



Department of Accounts Charge Card Bulletin

July 13, 2006

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[Charge Card Administration](#)

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NetService Tutorials

New tutorials are available for NetService due to the new features and functionality in the upgrade taking effect July 24th. You can request either one or both of these by emailing cca@doa.virginia.gov and it will be emailed to you. These are in a PDF format. Also, we have a 2 page summary of changes available which can be distributed to your cardholders.

We will be discussing any questions you have regarding the upgrade in NetService during the August PA call.

Policy on Abuse of Cards

DOA is highly encouraging agencies who currently do not have an internal policy on miss use/abuse of any State cards to establish one. The CAPP Topic 20355, just offers guidance on what tools are available to PA's in dealing with these type of situations (suspend/cancel) but it is up to each agency to determine an appropriate course of action to take.

REMINDER! No Cards to be Processed

GE MasterCard will be going through a system upgrade in July which will prevent any new cards from being processed from July 15th through July 25th. Any lost or stolen cards will be replaced during this time, but no new cards will be issued. Please advise the applicant of this delay should new applications be received during this time.

New Turbo Files to be Sent

New Turbo Files will be sent to all PA's and backups the week of July 17th along with detailed instructions. The submission of card requests must be made using the new file formats once received by the agency. If DOA receives an old file format, the file will be returned and must be resubmitted using the new file format.

Crucial Dates

July 15th – July 25th

NO CARDS PROCESSED BY GE

July 25th

Use New Turbo file format

August 2nd

Monthly SAM Refresher Training

August 9th

Monthly PA Call

Sept 10th – Sept 13th

GE Annual User's Conference in
Dana Point California

1st Week of October

DOA and GE training across the
State

October 11th through 13th

VAGP Fall Conference, Newport
News

November 12th through 15th

DGS/DPS Public Procurement
Forum at the Hotel Roanoke

GE Contact Information

Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368

Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

REMINDER! SAM Daily Feeds

Due to GE MasterCard's new system upgrade in July, the daily feeds to SAM will be held for approximately 10 days beginning July 15th through July 25th. Agencies will still be able to access data for cycle close ending July 17th in SAM. Due to the volume of held transactions posting to SAM, data from July 24th through July 28th will be delayed in uploading into SAM until approximately July 30th.

REMINDER!!!! PA Training

This is a final reminder that all Program Administrators and their backups must complete the Annual Training on the CCA web page. If you have not taken the training you have already received an email from us reminding you to take it on July 3rd and a second and final reminder will be sent on July 14th. If training is not taken, your ability to make changes as a PA will be suspended until such time as the training is taken.