

## Notes from Monthly Program Administrator Call

May 13, 2009

### General Comments:

Kim Barton has moved to a Quality Assurance Analyst position at DOA effective in May. Kristen Bolden has now become the new Charge Card Project Analyst and we are awaiting approval from the Secretary to advertise Kristen's old position, Charge Card Coordinator. When the position is advertised we will send an email alert to you all to forward to anyone you know who may be interested in the position.

Annual PA Training must be completed by June 30<sup>th</sup>.

Annual Training Certifications for cardholders and Supervisor/Reviewers are due by June 30<sup>th</sup>.

Annual Cardholder Review Certifications are due by June 30<sup>th</sup>.

Annual policy exceptions are due by May 30<sup>th</sup>.

Reminder that GE's SAM/NetService access will be removed on May 27<sup>th</sup>. You must run any reports (i.e. 1099) prior to that day.

CCA will begin issuing Bulletins shortly and at the end of each bulletin we will notate any recent emails sent out by CCA to ensure everyone is getting the most up to date information.

May 25<sup>th</sup> is a holiday therefore you have 1 less day to process your GE/Bank of America bills.

1099 instructions for Bank of America data will be issued in June.

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## Questions:

- 1. What type of documentation are auditors looking for to support restriction removals?**

All cards are required to have restrictions on them. If there is a certain circumstance in which a restriction needs to be lifted from a card then proper written documentation needs to be on file just in case the auditor asks why. E-mails are typically the best approach just make sure that the cardholders supervisor is listed on the e-mail and has granted his/her permission to have that restriction lifted. This goes for limit increases as well. Also, if the restriction lift is re-occurring or needs to be permanent then a yearly exception should be submitted.

- 2. Is there a way to create a report in Works that will show restaurant MCC's?**

A template can be created in Works to monitor certain MCC codes within a certain time frame. This report can be set up to run as often as you would like it to.

- 3. Should previous travel cardholders that went delinquent in the past be allowed to apply for a new Bank of America IL travel card?**

This decision is up to the PA. The PA may want to create their own terms or guidelines for this cardholder. For example, if they are late one time, then the card will be shut down immediately with no way to have obtained another travel card. This cardholder can also be set up on a weekly watch report by Bank of America.

- 4. In Works a user is unable to see when a card is inactive, is this something that will be fixed with Bank of America?**

DOA is working with Bank of America to create a report. We will begin distributing the report to PA's beginning in June. Bank of America also has this feature on their enhancement list as a high priority so we are hoping by the end of the calendar year to see this in Works which then a report template can be set up for you to monitor at your desired frequency.

- 5. When cardholders pull statements in Works and they get a message that just states their name and does not show \$0.00 as a total to show no activity, is there any progress on getting this fixed?**

It is on the enhancement list with Bank of America.