



Department of Accounts Charge Card Bulletin

May 16, 2008

Bulletin 2008-04

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Limit Change Requests

Due to the volume of requests being received for temporary increases to limits above the State Limits, the Charge Card Administration (CCA) team will require all future requests be presented in the format described below. Currently the team receives emails with embedded email and a lengthy email string which is not only time consuming to review but also hampers the documentation requirements for audit trail.

Effective immediately, all requests must come from the Program Administrator in writing and providing a summary of the request which includes the information below.

- ✓ Cardholder Name
- ✓ Last 6 digits of the card (Last 4 digits is acceptable)
- ✓ Specific Limit to be changed (i.e. Credit Limit, Transaction Limit, Retail etc)
- ✓ Time frame requested (i.e. temporary for x days, x weeks, etc you can specify a date)
- ✓ Reason change is needed – Please be very specific but brief. Also please explain the need for the time frame as well.

The CCA Team will return any requests which do not comply.

Reset of Passwords

Recently the CCA Team has seen a large increase in password reset requests for SAM access.

Please remember if you try to log in and you receive an error that the password is not correct, try one (1) more time. After 2 failed attempts, click on the Forgot Password button. You will be prompted with the “challenge question” stored in your profile. After providing the previously stored response to that question, you will be provided the opportunity to reset your password without getting suspended.

If you cannot remember your challenge question or the corresponding answer, now is the time to access the Change Email/Password section of SAM and reestablish your profile.

Remember, passwords expire in SAM every 90 days and you cannot use the same password as your previous 12 passwords.

Policy Exceptions for FY09

State agencies who wish to submit Policy exceptions to the CAPP Topic 20355 (Purchase Cards) and 20360 (Travel Cards) will need to submit these written exceptions no later than May 31, 2008 for review.

CAPP Topics 20355 and 20360 have been issued for 2008 and are on the web.

Agencies must remember that any exceptions granted by DOA's Charge Card Administration Team expire each year at June 30th unless they have a new approved exception for the new Fiscal Year.

Training for 2008

A reminder that all Program Administrators must have completed their Annual Training by June 30th.

Also, all Gold Cardholders must complete their training by June 30th.

Certifications Due June 30th

A reminder that all Annual Certifications are due June 30th. If your agency cannot comply with this due date, please contact DOA's CCA Team to notify them of the inability to complete these requirements by the due date. **This communication must be done before June 30th.**

Cycle Date in June

Just a reminder that we do not cycle until 11:59pm on Monday June 16th; therefore, the bills for cardholders and monthly consolidated bills will not be available in NetService until Tuesday morning June 17th.

Agencies should plan accordingly given Fiscal Year end. The Due date will remain July 8th.

Please note that there will be no processing in CARS on Friday July 4th due to the holiday therefore agencies will have to take that holiday into account when they are processing their payments.

Crucial Dates

June 4th at 10am

Monthly SAM Refresher Training

June 11th at 10am

Monthly PA Call

June 16th at 11:59pm

Cycle Close

June 18th at 10am

New PA Training

July 2nd at 10am

Monthly SAM Refresher Training

July 4th

DOA Closed

July 9th at 10am

Monthly PA Call

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: 1-866-834-3227

Overseas Collect:

801-464-3232