



# Department of Accounts Charge Card Bulletin

June 29, 2007

Bulletin 2007-06

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Charge Card Administration

## Contact Us

### CCA:

Phone: 804-786-0874

804-371-4350

Fax: 804-786-9201

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

Valerie J. Smith

Assistant 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)

## New Contact Number for DOA

Effective immediately, when contacting DOA's Charge Card Administration Team, please call 804-786-0874 which goes to Carol Brown our Charge Card Coordinator. As always, Valerie and Matt are always available for assistance when Carol is unavailable.

All email contact to DOA's Charge Card Administration Team should go to [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) to ensure that your emails are being addressed in a timely manner when staff may be working on projects or out of the office.

## Update to Travel Turbo Data

GE MasterCard has informed us that they have a change to the format in which you enter the Date of Birth for only Individual Liability Travel Cards. We had a change a few months back and now we need to go back to the old way. Please begin using the format of MMDDYYYY for all Individual Liability Travel Cards. An updated Instruction document is available by emailing [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).

## Card Numbers

Please ensure for card security reasons, the full 16 digits of any PCard, Gold Card, or Travel card is not visible. All of the card numbers should only have the last 6 digits noted as reference on any documentation. SAM only displays the last 6 digits; GE only needs the last 6 digits and the cardholder name to pull up an account so the full account number should never be on any documentation i.e. logs.

This does not apply to the Corporate Billing account number which is shown on the Master Bills sent by GE for payment of the PCards and Airline Travel Cards. These numbers are only used for posting and authorizations and charges on these accounts decline since they are not a regular card.

We will be issuing more purchase card security measures in the next few months to ensure all our data is the most secure it can be. We will communicate any changes via the Bulletin.

## SAM Refresher Date Change

The July SAM refresher has been changed from the scheduled July 4th to be held Tuesday July 10<sup>th</sup> at 10am due to the holiday. An email was sent out last week with log on information for this training as well as a reminder on the change in date. If you need the login information please contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).

Have a Safe and Happy 4<sup>th</sup> of July!



### Crucial Dates

#### July 10<sup>h</sup> at 10am

SAM Refresher Training

#### July 11<sup>th</sup> at 10am

Monthly PA Call

#### July 16<sup>th</sup> at 11:59pm

Cycle Closes

#### August 1<sup>st</sup> at 10am

SAM Refresher Training

#### August 8<sup>th</sup> at 10am

Monthly PA Call

#### Sept 9<sup>th</sup> -13<sup>th</sup>

GE's Annual User's Conference

#### October 10<sup>th</sup> – 12<sup>th</sup>

VAGP Fall Conference

Cavalier, Virginia Beach

#### October 29<sup>th</sup> – 31<sup>st</sup>

DGS/DPS Procurement Forum

Hampton Virginia

### GE Contact Information

#### Customer Service for PA's

Email: [Cov.Crr@ge.com](mailto:Cov.Crr@ge.com)

Phone: 1-866-843-1368 option 1

#### Help Desk for PA's with SAM

Email: [Cov.Crr@ge.com](mailto:Cov.Crr@ge.com)

Phone: 1-866-843-1368 option 3

#### Customer Service for Cardholders

Phone: 1-866-834-3227

Overseas Collect:

801-464-3232