

Volume No. 1 – Policies & Procedures	TOPIC NO.	20355 - Cardinal
Section No. 20300 – Cash Disbursements Accounting	TOPIC	PURCHASING CHARGE CARD
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Overview

Introduction

Purchasing charge cards (purchasing cards) offer State agencies and institutions the opportunity to streamline their procedures for procuring and paying for small dollar goods and services. The purchasing card program reduces the volume of accounts payable transactions and the associated administrative costs by eliminating vendor invoices and consolidating multiple vendor payments into one monthly payment to the charge card vendor. Suppliers are paid directly by the purchasing card contractor, currently Bank of America VISA. In addition, the purchasing card contractor provides a variety of management information reports to assist agencies in maintaining control over purchases and payments via Works, Bank of America’s online program management system.

While the use of a purchasing card leads to accounting efficiencies, agencies and institutions must maintain strict internal control over the use of cards and ensure that relevant procurement guidelines are observed, especially those detailing the use of State contracts and eVA. The purchasing card should be viewed at all times as an efficient means of payment, not a substitute for proper procurement procedures.

All state agencies are to utilize Department of Accounts’ contract for all card needs.

An agency interested in participating in the Small Purchase Charge Card (SPCC) program or the “Gold” Card program should contact DOA’s Charge Card Administration Team at (804) 786-0874 or cca@doa.virginia.gov.

Role Definitions

Agency Program Administrator (PA) —This individual is **registered** with Bank of America and the Department of Accounts as the only person authorized to make changes (e.g., add or cancel cards, change card controls, etc.) for the Small Purchase Charge Card (SPCC) program at the agency or corporate account level. The Program Administrator is designated by the agency head or similar authorizing officer using a Program Administrator Form available on the DOA’s Charge Card Administration web page.

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Role Definitions,
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Charge Card Administration Team: Department of Accounts—These individuals are responsible for monitoring and reporting on statewide program activities for all charge card programs. The Charge Card Administration Team receives and processes Program Administrator Forms received from agencies, provides statewide training, resolves programmatic issues with Bank of America on behalf of the Commonwealth’s agencies and institutions, and reviews written agency requests for exceptions to these accounting policies and procedures.

The Charge Card Administration Team administers the Gold program on behalf of all participating agencies and institutions. Only the Charge Card Administration Team can make changes (e.g., add or cancel cards, change card controls, etc.) for the Gold program.

Charge Card Administration Contract Administrator: Department of Accounts—This individual represents the Commonwealth of Virginia in all contract negotiations with the Purchase Charge Card, Gold Card, and Travel Card provider.

State Procurement Contracts Bureau: Department of General Services/Division of Purchases and Supply – This unit provides resources on all matters related to State contracts.

Policy Consulting and Review: Department of General Services/Division of Purchases and Supply—This unit provides resources on all matters related to State procurement policy and eVA guidance. Any technical eVA questions should be addressed to eVA Customer Care at eVACustomerCare@dgs.virginia.gov.

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Policy

Introduction The following policies and procedures apply to the use of the Small Purchase Charge Card by *all* agencies and institutions of the Commonwealth. Most policies and procedures also apply to the Gold program. Differences are noted where appropriate.

Purchase Limits The small purchase transaction limit can be set up to a maximum of \$10,000 per transaction up to a maximum monthly limit of \$100,000 in association with the APSPM PIM #98-036 small purchase threshold increase.

For more information on APSPM PIM #098-036 please see:
<https://dgs.virginia.gov/globalassets/business-units/dps/documents/apspm/pim36.pdf>

A Program Administrator needs to set the limits on each PCard to appropriate levels based on the cardholder’s buying needs. A Program Administrator may not increase a cardholder’s per transaction limit above \$10,000, or its monthly limit above \$100,000, without express written authorization by the Department of Accounts.

The Department of Accounts may cancel the program administration authority of any Program Administrator found to be in violation of this policy. **A cardholder may not, under any circumstances, authorize any charge in excess of the transaction limit set by the Program Administrator.** Violation of this policy is to be enforced by each agency. DOA’s recommendation when this policy is violated is to revoke the cardholder’s charge privileges for a minimum of three months. Repeat offenses should result in permanent revocation by the agency.

*****Program Administrators are permitted to obtain a Purchasing Card, however; they are not allowed to perform maintenance on their own card. Requests for limit increases, restriction removals, etc., must be completed by the backup PA.***

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Limit Increases Limit Increases

Supervisor approval is required for all limit increases. The agency Program Administrator must verify that appropriate limits are being set based on business need and card usage. It is up to the agency Program Administrator to maintain proper documentation to justify the reason for the temporary or permanent increase, regardless of the amount.

Temporary Increases

- Temporary increases *within* the state mandated limits CL \$100,000 – STL \$10,000 may be increased by the Program Administrator without DOA approval.
- Temporary increases *exceeding* the state mandated limits CL \$100,000 – STL \$10,000 may be requested through the CCA Forms Database at <https://cca.doa.virginia.gov/Login.cfm>. CCA will review the request, if approved, the card spend control profile will be updated in WORKS. Supervisor approval must be uploaded on Form DOA-CCA002

Permanent Increases

- Permanent increases *within* state mandated limits CL \$100,000 – STL \$10,000 may be increased by PA without DOA approval.
- Permanent increases *exceeding* the state mandated limits CL \$100,000 – STL \$10,000 may be requested through the CCA Forms Database at <https://cca.doa.virginia.gov/Login.cfm>. CCA will review the request and, if approved, update the card spend control profile in WORKS. Supervisor approval must be uploaded on Form DOA-CCA001.
- If approved, PA must update Exception Request to include cards with limits above the state mandated CL \$100,000 - \$10,000 and submit with request through the CCA Forms Database or send to the CCA Mailbox (cca@doa.virginia.gov)

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Restriction Removals

Restriction Removals

Supervisor approval is required for all restriction removals. The agency PA must verify that appropriate restriction removals are being set based on business need and card usage. It is up to the agency PA to maintain proper documentation to justify the reason for the temporary or permanent restriction removal.

Temporary Restriction Removal

- Temporary Restriction Removals (*up to 2 weeks*): may be lifted by the Program Administrator without DOA approval.
- Temporary Restriction Removals (*exceeding 2 weeks*): may be requested through the CCA Forms Database at <https://cca.doa.virginia.gov/Login.cfm>. CCA will review the request, if approved, the card spend control profile will be updated in WORKS. Supervisor approval must be uploaded on Form DOC-CCA004

Permanent Restriction Removal

- Prior to May 31st of each year, permanent restriction removal(s) may be requested by your agency Program Administrator by submitting your agency Annual Exception Request Form to cca@doa.virginia.gov. Once CCA has reviewed, approved and returned the exception to the agency PA, the PA may remove the requested restrictions.
- After May 31st of each year, all requests for permanent restriction removal should be added to the annual exception template. The Program Administrator should send the request to cca@doa.virginia.gov.

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Purchase Card Use **Agencies assume ultimate liability for the employee’s use of the card.** Purchasing cards may be issued to full or part-time employees, but not to contract workers. Purchasing cards must be used for official Commonwealth of Virginia purchases only and all purchases must comply with the same State procurement regulations in effect for any other means of payment.

Use of the PCard for personal items, cash advances, or business related travel expenses such as hotel or rental cars is prohibited.

Under certain conditions, the purchase of airline tickets, mass transit tickets, car rentals on the State Car Rental Contract and accommodations is permissible with advanced approval by DOA’s Charge Card Administration Team for agency employees other than the cardholder.

All cards should have all six Industry Restriction tables on them unless there is written documentation to support the need for removal either on a temporary or permanent basis. Temporary or permanent removal of these restrictions to allow for non-travel related purchases (e.g., meeting rooms or catered business meals) may be considered by the agency Program Administrator on a case-by-case basis. **Never store card information in an electronic or mobile device.**

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Gift Card/ Certificate Purchases

Purchase of gift cards and/or gift certificates using the State PCard may be allowed for the sole purpose of employee recognition as defined in DHRM’s Policy 1.15, Employee Recognition and Engagement. Gift cards and/or gift certificates for purposes other than pursuant to DHRM Policy 1.15 are not allowed on the State Purchase Card unless prior approval from DOA’s Charge Card Administration Team is received.

Since gift cards and gift certificates are in essence cash, and generally do not have the employee’s name on them, they pose a very high risk for possible abuse. Currently, there is no way to trace the recipient of the card and its benefits.

Per DHRM’s Policy 1.15 Employee Recognition and Engagement, “All monetary awards (regardless of amount) are considered income for the employee and taxed accordingly.” It also states, “Non-monetary awards may be subject to tax.” Agencies should consult this policy for more information regarding agency responsibility. Additionally, the IRS considers all “cash equivalents” such as gift cards and gift certificates to be fully taxable.

The decision for an agency or institution to allow purchases of gift cards/gift certificates for employee recognition using the PCard is made at the agency.

DOA does require that if an agency allows this type of purchase on the PCard, the following items must be complied with:

- 1 – Only gift cards/gift certificates for Employee Recognition can be bought.
- 2 – Each must contain a unique number for tracking purposes.
- 3 – A log must be maintained itemizing at **a minimum** the following information:

A – Gift Card/Certificate Unique Number

B – Gift Card/Certificate Value (i.e. \$10.00, \$25.00, etc.)

Note: If the Card/Certificate is for a specific type of good or service, at the time of purchase you must be able to assign an individual value per card/certificate

C – Employee’s Name who will receive the Gift Card/Certificate

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Gift Card/ Certificate Purchases, continued

NOTE: If the Cardholder is unaware of the name of the employee who will be receiving the card, then the purchaser is to pass this log to the appropriate person who can complete the employee's name and then return the completed log to be attached to the cardholder's reconciliation log.

An agency can add additional information to the log but the log must at least contain the three items above.

4 – The log (or a copy of the log) must be attached to the Cardholder's Reconciliation Log along with the receipt of the purchase.

