have been updated to reflect a new requirement when entering a Bank of America charge card payment (Pcard and ATC cards only) into Cardinal. A due date is now required to be entered into the Due Date Control field:

“Payments to Bank of America must be received by Bank of America no later than the 7th of each month. Change the Pay Terms field to 00PP, Due Now Prompt Pay, in Cardinal. Select User in the Due Date Control field. Enter the appropriate scheduled payment date of the 7th (MM/07/YY) in the Due Date field.

Enter the voucher in Cardinal no later than 4 work days prior to the 7th of the month. This will allow time for edit, budget check, approvals and processing of EDI. Remember to account for weekends and holidays in determining when your voucher must be entered in order to get it posted to Bank of America by no later than the 7th.”

- http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20355.pdf

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- http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20360.pdf

CARS Payments

CARS CAPP Manual Topics 20355 and 20360 are currently being updated to reflect a new requirement when entering a Bank of America charge card payment into CARS.

If you are a WAVE 2 agency and you currently **key directly into CARS**, you must enter a due date of the 7th of the month on each line of your batch. For example the statement end date of December 15 will have a payment due date of January 7th. You must enter 01/07/2015 as the due date on each line of your batch. This must be keyed 4 business days prior to the due date of January 7.

If you are a WAVE 2 agency and you currently **interface with CARS**, you must enter a due date ONLY if your BOA payment interface is configured to accept a due date. If your interface does not accept a due date, you can wait to update your interface when preparing to go live with Cardinal.

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.**

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- 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.

Contact Information for CCA:

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