

# Factivity: You've Got Questions, We've Got Answers

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# Objectives



After attending this session, you will be able to:

- To implement best practices in to your Card Program
- Understand how to contact the Bank of America Support Teams and when to contact the Dedicated Support Team or the Help Desk

# Question # 1



One of my Cardholders is leaving our agency/organization. What steps do I need to take as the PA?

## Factivity answer # 1

- For State PA's, you must cancel the card and also deactivate the user profile in Works.
  - ❑ *TIP: If you deactivate the user profile first, you will be prompted to also cancel the card.*
- For State PA's, you must perform an Annual Security Review. This review is to certify that all Works users and roles are valid and necessary. (*NEW security requirement*)
- For PSUB PA's, the two items listed above are best practices. You should include these two steps in your process

# Question # 2



Can a Backup PA perform the same duties as a Primary PA?

## Factivity answer # 2

- YES, Backup PA's have all the same roles, responsibilities and access as the Primary PA.
  - ❑ *TIP for State PA's, you must add/delete PA's by submitting the Program Administrator Form along with training certificates to CCA. The form must be signed by an Authorized Officer listed on your DOA Authorized Signatory Form (DA-04-121-Cardinal). All CCA forms can be found at <https://www.doa.virginia.gov/forms.shtml#ChargeCard>*
  - ❑ *TIP for PSUB PA's:*
    - *add/delete PA's by contacting the Dedicated Servicing Team*
    - *also, remember to add/delete the PA in Works*

# Question # 3



The new Single Transaction Limit (STL) increased to \$10,000 for State Agencies. Should I change ALL my Cardholder's profile to match the new limit?

What is the Single Transaction Limit for PSUBS?

## Factivity answer # 3

- For State PA's:
  - NO. PA's must review and justify if their Cardholders need an increase.
  - Temporary and permanent increases within the State mandated limits can be increased by PA's without DOA approval. As such, requests received will be denied.
- For PSUBS PA's:
  - Each PSUBS sets their own STL. The STL should be included in your Policies and Procedures.



# Question # 4

Sometimes, I call the wrong Servicing Team at Bank of America. How do I know which team to call?

## Factivity answer # 4



# Factivity answer # 4 (cont.)



## Company Number



### COMPANY LEVEL SUPPORT

#### Dedicated Account Specialist

##### Include the following information

- ✓ **Company Number**
- ✓ Company Name
- ✓ Last 4 digits
- ✓ Embossed Line 1
- ✓ If a shipping request, shipping address, method and attention to field
- ✓ All email requests must contain requestor's "non-generic" email signature
- ✓ Specific requests require company letterhead with a physical signature to be submitted by a current program administrator – can be scanned, then emailed or faxed
  - Adding/removing program administrators
  - Changing the corporate address
  - Requests for manual card creation
  - Corporate account closure
  - Manual card activation



### CARD DIGITAL SERVICE HELP DESK

##### Include the following information

- ✓ **Company Number**
- ✓ Company Name
- ✓ Application in question (Works/GRAM/Other)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number

##### For file delivery issues, include the following information

- ✓ Company ID
- ✓ MasterCard or Visa transmission ID
- ✓ File name(s)



# Question # 5



What is Virtual Payables?

## Factivity answer # 5

### ➤ For State PA's:

- Virtual Payables is an electronic accounts payable solution to facilitate post-invoice payments to our supplier using a dedicated credit card administered by DOA.
- COVA has partnered with Bank of America to facilitate the enrollment process which includes calling and mailing campaigns.
- Suppliers who enroll and agree to accept credit card payments for any dollar amount are able to receive their payment up to 14 days earlier as an incentive.
- The current processes for orders and invoices remain the same. The only change will be to the payment process.
- A Virtual Payables supplier will have an active EPAY default location and an approved voucher will have a GE Payment Method in Cardinal