5 – The Cardholder must provide a copy of the log to the appropriate staff member in their agency's Human Resources or Payroll department for inclusion of the value in the employee's taxable income.

Each agency and institution always has the option to pay for these items using alternative methods such as check or EDI.

Airline Ticket Purchases

Airline ticket purchases, like all other purchases made with the card, may not exceed the card limits. Agencies and institutions must use one of the other options listed below for charges in excess of the Small Purchase Charge Card (SPCC) limits or obtain authorization in advance from DOA's Charge Card Administration Team:

- ◇ Bank of America VISA Agency Airline Travel Card (ATC)
- ◇ Bank of America VISA Employee Paid (Individual Liability) Travel Card

The purchases of First Class airline tickets are not permitted. This includes upgrading to First Class seating at airport check-in. If this occurs, the cardholder is fully responsible for the charges made and will need to reimburse the agency from their personal funds.

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Frequent Flyer Miles and Hotel Rewards

Please refer to CAPP 20335,

http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20335-2015.pdf,

Travel credit, reduced rates, or free services received from public facilities (examples: airline, Car rental agencies, motels, etc.) by individuals for whatever reason accrue to the Commonwealth. Any such credit, reduced rate, or free service must be reported to the agency Fiscal office and must be deducted from the amount of travel expenses claimed.

Electronic & Paper Airline Tickets

Note that some new airline travel regulations require that passengers who purchase electronic tickets with a charge card must produce the card at check-in. It is recommended that verification be performed with the airline of choice to determine the airline's practices.

Payment for State Classes & Services

The purchasing card may be used to pay for classes/services provided by another state agency **only if** the agency accepts VISA and is willing to accept payment for goods and/or services by VISA. Otherwise, if one or both agencies are on Cardinal, a payment is processed in the Accounts Payable Module (AP) by the paying agency and receipt is recorded in the Accounts Receivable Module (AR) by the recipient agency. When these types of transactions occur, there is no difference in the processing steps from other AP or AR vouchers (see CAPP – Cardinal Topic No. 20310, *Expenditures* and Topic No. 20205, *Deposits*).

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Program Administrator Responsibilities

The Procurement Director or a designee who is familiar with procurement regulations will act as the primary Program Administrator (PA) at each agency or institution.

Program Administrators are permitted to obtain a Purchasing card, but should never make changes to their own account or create a card for themselves. All changes should be made by the backup PA. If the back-up PA is not available, please email cca@doa.virginia.gov for assistance.

The Program Administrator is responsible for the following:

Daily:

- Entering in cardholder data, reviewing, and approving card applications online;
- Setting appropriate transaction and credit limits on each card based on the cardholder's buying needs;
- Issuing cards;
- Ensure that Virginia Sales tax has not been charged on purchases.
- Ensure past due invoices are not being paid on the card unless prior approval is received from DOA's Charge Card Administration Team.
- Ensuring that if a card ordered is not received in 7 business days, it is cancelled for security reasons, and requesting a new one to protect against possible mail theft;

Monthly:

- Monitoring on a regular basis, at least monthly, the transactional data for the SPCC and GOLD cards to ensure compliance to policy (i.e. split orders, using State contracts);
- Ensuring that if the paper bill from Bank of America is not received by the designated staff member no more than 8 days after the cycle closes, the fiscal office downloads a copy of the monthly bill from Works;

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Program Administrator Responsibilities,
continued

Annually:

- Ensuring that an annual analysis of each cardholder’s card usage and card limits is performed and documented;
- Monitoring and canceling inactive cards. The PA must periodically review inactive cards and cancel those that are no longer needed;
- Removing or adding, either permanently or temporarily, the Industry Restrictions (Travel, Rental, Accommodations, Gas/Oil, and Restaurant/Food) on individual accounts on a case-by-case basis, ensuring adequate documentation supporting the change is kept on file.
- Training cardholders annually in proper card usage, security, and procurement guidelines. Agencies can utilize the PCardholder training available in the Department of Human Resource Management (DHRM) Learning Center. The Commonwealth’s Learning Center (LC) is a web-based application that delivers self-study training topics and instructor-led course registration managed by DHRM to your desktop. The Commonwealth’s Learning Center also tracks eLearning and instructor led courses that were completed or registered for in the LC. Agencies may also use their own training as long as it contains all items in DOA’s version and is approved by DOA;
- Taking Annual PA Training as well as Supervisor and/or cardholder training if the PA also serves in one of these roles at his agency;
- Ensuring the supervisors of cardholders are trained annually in their roles using the Supervisor training, which is available in the Commonwealth’s Learning Center, or use their own as long as it contains all items in DOA’s version and is approved by DOA;
- Educating cardholders, supervisors/reviewers, fiscal staff and others of the cycle and due dates for the Bank of America VISA program annually;

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Program Administrator Responsibilities,
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As Needed:

- Promptly canceling cards as appropriate;
- Ensuring agency and cardholder compliance with all SPCC policies and procedures presented in this manual, in updates, on the DOA web page, in the Commonwealth’s Learning Center, or in mandatory training sessions, including proper processing of monthly payments;
- Communicating with DOA’s Charge Card Administration Team on such matters as who is to receive access to monthly billings, additional statements, and management reports;
- Promptly notifying Bank of America of any potential or confirmed fraudulent use of the purchasing card and steps that are being taken to address the issue (e.g., card cancellation, communication with the vendor and/or Bank of America, notification of law enforcement officials as appropriate);
- Communicating with DOA’s Charge Card Administration on any suspended or cancelled cards along with justification for these actions;
- Promptly notify DOA of any “Internal Investigations” in relation to suspected or confirmed cardholder misuse;
- Managing vendor issues pertaining to not receiving ordered goods/services or incorrect charges. If resolution can’t be made at the Program Administrator level, notify Bank of America through Works, providing the necessary information referenced on the back of the monthly bill;
- Ensuring appropriate restrictions are placed on all cards by auditing the industry (MCC) restrictions placed on all cards at a minimum of monthly; and
- Providing the Bank of America corporate account number to any staff members who will be processing batches and will require the number.

Program Compliance

Maximum use of the SPCC program in conjunction with other electronic commerce initiatives is a best practice essential to the statewide effort to reduce the costs associated with paying for goods and services for the Commonwealth. Agencies and institutions that are not maximizing charge card use and the associated cost savings are identified quarterly in the Comptroller’s *Report on Statewide Financial Management and Compliance*. Agencies and institutions that fail to make accurate, timely payments are also reported. Agencies will receive a detailed listing of the suppliers who were paid by means other than the SPCC, which will be sent to the Program Administrator each quarter.

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Audits

Responses to all audit inquiries are expected by the due date specified in the DOA’s email request. Agencies that do not respond to audit inquiries will be forwarded to DOA’s Assistant Director. The Assistant Director will contact the agency PA and Fiscal Officers advising them of possible suspension of their card program, without notice, if a response is not received. These agencies may also be reported in the Comptroller’s Report on Statewide Financial Management and Compliance.

Program Administrator Backup

Agencies should designate a Backup Program Administrator (BPA) who is also familiar with procurement regulations. However, each agency or institution participating in the SPCC program will have no more than two Program Administrators. DOA will consider written requests for additional Program Administrators at the agency level on a case-by-case basis.

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Required Annual Training

All Program Administrators and their Backups are required to take annual training presented by DOA in the Commonwealth’s Learning Center.

All supervisors, reviewers, or Agency staff members who approve cardholders monthly logs for the SPCC and/or Airline Travel Card program are required to complete training annually. This training is available in the Commonwealth’s Learning Center.

All cardholders, SPCC and Travel card must take the applicable training. If a cardholder holds an SPCC and Travel card, they must take both cardholder trainings.

If a PA or his backup is also a Supervisor signing cardholder logs and/or is a cardholder himself, the PA or backup must take all applicable trainings related to his role at his agency.

Training in the Commonwealth’s Learning Center is based on policies and procedures mandated by the Commonwealth of Virginia reflected in CAPP 20355 and 20360.

Additional training will be presented by DOA and Bank of America geared towards Bank of America’s Works system and other possible functionalities.

Program Administrator Live WORKS Training

- BOA holds weekly WebEx training on ‘Day to Day tasks for Program Administrators’. This training focuses on typical daily tasks performed by a Program Administrator. This training is available in the Works system, lasts for about 1 hour and 20 minutes, and advance registration is required. This is recommended for all new PAs.
- BOA holds weekly WebEx training on ‘Card Maintenance Functions’. This training reviews various card maintenance item scenarios. This training is available on the Works system, lasts for about 1 hour and 20 minutes and advance registration is required. This is recommended for PAs as a refresher.
- BOA provides a ‘Tip of the Month’. This tip will be information that may help you to better manage your program. Tips of the month can be accessed on CCA’s Bi-Monthly PA Agendas.

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Required Annual Training, continued

Non-compliance of training will result in the suspension of your agency’s card program.

Agency’s that wish to administer their own training to their cardholders, supervisors/reviewers must submit a copy of your training and quiz to DOA no later than December 30 of each year.

All agency trainings must follow all policies and procedures from CAPP 20355.

Works Fiscal Staff and Internal Audit Training

- BOA holds weekly WebEx training. This training covers the different uses of the standard reports and the custom reports available using the Works system. This training can also be taken by PAs who would like to enhance their skills using the Works reporting functions. This training is available on the Works system, lasts for about 1 hour and 20 minutes, and advance registration is required.
- Purchase Cardholders have online training available in the Commonwealth’s Learning Center. All Purchase Cardholders are required to take training each year. An agency can utilize the training in the Commonwealth’s Learning Center, or request an electronic version from DOA to cater to their own agency’s internal policies and procedures as long as the DOA content is maintained and it is approved by DOA.

Every effort will be made to provide all training online to minimize the costs associated with travel to Richmond.

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Annual Certifications

The Annual Training Certification confirms that you as the Program Administrator have ensured that the appropriate employees have taken the required CCA trainings. All trainings are available in the Commonwealth’s Learning Center.

