



Department of Accounts Charge Card Bulletin

November 1, 2005

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REVISED!!! Payment procedures for GE MasterCard

In order to accommodate the sixteen (16) digit corporate account number for your Purchase card and Agency Travel card bills, Fiscal staff need to put that corporate account number in the **Description** field. If agencies do not enter this number in that field, there could be a delay in posting of your agency's payment.

Remember to use the Vendor ID of 061301495 and a suffix of 25. If you are looking on CARS for their vendor information, it is listed under agency 000 since they are an EDI vendor.

Updating your UPS accounts

For agencies that have set up their UPS (United Parcel Service) accounts on direct bill using your American Express card, please remember that you have to call Betty Hudgins at UPS at 1-888-461-5046 to update your credit card information to reflect your new GE MasterCard.

For agencies that have not already set your UPS accounts for automatic billing on your GE MasterCard, you can contact Betty at the number above. This will help your Purchase card utilization statistics each quarter.

NetService for Cardholders

Please ensure that your cardholders are familiar with access procedures for GE online systems. The cardholder can register for access to NetService to view and print the monthly bill for *any* of the GE cards (e.g., purchase, gold, agency travel and/or corporate (travel) card). Upon initial access, the cardholder will be prompted for a Social Security Number. This value can vary based on the type of card as follows:

Purchase and Gold cards – your agency's 3 digit code followed by all 9's (For example agency 151 would be 151999999)

Agency Travel card – the number they provided in the Social Security field of the Airline Travel Card application

Corporate (Individual Travel) Cards – the number they provided in the Social Security field of the Corporate Card application

Additionally, the NetService for cardholders tutorial found on the Charge Card Administration web page provides more detailed information.

804-225-2245

Lora.George@doa.virginia.gov

Crucial Dates

November 9th

Weekly Transition Call

November 13-17th

2 Sessions at the Procurement Forum in Roanoke, Table Talk & attend the Vendor Expo

November 17th

Session at the Fall FOCUS Meeting in Virginia Beach

November 30th

Weekly Transition Call

December 14th

Weekly Transition Call

December 21st

Weekly Transition Call

February 2006

VDOT's "Bridging The Gap" Third Annual Procurement Conference in Richmond

AMEX Card Cancellations

As your agency's Turbo file for PCards or Travel card are processed by GE MasterCard, the PA will receive specific instructions for canceling AMEX cards. Each agency will receive a Certification which must be completed and faxed back to DOA in order to cancel AMEX cards.

Agencies must distribute all of their cards (if they elected for PA card delivery) and complete the Certification as soon as possible. No individual should maintain active cards for both GE and AMEX. All AMEX cards must be cancelled once the new GE MasterCard has been activated.

Remember that agencies and cardmembers will continue to receive AMEX statements as long as there is a balance (debit or credit) on the account. Per American Express, vendors have **one year** to submit a charge; therefore, outstanding charges will post to an account that has been cancelled even if there has been no activity for months. Upon posting, an AMEX statement will be generated. For Purchase and Gold cards, the agency must process a payment in accordance with current AMEX payment procedures. For Individual AMEX travel cards, the cardholder must submit a payment to AMEX by the due date regardless if they have been reimbursed by the agency.

If any recurring charge has been established with a supplier, (e.g., a cell phone company), be sure to notify the supplier of the new billing information. AMEX will monitor the cancelled accounts for 90 days (3 cycles). If recurring charges are processed on a cancelled card, AMEX will automatically charge back the supplier.

Should an account maintain a credit balance, the monthly statement will reflect that balance. For Purchase and Gold cards credit balances, the Program Administrator can contact AMEX to request a refund check to be issued. Once the call is made, the check is normally received in 14 business days. For Travel cards with a credit balance, the cardmember will have to contact AMEX to request a refund check. The check normally takes 14 business days for receipt.

Until complete transition has occurred and all cancelled cards are void of activity, a separate reconciliation log must be completed. The Purchase Log for both American Express and GE can be found on DOA's Charge Card Administration web page.

Makeup Sessions for Training

DOA and GE will be holding a additional WebX training sessions next week.

Monday November 7th from 10am to 12noon

Fiscal/Internal Audit Training

This training is specialized for Fiscal and Internal Audit staff who will have access to reporting and agency data. This training does not cover any Program Administrator access.

Monday, November 7th from 1pm to 3pm

Makeup PA Training

This training is the same training previously offered across the state. This

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368

DOA Contact Information

Email: CCA@doa.virginia.gov

Phone: 804-371-4350

Fax: 804-786-9201

is a session for those PA's who could not attend any of the training in September.

In order to register for training, please email

Danita.Barnes@doa.virginia.gov and she will forward the access information to you.

Both training sessions are online using a computer as well as a telephone to hear the audio. It is highly suggested that all individuals who sign up, test their computer for access to the training site prior its commencement.

More detailed Program Administrator training will be conducted after the first of the year. Training dates will be announced via the Charge Card bulletin.

Change in CCA Fax Number

Effective immediately, the Charge Card Administration's fax number is **804-786-9201**. Please utilize this number for all fax correspondence for DOA's charge card programs.

Credit Card Numbers via Email

Effective immediately, any email correspondence on any charge cards should never contain the entire card number. This includes correspondence with DOA and GE MasterCard. Please provide the cardholder's name and the last 6 digits of the card number. This will be placed in CAPP Topic 20355 in the next update along with the policy never to fax any card numbers.

Weekly PA Calls

Beginning in November, GE and DOA will be hosting weekly calls for any PA or fiscal staff to call in to have their questions answered. Call in information was sent to all PA's and is available by contacting Danita.Barnes@doa.virginia.gov. They will be held on 11/9, 11/30, 12/14 and 12/21.