Notes from Monthly Program Administrator Call
April 8, 2009

General Comments

Notes from the March 11th Monthly Program Administrator Call, including the questions and answers, are posted on the CCA web page and in the Commonwealth Knowledge Center. Notes from all of the calls will usually be posted within one week of each call and an email will be sent out from CCA announcing them as soon as they are available. These notes will be helpful to you in the event you're unable to attend a call or if you would like to review any information that was covered during the call.

Please note that the CCA web page address has changed due to our recent move from Payroll to General Accounting. An email was sent out from CCA announcing this change. Please be sure to update any bookmarks or links you may have associated with our old web page. Bookmarks and links must be updated with our new web page address:
http://www.doa.virginia.gov/General_Accounting/Charge_Card/Charge_Card_Main.cfm

Our fax number has also changed as a result of our move. An email was sent out from CCA announcing the change and the new fax number has been posted on our web page. The new fax number can also be found on individual emails from any member of the Charge Card Administration Team. Our new fax number is (804) 518-4954.

Anytime you need an email that was sent from the CCA Team, please email the CCA mailbox at cca@doa.virgiia.gov. We'll be happy to resend any email you may have misplaced or did not receive.

Billing Procedures: Our first full billing cycle with BOA is coming up. This will be our first full month of billing transactions. Although we appreciate that most of you have successfully adhered to the payment policy, there have been many issues where state agencies have not sent payment to BOA according to policy. Please make sure your fiscal staff members are processing state agency payments using EDI instead of mailing checks per policy. Many payments were sent to BOA by mail and they must go via EDI unless you are a political-sub. A user guide was sent out for fiscal staff outlining the current payment procedure. Please make sure your fiscal staff has a copy of this guide and that they are following procedures using correct payment suffixes, etc. If for any reason you feel there might be a possibility that your agency payment may be delayed, please send an email to the CCA mailbox IN ADVANCE of the due date to let DOA know. If we know ahead of time we're able to alert Bank of America that your agency might have a late payment. It is more difficult to resolve payment issues after the fact so please be pro-active when it comes to payment processing.

An email was sent out recently containing a PowerPoint that you may use with your suppliers at vendor fairs, etc. This information used to be contained on the CDs we distributed to Program Administrators when we were with GE. Bank of America went through and updated all applicable information and this new guide is now a great resource for you. Please forward this guide to your vendors as it contains contact numbers, lists benefits, and answers questions your vendors may have about acceptance, etc. We are currently working on initiatives to move from level 1 to level 2 or 3.

Reminders for Travel Program Administrators:
When we were with GE, Travel Program Administrators used to receive a delinquency report regularly from DOA. With Bank of America you, as a PA, can run a delinquency report yourself by saving a report template and scheduling the report to run whenever you want. You should run this report at least every two weeks, but we recommend that you run it every week in order to more effectively monitor your agency's delinquencies. DOA will also be monitoring delinquencies, but it is your responsibility to keep a handle on delinquencies at your agency. For GE cards you will still receive a report from DOA until around the end of May. We are hoping to have the GE bills paid off by that time.

You will be receiving an email by Friday regarding a report for Travel Program administrators to assist you with monitoring the transactions of your Employee Paid Individual Liability Travel Cardholders. We have tested the report in one instance in Works and it works well. This report can be scheduled to run whenever you want and it will make it easy for you to eyeball transactions on a regular basis in order to ensure your cardholders are not using their cards for personal purchases.

Reminders for State Agencies:
All policy exceptions for fiscal year 2010 are due May 31st, 2009. DOA will review policy exceptions submitted and you will receive responses from us by June 30th in order to be ready to go July 1st, the beginning of fiscal year 2010. Policy exceptions for fiscal year 2009 will expire June 30th, 2009. Anything outside of the scope of the CAPP Topic must be submitted to DOA as an exception request. An example of what might be an considered an exception would be to allow the purchase of gift cards or to use the card for overnight hotel accommodations. An email was sent out containing a template that may be used in Word or Excel to simplify the exception request process. If you have previous exceptions you may choose to 'file' 'save as' being careful to update references to GE MasterCard. Accomodations, food, and travel restrictions are delegated to the PA and you are not required to put in an exception for those restrictions. An exception request, however, must be submitted for overnight hotel accommodations per policy. Please include the cardholder name and the last four digits of the cardholder's card number.

All Annual Certifications are due June 30th, 2009. Both the Annual Cardholder Review Certification form and the Annual Training Certification form are available in the CAPP Topics, on the CCA web page, and in the Commonwealth Knowledge Center. For the Annual Training Certification there are training completion reports available to you in LMS to assist you with tracking the training completions of your cardholders and supervisor/reviewers. The trainings consist of a training module and a quiz module. Your cardholders must pass both modules and exit the modules properly in order to receive credit for taking the training. There is a user guide available to help you locate these completion reports in LMS. For the Annual Cardholder Review Certification you must certify that you have reviewed your cardholders for a twelve month period. For the

PCard you must review single transaction and monthly limits. For the Agency Airline Travel Card you must review the transaction and monthly limits. For the Employee Paid Individual Liability Travel Card you must review the credit limit, retail limit and cash limit. For the PCard you must review the single transaction and the monthly limit. Although spend has dropped due to economic conditions, you have enough data to assess card limits. Keep in mind that APA looks closely at these limits and you must be sure to keep on file any documentation related to why you changed or why you did not change each card limit. There is no reason to have any cards with higher than necessary limits. Higher limits can open your agency up to increased risk of fraud.