The Annual Cardholder Review Certification certifies that you have reviewed each cardholder’s transaction limits, monthly limits, restriction tables, and transaction volumes where appropriate. The certification also ensures that cards were cancelled appropriately, profile changes were made with necessary DOA approvals, and that staff with multiple cards were reviewed for validity and appropriate limits were set.

Both forms must be submitted annually by May 31st of each year. The forms must be submitted using our online forms database at: <https://cca.doa.virginia.gov/Login.cfm>.

Paper submissions will not be accepted.

The Annual Certification process is subject to audit.

Annual Security Certification

Agency Program Administrators are also responsible for performing an annual audit of their WORKS system to identify and confirm that each Agency users’ WORKS system access is still appropriate and required. Program Administrators should delete all identified unnecessary user profiles from the WORKS system immediately. This includes any user that has left employment and/or does not need current system roles (auditor and/or accountant).

State Contract Suppliers

The purchasing card must not be used to circumvent procurement guidelines, particularly those designed to maximize the Commonwealth’s purchasing power through State contracts. Efforts should be made to use State contract suppliers who accept the purchasing card, where appropriate, in order to maximize administrative cost savings. Questions regarding the appropriate use of the purchasing card should be directed to the agency's Program Administrator.

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Third Party Payment Processors

Third-party processors (PayPal, Square, etc.) allow suppliers to accept card payments without having a merchant account. Third-party processors allow suppliers to use their merchant account and terms of service. The cost of utilizing third-party processors is much lower than a typical merchant bank.

DOA does not prohibit the use of third-party processors, but we do forbid cardholders from storing their full 16-digit card account number with these processors.

Third Party Payment Processor Exclusions: Amazon Pay

Amazon Pay is an online payment service that allows the option of paying a supplier utilizing an existing Amazon account.

Contrary to the above-identified third party processors, Amazon Pay does not identify the original supplier or provide a detailed description of the transactions in WORKS or the card statement. As a result, agencies could incur an increase of internal and external auditing to determine the appropriateness of the transaction.

Most suppliers accept VISA as a form of payment. Cardholders should be paying for their goods/services utilizing the VISA option. Amazon Pay and other payment options are strictly forbidden and should not be used.

Electronic Commerce

Department of General Services' (DGS) Policies must be followed in all cases. Policies are available on the DGS website at <https://dgs.virginia.gov/procurement/policy-consulting--review/policy/>.

An agency can set up purchasing cardholders in eVA as users in order to maximize the benefits provided by using the purchasing card on eVA orders. All cardholders are prohibited from sending the account number via email (even if it is included in an attachment), faxing the account number, mailing card information, or sharing card information with anyone to make a purchase. eVA encrypts all purchasing card information.

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Electronic Commerce,
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Suppliers equipped for electronic transmission will receive the card information in a secure format. eVA allows a requestor to use another user's p-card for a purchase by selecting that user's p-card alias. The requestor does not need to be in possession of the cardholder's purchase card information and the cardholder will automatically be included in the approval flow for the eVA requisition.

Additional information on workflow options is available by contacting the DPS Account Executive who can further assist with configuring agency workflows to meet specific needs.

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Procedures

Past Due Vendor Invoices

Agencies and their cardholders are prohibited from using the Pcard (SPCC and GOLD) to pay a vendor invoice that is past due unless prior approval from DOA’s Charge Card Administration Team is received in advance of the charge.

Past due vendor invoices are typically paid using check or EDI.

If an agency is paying an invoice that is within the guidelines of the Prompt Payment Act, then there is no need to seek approval from DOA’s Charge Card Administration to pay the invoice utilizing the card. For additional information regarding the Prompt Payment Act, please see CAPP Section 20315,

http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Topics_Cardinal/20315.pdf

To submit a request to CCA to pay a Past Due Invoice, please access our online forms portal at <https://cca.doa.virginia.gov/Login.cfm>.

Card Issuance, Cancellation and Changes

All card services must be obtained through participation in the Statewide contract administered by the Department of Accounts (DOA). The agency Program Administrator is the liaison between the agency, DOA and the purchasing card contractor, Bank of America VISA. Any agency interested in participating in the purchasing card program should contact the Charge Card Administration Team at (804) 786-0874 or cca@doa.virginia.gov to obtain the necessary forms and information.

The Program Administrator Form, which is used to designate or change Program Administrators can be found on DOA’s Charge Card Administration web page at <https://www.doa.virginia.gov/forms.shtml#ChargeCard> and be scanned and emailed to cca@doa.virginia.gov . The document is one page in length, plus an instruction page.

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Card Issuance, Cancellation and Changes, continued

Program Administrators must ensure that purchasing cards are issued to only those individuals who have appropriate purchasing authority. When requesting a card for an employee, the applicant's supervisor must provide the Program Administrator with documentation supporting the issuance of the card, including an analysis of the potential type and level of activity and justification for per transaction and monthly limits. The employee will provide his demographic information on the Purchasing Card Request form and submit it to his Supervisor for signature. Agencies must ensure the employee has provided all information, i.e., name, address, phone, email address, etc. Program Administrators will apply for purchase cards directly online using the Bank of America Works system. Program Administrators must set limits, at or below statewide caps of \$10,000 per transaction and \$100,000 monthly, based on this analysis. Program Administrators or supervisors must review cardholder limits annually and document the analysis in writing. DOA recommends that Program Administrators or supervisors use an Annual Purchase Card Review form for each cardholder. This documentation must be kept on file at the agency for audit purposes.

Cards are issued with the name of the cardholder and the cardholder's agency name embossed on the front. Cardholders must receive training and sign a Purchasing Card Employee Agreement form prior to obtaining the purchasing card. (A sample of which is included in this topic.) DOA requires the Program Administrator have each cardholder and supervisor complete the Purchasing Card Employee Agreement form each time a renewal card is received for a cardholder which is every three (3) years.

If a purchasing card is issued to a high-level administrator (school superintendent, department head, etc.), the agency must document the procedures that will be used to ensure proper internal controls and accountability in the absence of monthly supervisory review. An annual request for exemption, including such documentation, must be submitted to DOA for review and approval.

Program Administrators can remove industry restrictions on a case-by-case basis. Please refer to the Optional Controls section for further information.

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Interchange Settlement (Checkout Fees)

Suppliers can add “check out fees” (surcharge fees) for Visa Settlement and MasterCard credit card transactions per the terms of the settlement agreement. The terms apply to all Visa and MasterCard credit cards only. “Checkout fees” are being imposed solely at the vendor/suppliers discretion.

The vendor must follow all of the steps below in order to surcharge.

- Must disclose the check-out fee at the point of sale or online check-out
- Must disclose the fee as a separate line item on the invoice or receipt
- Must disclose the amount of the surcharge which can’t exceed more than 4%
- Must disclose the amount of the surcharge using signs at register or posted in location on Point of Sale (POS) only

U.S. Suppliers that intend to surcharge must complete a notification form with Visa or MasterCard 30 days in advance of charging the fee.

Mobile Wallets

Mobile payments of digital wallet services allow users to make payments in person, via mobile applications and on the web.

The use of mobile wallets is not approved for use with our card program. Cardholders are strictly prohibited from adding any Commonwealth cards to any payment application such as Apple Pay, Google Pay, Samsung Pay, etc.

Cards found to have been used for mobile wallet transactions are subject to suspension and/or cancellation.

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“Gold Card” Program

The purpose of the “Gold Card” program is to optimize the Commonwealth’s participation in electronic commerce. This will be accomplished by allowing certain individuals higher limits (up to the maximum defined as a small purchase in the Virginia Public Procurement Act) for use of the Commonwealth’s charge card program. With the exception of references to the enhanced transaction and monthly limits, all requirements in this CAPP Topic are applicable to the Gold Card.

Agencies and institutions may request only the minimum number of cards to meet their needs. Gold Cards can only be issued to full-time classified purchasing/procurement professionals or other staff members the agency head deems to be familiar with procurement regulations and able to handle the increased responsibility associated with the higher card limits. A Virginia Contract Officer certification is preferred. **This individual may not hold a Small Purchase Charge Card.** They are to use their Gold Card for all purchases up to the designated Gold Card Limits.

The transaction limit for the Gold Card is \$50,000 or higher per transaction and the monthly limit is \$250,000 or higher, set by the Statewide Program Administrator at DOA. **A cardholder may not, under any circumstances, authorize any charge in excess of the transaction limits set by the Statewide Program Administrator.** The Department of Accounts will cancel the card of anyone found to be in violation of this policy.

DOA’s Charge Card Administration are the Global Program Administrators of the Gold Card Program. Changes to the Gold Cards can only be made by DOA’s Global PA’s. Each agency Program Administrator is responsible for the day-to-day maintenance of the Gold Cards (i.e.: submission of limit increase/decrease requests and restriction removals, review of transactions, etc.). All Gold Cardholder’s should contact their Agency PA for card related issues.

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“Gold Card” Program, continued

For Gold Card limit increases, the agency PA must do the following:

- a. Complete the Gold Card Limit Increase Request form
- b. Submit using DOA’s Online Forms Request portal:
<https://cca.doa.virginia.gov/>

This form will be used to request Single Transaction and Monthly Credit limit increases, either permanently or temporarily (*exceeding 2 weeks*), or other unique conditions.

https://www.doa.virginia.gov/forms/Charge_Card/Gold-Card-Limit-Increase-Request-Form.pdf

Multiple SPCC Cards

All agencies and institutions with cardholders that have more than one SPCC card issued in their name must conduct an annual review of the need for multiple cards and determine appropriate combined limits. Documentation of the review must be kept on file at the agency for audit purposes. DOA requires completion of a review using the Annual Cardholder Review Certification form. This certification is due **no later than** May 31st each year and the approval will be effective for the upcoming fiscal year, July 1 through June 30. This form should be submitted at DOA’s Charge Card Administration (CCA) Forms Request Portal at:

<https://cca.doa.virginia.gov/Login.cfm>.

