

Notes from Monthly Program Administrator Call March 11, 2009

General Comments

The monthly PA calls will be held the 2nd Wednesday of every month at 10:00am. In November, Veteran's Day falls on the 2nd Wednesday of the month therefore we will have to change this date and an email stating the alternate day will be sent out closer to November. As we have done in the past for each Monthly Call, a reminder will be sent out approximately two weeks prior to each call and you can utilize your calendars to automatically remind you of the call dates. Bank of America will host the calls each month. Valerie will go over general comments and then it will be opened up for Q & A. Notes from the calls will be shared and accessible to Program Administrators in the event you are unable to attend the call.

Charge Card Administration will be moving to the eCommerce Unit within the Department of Accounts. The eCommerce unit, which will be overseen by Valerie Smith, will be under General Accounting instead of Payroll and will include both the Charge Card Administration Team (CCA) and the Electronic Data Interchange (EDI) team. The section name of the Charge Card Administration team members will be changing as a result of this move. Remember, the general point of contact for Program Administrators will remain the same phone number which is 804-786-0874. This phone number rings at Kristin Bolden's desk and if she is out there will be a message stating an alternate contact number. Also, please send all email correspondence to the CCA Mailbox. This mailbox is regularly monitored by the CCA team and is your quickest way to receive a response to critical issues in the event a member of the team is unexpectedly out or has been pulled away to work on another project. Valerie will be forwarding many of the emails and voice mails she receives to the CCA Team as her duties have expanded.

The Charge Card Administration Team will be conducting a physical move this week. All contact numbers and emails will remain the same. If the CCA fax number changes an announcement will be sent out. Please pay attention to any communications coming out.

Implementation technically ended Friday, February 27th, however, we still have work to do. Twenty-seven thousand cards were mailed out in one hundred days, an almost impossible transitioning feat in so little time, and everyone is to be commended for their hard work. Now we must make sure we are learning the new terminology, new system, and how things are set up.

Many PAs did not use GE's systems (SAM, NetService etc) and just called in to GE to handle tasks, but now PAs must use Bank of America's (BOA) Works system. PAs will be able to do many more things online and need to use the Works system. The Technical Help Desk is available for assistance for Works system related questions.

Two additional WebEx classes for PAs and backup PAs are being finalized. These trainings will review the most commonly asked questions from the BOA helpdesk and from the CCA Team. Emails will be sent out when the dates/times are finalized. If the decided upon dates don't work for you, let us know so we can see about scheduling an

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alternative date. Be prepared for these classes by getting together any specific questions you may have.

CCA mailed out several guides specific to COV for both PAs and cardholders. Read these before calling CCA or the BOA help desk unless you have an emergency. Please make sure cardholders get the cardholder guides.

When calling BOA:

1. Please identify yourself as a 'Scoped Program Administrator', not a 'Program Administrator'. With BOA all Program Administrators are called Scoped Program Administrators. DOA is called the Program Administrator. This is based on the functionality of the Works system. As a Scoped PA you can do almost anything except for things that you would normally have to contact DOA for. You can manage cards, change profiles (as long as they are not over state limits), request cards, and send welcome emails. DOA is like a backup-backup PA. If BOA is unable to contact the Primary PA, they will try the Backup PA. If they are not able to contact any PAs at the line agency, they will then call DOA.
2. Always remember to write down the name of the person you speak with (they will say their name when they answer the phone) as well as the date and time. This information will be necessary in the event any issues need to be addressed.

The SWaM Report is currently being tested and once it's ready you will receive information. We're working on templates for you to use to run the report. GE SWaM Reports will still be working until the end of May. Remember that we cycle with GE on Monday, March 16th and with BOA we cycle on Friday, March 13th.

We are still seeing some travel cardholders applying for travel cards under their Pcard login and, therefore, the Travel PA can't see them. We are working to change access so the Pcard PAs can see Pcards and the Travel PAs can see travel cards. If you encounter any of these please let us know.

When looking for profiles (How you assign the limits), please note that they are sorted in ascending order by credit limit then transaction limit per the guides we have provided to the PAs.

