Notes from Monthly Program Administrator Call

June 10, 2009

General Comments

Annual PA Training must be completed by June 30th.

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

Annual Cardholder Review Certifications are due by June 30th.

Make sure that training is showing a completion date. If it does not show the date, the cardholder did not exit correctly. If the problem persists e-mail cca@doa.virginia.gov

Exceptions for FY10 are being reviews and will be sent back to you will approvals and/or any questions.

Reminder, all Bank of America payments should be done via EDI make sure that the suffix is correct so your payment is posted to your account correctly.

Bank of America offers annual conference s for Program Administrators and Back-ups for state agencies as well as localities. We are looking to have the conference at the end of January or Early February. DOA and BOA are in the process of structuring the conference. If you have any suggestions of where you would like the conference to be or what topics you would like covered in the conference you may e-mail cca@doa.virginia.gov. The ideal time for the conference will begin with registration at 9-9:30 am and the conference will last until approximately 3:00 pm. Robert Lynch will likely be the trainer for this conference. The conference will consist of Works training as well as other trainings. We will structure breakout sessions as well. We will focus on having a Works 101 course for the beginners and Works 201 for the intermediate level. Phone or web conferences may be available. DOA has sent an e-mail to get your top 2 choices of location as well as topics of interest that you would like covered. If anyone can offer their facility to have the conference please let us know.

GE will be sending out 1 final check to the Commonwealth of Virginia. DOA will be sending out the checks to the individual agencies. This should hopefully be done by the end of June.

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Questions:

1. **What format should annual PA Certifications be sent in?**

   The Annual Training Certification Form or the Annual Cardholder Review Certification should be filled out and faxed to DOA. You can also e-mail it if you prefer. This is notated in the CAPP Manual and the forms can be found there as well.

2. **Who is responsible for sending out e-mails to cardholders that their training needs to be completed?**

   The PA is responsible for sending out e-mail correspondences to their cardholders. If the PA is having difficulty with some cardholders completing the training, it is up to the PA to discipline them. Example would be suspending the cardholder's card and not allowing any transactions.

3. **Is there a module that is set up that notifies the PA when the Supervisors and Cardholders have taken their training?**

   No, it is the PA's responsibility to monitor the reports in the Knowledge Center to assure their staff is completing the training.

4. **What is the process for adding and deleting Program Administrators? Some agencies that have submitted paperwork have not been added yet.**

   Once the form is received, the cardholder is added into LMS. They must complete the PA training for the card program that they are seeking to be the PA for. Once that is complete, DOA's Charge Card Coordinator will add you to Works.

5. **Spend Reports for SPCC Gold are showing an amount in the tax column, is this correct?**

   Depending on how the vendor breaks the transaction down, it is sent to their bank and then to Bank of America. Some vendors require that some type of data be passed through in this field. Often times, "dummy data" is passed through from the vendors systems. Just double check and make sure that you are not being charged. The Program Administrator may need to call the vendors corporate office to let them know how the information is being passed. The vendor will not understand what you are referring too, that is why it is important that you speak with someone that works in accounting or deals with the vendors transactions.

6. **The current Program Administrator for your agency is leaving, what does the back-up PA need to do?**

   If the agency is not going to fill the missing PA's position and e-mail can be sent to cca@doa.virginia.gov requesting that the Backup PA be moved to Primary PA. Complete the PA Form also reflecting this change and deleting the other PA who is no longer with the agency. The agency also has the choice to add a temporary person as well. This change must be reflected on a PA form as well.

7. **What is the correct e-mail address that the restriction exception report needs to be sent to?**

   cca@doa.virginia.gov

8. **DMBE Report is not listing what transactions were completed using a SWAM vendors.**

   In order to get the correct information, you must run the report exactly like the instructions say. Please re-run.