Card Request and Employee Agreement

Samples of a Purchasing Card Request form for the SPCC card and a Purchasing Card Employee Agreement form are located in the Forms section of this CAPP topic. These forms represent the minimum documentation for card issuance. Agencies may choose to add requirements to the forms, but may not require less.

Note: Annual Program Administrator or supervisory assessments of cardholder activity and spending limits are required of all cards, regardless of date of initial issuance. The annual review can be performed at any time during the year as long as a continual 12-month period is being reviewed. Upon completion of this annual review, the agency’s Program Administrator must send an Annual Cardholder Review Certification Form to DOA certifying that all cardholder accounts have been reviewed and any necessary changes have been made. This form is due to DOA **no later than** May 31st. The form can be found and submitted via DOA’s Charge Card Administration (CCA) Forms Request website at: <https://cca.doa.virginia.gov>.

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Single Transaction Limit

The single transaction limit allows agencies to designate the maximum dollar amount allowed for Cardholders to spend on each purchase or transaction (maximum of \$10,000). At the point-of-sale, Bank of America’s system verifies the purchase amount falls within the approved transaction limit. If the amount requested for authorization exceeds the limit set by the Program Administrator, the authorization is denied. If a cardholder authorizes a charge in excess of the per transaction limit established for that card, whether by splitting the invoice, encouraging the vendor to circumvent the Bank of America denial, or any other means, the card should be revoked by the agency for a minimum of *three* months.

Repeat offenses should result in permanent revocation by the agency. A detailed procedure for offenses to non-compliance of the PCard program can be maintained by each agency. A Program Administrator may temporarily increase a cardholder’s limit (not to exceed \$10,000) in order to accommodate a one-time purchase in excess of the current limits. The PA should maintain documentation at the agency for audit purposes and provide such documentation to DOA, if requested. If the single transaction limit is over the \$10,000 threshold, submit the request online using the CCA Forms Database located at: <https://cca.doa.virginia.gov/Login.cfm>.

Cycle Limit

The cycle limit allows agencies to designate the total amount a cardholder can spend during the monthly billing cycle (maximum of \$100,000 per billing cycle). This is typically referred to as the cycle or credit limit. A running balance is maintained in Bank of America’s database that increases with each authorized charge until the cardholder reaches the assigned cycle limit. If the limit is reached before the end of the billing cycle, new attempts for authorization are denied.

Agencies participating in OLR will need to have transactions signed-off before the credit limit will replenish.

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Optional Controls

When a Program Administrator is applying for a new card, all industry restrictions must be applied. The restrictions are Accommodations, Car Rental, Oil/Gas, Restaurant/Food, and Travel. The Fraud restriction is required on all cards and cannot be removed.

These industry restrictions are based on merchant category codes (MCC's). The restrictions enable agencies to have additional controls on cardholders to prevent or limit the amount of charges that are travel related which do not belong on the SPCC.

A detailed list of MCC's that fall under each industry restriction are on DOA's Charge Card Administration web page under Bank of America Information at https://www.doa.virginia.gov/reference/chargeCardAdmin/index.shtml#Bank_of_America_Information.

Program Administrators should become familiar with the MCC's under each restriction in order to better address any cardholder declines when they occur.

Travel-related charges should be placed on the IL Travel Card or paid for with the employee's personal funds. Cardholders are prohibited from placing personal travel related expenses (Travel, Rental, Accommodations) on the SPCC card issued in their name. Agency personnel tasked with making travel arrangements for employees may use their card for those employees.

All cards should have the five industry restriction tables on them unless there is written documentation to support the need for removal, either on a temporary or permanent basis. Temporary or permanent removal of these restrictions to allow for non-travel related purchases (e.g., meeting rooms or catered business meals) may be considered by the agency Program Administrator on a case-by-case basis.

A listing of all MCC's as well as a detailed listing of which MCC's are included under each of the Industry Restrictions is on DOA's Charge Card Administration web page under Bank of America Information at:

https://www.doa.virginia.gov/reference/chargeCardAdmin/index.shtml#Bank_of_America_Information.

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Optional Controls, continued

Program Administrators are allowed to remove, for valid reasons only, any of the five restriction tables:

1. Travel
2. Car Rental
3. Gas/Oil
4. Restaurant/Food
5. Accommodation

It is the responsibility of the agency Program Administrator to review the cardholder's account periodically to assess if the permanent restriction removal is still needed. If the restriction removal is no longer necessary, the Program Administrator must turn the restriction back on immediately. This assessment can be made to coincide with the required annual analysis of each cardholder's usage and limits.

Program Administrators can run a report in the Works system to view all card restrictions. This report should be run and reviewed by Program Administrators **monthly** to ensure all cards have appropriate industry restrictions.

Requirements for reviewing and removing Industry Restrictions are as follows:

- Obtain written request (email is sufficient) from the cardholder's supervisor stating the need for the cardholder to use the Purchase card for a specific charge or series of charges, which are classified under an Industry Restriction. This statement must describe, at a minimum, the estimated date of the purchase(s), dollar amounts and the reason for the purchase.
- Assess the statement to determine the appropriateness of the Purchase charge card use as well as the need for a temporary or permanent restriction.
- Industry Restrictions can be removed by going online and lifting the restriction. You will need to know the cardholder name and the restriction to be removed. Restrictions that can be removed are—

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Optional Controls,
continued

<u>Description</u>	<u>Restriction ID</u>
Travel	COVT001
Accommodations	COVA001
Gas/Oil	COVG001
Car Rental	COVC001
Restaurant	COVR001

- Print the screen confirming the restriction removal and attach it to the written request (or email) from the cardholder’s supervisor requesting the need for the removal of either one or more of the mentioned restrictions. Also include the effective dates for the restriction removal.
- Maintain a file with the requests and associated backup, since it may be requested for audit purposes.

Assess **monthly**, using the file of information created in the step above, those cardholders with permanent restriction removals to determine necessity for restriction removal.

Restrictions can also be changed online on a temporary basis to allow for a one-time purchase by moving the card into a cardholder profile, which allows that purchase. When the purchase is posted, then the card can be moved back to the original cardholder profile. Documentation must be maintained to support the changes.

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Hotel Accommodations Use of purchase cards—SPCC and Gold—for overnight hotel accommodations is allowed, but within the restrictions as defined below.

A traveler who has a PCard cannot use their own Pcard to check in or check out at a hotel. If the traveler does not have an IL Travel Card, the preferred method of payment is Direct Billing. This method allows an invoice to be sent to the responsible, financial party for review of charges before payment is made. Hotels may use demand payment, which charges the card on file when the stay is complete. The PCard cannot be present at check in or check out. Transactions are audited for hotel payments that were made on site.

SPCC

Agencies can elect to identify key personnel charged with making travel arrangements for agency staff to use their PCard to arrange a direct-bill or demand payment method on which to charge overnight hotel accommodations prior to the traveler’s hotel stay. The Program Administrator must submit an Exception Request to DOA as soon as personnel has been identified to make travel arrangements on a permanent basis. The individual making the reservation must contact an individual at the hotel location to verify:

- a. The hotel location is willing to accept a corporate paid card as the form of payment for **only** the hotel room and applicable taxes.
- b. The hotel **does not** require a card imprint on file for the card being used for the hotel room and applicable taxes.
- c. The hotel **does not** require a faxed or mailed copy of the card.
- d. The hotel can accommodate another form of payment for all incidentals for the traveler (i.e., room service, phone calls, internet, movies, etc.).

If all of these guidelines can be met according to the staff at the hotel location, then the charge can be placed on the SPCC. The date, time, and name of the individual with whom the cardholder verified the above information must be documented.

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Hotel Accommodations,
continued

Gold Card

For a Gold cardholder to use a Gold Card for overnight hotel accommodations for travelers other than themselves, an annual exception must be submitted to the Gold Card Program Administrator at DOA. Once approved, each Gold cardholder must follow Steps **a** through **d** above.

A Gold cardholder **cannot** use their Gold card to pay for their own hotel accommodations.

Request for Exception:

Agencies can elect to implement more restrictive rules than the ones identified in this policy, but they cannot allow less restrictive rules. A request for exception is required on an annual basis. If DOA does not have a record of the exceptions granted, the agency will be found in violation of the policy.

Permanent exceptions for Gold Cards must be included on the Annual Exception Template. You can access the exception form on the link provided:

<https://www.doa.virginia.gov/onlineservices.shtml#chargecard>.

Annual exception renewals/requests/notifications must be received by DOA's Charge Card Administration Team **no later than** May 31st of each year for the coverage period of July 1 through the following June 30th.

General Comments

Policy allows both holders of the SPCC or the Gold Card to use their cards to hold a room for overnight accommodations. This means that a traveler could secure the room with their SPCC or Gold Card, but would present another form of payment at check in.

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Advanced Payments

“Advance Payments” of CAPP – Cardinal Topic No. 20335, *State Travel Regulations*, states:

If circumstances make advance payments a necessity, advance payments are limited to one-night deposit for direct bill payments.

Therefore, while the SPCC or Gold Card may be used as a means of payment, it is allowable only to charge one night’s deposit when the hotel requires the first night’s room and taxes be charged immediately upon reservation. This is usually to secure a more cost effective rate.

While the deposit can be paid for by a SPCC or Gold Card, the agency maintains the responsibility to obtain a complete refund under the condition of a travel cancellation. Furthermore, the associated expense report presented by the traveler must not include reimbursement for the first night charged to the PCard. Agencies must inquire about the hotel’s cancellation policy in case a traveler cannot accommodate original travel plans and plan accordingly as in the event of a “no show.” The hotel may have a non-refundable cancellation policy or a cancellation penalty.

If the need arises whereas more than one night’s deposit is required, these inquiries must be submitted to DOA’s General Accounting Department at gacct@doa.virginia.gov.

