

Notes from Monthly Program Administrator Call

October 14, 2009

General Comments

Next call will be on **Wednesday November 4, 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.

If any Pcard PA's have set up their own profiles in Works, it is critical that you follow the directions in the PA Guide that was provided to you at the beginning of Implementation. If you need another copy of the guide, please send a request to cca@doa.virginia.gov and we will send you another one. Bank of America has a standard set of restrictions and they must be set up correctly in order for the card to work. Your cardholders may experience more declines if the profiles are not set up correctly. Also, DOA has noticed that some profiles are setup and are named after a cardholder's name. This is incorrect and needs to be corrected. The PA's will begin receiving e-mails from DOA in reference to any profiles that have not been set up correctly. As a double check, make sure that profiles are set up correctly, if they are not; make the correction as soon as possible. Also, if cards are declined, don't get upset with DOA because profiles are setup incorrectly.

All Program Administrators should have received information via e-mail about stopping paper statements. Cardholders would pull statements online and Master Bills can be retrieved from Payment Center. Monique has not received any calls or e-mails with questions or concerns. If anyone has any questions or concerns please email cca@doa.virginia.gov. The cycle date will determine when each cardholder's statements actually stop. Please make sure you alert your cardholders so they will not call Bank of America and DOA wondering why they are not receiving their statements.

Online Cardholder Reconciliation will have a pilot at the end of the month and you will receive more info then. DOA will also have different scenarios info that best fits your agencies needs. Go over this information with your management. Agencies are not required to do Online Cardholder Reconciliation. It is important that if your agency decides that they want to go ahead with Online Cardholder Reconciliation that they are committed to this project and keep in mind of the upcoming holidays. This process will be a mini implementation. In March, we will open it up for anyone else who wants to join.

Bank of America Conference is coming soon. The targeted date is February 2010, the location will be anywhere from Richmond-Newport News. The option to have video or dial in sessions on certain sessions may be available. This will be a day trip. The information in the training will range from Works 101 to Works 201. DOA and BOA have been discussing one on one time with charge card group.

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Questions

1. **A question about the email that was received by PA's about a new Release in Works "Sunset for Standard Reports", will canned reports already saved in Works be going away?**

This enhancement that was sent out involves the old legacy "Standard Reports" that pre-dated the Configurable Report feature in Works. None of the Commonwealth's state level instances were licensed to access the old Standard Reports, so they are not impacted.

2. **Will the option to turn off paper statement be optional by cardholders?**

Yes

3. **Can DOA please send out information out about Electronic Statements?**

This information was sent out a while ago. If you are in need of additional information please send request to cca@doa.virginia.gov requesting that the e-mail be re-sent.

4. **What should be done if the cards that the agency is requesting to be bulk shipped is being sent to DOA's physical address?**

Contact Cathy Jones at Bank of America to see how you were set up during implementation and if the forms shows send re-issued cards to cardholder at their address. You may want to attach your original implementation form to show Cathy. If you don't have it, let DOA know, we have a copy on file.

5. **Is the 1099 template in Works ok to run?**

No, Visa is making enhancements in their system to give us the account number masked down to the last 4 digits. Program Administrators will receive more information on this in November. DOA is still working with Bank of America on the specific details.

6. **Cardholders are not able to see their pending or authorization log at the end of the cycle?**

It is up to the vendor on when they want to post a transaction. Cardholders don't have access to authorization logs because it is a part of the maintenance log. As long as the vendor posted the charge, it will appear within 48 hours. Lastly, it could be a vendor issue, contact the technical help desk.

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- 7. Is there a way to go back to a report and edit it after you have already run the report?**

Yes, go back into your completed reports, make the change, and click run report again.