

General Comments-

Next call will be on **Wednesday, May 12, 2010 @ 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.

We apologize with all the issues that are going on with the training. If you are still having problems accessing the training please email cca@doa.virginia.gov , and we will help you get the technical issues resolved. Training is due June 30, 2010. You must submit a certification form, these forms are located in the CAPP Manual and on DOA's website. You can submit cardholder review forms anytime, but make sure it is within 12 months.

Any announcements that are sent to you from CCA, please make sure you are passing this information on to your proper staff.

DOA is in the process of cleaning up all profiles in Works. Please make sure when creating profiles that you are following the BOA guide that was sent out. On all profiles that were not setup using the BOA guidelines, we will be deleting them. You will receive an email from us telling you that the cards in that profile have been moved into a correct profile. If you need the guide, please send an email to cca@doa.virginia.gov and we will resend it.

Questions-

If there is an issue with accessing the training, how long should we wait to hear from DOA?

Questions are usually answered within the same business day. If there is an issue that needs to be looked at by other Knowledge Center staff, we will respond to you that more research is needed.

When will reports be available for the Cardholder Refresher Training?

This request has been sent to DOA's trainer. We are waiting on a response and will let you know once it has been received.

What training are cardholders required to take? What is the difference between the Cardholder Refresher and the New Cardholder Training?

It is up to the agency PA to decide what training that you want your cardholders to take. If the cardholder is new, then they should take the New Cardholder Training. If the cardholder has already taken the initial training, they should take the Refresher Training. The Refresher training has more procurement information than the New Cardholder Training.