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State Rental Car Contract

Billing Options

This section addresses the State Enterprise Car Rental Contract using the State PCard. Please refer to the section above on Travel-related charges captioned Optional Controls, which states that travel-related charges should be placed on the IL Travel Card or paid for with the employee’s personal funds. The PCard cannot be used for personal travel expenses (Travel, Rental, Accommodations). The PCard can be designated and set up on the State Enterprise Car Rental Contract for agency employee travel.

Agencies can set up with **Enterprise Rental Car** a direct bill option, which allows your agency’s travelers who are renting an Enterprise Rental Car through the State contract in Virginia to not have to provide a credit card at check in. Agencies can contact Enterprise at 804-358-2388 to get the needed information to set up one PCard account to be charged for all Enterprise charges. Enterprise understands that State policy does not allow for full credit card numbers to be provided via fax and it will take the information over the phone to establish the account. Remember to ensure your Car Rental Restriction is off the PCard before you set up the account with Enterprise to prevent any declines from occurring.

Agencies also have the option to have their travelers use their State Employee Paid (Individual Liability) Travel Card for payment of the Rental. Travelers present their State Travel Card at check in at the Enterprise location. When they return the car, they will get a printed receipt of the charges for the rental. Travelers use this receipt to submit for reimbursement on the Employee Expense Report.

The other option available for State agencies with Travelers who do not have a State Travel Card can use the direct bill feature on an agency SPCC for payment on the rental.

A Traveler who possesses a State Purchase Card or Gold Card should never use his Purchase Card by presenting it at the Enterprise counter for payment of an Enterprise Rental Car. This is a prohibited practice. If an agency has a special issue to arise which it would like guidance with, con contact the Charge Card Administration Team at cca@doa.virginia.gov or 804-786-0874,

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State Rental Car Contract, continued

Fuel for Enterprise Rental Cars

Per Department of General Services, Office of Fleet Management, the preferred method of obtaining fuel for Enterprise rental cars is via the current State contracted vendor for Fuel Cards. By using these Fuel Cards, the State is not being charged tax on the fuel purchases. Agencies can obtain these cards by contacting the Office of Fleet Management.

Other options available for travelers for fuel purchases for the Enterprise Rental Cars is to use their State Travel Card or personal funds to include personal credit cards, checks or cash. If any of these options are chosen, the agency will need to contact Virginia Department of Taxation 804-367-8037 to obtain guidance on forms and procedures to submit for reimbursement of the tax, which was charged on the fuel purchase.

EZ Pass

There are two ways EZ-Pass can be purchased, for further guidance go to <https://ezpassva.com>.

1. Pay by Plate: For more information, please visit <https://www.driveert.com/toll-info/pay-by-plate/>.
2. EZ Pass: Each agency is allowed only one corporate account unless an exception is granted by CCA. EZ Passes are for state vehicles only. An Exception Request is required with the number of transponders, amount of replenishment (not to exceed \$35.00 per transponder), number of vehicles on account and discloser of state vehicle only or agency owned vehicle.

All agencies seeking to utilize EZ Pass, must submit an Annual Exception. These exceptions are approved on a case-by-case basis.

Name Changes

Name change requests by a cardholder must be validated against a legal document before the name change can be processed. Program Administrators can receive an alert from their Human Resources Department stating they have verified the documentation and the name has officially been changed (e.g., Social Security Card). Maintain documentation as to the verification with the Human Resource Department in case there are questions at a later date. To change the name, you can go online using Works, Bank of America's online system to request a new card.

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Cardholder Information Changes

Contact the agency Program Administrator when changes need to be made to existing purchasing cards. If a new purchasing card needs to be issued, the cardholder should receive the replacement card via US Mail. Rush ordering is available, but Bank of America must be contacted first in order to provide a FedEx delivery address. Requests must be submitted no later than 12:00 Noon to be processed on the same day.

Foreign Transaction Fee

The VISA 1% Foreign Transaction fee will no longer be charged on any transactions that are processed outside of the United States. The currency conversion fees will still apply. Please inform your cardholders of this fee. Documentation regarding this fee is sent with each new card.

If you need additional information regarding this fee, please contact DOA's Charge Card Administration Team at cca@doa.virginia.gov or (804) 786-0874.

Card Application

Upon receipt of a new card application, the Program Administrator can apply for cards using Bank of America's Works system.

Purchase cards are delivered via US Mail whether they go to the Program Administrator or the cardholder, unless rush delivery is requested.

If rush delivery is required, the Program Administrator must indicate that at the time of application approval by entering a **0** instead of a **1** for the number (#) of cards. BOA Customer Service must also be contacted to request rush delivery and to provide a FedEx delivery address for signature. Rush delivery **must** go to the cardholder – it cannot go to the PA.

Ensure that if a card ordered is not received in 7 business days, it is cancelled for security reasons, and request a new one to protect against possible mail theft. You will then need to research to ascertain a possible reason for non-delivery – i.e., address incorrect.

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Card Cancellation

Upon termination of employment, retirement, or change of job duties, the PCard must be cancelled as it is no longer needed. The cardholder must surrender the purchasing card to his or her supervisor immediately upon request by the Program Administrator.

**Card Cancellation—
SPCC Card**

The Program Administrator is responsible for canceling the card online, using Works, and disposing of the card according to agency policy.

If the agency Program Administrator or backup is not available, the agency head or designee must contact DOA’s Charge Card Administration Team for assistance with cancelling a card.

**Card Cancellation—
Gold Card**

DOA’s Charge Card Administration Team must be notified immediately upon termination of any Gold Cardholder. As Program Administrator for the Gold Program, **agencies must contact DOA for all Gold Card cancellations, changes and additions.**

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Card Suspension

Program Administrators have the ability to suspend cards for a stated period of time. This option can be used for many reasons to include:

- History of abuse and suspension of card for a period of time
- Cardholder is on extended period of leave such as disability, medical, etc.
- Cardholder is a 10-month employee and will need card reinstated upon restart.

This option is completed online by the Agency Program Administrator using the Works system.

If the Agency Program Administrator or backup is not available, the Agency Head or designee must contact DOA's Charge Card Administration Team for assistance with suspending a card.

Compliance Failure

Failure to comply with any of the provisions of these policies and procedures in this topic may result in the following:

- Notice to the cardholder outlining the violation
- Report of violation to:
 - Program Administrator
 - Cardholder's supervisor
 - Division Manager or Department Head
- Closing of the account, in which case the Program Administrator can manage the following steps by performing them personally, working in conjunction with the cardholder's supervisor or with the agency's Human Resources Department.
 - Collect card from employee.
 - Destroy the card by shredding or cutting into pieces.
 - Obtain their log as of that time for all purchases.
 - If the employee is not available, the PA can prepare the log and state cardholder unable to sign and have the cardholder supervisor sign the log.

Note: Failure to comply with the provisions of this policy may result in disciplinary action including but not limited to possible termination of employment.

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Enhanced Management Features

The following features are available for enhanced management of the purchasing card.

Access to Works

All Program Administrators have access to Works in order to manage their agency's SPCC program. This online access allows Program Administrators to apply for cards, view cardholder charges, change limits, cancel or suspend cards, and change address information. Program Administrators must request access to Works using the Program Administrator form available on DOA's Charge Card Administration web page.

In addition, access to Works is required for all individuals who need access to the agency's Monthly Consolidated Bill. These individuals are usually Fiscal staff members who process the monthly voucher for payment to Bank of America. For these individuals, their Program Administrator must complete and email to cca@doa.virginia.gov. The Works Access Request form, is located on DOA's Charge Card Administration web page.

Monthly Consolidated Bill

The Monthly Consolidated Bill is received by each agency in paper form around the 20th of each month and can be viewed online using Works. An agency can designate certain staff to access their Monthly Consolidated Bill information for review. Cycles close at near midnight and the online billing statement is accessible the day following cycle close after 12 noon EST. This applies to all cardholder billing statements as well as corporate billing statements.

For example, if January 15th is the cycle close date and the cycle closes that day at 11:59 PM, then the online billing statement will be available through Works/Payment Center on January 16th after 12:00 PM. This enables agencies to process payment to Bank of America in a timelier manner rather than waiting on the paper bill days later. Also, it allows agencies to view information in case the paper bill gets lost or is not received completely.

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Enhanced Management Features, continued

NOTE: Cardholder statements are to be accessed online using WORKS only and that report should be run typically on the 18th of each month to allow ample time for Works to populate late posting transactions. This is not a reason for log submissions to be late. Cardholders should be reconciling their card at least weekly or more frequently depending on their card volume.

All Program Administrators have access to the online bill using Works. Others who may need access must have a Works sign on. The Works Access Request Form is on DOA's Charge Card Administration web page.

Cycle dates for the calendar year are posted on DOA's Charge Card Administration web page under Purchase Card Program.

All PA's and backups can access the electronic consolidated bill through Payment Center <https://www.centresuite.com/Centre/Public/Logon/>.

Online Reconciliation (OLR)

Online Reconciliation (OLR) is a Bank of America Works based application that automates, streamlines, and integrates your existing payment authorization and reconciliation process and allows you to do the following:

- Manage cards in real-time
- Online Cost Allocation and Review Options
- View Statements online
- Capture enhanced POS data required for auditing, cost allocation, and General Ledger (GL) interfacing
- Enforce Corporate and Individual spending policies
- Block merchants using Merchant Category Codes (MCC)
 - Impose single transaction, daily, and monthly spending limits
 - Route cardholder transactions for pre and post approval review
- Export transactional data into AP or GL
 - Data Interface to Financial Applications
 - Integrate Allocated Transactional Data to GL
- Create standard reports

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Fiscal Year End Payments

Agencies are prohibited from making advance/partial payments on the SPCC without prior approval from DOA. Agencies that want to make a partial payment for June activity, (that is on the July bill) before Fiscal Year end must submit a request to cca@doa.virginia.gov prior to paying their bill.

Purchasing Card Security

Authorized use of the purchasing card is limited to the person whose name appears on the face of the card.

