

Monthly Program Administrator Agenda

May 11, 2016

Tips of the month

- Surcharges in 2016
- Card Reissue Process Change
- BOA Secure Email update
- Card and user deactivation

Conference Call Etiquette



Conference Call Etiquette

A Few Housekeeping Tips!!!



DO's and DON'T's

DO's	DON'T's
Do learn to use the mute button	Don't put the call on hold
Do speak loudly and clearly	Don't interrupt the call if you arrive late
Do focus on the call, be prepared to chime in	Don't allow the topic to wander
Do call in a couple minutes before the call starts	Don't shuffle papers, scrape chairs, pencil tap, hum, talk to others around you, or other distracting activities
Do introduce yourself before you ask a question	Don't use cell phones that pick up background noise

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Payment Center

- Effective May 1, 2016, you will no longer be able to access Payment Center using www.fiapayments.com. The new URL is www.baml.com/paymentcenter. Please update the link in your browser favorites.

Maintenance Requests

- When submitting requests to CCA for profile changes, please include the following information: Cardholder's name, last 4 digits of card number, agency name/number, and supervisor approval. To expedite the processing time of your request, all components of your request should be clearly stated at the top of your email. The processing time is slowed down tremendously when we have to read through numerous emails to find out what is needed.

Annual Exceptions – STATE AGENCIES ONLY

- The Charge Card Administration team has sent out all agency exception downloads. We have begun to review them and make changes if necessary. If you have not received the downloaded list of current cardholders along with their current spend control profiles, please email cca@doa.virginia.gov. If there is a discrepancy with the download received, please contact us as soon as possible.

Forms Database – STATE AGENCIES ONLY

- CCA is implementing an Automated Online Forms Request System, which will allow PA's and Back-ups to make requests online for day to day cardholder maintenance. You will receive an email with details on how to access the system and complete registration. Effective July 1, 2016, all requests for cardholder maintenance will only be accepted using the online system.
- For PAs that are responsible for more than one agency, please email CCA after you have created your initial security credentials and we will link all of your agencies to one log-in.
- Troubleshooting- if you are having issues logging on to <https://cca.doa.virginia.gov/Login.cfm>, please contact cca@doa.virginia.gov.

Monthly Program Administrator Training

- DOA will now be offering Monthly Program Administrator Training for all new PA's as well as those who need a refresher beginning April 5, 2016. Training will be offered in person (James Monroe Building, 101 N 14th St. Richmond VA, 2nd FL training room) on the first Tuesday of each month and offered via WebEx on the third Tuesday of each month. Each monthly training session will be from 8:00 am to 12:00 pm. To register, please email cca@doa.virginia.gov. More details will follow. This monthly training will allow PA's to receive detailed instructions about their responsibilities and day to day functions as a Program Administrator.

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Reminders:

- The Commonwealth has a package relationship with NAPCP in order to get a (discounted) \$99 membership rate. When you sign-up initially or renew your membership to this organization, please contact DOA for coupon code to receive your discounted membership rate. This code is valid until 2/9/17.
- 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 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