

Notes from Monthly Program Administrator Call

September 9, 2009

General Comments

Next call will be on Wednesday October 14, 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.

1099 Reporting information should have been sent to you by now, but we have been delayed. We have some issues to resolve before access will be granted.

Online Cardholder Reconciliation is coming soon. 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 in October. When the time comes near we will be reaching out to agencies to pilot this project.

Questions

- 1. Does the PA have to change the address under the User Section and the Card Section in Works or will the change default once an address update is done?**

For Individual Liability card accounts, only the cardholder can update their address in the Works application.

For Corporate Bill/Liability card accounts, the PA is responsible for address changes. The PA must change the address under Users and at the card level. The best practice is to change the address on the Card Account (Administration>Card Program>Cards, select the card record in the top and then click on the Address tab).