The purchasing card or its number must not be shared with another person who is not a vendor with whom they are conducting business. If a cardholder provides their card number to another person whether they use the card or not, the named cardholder's privileges should be revoked by the agency for a minimum of three months.

Agencies can establish internal policies regarding disciplinary actions regarding noncompliance to PCard policy. This does not preclude a cardholder from placing an order with a vendor by telephone or electronically and then sending a representative to claim the items ordered. The full 16-digit account number must not be mailed, emailed (including attachments) or faxed to suppliers. Agencies desiring an exemption to this provision must contact DOA in writing and document procedures that are in place to ensure that faxed documents will not be misdirected, thereby exposing the card number to someone other than the intended recipient.

Retain the purchasing card in an accessible, but secure location. The account number on the purchasing card should not be posted or left in a conspicuous place. **Never make a photocopy of a card.**

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Purchasing Card Security,
continued

A vendor may be allowed to keep the card number on file under the following, limited, conditions:

- The cardholder must make initial contact with the vendor to provide the card number.
- The vendor must keep the card number in a secure, preferably electronic, file.
- The vendor must assign a separate, store account number for use by representatives of the cardholder so that the card number is not shared.
- The vendor must contact the cardholder for final authorization to process the charge. The Commonwealth does not accept liability for the following:

If the purchasing card is lost or stolen, the cardholder must **immediately** notify Bank of America and the agency's Program Administrator.

Agencies of the Commonwealth of Virginia are liable for the use of the purchasing card by authorized users, provided that use is within the single per transaction dollar limit not exceeding \$10,000. The Commonwealth does not accept liability for the following:

- Unauthorized use of the purchasing cards.
- Account numbers that are fraudulently used.
- Purchases made with stolen or lost cards that are beyond the maximum limit of \$50 and the maximum length of liability of 24 hours after discovery and reporting of card loss or theft.

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General Requirements for Purchasing Card Use

Agencies must establish written procedures for use of the purchasing card and provide copies of the procedures to all cardholders and their supervisors. Procedures must include instructions on maintaining an ongoing log of purchases. Requiring all cardholders to sign up for access to their charges online will facilitate a timely reconciliation due to their ability to check their charges at any time during the month. This also facilitates the cardholder contacting suppliers when charges have not been processed even though goods and/or services have been received. Purchase logs must be updated as each purchase is made so spending limits can be monitored and purchasing activity can be reconciled to the monthly charge card statements. To facilitate reconciliation, a new purchasing log may be established or a continuing log may be marked to identify the beginning of each new billing cycle. An example of an Excel version of the SPCC Purchase log is available on DOA's Charge Card Administration web page under Charge Card Forms at: <https://www.doa.virginia.gov/forms.shtml#ChargeCard>.

To use the card, the cardholder should:

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General Requirements for Purchasing Card Use, continued

Step	Action
1	Identify a vendor that sells the goods and services needed and accepts the purchasing card. Agency Program Administrators should provide guidance in selecting suppliers and in the use of eVA, where applicable. Preference should be given to State contract suppliers whenever possible.
2	Go online (must comply with all DPS Policies), or go to the vendor's place of business and place the order. Call-in orders are only allowed if the purchase is exempt from eVA. Provide the vendor with specific point of sale information that the agency wants to capture for reconciliation purposes (such as a transaction control number).
3	Give the vendor the account number and expiration date on the purchasing card. The vendor will verify the account number with Bank of America VISA. The spending limit will be checked electronically for compliance with applicable limits. If, for any reason, Bank of America VISA fails to authorize the transaction, do not allow the vendor to circumvent Bank of America VISA's denial. Contact the agency Program Administrator, who will then research the issue online in Works.
4	Enter the purchase information in the cardholder's purchasing log. Purchasing logs should be designed to meet the needs of the agency and may be manual or electronic. The log should contain, but is not limited to, the following information: <ul style="list-style-type: none"> • Agency name and unit • Cardholder name • Date of purchase • Vendor name • Description of purchase • Amount of purchase Agencies may choose to include additional information, such as point-of-sale information given to the vendor (e.g., a control number for each specific transaction), if the transaction is 1099 reportable or other coding details.

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General Requirements for Purchasing Card Use,
continued

Step	Action
5	When the vendor delivers the order, documentation of the purchase, including dollar amounts (such as a sales receipt or packing slip) should accompany the order. Compare this documentation to the information entered on the log at the time of purchase. Retain all documentation pertaining to the purchase, including receipts or packing slips. These should be kept, in conjunction with the purchasing log, for reconciliation to the monthly statement. Timely reconciliation is essential. Cardholder charge data is available 24 hours a day with online access. If replacement documentation (e.g., receipt) is needed, the vendor must be contacted within 60 days of the purchase.

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Returns, Credits, and Disputed Items

In most cases, disputes can be resolved directly between the cardholder and the vendor that provided the goods and services. A “disputed” charge is one for which the cardholder did not receive what was ordered or there is some other problem with the goods or services ordered. A cardholder may also have a “questionable” charge due to double billing or the vendor name on the statement not matching the backup documentation (e.g., for online orders.) The cardholder must use the following guidelines when returning or disputing an item:

Step	Action
1	If an item needs to be returned for any reason, contact the vendor in order to send the item back to the vendor in the manner agreed upon. Begin documenting contact names, dates/times of contacts, and what transpired. This documentation should be kept with the resolution action (credit/refund) once the issue is resolved.
2	Request a credit from the vendor for items that are returned. This credit may appear on a subsequent charge card statement. <u>A credit must not be applied to a payment until it appears on the statement. Bills are to be paid in full and by the due date.</u>
3	All documentation must be kept on file pertaining to returns for reconciliation to the charge card statement. The vendor will issue documentation of the return (such as a credit receipt).
4	Enter the return in the purchasing log.
5	For disputes and questionable charges not resolved between the cardholder and the vendor within 30 days , utilize Bank of America’s online Works system. Bank of America will investigate the dispute on the cardholder's behalf and assist in the resolution. Provide Bank of America with all documentation to include previous phone calls or contacts with vendor to aid in a more timely resolution. Agencies are responsible for paying the bill in full and by the due date, regardless of any future credits expected.
6	Immediately report all fraudulent charges (charges not authorized by the cardholder) that appear on the statement to Bank of America and the Program Administrator (calling the number on the back of the card). Program Administrators can contact DOA’s Charge Card Administration Team for additional assistance if needed in cases of fraud.

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Charge Card Statement Reconciliation

The agency is responsible for retaining documentation of purchases and returns and reconciling them, with the aid of the purchasing log, to the monthly charge card statement. Some agencies have begun utilizing Works for online reconciliation of their cards. Therefore, this process outlined below may be different for each agency. The following RECONCILIATION PROCEDURES must be followed:

Step	Who	Action
1	Cardholder	Go to Works the day after cycle close each month to access the statement. The statement can be printed and exported by using Payment Center from Works. Otherwise, a paper statement will be sent via U.S. mail from Bank of America.
2	Cardholder	Reconcile the statement to the purchasing log and supporting documentation to verify that purchases and returns are accurately listed on the statement.
3	Cardholder	Document items requiring resolution on subsequent monthly charge card statements.
4	Cardholder	Forward the monthly statement to supervisor, along with the log, which has a written certification that it has been reconciled to the purchasing log and supporting documentation. If there are no charges for the month, notify your supervisor <u>and</u> the accounting office of that fact, in writing, in lieu of a reconciled statement. An e-mail to the accounting office that shows a copy to the supervisor is acceptable. Agencies desiring an exemption to this requirement must demonstrate to DOA, in writing, that compensating controls are in place.
5	Supervisor	Review and approve, by signing and dating , the reconciled statement before forwarding it to the accounting department within a time frame agreed upon by the purchasing and accounting units. By this process, you are agreeing that all information provided on the log and its attachments are correct and valid State business expenses.

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Charge Card Statement Reconciliation, continued

Step	Who	Action
6	Agency	<p>Keep all supporting documentation, pertaining to purchases and returns, on file.</p> <p>Note: Payment of the balance due no later than the 7th of each month to Bank of America can be made before the statement is reconciled, but reconciliation must occur prior to receipt of the following month's statement.</p>

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Charge Card Statement Payment Procedures

The agency's accounting unit is responsible for processing payments to Bank of America *no later than the 7th* of each month. The following procedures must be followed when processing payments:

Step	Who	Action
1	Bank of America VISA	The Monthly Summary of Accounts statement is used to pay for all transactions on all purchasing cards for the entire agency, or for smaller organizational units if the agency has specified this arrangement with Bank of America VISA and obtained separate billing levels. Individual cardholder's statements must not be used to pay bills. Note: Program Administrators have the ability to print their Bank of America VISA monthly statement online in Works if the paper bill is not received.
2	Agency Accounts Payable	Payments to Bank of America must be received by Bank of America no later than the 7th of each month. Change the Pay Terms field to 00PP, <u>Due Now Prompt Pay</u> , in Cardinal. Select User in the Due Date Control field. Enter the appropriate scheduled payment date of the 7 th (MM/07/YY) in the Due Date field. Enter the voucher in Cardinal no later than 4 work days prior to the 7 th of the month. This will allow time for edit, budget check, approvals and processing of EDI. Remember to account for weekends and holidays in determining when your voucher must be entered in order to get it posted to Bank of America by no later than the 7th.
3	Agency Accounts Payable	Use Bank of America's Vendor ID on the voucher. This number is 0000042877 . Select Location 'MAIN', BOA-PCARD. Note: For online users, this is the default Location, verify this Location defaults onto the voucher. This Vendor Id and Location is to be used only for Purchase Card Payments.