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Questions

- 1. My cardholders can use the Quick reference guide to obtain statement information, but how do they see what transactions have posted now?**

Cardholders can run the same template they use to obtain statements now and they can change the date range to see what has already hit the card in preparation for cycle close. When you run the report, select 'choose from all available'. Pull up the saved template, you will see the date range. Change the date range from 'previous cycle' to 'cycle to date' to see what has posted.

- 2. How can I, as a PA, see cardholder transactions?**

Run the same report as above. It will be broken down by cardholder.

- 3. Can I call the help desk if I need to change a limit over \$5,000?**

Agencies that have an exception to policy can raise a limit over \$5,000. The PA changes the limit online by moving the profile. We no longer call BOA Company Level Support for limit changes. Limit changes must be made by the PA online.

- 4. What if I am not near a computer and have to make a limit change, for example, over a weekend?**

BOA will only make a limit change over the phone in an emergency situation, however, the PA must realize that any limit change made over the phone will go back to the old profile once BOA uploads data overnight. Works provides an audit trail, the name of the requester, etc., so the system must be utilized as much as possible.

- 5. Where and how do you change the credit limit on a Pcard?**

The Pcard must be moved to a new profile in order to change the limit. Please reference the PA guide which will walk you through the process.

- 6. What will be the typical BOA response for possible fraud charges?**

The PAs responsibility would be to call in to BOA as soon as possible and BOA will cancel the compromised card, get a new card issued and your agency will have no responsibility for the charges. You are covered 100% with respect to fraud. Either the PA or the cardholder can call in if they see suspected fraud charges. The sooner BOA is called the better. If the cardholder notices the fraud, it will be faster to have cardholders call BOA first and then call their PA but this decision can be made at the agency. Either way will work for BOA.

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7. Do cardholders use the number on the back of the card to report fraud?

Yes.

8. Does BOA have the functionality to identify fraud charges?

BOA has fraud strategies in place and they are monitoring profiles. These strategies are based on trends that the bank is seeing. It is critical that cardholder's phone numbers and addresses are current in the system. If BOA is unable to contact the cardholder, the Primary PA will be contacted. If unable to reach the primary, BOA will contact the backup PA. Sometimes BOA may be overzealous in their approach to fraud, but this more conservative approach is preferred. In reference to the high level of fraud with GE over the last 4-6 months, BOA has had a normal level of fraud activity. The Commonwealth had a BIN attack and that did not affect BOA. The BOA cards are numbered more randomly, rather than being one digit off like some of the GE cards were.

9. Can we get a fraud report from GE of all fraud transactions by my agency?

A fraud report has been requested by Valerie to GE. The fraud team is currently working on resolving fraud and once finalized they may then look at special requests.

10. Will a cardholder with a credit at the end of the transition get a check for the credit?

Transactions on the GE card will still be processing for vendors who don't process on a daily basis, etc. If an agency has an overall credit balance we will request a credit refund check to post to your agency's treasury account which will be sent to the PA from GE. An individual credit refund check will not go out to individual cardholders with a credit balance on Corporate paid (Pcard or ATC) cards. The transition will happen for a number of months and charges will still appear for awhile as well as credits.

11. What about vendor credits after the transition?

The vendor can post the credit to a closed or cancelled card. If the vendor wants to issue a check to the cardholder versus posting back to the MasterCard account, you must ensure the check gets to Finance for depositing. We don't recommend this method since vendors can still post credits back to a closed card and that gives a clean audit trail. If a refund check is issued by the vendor, please make sure you have proper documentation noted to align all the charges and credits issued.

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12. Is there a guide for the electronic download for the whole month? Is this a standard in Works?

GE's version was available from NetService. In Works, for agencies that need a download of the bill to import to a system can utilize the various templates in Works under Reports. They can be modified for the data needed as well as the export file type. If you need assistance let us know and we can get BOA to assist.

13. Is there anything that can be done about the fact that Travel and SPCC cards are all together and we're getting both emails no matter what program we are the PA for? Does this have to do with the profiles?

No, this does not have anything to do with the profiles. It has to do with your setup. You can, however, go under 'Tools', then 'Personal Settings', and then 'Email Preferences' and select whether you want to receive emails immediately, weekly, or never.

