



# Department of Accounts Charge Card Bulletin

November 21, 2006

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## Category of Links

Charge Card Administration

## Contact Us

### CCA:

Phone: 804-371-4350

Fax: 804-786-9201

[cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)

### CCA Projects:

Valerie J. Smith

Asst Director, Charge Card Administration

804-371-7804

[Valerie.Smith@doa.virginia.gov](mailto:Valerie.Smith@doa.virginia.gov)

### Under Direction of:

Lora L. George

Director, Payroll Operations and Charge Card Administration

804-225-2245

[Lora.George@doa.virginia.gov](mailto:Lora.George@doa.virginia.gov)

## Charge Card Project Analyst

Department of Accounts is pleased to announce that Matt Daines, currently one of Virginia's CRR's with GE, will be starting as the new Charge Card Project Analyst effective December 11<sup>th</sup>. Matt has been working with Virginia since we began implementation meetings with GE last August and has a great foundation of GE knowledge as well as our policies and procedures. Please join me in welcoming Matt to the Commonwealth!

## Disputes

The preferred method for disputing charges that appear on a cardholder's statement is to do the following:

Cardholder or PA should contact the vendor to resolve the issue – whether it is for goods or services not received, damages, etc. If after contacting the vendor with good faith the vendor does not respond, the cardholder or PA should dispute the charge with GE MasterCard.

Cardholder logs on to NetService, pulls up the transaction in question and hits the dispute button. They will be asked for a series of information related to the charge.

PA logs into SAM linking to NetService and disputes the charge.

It is critical that the above is done in a timely manner. If a transaction is disputed within NetService, GE logs that transaction within 24 hours as a disputed item. If a cardholder faxes or mails the dispute form in, it can take 7-10 business days to log the transaction as a dispute.

Regardless of the method of filing the dispute with GE, notification will be sent by GE within 7-10 days showing receipt of the dispute. This will be in the form of an email if you submitted the dispute via NetService, a fax if the dispute form was faxed in or a letter in the mail if you mailed in the dispute form.

If a cardholder or PA does not received documentation from GE in the above specified time frames, they can contact GE for verification. All correspondence regarding disputes should be directed to [slcdisputes@gecapital.com](mailto:slcdisputes@gecapital.com). Please email as much information that you have to assist them in researching the issue. Only send the last 6 digits of your account number on any correspondence.

## Crucial Dates

### December 6<sup>th</sup>

Monthly SAM Training

### December 13<sup>th</sup>

Monthly PA Call

### December 24<sup>th</sup>, 25<sup>th</sup> and 31<sup>st</sup>

DOA Closed

### January 1<sup>st</sup> and 2<sup>nd</sup>

DOA Closed

### January 10<sup>th</sup> at 10am

Monthly PA Call

### January 10<sup>th</sup> at 1pm

Monthly SAM Refresher Training

## GE Contact Information

### Customer Service for PA's

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 1

### Help Desk for PA's with SAM

Email: Cov.Crr@ge.com

Phone: 1-866-843-1368 option 3

### Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

## Fraud Table Additions

We have added 3 new Merchant Category Codes (MCC's) to the PCard Fraud Table effective November 13<sup>th</sup>. The updated Fraud Table is listed below:

<u>MCC</u>	<u>Description</u>
4829	Money Transfer Accounts
5813	Bars, Cocktail Lounges, Discotheques, & Taverns
5933	Pawn Shops
6010	Financial Institutions (Manual Cash Disbursements)
6011	Financial Institutions (Automated Cash)
6050	Quasi Cash Member Financial Institution
6051	Quasi Cash Merchant
7273	Dating and Escort Services
7297	Massage Parlors
7995	Betting
9401	Food Stamps

As always, there is a list of all MCC's for each restriction table on the following webpage for your reference:

[http://www.doa.virginia.gov/General\\_Accounting/Charge\\_Card/Charge\\_Card\\_Main.cfm](http://www.doa.virginia.gov/General_Accounting/Charge_Card/Charge_Card_Main.cfm)

It is called MCC Restriction Table Listing.

## GE PA Line and Email Access

GE MasterCard established a dedicated line for all COV Program Administrators. That number is 1-866-843-1368 option 1. The dedicated staff at GE will be happy to assist you in your needs. If you require technical assistance in SAM, you can call 1-866-843-1368 option 3. This has been set up as a feature for you so please feel free to contact them for assistance.

GE has also established a dedicated email account which is monitored by our dedicated CRR's at GE. You can submit requests via email but remember there can be a longer turnaround if call volume is high. GE has committed to have each email request completed within 24 hours. Most are done right away but there may be times where a response may be a bit longer.

## Change in January's SAM Refresher Training

We normally hold Monthly SAM Refresher Training on the 1<sup>st</sup> Wednesday of each month, but due to the additional holiday given by the Governor on January 2<sup>nd</sup>, we are rescheduling January's SAM refresher call from January 3<sup>rd</sup> to January 10<sup>th</sup> at 1pm. Call in information will be sent out approximately 2 weeks prior to the call.

If you submit a file after 2pm, it will not be processed until the next business day after 2pm. If you have a request for a card which must be rushed, please clearly state that in the email with the file and we can expedite the processing.

## 1099 Query Update

We had to make an adjustment to the 1099 Query which is called 1099 Query for 2006 to ensure the query ran properly; therefore if you had saved the query to your user id prior to November 8<sup>th</sup>, you will need to re-save the new updated query to your user id. An email was sent out on November 8<sup>th</sup> alerting you of the change.