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Charge Card Statement Payment Procedures, continued

Step	Who	Action
4	Agency Accounts Payable	<p>Properly code the Bank of America voucher to ensure timely payments. When a Program Administrator is set up with Bank of America, the corporate account number will be provided to them. It is the Program Administrator’s responsibility to pass that number to any staff members that will be processing payments and require the number. To assist Bank of America in identifying payments, the following remittance information must be provided when processing payments.</p> <p>Account Number: The 16-digit account number should be placed in the Payment Message field (omitting hyphens and spaces) on the Payment Tab. Do not put any text or other spaces.</p> <p>Leave the <u>Customer Account Number</u> field in Cardinal BLANK.</p> <p>Statement Date: This date is located in the middle at the top of the bill. Place this date in the Cardinal Invoice Date field.</p> <p>Due Date: Regardless of what is printed on the Statement, Bank of America payments are to be received by Bank of America <i>no later than the 7th of each month.</i> <u>Change the Pay Terms to 00PP, Due Now Prompt Pay, in Cardinal for all Bank of America Purchase Card vouchers.</u></p> <p>Select User in the Due Date Control field. Enter the appropriate scheduled payment date of the 7th (MM/07/YY) in the Due Date field.</p> <p>Invoice Number: Enter the Month/Year and “PCC” for the invoice number. Example: JULY2014PCC</p> <p>Without the correct information, your payment posting will be delayed at Bank of America. If your payment will not be posted to your account with Bank of America by the 7th, contact the Charge Card Administration Team as soon as possible with an explanation so that Bank of America can be alerted.</p>

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Charge Card
Statement
Payment
Procedures,
continued

Step	Who	Action
		<p>Make sure you take into account weekends and holidays since Cardinal does not process on these days.</p> <p>Debits: Chartfield Account coding for debits are entered the same as any normal payment voucher—a positive number in the amount field and expenditure account and other coding required by the Agency.</p> <p>Credits: Enter any credits as negative amounts to the appropriate expenditure account. If you are unable to comply with these instructions due to financial system limitations, contact DOA’s Charge Card Administration Team to discuss alternatives.</p>
5	Agency Accounts Payable	Pay the full amount reflected in the <u>Current Balance Due</u> section of the charge card bill. Disputed amounts and fraud credits will appear on subsequent invoices. <u>Do not reduce monthly invoices by unapplied credits.</u>

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Charge Card Statement Payment Procedures, continued

Step	Who	Action
6	Agency Accounts Payable	<p>Use the proper account code. Account codes 5012090, 5013090, 5015090, and 5022090 have been established as convenience codes, for payment of charge card expenditures. Use these codes only for the purpose of facilitating timely payment to the card vendor per payment due dates specified in this CAPP - Cardinal Topic. In a timely manner, agencies must allocate the expenditures recorded in the convenience account codes to the appropriate actual account codes, which reflect the actual type of purchase or credit within Cardinal.</p> <p>Keep on file all documentation pertaining to reimbursement transactions.</p> <p>Payments to Bank of America for VISA charge card purchases that should be paid from non-state (local) funds may be paid from the State Treasury provided that the State Treasury is reimbursed from the appropriate non-state funds within 30 days. Purchases and reimbursements relating to non-state funds must be made in accordance with CAPP – Cardinal Topic No. 20350, <i>Non-State Funds</i>.</p> <p>Note: Payment of the balance due by the 7th to Bank of America can be made before the statement is reconciled, but reconciliation must occur prior to receipt of the following month's statement.</p>

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Overpayment of Charge Card Monthly Bill

Overpayments are defined as “Monies paid over the amount identified as the ‘*Current Balance*’ on the Monthly Consolidated bill from Bank of America.”

Overpayments may arise from keying errors, rounding or not reflecting a credit in the payment, which resulted from a disputed charge on a prior bill.

When an agency receives its Monthly Consolidated Bill from Bank of America, it must make payment for the full amount of the “Current Balance” to be received by Bank of America no later than the 7th of each month.

When an agency overpays its bill, Bank of America will “deduct” the overage from the next month’s bill. The agency will start the next cycle at a negative balance (the overpayment amount).

Agencies that do not resolve their overpayments in the following month, resulting in a check being cut to the Department of Accounts, may be noted in the *Comptroller’s Report on Statewide Financial Management and Compliance*.

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Online Program Management

Online program management offers Program Administrators a simplified way of handling a variety of administrative tasks related to the administration and maintenance of their charge card program. Program Administrators can perform the following functions:

- Request new cards
- Request replacement cards
- Cancel cards
- Reset user passwords
- Change card controls using card profiles:
 - credit limit
 - single or daily transaction limits
 - MCC group assignment
- Research in real-time why a transaction was declined
- Add, change, or delete Works groups and users
- Update cardholder phone and address information
- Change accounting code defaults
- Create configurable reports on transaction detail, card information, audit logs, etc.
- Export data for import to a financial system

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How To Obtain Works Logon Information

Program and Backup Administrators

Use the Program Administrator form available on DOA's Charge Card Administration web page under Charge Card Forms to obtain access to Bank of America Works. This form grants Program Administrators and Backups access to Bank of America Works automatically and an email will be sent with logon instructions.

Fiscal or Other Staff

Agency Program Administrators are responsible for adding any staff members who will require access to the Works system using a Works Access Request Form. Program Administrators are also responsible for deleting users from the Works system if it is later determined that access is no longer required. Agencies may design and use their own deletion form for recordkeeping purposes or there is a standard form to use as a guide on DOA's Charge Card Administration web page under Charge Card Forms.

Online Individual Account Management

Cardholders will have access to the Works system where they will be able to view their transactions, print statements, and dispute charges online.

Management Information Reports

Bank of America provides agencies detailed management information reports that enable them to monitor cardholder usage, policy compliance, and frequency of vendor usage.

Works provides many standardized reports as well as the ability to perform ad hoc queries for individualized agency reporting needs.

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Tax Exempt Purchases

SPCC and Gold cardholders should not pay Virginia sales tax on goods and services. This does not apply to hotel lodging. Cardholders are responsible for informing suppliers of the tax-exempt status when making telephone purchases. The phrase, *Tax Exempt*, is printed on each purchasing card.

If Virginia sales tax is charged, it is the cardholder’s responsibility to get a refund from the vendor. Sales Tax cannot be disputed.

For information on Meals and Catering Tax, please see Bulletin 16-3 <https://tax.virginia.gov/sites/default/files/inline-files/TB-16-3-nonprofit-meals-bulletin.pdf>.

For more information regarding sales tax exemptions, please contact the Department of Taxation. <https://www.tax.virginia.gov/>

Annual Contact Information Update

Each agency will be required **annually** to review and update the Program Administrator, Backup, and Fiscal Contact information for the SPCC Program. DOA will distribute information to agencies for review and correction and will require the corrected information to be returned to DOA within thirty (30) days.

It is the agency’s responsibility to notify DOA at any point during the year if a Program Administrator, Backup, or Fiscal Contact has changed or if there has been any change to their contact information.

Not maintaining current contact information with DOA’s Charge Card Administration Team can result in not being notified of important program news and compliance issues.

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Annual Policy Exceptions

Each agency that needs to request a policy exception must do so **ANNUALLY no later than** May 31st for the upcoming Fiscal Year.

The submission must be on the DOA Template, which is sent to all PAs in February. It can also be obtained by emailing cca@doavirginia.gov.

DOA will review and send the approved exceptions back to the PA for their files prior to July 1.

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Internal Control

Internal Control Agencies must develop and document internal control procedures to ensure compliance with the following:

- CAPP – Cardinal Topic No. 20355
- Related CAPP topics as listed under References
- Commonwealth procurement rules and regulations
- Corporate Purchasing Card contract provisions

In summary, procedures must ensure, at a minimum, that

- All payments to Bank of America for both the SPCC and Gold cards are received by Bank of America no later than the **7th of the month**;
- Payment is paid in full according to the monthly bill's Current Amount Due section. If that exact amount is not received by the 7th, it is considered late;
- Purchase logs and cardholder statements are obtained and reconciled with the corresponding Bank of America VISA Card statement prior to receipt of the next Bank of America VISA Card statement;
- Reconciled statements have been reviewed and approved in writing by the cardholder's supervisor or reviewer;
- Unacceptable materials and incomplete services are documented and the purchaser took the appropriate corrective action with the vendor;
- Original payment processing documents are maintained in an agency file for audit purposes;
- Past Due invoices are not being paid using the card unless prior authorization is received by DOA's Charge Card Administration Team.
- Supporting documentation is maintained regarding limit changes and changes in MCC restrictions for audit purposes; and,
- Terminated employee checklists include the requirement that terminated employees must turn in all purchase cards (SPCC and Gold) and contact the Program Administrator in a timely manner

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Purchasing Charge Card Forms

Introduction The following pages represent the forms associated with the Purchasing Charge Card program.

These forms can be found at DOA’s Charge Card Administration web page.

The link for the DOA Charge Card Administration is —

<https://www.doa.virginia.gov/onlineservices.shtml#chargecard>

The link for the DOA Charge Card Administration Forms Request Portal is —

<https://cca.doa.virginia.gov/Login.cfm>

The link for the Commonwealth’s Learning Center is —

<https://covlc.virginia.gov/>

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Commonwealth of Virginia Purchase and Travel Card Program Administrator Form

Agency Number: _____ ****Please include a copy of training certificate with form submission****

Program (Check One):

- Purchasing Card Only
- IL Travel Card Only
- ATC Card Only
- Both TRAVEL Programs
- ALL Card Programs

AUTHORIZED PROGRAM ADMINISTRATOR

ADD NEW PROGRAM ADMINISTRATOR

Name (Please Print) of Program Administrator to be ADDED	Role (Primary or Backup)	Effective Date
Office Overnight Delivery Address	City	State Zip
Office Mailing Address (if different from above)	City	State Zip
() ()	Phone	Fax
New Program Administrator's Signature	E-mail Address	
	Supervisor's E-mail Address	

***Please Note* New Program Administrator training must be completed before set-up will be completed.**

DELETE PROGRAM ADMINISTRATOR (IF APPLICABLE)

Name (Please Print) of Program Administrator to Be Deleted	Role (Primary or Backup)	Effective Date
Is this a current cardholder? Yes _____ No _____	If yes: Does the card need to be cancelled? Yes _____ No _____	

AUTHORIZING OFFICER OF AGENCY/ENTITY

I, _____, an Authorizing Officer of _____ (Entity Name) hereby authorize the following employee to act on behalf of the Agency in authorizing the applications of employees for a Bank of America Visa Card. Program Administrators also have the ability to close accounts, change limits, modify industry restrictions, and perform other program management functions related to the entity's cards.

