

Monthly Program Administrator Agenda

June 10, 2015

Tip of the Month (Maureen)

- Works New User Interface (New UI Guide attached).

Works

- The “Old” WORKS instance was permanently disabled on May 31, 2015. All users are now logging into the new UI.

Exception Request Process

DOA has revised the process for submission of annual exceptions. Effective for the upcoming FY’16 exception requests (due May 29, 2015), DOA sent 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.

DOA is currently in the process of reviewing your submitted profile downloads. If we have any questions about a request, we will reach out to your agency directly.

If your agency has not responded to DOA’s initial email asking for confirmation of your current profiles, DOA may suspend your card program until your submission is received.

Agency Contact Updates

It is your agency’s responsibility to inform DOA when there is a change to your agency’s Program Administrators. A Program Administrator Form must be filled out and sent to cca@doa.virginia.gov. The forms are located at the following link: http://www.doa.virginia.gov/Admin_Services/Charge_Card/Forms/Charge_Card_Forms_Main.cfm

This will ensure that all records are up to date and agencies are receiving any correspondence that is sent from CCA.

Reminders:

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- 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.

Contact Information for CCA:

- cca@doa.virginia.gov
- 804.786.0874