

# **Monthly Program Administrator Agenda**

**November 12, 2015**

## **Tip of the Month**

### **New SWAM Report**

- Please see the attached user guide.

### **Program Administrator Responsibility Reminders**

- It is the Program Administrator's responsibility to deactivate the cardholder's user account and card when they separate from the agency. This should be done immediately.
- Cardholders should not call BOA Company Level Support directly or email cca directly. Requests should come directly from the agency PA.

### **Chip & Pin Re-issues (C&P)**

- All C&P plastics will be issued before December 1, 2015. Some agencies have expressed the desire to change card plastic colors and/or design. These changes can't be made until all C&P re-issues have been completed by BOA. These changes will be considered after April 2016.

### **Reminders:**

- When contacting CCA, please call 804-786-0874 to leave a voicemail or email [cca@doa.virginia.gov](mailto: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](mailto:cca@doa.virginia.gov)
- 804.786.0874