The individual listed below is hereby designated as an Authorizing Officer for this entity only:

Authorizing Officer (Please Print)	Title
Authorizing Officer's Signature	Date () Phone

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Program Administrator Form Instructions

This is the new Bank of America Visa Card Program Administrator form. This form is used to assign Program Administrator responsibilities to a designated individual who will have the ability to administer the Purchase and/or Travel Card Programs. PLEASE NOTE: This form is specifically for those who need access to full Program Administrator functions.

All items on the form are required.

Agency Number: This is your State Agency number. Localities and Authorities will use your Charge Card Program assigned number.

Program: You must designate what program or programs the New Program Administrator listed will require access to; Purchasing Card Program, Travel Card Program, or both.

Authorizing Officer: This must be your Agency/Entity head or designee. [See Agency Cardinal Signatory Form for full list of Authorized Signatures.](#)

Entity Name: Enter your complete Agency/Entity name.

AUTHORIZING OFFICER OF AGENCY/ENTITY

1. Authorizing Officer – Authorizing Officer’s printed name.
2. Title – Authorizing Officer’s title.
3. Signature – Authorizing Officer’s signature.
4. Date – Date of authorization request.
5. Phone – Telephone number (including extension).

AUTHORIZED PROGRAM ADMINISTRATOR

Add New Program Administrator: This information pertains to the individual you are requesting to be set up as a New Program Administrator or as a Backup. Please complete a separate form for each individual Program Administrator.

1. Name – New Program Administrator’s printed name.
2. Role – Role the designated individual will perform (Primary or Backup).
3. Effective Date – Date Program Administrator is to be added.
4. Office Overnight Delivery Address – Complete address including city, state and zip code.
5. Office Mailing Address – Complete address for USPS delivery, if different from above.
6. Phone – Telephone number (including extension) and fax number (including area code).
7. E-mail Address – Current E-mail address.
8. New Program Administrator’s Signature – New Program Administrator’s signature.
9. Supervisor’s E-mail Address – New Program Administrator’s Supervisor’s E-mail address.
10. [Copy of Training Certificate is required with submission.](#)

Delete Program Administrator: This information pertains to the individual you are requesting to **delete** as a Primary Program Administrator or as a Backup. Please complete a separate form for each individual Program Administrator.

1. Name of Program Administrator to Be Deleted – Program Administrator’s printed name.
2. Role – Role the designated individual performed (Primary or Backup).
3. Effective Date – Date Program Administrator authorization is to be deleted.
4. Are they a cardholder as well? - Is the Program Administrator that is being deleted have a card?
5. Does the card need to be cancelled? - Should the Program Administrators card be deleted from Works?

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Commonwealth of Virginia Purchasing Card Request

Agency Name and Number

Date of Request: _____

To: _____
Agency Program Administrator

A Purchasing Charge Card is hereby requested for the following employee under my supervision (**please print or type all information as requested below**).

Employee Name as it should appear on the Card:

Employee Mailing Address:

Employee Work Phone: (_____) _____

Employee Date of Birth (MM/DD/YY): _____

Employee's Email: _____

I hereby certify that I have examined this employee's duties and estimate that the purchasing card will be used for approximately _____ transactions per month at a dollar value range of \$_____ to \$_____ per transaction.

[NOTE: A "transaction" is one order placed with a vendor who accepts the card.]

Based on these estimates, I am requesting limits of \$_____ per transaction (not to exceed \$10,000) and \$_____ total per month (not to exceed \$100,000) be placed on this card.

I agree and understand that at least annually, the activity on all purchasing cards will be reviewed to ensure limits and card restrictions are appropriate for the card's usage. I will provide written recommendations regarding any limit changes.

I further certify that I will review and approve this cardholder's transactions and supporting documentation on a monthly basis.

Signed: _____ Date: _____
Requesting Authority (Supervisor)

Signed: _____ Date: _____
Employee

Approved by Agency Program Administrator: _____

Date entered into system: _____

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**Commonwealth of Virginia
Bank of America Purchasing Card
Employee Agreement**

I, _____ (Enter employee name here), acknowledge receipt of a Bank of America Visa Purchasing Card. As a Cardholder, I agree to comply with the following terms and conditions regarding my use of the Card:

1. I understand that I am being entrusted with a valuable purchasing tool and will be making financial commitments on behalf of my agency and will strive to obtain the best value for the agency by using State contracts and other "preferred suppliers" as identified by the Agency's Purchasing Department.
2. I understand that my agency is liable to Bank of America for all authorized charges made on the Card.
3. I agree to not share my Card or Card number with anyone other than a vendor I am doing business with. I agree if I share my Card or Card number to anyone other than a vendor I am doing business with, my agency will take disciplinary action as a result.
4. I agree to use this Card for approved purchases only and agree not to charge personal purchases at any time. I understand that my agency will review the use of this Card and the related management reports and take appropriate action based on any discrepancies.
5. I will follow the established procedures for the use of the Card. Failure to do so may result in either revocation of my privileges or other disciplinary actions, up to and including termination of employment.
6. I agree to return the Card immediately upon request or upon termination of employment (including retirement).
7. If the Card is lost or stolen, I agree to notify Bank of America and the Agency Program Administrator immediately.
8. I agree to successfully complete annual Cardholder training as well as sign a new employee agreement at each card renewal period.
9. I agree not to use my card to pay for past due invoices to circumvent Prompt Pay policies and procedures;
10. For Agencies utilizing eVA: I understand that in order to properly purchase goods and services, I must use eVA for those purchases that qualify and record the PCO (Purchase Card Order) number on the purchasing log.
11. I agree not to write down or share my Card's pin number with anyone, including my Agency Program Administrator or Bank of America.
12. I understand that Chip and PIN technology is only utilized at point of sale by suppliers who have chip enabled terminals.
13. I will not store my card number on any mobile devices, nor will I utilize any type of mobile payment or digital wallet service such as Apple Pay, Google Pay, Samsung Pay, etc..

Employee's Signature

Date

Supervisor's Signature

Date

Program Administrator's Signature

Date

Office of the Comptroller

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Works Access Request Form

This form is required for Agency designated employees who **only** need access to your agency's Small Purchase Charge Card or Travel Card data using WORKS. All Program Administrators and Back-ups are provided access during initial set-up.

Date of Request: _____

Agency Number: _____

Agency Name: _____

Program: Purchase Card (includes SPCC & Gold) _____

Travel Card (includes Employee Paid & ATC) _____

Employee Name: _____

What is your role within your agency? Audit _____ Fiscal _____ Procurement _____

Employee Email Address: _____

Requested User ID: (Between 2–8 characters):

Employee Signature: _____

Certification

I, Program Administrator, for the agency listed above, certify that the above named individual may receive access to our Agency's reporting and data for the Program(s) indicated above via access to Works. I also certify that when this individual no longer requires access to Works or their access level needs to be changed I will immediately either delete the user from Works or modify their access

Agency Program Administrator Name: _____

Program Administrator Signature: _____

Date: _____

DOA Use Only:

Date Set up Complete in Works: _____

Email generated via Works for initial logon: _____

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Records Retention

Time Period Records should be maintained in accordance with CAPP – Cardinal Topic No. 20310, *Expenditures*. For further guidance, see CAPP – Cardinal Topic No. 21005, *Records and Retention*.

Contacts

DOA Contacts **Charge Card Administration Team**
 (804) 786-0874
 cca@doa.virginia.gov
<https://www.doa.virginia.gov/onlineservices.shtml#chargecard>

**Assistant Director
Finance and Administration**
 (804) 786-9259
 cca@doa.virginia.gov

Director, Finance and Administration
 (804) 225-3136
FAX (804) 371-8587
 cca@doa.virginia.gov

Learning Center The Department of Human Resource Management (DHRM) Learning Center is the Commonwealth’s web-based application that delivers self-study training topics and instructor-led course registration managed by DHRM to your desktop. The Commonwealth’s Learning Center (LC) also tracks eLearning and instructor-led courses that you completed or registered for in the LC.

The link for the Commonwealth’s Learning Center is —
<https://covlc.virginia.gov/>.

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Contacts, Continued

Bank of America Contacts

Bank of America - Commonwealth of Virginia
For Program Administrators Only
(Please utilize the online Works system whenever possible.)

Works Card Digital Services (formerly Technical Help Desk)

☎ 888-715-1000 Option 2 or 4

M-F 7am – 9pm EST

✉ carddigitalservices@bofa.com

Dedicated Company Level Support Gold Model (For PA's only)

☎ 800-715-1000

M-F 8am – 9pm EST

✉ dedicated_card_east@bankofamerica.com

For Cardholders and Program Administrators after business hours

Cardholder Customer Service

☎ 888-449-2273

24 hours/day, 7 days/week

Subject Cross References

References

CAPP – Cardinal Topic No. 20310, *Expenditures*

CAPP – Cardinal Topic No. 20315, *Prompt Payment*

CAPP – Cardinal Topic No. 20320, *Information Returns Processing*

CAPP – Cardinal Topic No. 20350, *Non-State Funds*

CAPP Topic No. 70805, *1099 Adjustment and Reporting System (ARS)*

Virginia Public Procurement Act (VPPA)—Department of General Services/Division of Purchases & Supply –

<https://dgs.virginia.gov/procurement/policy-consulting--review/policy/>

Agency Procurement and Surplus Property Manual (APSPM) - Department of General Services/Division of Purchases & Supply

<https://dgs.virginia.gov/procurement/policy-consulting--review/policy/>