14. Can we pull the mapper in?

For agencies which have worked with BOA for a special file mapper need, the mappers are generated through the download reporting mechanism. If you want to test we can do it on demand and we will take this offline to further discuss.

15. What is the car rental limitation?

This restriction is the same as with GE. PAs were sent a list of MCCs applicable to the restriction tables. The car rental restriction is a restriction on car rental and other vendors that fall under the MCC's listed on that restriction table.

16. Is there a user guide for cardholders showing them how to view pending transactions?

We sent a guide for how to pull a memo statement. The cardholder can just change the date range to 'cycle to date' to see transactions that have posted since the last cycle, but cardholders are not able to see pending transactions in Works. The majority of cardholders before only looked at current and prior bills. We suggest checking on a regular basis and save 'cycle to date' as a template or have the cardholder set it up weekly. PAs can see authorizations and declines on each card by clicking on the card, then click on 'Authorization log'.

17. Has the setup been completed for Social Services Reporting prototype?

BOA will contact DSS.

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- 18. Two correction facilities have combined procurement departments and when we pulled off transactions to date from Works we got both agencies data. Why did we get both?**

DOA received information to put you with access to both agencies. Send CCA an email requesting the change if you only want to be associated with one agency.

- 19. When creating a new user and card request, do I need to customize the department address?**

Yes, pick 'customize address', otherwise the card will be sent based on the address that was given during implementation for card delivery. If cardholder delivery was requested the card went to the cardholder. If bulk shipment was requested the cards went to the PA.

- 20. How much longer will we get hard copy from GE? Can we stop paper bills with BOA?**

You will receive hard copy from GE until there is no longer any activity. If you want to stop paper bills with BOA, we will offer that after another few months after some program stabilization.

- 21. Do we send CCA a form to add somebody as a user?**

No. There is a Works Access Request in the CAPP Manual as a guide form but PAs can add users themselves in Works. For anyone who is added to the system as a User there should be a access form for audit purposes. CCA only adds Pas access in Works. PAs add users for their agency.

- 22. Why don't my agency's Gold cards show up under 'Cards'?**

DOA is the PA for the Gold program and GOLD cards won't show in a SPCC agency PA view but when reports are run, the GOLD card data will be there.

- 23. When I ran a memo report in Works I got all cardholders. How can we look up just my card?**

PAs will have access to their entire agency but if they need just their card data they can use the standard template and use the filter to drill down to just the card they need and save the template for future use. For the agency consolidated bill, Pas will have access to Payment Center which is where the exact copy of the paper bill will be available after cycle close. An email will be sent to the PA when the bill is ready.

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24. How do I sort cardholders by last name in Works?

Select 'Administration', 'Card Program', 'Cards', then scroll to the right and look for 'Primary Cardholder'. Click the column button to add the Primary Cardholder column to your view if it's not there. By default it should already be in your view but it may be to the far right. The pop-up window allows you to add and subtract columns.

25. Can we purchase gift cards if we have no cash permissions?

Yes, as long as they are not bought from a bank and are bought following the guidance in CAPP Topic 20355..

26. How do I make a print of my screen?

Press 'Print Scrn' on your keyboard and 'Ctrl' then 'V' to paste.

27. You can search by credit limit, but can you search by single transaction limit in Works when assigning a profile?

No. BOA will put in as a possible enhancement the ability to sort or filter by the single transaction limit.

28. Does the current cycle close on the 13th?

Yes. BOA normally cycles on the 15th unless the 15th falls on a weekend or holiday, then it will cycle on the previous business day.

29. Why haven't I received my agency's Gold cards yet?

All Pcards and ATC cards were delivered and should have been received weeks ago. We will follow up directly with agency.

30. Where can I view an entire account number?

The entire account number cannot be accessed, only the last four digits. This is per Purchasing Card Industry (PCI) Standards. There are strict rules related to maintaining complete account numbers.

31. What if I have two cardholders with the same last four digits?

There is a slight chance of that happening but the cardholder names would be different.

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32. What if there is no cardholder name on my invoice and only the last 4 digits?

Go in Works and search for that card number to determine who the card belongs to.

