

Notes from Monthly Program Administrator Call

July 8, 2009

General Comments

Just a reminder, when calling Bank of America's Technical Help Desk or Customer Service lines, it is important that you get a ticket number. If the representative does not offer a ticket number to you, please ask them. Also make sure you document who you spoke with, time, and date. This will allow you to follow up on the existing ticket if you need to as well as give you the opportunity to give good or bad feedback to Bank of America regarding the service received. We can not address areas of concern if this information is not obtained. Also pass this information along to your cardholders. Program Administrators and Backups can contact Cathy Jones or Delois Fleetwood for assistance.

1099 Access with Bank of America will be communicated to you at the beginning of August. A form will also be provided to you to give additional staff access.

DOA is still in the process of reviewing the 2009 Certifications. We will begin sending out emails in the next couple of weeks to those who have not complied.

DOA will also begin working on 2010 training soon. Reminder, training information is issued in January. Don't contact us June 20 to say that you have not given the training info to your staff or that you still have cardholders who have not completed the training. It is up to you as the PA to discipline those who have failed to complete training. Extensions will only be issued to those who are on medical leave, military leave, or something along those lines. Please make sure certifications are submitted in a timely manner. If we notify you in January, let your staff know by the end of January to give them ample time to complete the training.

Cathy Jones of Bank of America will be on vacation from July 10-20. Delois Fleetwood her backup will be available. You may still send all e-mails to Cathy Jones, Delois will be able to check her emails. Also, BOA has 24-48 hours to respond to e-mails, if you have an immediate need, please call them directly so your issue can be addressed promptly.

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Questions

- 1. If a cardholder completes the supervisor training by mistake are they still required to take the cardholder training?**

Yes, they can't count the other course as a bonus!

- 2. What should be done if a certification was submitted and all cardholders had not completed the training?**

Yes the form should be completed. You can make a notation on the form as well as email cca@doa.virginia.gov to let us know what cardholders had not completed the training and the action you have taken. We will attach this to your certification just in case APA asks for proof. Make sure you keep us updated, when their training is complete.

- 3. If cardholders took training in April do they still have to complete the current training?**

No, as long as they have taken the current years training. The training is done on a calendar year therefore as long as they took the 2009 training they are all set.

- 4. An email was received by DOA in regards to your GE Rebate Check, is there anything else that needs to be done?**

No, rebates will be issued in October or November. You will receive an email confirming the amount and when the funds will be transferred to your account.

- 5. Cardholders are having difficulties accessing the travel card applications, what should be done?**

Have the cardholders provide screen shots to show the error messages being received so that you the PA can assess where the issue is. Sometimes cardholders try to reuse the temporary link provided by Bank of America to set up their initial access. Walk the cardholder through the process to see what they are doing wrong.

- 6. If your agency has a brand new cardholder who takes the training in June or July, will the credit count for 2010?**

No, training is completed on calendar year and not fiscal. If training is taken in July, then that will count for 2009. They will be required to take the 2010 training when it is released in January 2010.

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- 7. A cardholder is having trouble accessing the Knowledge Center. They are a new part-time employee, what should they do?**

Wait for at least 2 weeks. It takes this long for them to be set up by DHRM. After 2 weeks, if they are still unable to access the system, email doatraining@doa.virginia.gov.

- 8. If a card is issued on June 30, does the cardholder still have to complete training?**

Yes, all cardholders have to take training even if it is past June 30. Training should be completed every calendar year.

- 9. Additional access needs to be given to auditors, but the PA does not have access to all the agencies. How can additional access be given?**

Email cca@doa.virginia.gov with the user's information and the additional agencies access needed and the agency number and we will add it for you.

- 10. When will online log sheet information be available?**

DOA will begin discussing with agencies in October on the pilot program. You will begin to receive information on a timeline of events as well as opportunities to attend possible Weber trainings. This process is not a quick set up therefore it will be like new implementation.

- 11. Will it be mandatory to use these new log sheets?**

No, some agencies have this functionality already in house and don't have a need to change their current procedure. This feature will be offered to all agencies and they can decide how best.