

Monthly Program Administrator Agenda

February 10, 2016

Tip of the Month

Online Pin Check

- See attachment

BOA Visa Payment Information for Cardinal Wave 2 Agencies

- Please refer to CAPP 20355- Cardinal for additional information regarding payment processing that will occur after the Wave 2 Cardinal Implementation. http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20355.pdf

Save the Date

- The 7th Annual Bank of America Card Summit will be held on Thursday, March 17, 2016 at the Richmond Convention Center for all registered Program Administrators and their backups. Registration will begin at 7:30. There is no cost for the event. Bank of America has blocked off 20 rooms at the Hilton Downtown Richmond, 501 East Broad Street, Richmond VA. The rooms are 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 Richmond Downtown's toll free reservations number: 1-877-782-9444. When making reservations please identify yourself with the Commonwealth of Virginia Card Summit to ensure that you receive the discounted rate. The discounted room rate is \$121.00/night plus taxes. All reservations must be made by Wednesday, March 2, 2016.

Annual Training

- Annual Trainings are now available in the Knowledge Center. Annual Training Certifications are due to CCA by April 29, 2016.

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

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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.

Contact Information for CCA:

- cca@doa.virginia.gov
- 804.786.0874