

Monthly Program Administrator Agenda

November 9, 2016

Tips of the month

- New Fraud Re-issue Process
- Works Secure Login
- Paper Statement Conversion
- SPCC Contact Sheet
- Reset Password Changes

Commonwealth of Virginia Knowledge Center Upgrade

All Program Administrators and Back-ups,

Tentatively, on November 14, 2016, the Department of Human Resource Management (DHRM) will implement a major upgrade to the Commonwealth of Virginia Knowledge Center (COVKC), newly re-named the Commonwealth of Virginia Learning Center (COVLC).

Beginning Tuesday, November 1, approximately two (2) weeks prior to the upgrade, the COVKC will be down and unavailable for everyone. NO registrations can be accepted or processed, NO training of any type will be accessible, and NO reports of any type will be accessible.

On November 14, 2016, you will access COVLC using your current COVKC User ID and Password.

Further details and the new URL will be provided at a later date.

For agencies that currently use a separate portal in the Knowledge Center, your transition to COVLC may take place after November 14, 2016. Please contact your agency's Site Administrator to confirm the correct date.

New cardholders will not be able to take any of CCA's required trainings located in the Knowledge Center during the blackout dates listed above. If you have new cardholders that need to complete the training please have them to complete it before November 1 or they will be required to wait until after the upgrade to the Commonwealth of Virginia Learning Center (COVLC).

Reminders:

- CCA has implemented an Automated Online Forms Request System, which will allow PA's and Back-ups to make requests online for day to day cardholder maintenance. You should have received an email with details on how to access the system and complete registration. Effective July 1, 2016, all requests for cardholder maintenance will only be accepted using the online system.
- For PAs that are responsible for more than one agency, please email CCA after you have created your initial security credentials and we will link all of your agencies to one log-in.
- Troubleshooting- if you are having issues logging on to <https://cca.doa.virginia.gov/Login.cfm>, please contact cca@doa.virginia.gov.
- DOA will now be offering Monthly Program Administrator Training for all new PA's as well as those who need a refresher beginning April 5, 2016. Training will be offered in person (James Monroe Building, 101 N 14th St. Richmond VA, 2nd FL training room) on the first Tuesday of each month and offered via WebEx on the third Tuesday of each month. Each monthly training session will be from 8:00 am to 12:00 pm. To register, please email cca@doa.virginia.gov. More details will follow. This monthly training will allow PA's to

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receive detailed instructions about their responsibilities and day to day functions as a Program Administrator.

- The Commonwealth has a package relationship with NAPCP in order to get a (discounted) \$99 membership rate. When you sign-up initially or renew your membership to this organization, please contact DOA for coupon code to receive your discounted membership rate. This code is valid until 2/9/17.
- When contacting CCA, please call 804-786-0874 to leave a voicemail or email cca@doa.virginia.gov. Email is the best way to contact us. If your request is urgent, please mark it accordingly when sending an email. Do not send maintenance requests to individuals within the unit.
- When contacting Jane Ritter or Company Level Support at BOA, please email Dedicated_Card_East@bankofamerica.com.
- DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 60 days. Cardholders who are 120 days past due, the cards will be revoked and the PA will be requested to recoup payment from the employee's payroll.
- **Program Administrators should be reviewing the delinquency reports in Works at least every two weeks to ensure cardholders are making timely payment for their IL cards.**
- Any requests to pay late invoices on a card should include the agency name, agency number, invoice number(s), invoice date, due date, and reason for making the payment late. Any request not including this information will not be approved.
- When submitting requests to DOA, clearly state the request. The request should include at a minimum the cardholder's name, last 4 digits on the card, amount of increase (if applicable), how long the profile change is needed, and justification for the request. If you submit a profile change request to DOA that involves a card limit increase (SPCC or GOLD), **the request should include approval from the cardholder's direct supervisor.**
- Agencies should evaluate the number of CL and STL increase requests and ensure the limits are in line with the cardholder's needs. If you find that the cardholder regularly goes over the cycle limit, card limit, or single transaction limit, please review the need for a Gold Card at your agency.

Contact Information for CCA:

- cca@doa.virginia.gov
- 804.786.0874