

Notes from Monthly Program Administrator Call

August 12, 2009

General Comments

Monique Robinson has joined DOA as the Charge Card Administration Coordinator and she can be contacted at 804-786-0874. If she is not available you can contact Kristen Bolden @ 804-786-9259. To ensure that you receive prompt assistance, please call these 2 numbers or e-mail cca@doa.virginia.gov. Please do not contact Valerie Alley directly, she is working on other things and wants to ensure that your questions are answered in a timely manner.

Next call will be on Wednesday September 9, 2009 @ 10 am. You will receive a reminder e-mail two weeks prior, which will include the phone number to call as well as the access code.

Agencies need to send an e-mail to all cardholder reminding them of their agency name as well as 3-digit agency number. This information will be needed when they call Bank of America. If the cardholder needs to refer to their Program Administrator, the 3-digit agency name and number will be needed to assure that they are being directed to the correct person. Also, remind your travel cardholders that they need to contact their Program Administrator directly if they are requesting a limit increase. Limit increases over \$5,000.00 need to come to DOA for approval first. It is important to educate them on tasks that are handled by their agency PA and the tasks that are handled directly by Bank of America. If a cardholder is requesting a limit increase and was denied for it, please refer them to Bank of America for further details, so that you as the PA will not be put in the middle of sensitive information. A reminder to Program Administrators, all limit increases under \$5,000.00 should be sent to Bank of America's company level support, which is Cathy Jones and Delois Fleetwood.

1099 Reporting information should have been sent to you by now, but we have been delayed. Please expect to receive login information and a guide to access VIM (Visa Information Management) via e-mail by the end of August. Access will automatically be given to all Program Administrators and Back-ups. You may request additional access for other employees by filling out the VIM request form and sending it to DOA via fax or e-mail. You will access VIM through Works just like Payment Center.

DOA has been receiving calls from agencies that are interested in Online Cardholder Reconciliation. We are working with Bank of America to get this project started. The planning process is timely and will take a great deal of agency involvement. You should expect to hear something from DOA at the end of September or early October. When the time comes near we will be reaching out to agencies to pilot this project.

Quarterly Utilization Reports that were received are not correct. The data has been audited and corrected and you will be receiving the corrected data soon.

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Please make sure you are watching for e-mails from the CCA mailbox. We will begin notifying you about the Online Cardholder Reconciliation soon.

Procurement Forum is still on. Valerie will be conducting 2 sessions. One of the sessions will be on best practices. Bank of America will also be participating in the Vendor Forum.

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Questions

- 1. Is there a limit to the number of Gold Cards that an agency has? Due to budget cuts we are delegating responsibilities to other departments and we have a need for higher limits?**

No, there is not a limit. You will need to e-mail cca@doa.virginia.gov, and we will send you the information that you need to obtain the cards. You will need to fill out paperwork for each Gold Cardholder separately. You are not required to give your cardholders a \$50,000.00 Single Transaction Limit. You can set that limit from \$0-\$50K. DOA will monitor spend on Gold Cards and notify you if we think that the limits that are in place are too high compared to what the agency is spending.

- 2. Our agency submitted some suggestions of enhancements to Bank of America and would like to know the status?**

You will not receive a direct e-mail from Bank of America, but they have an enhancement list that they have provided to DOA. Another enhancement is being done soon. You can e-mail cca@doa.virginia.gov if you have questions on a particular enhancement and need to know if it is on the list.