



Department of Accounts Charge Card Bulletin

October 12, 2005

Bulletin 2005-06

In This Issue

- Cycle & Payment Dates
- Payment Procedures
- Cardholders in eVA
- Recurring charges
- Online access for cardholders
- New Contact Numbers
- Change in Email Accounts
- Daily Transition Calls
- Q&A's from Training

Category of Links

- [SPCC web page](#)
- [Corporate card web page](#)

Contact Us

Implementation:

Valerie J. Smith
Charge Card Project Analyst
804-371-7804
Valerie.Smith@doa.virginia.gov

Daily Operations:

Danita R. Barnes
Charge Card Analyst
804-371-4350
Danita.Barnes@doa.virginia.gov

New Cycle Dates for GE MasterCard Program

The new cycle dates as well as payment due dates for the new GE MasterCard program for 2005 have been established. The dates are listed below as well as being posted on the SPCC Web page.

Remember, when you make payments to GE you only need to record your agency's billing account number. You do not have to record the load number or remit number as with AMEX. See next section on payment procedures for more information.

2005 GE MasterCard Billing cycles

October

Closing date 10/18/2005

Electronic Bill available 10/19/2005 in NetService

Reports available 10/21/2005 in SAM

Payment due date 11/4/2005

November

Closing date 11/19/2005

Electronic Bill available 11/20/2005 in NetService

Reports available 10/22/2005 in SAM

Payment due date 12/5/2005

December

Closing date 12/20/2005

Electronic Bill available 12/21/2005 in NetService

Reports available 12/23/2005 in SAM

Payment due date 1/5/2006

Under Direction of:

Lora L. George

Director, Payroll Operations and
Charge Card Administration

804-225-2245

Lora.George@doa.virginia.gov

Crucial Dates

October 18th

Session at the VAGP Conference
& attend Vendor Expo

November 13-17th

Session at the Procurement
Forum in Roanoke & attend
Vendor Expo

November 18th

Session at the Fall FOCUS
Meeting in Virginia Beach

Payment Procedures for GE MasterCard

The payment procedures for the new program are listed below. Agencies who participate in the Gold Card program, will only have one (1) bill for the Purchase and Gold cards eliminating the need for separate batches.

Agencies that participate in the Travel Agency Air Travel Card, will follow the same procedures for payments as the Purchase Card program. All Individual Corporate (Travel) Cards are the employees responsibility and they must make the full payment within 30 days of the bill cycle date.

The new Vendor Id number for GE MasterCard is **061301495 and the suffix is 25**. You must use this vendor number and suffix each time you pay for a Purchase Card or Agency Travel Card bill. You must have your agency's billing account number in the Customer Account Number field in CARS. If your agency has an internal financial system, it will be the same field that you use to record AMEX's Remit number.

All batches must be processed using trans code 334 and no due date. If your agency's internal system requires a due date, you can use the date you enter the batch as the due date. Note, all payments must be made in full by the due date reflected on the GE bill each cycle. The cycle dates and due dates are always posted on the SPCC web page.

Reminder: Purchase cardholders in eVA

Please communicate to all of your cardholders who have their AMEX card numbers stored in eVA, that they must go into their Preferences and delete their AMEX card number and add their new GE MasterCard number when they receive it.

Reminder: Purchase cardholders which have recurring charges set on their cards

Please communicate to all of your cardholders who have any recurring charges set up on their cards (i.e. UPS, Copier payments, leases, etc) that they must contact the vendors to update their card information to the new GE MasterCard number. Remember, no one should fax their card numbers to anyone.

Online access for Individual Cardholders

All of your cardholders, Purchase, Gold, Agency Travel and Individual Corporate (Travel) cards should sign on to NetService so they can access their account 24 hours a day 7 days a week. A step by step tutorial is on our Charge Card Administration web page as well as on the CD's provided at the PA training sessions in September. Cardholders can view their charges and print off their statements one (1) day after cycle close.

New Contact Numbers

Below are the new contact numbers for Program Administrator's as well as cardholders. Please note them for future reference.

Program Administrator's Only

Phone 1-866-843-1368 (Matt or Matt)

Fax 1-866-370-1937

Email cov.crr@ge.com

Cardholder's Only

Phone 1-866-834-3227

Overseas Call Collect 801-464-3232

This number is also on the back of every card.

Change in Email Accounts

Effective 10/12/2005, the spcc@doa.virginia.gov and travel@doa.virginia.gov will be consolidated to one Charge Card Administration email account of cca@doa.virginia.gov. Program Administrator's should use that email account for all communication requests of DOA so that your inquiry will be answered by either Danita or Valerie. Please save this email address in your contacts and ensure it is on your "Safe" list for your agency SPAM filters. Please ensure both Valerie.Smith@doa.virginia.gov and Danita.Barnes@doa.virginia.gov are also on your "Safe" lists.

Daily Implementation Calls

Each workday between 10/3/2005 through 10/31/2005 there is a call at 10am for all Program Administrator's. This is your chance to hear news of the day related to program transition as well as your opportunity to ask the DOA or GE team questions regarding transition. The GE team consists of Nancy Alund, COV National Account Manager, Brett Backman and Devon Tran, COV Implementation Managers, Ryan Woodward, COV IT Analyst, Matt Daines, COV dedicated Customer Service Representative and Gary Merrill, COV Supplier Strategy Analyst. Call in information is below. Please feel free to join in!

Phone: 1-888-324-9217

Participant Code: Nancy Alund

You will be asked to provide your name



Questions & Answers from Training

All questions and answers from the Statewide training sessions are now available on the Charge Card Administration web page for your review. Excellent questions were posed and answers have been provided. Please take the time to review these as many of your questions have been addressed. We will continue to accumulate new questions posed at all training sessions throughout our partnership with GE and provide answers via the bulletin and the Charge Card Administration web page.