33. How come several of my travel cardholders have not received their cards?

The individual liability travel cardholders must apply for their own cards online. Before implementation CCA requested the names and emails of the individual liability cardholders in order to set them up in Works as users so they could apply for their cards. They were sent about six emails instructing them to apply for their cards. You will have to go ahead and resend them their welcome email and provide them with the guide which walks them through the process in Works.

34. Our agency is moving. Can we do a mass update of addresses?

Send CCA an email with the new address and let us know when you are moving. If we could get the new address before the next cycle date the bills will go to the new address. Send us the date of the move, the new address, and the new FedEx address.

35. How do I apply for a Backup Program Administrator?

Fill out a Program Administrator form.

36. On 2/17/09 an email was sent to cardholders regarding going into Works but it asks for a password and none of my cardholders have a password. What can I do?

The welcome email contains the temporary password. There are two links in the email. One is a one use only link to first set your password. This link will prompt them for their user name and email address (their email address is their password). They will then be prompted to set their password and security question. After they have set their password they will use the second link. If your cardholders continue to have trouble, please forward a sample of the email they received.

37. When you call customer service do you talk to a person?

Yes, you will get to a live person. You will first get an auto attendant who will ask for the account number in order to shoot the call to the correct person. If the caller does not have an account number a general operator will answer.

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38. I have sent a welcome email two times to a Pcardholder and now it show up twice to activate. What do I do?

You have ordered extra Pcards by mistake. Activate the extra card, put it in a suspend profile, then go in and close the card.

39. I was advised that if a card is lost or stolen it is best to let a customer service representative close the card. Is this true?

Yes, the fastest way to close a lost or stolen card is to call BOA directly so they can close the card and issue a replacement.

40. If a card is reported to BOA as lost or stolen and a replacement card is issued, will the cardholder have a seamless statement transition from the old card to the new card?

Yes, and also the old card will be put in fraud watch status.

41. If I haven't received a card yet do we assume it is lost or stolen?

Yes. Report the card as lost or stolen and a replacement card will be sent. The PA can also do this online.

42. Will the SWaM report be on the dashboard?

DOA provides the SWaM Pcard data to the Dashboard monthly but it has not been sent yet since we have not cycled. As to the SWaM report for agency reporting it is not yet available. We are currently testing it and we will notify Pas when it is available and how to run it.

43. I have to report weekly on SWaM – is it available?

It is currently not available since we are testing the file we received last week from DMBE. When it is available it will be sent in a communication.

44. If I am backup PA for PCard and Travel will I be able to have one login instead of two?

Yes.

45. I am PA for Pcard and Travel. Is there a way to toggle back and forth between programs?

Your access was combined for 1 login. You can use a filter to separate the programs in the Works system.

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46. Under ‘Tasks’ I have three transactions and the action required is ‘sweep’. Why?

Check the user guide on setting a profile up from scratch. You probably did not check all the boxes when you set up the profile to ensure it was done correctly. Sweep is when you’re doing a final close so it sweeps to a financial institution. You must select the ‘to always sign off’ box per the guide.

47. When we see ‘close’ is no action needed?

No, you can review those transactions before you do your mapper download.

48. Is there a separation between the airline and the Pcard bill when I run the template in Works?

No since you are the PA to both programs, you will have to use the filter on the template to differentiate, then save each as a separate template. Remember for the reconciliation use the pdf version of the bill.

49. What can we use for reconciliation? Is it the same for individual liability cardholders?

For reconciliation you can use a pdf version of the bill. Individual liability cardholders can use a pdf version of the bill.

50. Can we sign up Pcard and Travel new card requests?

Yes you have had that ability since you were given your logon.

51. I’m having trouble saving Works as a favorite. What can I do?

Save the page with the red box, not the login page.

52. When does a PA go in to activate a card?

The only time a PA will have to activate a card is if it is not assigned to a profile at the time of card request. When you apply for cards online you can assign the profile at that time or later. If you choose later you will have to activate the card in Works. The cardholder will activate the card when they receive it.

53. What is the activation number?

The activation number is the agency number and the cardholder’s month, day, and year of birth in mmddy format.

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54. The system only asked for four digits to activate the card? Why is that?

Sometimes the system will only prompt you for the last four digits of the activation code. There are different activation scenarios based on security checks.