# Factivity answer # 5 (cont.)

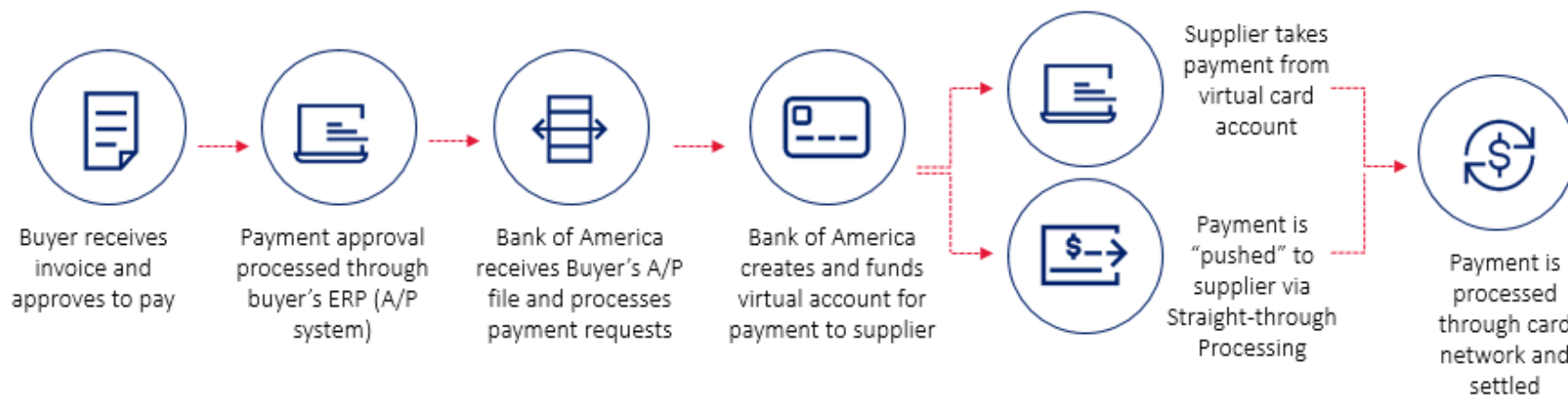


➤ For PSUBS:

## Virtual Payables Payments

A no-cost alternative to traditional fee-based payments

### Virtual Payables Payment Process Flow



Increase float for improved cash flow and working capital

\*Most common way organizations initiate virtual card transactions; other options available

# Question # 6



What should I do if I receive a FOIA Request?

## Factivity answer # 6

➤ For State PA's:

- REDACT all Account Numbers (Corporate and Cardholder)
- REDACT all Cardholder Names

Virginia Freedom of Information Act § 2.2-3705(13) provides an exemption for credit card account numbers. While there is no specific exemption for Cardholder Name we recommend withholding cardholder names. This is a recommended best practice from the Bank of America. When we withhold cardholder names, we cite exemptions related to internal control, Virginia Freedom of Information Act § 2.2-3705.2.9, § 2.2-3705.2.2; Government Data Collection and Dissemination Practices Act § 2.2-3803.A.3 and 9; and Virginia Information Technologies Agency § 2.2-2009.A.3. If your request is for a specific cardholder's transactions we recommend responding in a manner that it does not confirm they have a card, i.e. "Attached you will find a list of all card transactions for the **Insert agency name**".

# Factivity answer # 6 (cont.)



001000XXXXXXXXXXXX [REDACTED]



151-DOA

January 16, 2020 - February 15, 2020

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**EXAMPLE**

Transactions						
Posting Date	Transaction Date	Description	Reference Number	MCC	Charge	Credit
						<b>Total Activity</b>
						<b>31,194.82</b>
Account Number: XXXX-XXXX-XXXX [REDACTED]						
01/23	01/22	SNAP SUPPLIES 804-794-9387 VA	24688080022027011503511	5111	187.39	
01/23	01/22	SNAP SUPPLIES 804-794-9387 VA	24688080022027011503487	5111	767.57	
01/24	01/22	SHI INTERNATIONAL CORP 888-7648888 NJ	24744550023450000026117	5045	16,276.12	
01/29	01/28	SNAP SUPPLIES 804-794-9387 VA	24688080028027011709682	5111	164.67	
02/03	02/01	CRYSTAL ICE COMPANY 804-673-0888 VA	24493980032207257900019	7699	3,410.00	
02/07	02/06	MYTHICS INC HICS.COM VA	24493980037026942973594	5045	5,639.22	
02/10	02/06	JOHN TYLER 804-7065021 VA	24789300038151300477955	8220	2,560.00	
02/13	02/12	VA DEPT OF CORRECTIONAL E804-7434136 VA	24755420044120447384299	9399	429.96	
02/13	02/12	VA DEPT OF CORRECTIONAL E804-7434136 VA	24755420044120447384307	9399	1,759.89	

## Cardholder Activity Summary

Account Number	Credits	Cash	Purchases and Other Debits	Total Activity
XXXX-XXXX-XXXX [REDACTED]	0.00	0.00	31,194.82	31,194.82
XXXX-XXXX-XXXX [REDACTED]	3.65	0.00	52,011.44	52,007.79

## Transactions

Posting Date	Transaction Date	Description	Reference Number	MCC	Charge	Credit
						<b>Total Activity</b>
						<b>-\$60,092.07</b>
Account Number: XXXX-XXXX-XXXX [REDACTED]						
02/07	02/07	PAYMENT THANK YOU	7546001745	74024410038825043686017	0008	60,092.07

6009207 8320261 8320261 [REDACTED]

Account Number: XXXX-XXXX-XXXX [REDACTED]  
January 16, 2020 - February 15, 2020

# Question # 7



Are there additional resources available for PA's to learn more about the card world?