Please email the CCA mailbox at cca@doa.virginia.gov with any questions you may have. Valerie is working on other projects in addition to Charge Card Administration and may not be able to respond personally. The best way to receive a quick response to your questions is to call the main CCA number at (804) 786-0874 or mail your questions to the CCA mailbox at cca@doa.virginia.gov.

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Questions

1. **My cardholders are having trouble getting into Works to see their history. Can the BOA people help?**

   Please have your cardholders call the help desk. The bank may need specific information from the cardholder, such as their IP address. An email was sent out explaining how to access IP address information.

2. **How can my cardholders see their purchases?**

   Your cardholders can run a memo statement per the guide that was sent out. Have them go to 'Reports' and pull the appropriate report and they can adjust the date range to the time they need.

3. **How can I access the cardholder training completion reports in LMS?**

   The LMS training completion reports are available in your agency's team room within the Commonwealth Knowledge Center. Click on 'Team Center', click on 'Team Rooms', enter your agency's three digit agency number in the 'Key Words' field, then click on 'Search'. This will bring up your agency's team room link. Click on the link to access your agency's team room. Once you have the team room pulled up, click on 'Content' in the upper right corner. The training completion reports will be located in the upper left corner of the contents page. A user guide is available to assist you in locating and accessing the reports.

4. **I'm receiving the message 'Activation failed'. What does this mean?**

   The card may still need a card profile attached to the card. The card will remain in the queue to activate until it has a profile attached to it. Click on 'Set Profile' in order to attach a profile to the card. An upcoming release of Works will be changing the action from 'Activation' to 'Profile Assignment' in order to make it more clear what action is needed.

5. **Would the cardholder set the profile?**

   No, the PA sets the profile.

6. **I haven't been able to get into Works for three days. What can I do?**

   Call the Works technical help desk. You may need your IP address so please take a look at the email that was sent out regarding how to obtain your IP address prior to calling.

7. **On the first page in Works I have items accumulating under profile sweep. I've been moving profiles around. What do I need to do?**

   The profiles that you set up were not done correctly per our Guide therefore, please go back to the user guide and reference the section on creating a new profile.

8. **I have not been receiving emails and I can't get into Works and I already checked with my IT department to see if there was a problem there. Many others have not received emails either. What can I do?**

   Many emails collected were wrong and submitted with missing periods, etc which has caused issues but you need to also check the spam filters to ensure the emails are not getting quarantined. You can always contact the CCA box if you need an email resent.

9. **Is there a list of emails that can be checked to see what email addresses were submitted?**

   A report can be run in Works that will show what email addresses were submitted.

10. **I'm not receiving any emails from Works or Bank of America. What can I do?**

    DOA is checking on the email notifications from Works recently to see how they are sent but in the mean time DOA is forwarding them to all state agency PA's.

11. **Can emails from CCA and BOA be posted somewhere for reference?**

    No since most of the information is considered proprietary but we are going to look at starting Bulletins again and will reference recent emails send from CCA at the end as a guide.

12. **Can we get a secure area where this information is posted?**

    This is not a feasible solution since most of the issues are with email servers.

13. **What would the address look like from BOA and Works?**

    Works emails would look like Works.com and Bank of America emails would look like BankofAmerica.com. We're checking into problems with emails coming from Works.

14. What do I do if my cardholders cannot log into Works?

If a cardholder is having trouble logging into Works the help desk needs to be contacted. Although the technical help desk is for PAs, the help desk may need specific cardholder information like their IP address.

15. Is the IP address assigned to an agency?

No. The IP address is unique and assigned to each computer. The first part of the IP address is common to the server. BOA is looking into communications to all PAs from BOA.

16. If the APA is looking at Employee Paid Individual Liability Travel Cards and the profiles that are set, is there more detail available as to what these profiles mean?

The name of the profile is a description of what the profile is.

17. What about the Employee Paid Individual Liability Travel Card limits?

There is no credit limit with the Employee Paid Individual Liability Travel Card profile. The credit limit is determined by the cardholder's credit. If the cardholder has qualified for a limit higher than is needed, the PA can go into Works and lower it. $1,000 is the lowest this limit can go.

18. Can I get a list of cardholders in Works that are from a specific department?

The only way to be able to do this in Works is if you have sub-folders set up for different departments. Works can pull reports based on groupings. Set up sub-groups and arrange your cards into these sub-groups. There is documentation in the Works user manual to walk you through the process of setting up sub-groups.

19. Our statement has the previous PA's name on it. How can we fix this?

Send an email to the CCA mailbox requesting a change.

20. When the PA logs in as the cardholder, can the cardholder log in at the same time?

Yes, but the next time the cardholder logs in they will need the new password you set when you logged in as the cardholder. You will both be able to see the same thing at the same time.

21. We use our PCard to reserve accommodations. Do we need to file this as an exception?

No. You do not need to file this as an exception.

22. Is there a report that shows each cardholder's individual profile?

A report template can be set up for that.

23. Is the only exception we need to request accommodation?

No. Anything that is out of the scope of the CAPP Topic must be requested as an exception.

24. Can Works be used to pull up overall activity for that month?

Yes. Log onto Payment Center. Go to statements. You can obtain an overall summary of the bill. You have access and received a user guide. The Payment Center guide does not apply to Political-subs.

25. I would like some employees to be able to log in and get the bill the day after cycle. What do I need to do?

Emails went out to the PAs regarding agency eBill access about a month ago and contained a user guide. If you want to give access to an employee to access the agency's bill an eBill access request form would need to be completed and submitted to DOA.