## Factivity answer # 7

YES, there are two resources we would recommend.

- Bank of America Card Assistant. A one-stop shop for Commercial Card Program Administrators.

### Resources include:

- Industry News
- Tips and Tricks
- Training Videos
- Webinar Replays

### Training videos:

- GCA Registration
- GCA Password Reset
- Viewing Payment Center Transactions
- Viewing Payment Center Auth/Decline

**[www.bofa.com/cardassistant](http://www.bofa.com/cardassistant)**

# Factivity answer # 7 (cont.)



- National Association of Purchasing Card Professionals (NAPCP)  
[www.napcp.org](http://www.napcp.org)

## P-Card, Travel Card and ePayables focus gives you more ways to feel the **Power of Participation!**

Become an NAPCP member and enjoy **100% access—24/7**—to these unique benefits in the Commercial Card and Payment industry.

The NAPCP is a membership-based professional association committed to advancing Commercial Card and Payment practices worldwide. Currently, the association has more than **19,000** members and complimentary subscribers from end-user and provider communities. End-user practitioners are tasked with managing card programs (Purchasing Card, Travel Card, Corporate Card, Fleet Card, for example) and electronic payment solutions. Through the NAPCP website, events, webinars and online networking, they are able to gain education, access to resources and tools, year-round networking opportunities, and exposure to the provider community (issuers, networks, technology solutions providers and researchers).

The NAPCP sponsors research, publishes timely and relevant white papers and survey results, and is guided through directives from the NAPCP Advisory Council and various Task Force committees.

### **Vibrant website makes it easy to stay informed and participate!**

- Use the robust site search tool to find resources, eNetworking discussions and NAPCP member profiles that match your advanced search criteria
- Receive notifications of eNetworking questions, messages from other members, new events, Career Center job postings and event registration receipts
- Set up a comprehensive profile—including e-mail preferences, resume and photo
- Build and manage your resume online
- Track continuing education endeavors, including points toward your professional certification(s)
- Create a user group ([www.napcp.org/usergroups](http://www.napcp.org/usergroups)) to connect members who share something in common

### **Bring your team together with associate and group membership—available to end-user and provider organizations with fees as low as \$99 each**

A divide-and-conquer strategy really works! Imagine assigning research to one associate and eNetworking outreach to another—with a team of card and payment professionals accessing NAPCP resources, you can make real progress in no time. Visit [www.napcp.org/membertypes](http://www.napcp.org/membertypes) for details.

### **Job change? Displaced? We have options for transferring your membership**

Access to member resources is exclusive to the designated, individual member; membership cannot be shared. If a member leaves the organization or changes job roles, the NAPCP can reassign the membership. Individuals who become unemployed while a current member may be eligible for a 12-month, complimentary membership.

# NAPCP

[www.napcp.org](http://www.napcp.org)

### **Contact us:**

P.O. Box 901, Wayzata, MN 55391 USA  
Telephone +1+952-546-1880 extension 4  
[www.napcp.org/contactus](http://www.napcp.org/contactus)

### **Resources and networking tools from the NAPCP**

#### **Resource Center and TransAct! Newsletter**

Take advantage of the white papers, industry studies, surveys, and articles that can help you make a difference in your program. Periodic newsletters bring you the pulse of the industry; review the *TransAct!* archive and quarterly newsletter archive of past editions.

#### **eNetworking**

Post a question or offer your own insight through this online Q&A tool—an active exchange of practical advice *relevant to the job you do every day*. This isn't just social networking, it's real help from Commercial Card and Payment professionals around the world.

#### **User Groups**

The NAPCP currently offers online user groups for four interest areas: (1) higher education, (2) government/K-12 education, (3) travel and (4) global. These portals allow for exclusive eNetworking and resource sharing.

#### **Online Polls, Results and Tips**

Every two weeks, the NAPCP releases a new poll. Respond, see the instant results and read the tip from the NAPCP. It's a fun, quick way for members and subscribers to gain industry knowledge and perspective.

#### **Online Member Directory and Resource-Sharing Library (end-users only)**

End-user members, search the member directory to identify and network with other professionals who share common program types, technology solutions, issuers and more. Contribute and access sample policies, surveys, templates and more in the resource-sharing library. Participate today in this unique give-and-take opportunity.

#### **Career Center**

Our job bulletin board is open to NAPCP members and subscribers; plus, any website visitor can post an open position.

### **Events bring card and payment professionals together**

#### **Commercial Card and Payment Conferences**

End-users, issuers and solutions providers gather for unsurpassed education, vital networking, and cutting-edge exhibits and demos.

#### **Regional Forums**

These one-day, small-group events feature an end-user speaker, an industry update from the NAPCP and roundtable discussions.

#### **Workshops**

The NAPCP periodically offers workshops on select topics for varying experience levels.

#### **Webinars and Complimentary Virtual Demonstrations**

Participate in education from the comfort of your own office! Join card and payment industry experts as they deliver information on a variety of relevant topics and solutions.

**Associate Membership  
for as low as \$99.00!**

The NAPCP offers the  
**Commonwealth of Virginia**  
an  
**Associate Membership**  
program allowing you to  
become a member at a deeply  
discounted rate.

Contact Heidi Kaliher  
[heidi\\_kaliher@napcp.org](mailto:heidi_kaliher@napcp.org)  
to verify your eligibility. Pricing  
will depend on interest level.

Please use the subject line,  
“Commonwealth of Virginia  
Associate Membership  
Program.”

#### **Associate member rates:**

Up to five associates: \$149

6-19 associates: \$129

20+ associates: \$99

#### **Associate member benefits:**

- Full access to premium content
- Access to the Government/K-12 user group
- Access to the Higher Education user group
- Generous event discounts

#### **Questions?**

Contact Heidi Kaliher at  
[heidi\\_kaliher@napcp.org](mailto:heidi_kaliher@napcp.org) or  
telephone (952) 546-1880 ext. 4

Want to participate at a higher level in the NAPCP? Complete the online form at [www.napcp.org/getinvolved](http://www.napcp.org/getinvolved).



# Question # 8

What are the some best practices and advantages of using a Purchase Cards?

## Factivity answer # 8

To maximize purchasing card benefits, we recommend these 3 best practices:

1

### Data Collection and Analysis

Gather data in order to examine and analyze your current processes for purchasing and/or travel spending

- Determine number of cards
- Estimate annual spend on the program

2

### Process Improvement Opportunities

Identify opportunities and requirements that may help you meet expense reduction or efficiency goals

- Review and update relevant policies and procedures (mandate card usage for eligible expenses)
- Educate stakeholders and cardholders on expense, program goals and policies

3

### Establish and document program goals

Create a compelling card program case with formal, documented goals that are clearly communicated

- Define your program size goals and obtain executive sponsorship to promote and grow the program
- Identify key program indicators (KPI), critical metrics and required data to measure success

PURCHASING CARD  
BENEFITS

simplify the  
purchase  
process

increase  
efficiency

improve  
spend  
transparency

increase  
working  
capital/  
cash flow

provide  
rebates and  
incentives



# Factivity answer # 8 (cont.)

**Purchasing card related savings contribute to an increase in the market value of corporations.**

## Purchasing card use saves money and time.

Traditional paper-based PO format → **\$89.99** Per Transaction  
 Plastic purchasing card → **\$20.14** Per Transaction

**78%**  
reduction



**Savings of \$69.85 Per Transaction**

Traditional paper-based PO format → **9.9** Days  
 Plastic purchasing card → **2.9** Days

**71%**  
reduction



**Savings of 7.0 Days**

➤ Calculate your cost savings:

# of Transactions	Per Transaction Savings	Savings
100	\$69.85	\$6,985
1,000	\$69.85	\$69,850
10,000	\$69.85	\$698,500

Source: 2017 Purchasing Card Benchmark Survey, RPMG Research



# Question # 9



Do you have any recommendations we can share with our cardholders on how to prevent fraud?

## Factivity answer # 9



**Use** your chip whenever possible – request it when chip reader is available



**Know** your PIN – many transactions declined due to incorrect PIN



**Receive** mobile alerts for real-time visibility into potentially fraudulent transactions<sup>1</sup>



**Verify** name, address, and CVV (3 digit code) for online transactions – many transactions declined due to incorrect data



**Report** any suspicious card activity immediately

# Question # 10



The particular Spend Control Profile I need is not in Works. Can I add it?

## Factivity answer # 10

- For State Agencies in the Commonwealth Instance, PA's must submit a new profile request directly to CCA. Your request must include Cycle Limit (CL), Single Transaction Limit (STL), MCC Group Restrictions Needed, and if the profile is Online Reconciliation (OLR). Profile limits must be in increments of \$5,000. This is a new requirement.
- For State Agencies in their own Instance, PA's may continue to create spend control profiles as needed. Although it's not required, CCA suggests you follow the same procedure for limiting profiles to \$5,000 increments.
- For PSUB PA's, you policy and procedures will dictate Cycle Limit (CL), Single Transaction Limit (STL), and if any MCC Group Restrictions are needed.



What other  
questions do you  
have?