

PA Monthly Newsletter

11/10/2020

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| Virtual Card Summit | Spend Control Profiles | Webcasts |

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| Virtual Card Summit | | |
| Continuing Education Credits | | |
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| Many thanks to all that were able to attend the live session of the Virtual Card Summit and those who have participated or plan to participate in the playback of the Summit. We have received such positive feedback and we appreciate the time taken to leave constructive criticisms and words of thanks.  These are unprecedented times; without your support, none of this would have been possible!  We are working diligently with Bank of |  | America and Veracast to obtain participation records for those who attended the live session so we may start sending out certificates of Continuing Education Credits.  For those who were unable to attend the live session and registered for the summit, please note the link below to access the summit playback which is accessible until 12/3/2020. Full or Partial Continuing Education Credits (CEC) are awarded based on completed instruction and quiz questions.  <http://www.veracast.com/webcasts/bofa/virginiapcard2020/agenda/0F1ECA22.cfm>  Passcode: **bofa2020**  For the session replays, in order to receive **VCA/VCO and CPE credits**, you will need to:   * Listen to the full session * Complete the CPE evaluation form * Answer all poll/quiz questions presented at the end of the session |
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| Spend Control Profiles | | | |
| You have questions, CCA has answers | | | |
| CCA’s email communication regarding the new procedures for Spend Control Profiles garnered a lot of attention and even more questions! | | | |
| On October 2, 2020, CCA sent email communication outlining the new procedures with regards to Spend Control Profiles. So what does this mean, exactly?  Agencies within the COV instance of WORKS will be prohibited from **creating spend control profiles in WORKS or changing existing spend control profiles** (adding/removing restrictions or increasing/decreasing limits). If you require a spend control profile that **does not currently exist**, you must send a request to CCA ([cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)) to request the spend control profile be created. Please detail in your request the following: Single Transaction Limit (STL), Credit Limit (CL), Restrictions (Travel, Rental, Restaurant, Accommodations, Gas) and if the profile is OLR (Online Reconciliation). | |  |  |
|  | |  | The CL/STL limits for all new profile requests must be in increments of $5,000. For example, if the cardholder needs to make a purchase of $6,782 and currently has an STL of $5,000, the PA would submit a request for STL $10,000.  Agencies are still responsible for ordering small purchase charge cards and moving cardholders to existing spend control profiles that are within the state mandated limits of $100,000 CL and $10,000 STL  This procedure update will be added to upcoming changes of CAPP 20355. |
| Webcasts | December 1, 2020  9:30 AM – 11: 00 Am  Conference Line: 1-866-747-5167 Participant code: 47803046, then #  **State Agency** – WORKS Reporting Next Level: <https://attend.webex.com/attend/j.php?MTID=m500128984272561de4457a07ecd6ed15>  Meeting Number: 171 545 3348  Join by phone: 1-704-665-0860 (US) or toll free 1-866-747-5167, attendee access code: 478 030 46#  December 3,2020  1:30 PM - 3:00 PM  Conference Line: 1-866-747-5167 Participant code: 47803046, then #  **State Agency -**  WORKS Reporting Next Level: <https://attend.webex.com/attend/j.php?MTID=m9557eecff4b61a3d94ca1fd53df6dbf3>  Meeting Number: 171 439 2634  Join by phone: 1-704-665-0860 (US) or toll free 1-866-747-5167, attendee access code: 478 030 46#  December 1, 2020  1:30 PM – 3:00 PM  Conference Line: 1-866-747-5167 Participant code: 47803046, then #  PSUBS – WORKS Reporting Next Level: <https://attend.webex.com/attend/j.php?MTID=m63d3ee886fcd39fb86c9e3f587ec3de8>  Meeting Number: 171 788 1200  Join by phone: 1-704-665-0860 (US) or toll free 1-866-747-5167, attendee access code: 478 030 46#  December 3, 2020  9:30 AM – 11:00 AM  Conference Line: 1-866-747-5167 Participant code: 478030464, then #  PSUBS – WORKS Reporting Next Level: <https://attend.webex.com/attend/j.php?MTID=m6b5fd3dd0a2c282dfc2e6291cf3af723&gt>  Meeting Number: 171 293 4839  Join by phone: 1-704-665-0860 (US) or toll free 1-866-747-5167, attendee access code: 478 030 46# | | |



Your Guide to Chip and Pin Technology

**Welcome to Chip and PIN**

Your Bank of America Merrill Lynch card is now Chip and PIN enabled. The embedded microchip provides enhanced fraud protection and increased global acceptance.

**Getting Started**

**Customize your PIN** as part of the card activation process

**Register your card** to unlock additional PIN features at: BofAML.com/globalcardaccess

**Retrieve or view your PIN** anytime by visiting the Global Card Access website

**Change or reset your PIN** if needed by calling the number on the back of the card and selecting the PIN change menu option

* Memorize your PIN and keep it confidential
* Never provide your PIN via email, phone or website
* If you have cash access, the same PIN is used at ATMs and chip enabled merchants

(Note: the PIN will not automatically grant cash access if your company policy does not allow it.)

**Using your Chip & PIN Card**

**Step 1 –** insert you card face up in a chip-enabled terminal. Leave the card in place while the transaction is processed.

**Step 2 –** Follow the prompts to complete your purchase. In most cases, you’ll be asked to enter your 4-digit PIN.

**Step 3 -** Remove your card from the terminal once your transaction is complete.

* Your chip card also has a magnetic stripe and will continue to work at merchants that are not yet chip-enabled.
* There is no change to online or phone transactions. Complete those purchase as you do currently.



**Frequently Asked Questions**

**What if I enter my PIN incorrectly?**

You have three consecutive attempts to enter your PIN correctly. After the third failed attempt, your chip card will be blocked. You will need to contact Global Card Services and follow the prompts to reset your PIN.

**What if I forget my PIN?**

You PIN may be accessed via the secure Global Card access website at BofAML.com/globalcardaccess

**What if I lose my Chip & PIN card?**

Call Global Card Services at 888.449.2273 in the U.S. or 800.300.3084 in Canada. If you are outside the U.S. or Canada, call collect at 1.602.379.8753.

**For more information, please see the provided links:**

[**GCA Chip and Pin Guide (1).pdf**](GCA%20Chip%20and%20Pin%20Guide%20(1).pdf)

[**GCA\_Users\_Guide (2).pdf**](GCA_Users_Guide%20(2).pdf)

[**GCA\_FAQ.pdf**](GCA_FAQ.pdf)



**Reminders:**

* Please use the **CCA Automated Online Forms Request System**. Email requests for paying late invoices, credit limit increases, temporary restriction removal, and submission of annual certifications will not be accepted effective July 1, 2016.
* Troubleshooting- if you are having issues logging on to <https://cca.doa.virginia.gov/Login.cfm>, please contact [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov).
* DOA offers **Monthly Program Administrator** **Training** for all new PA’s as well as those who need a refresher beginning April 5, 2016. Training will be offered via WebEx on the first Tuesday of each month. Each monthly training session will be from 8:00 am to 12:00 pm. To register, please email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov). This monthly training will allow PA’s to receive detailed instructions about their responsibilities and day-to-day functions as a Program Administrator.
* The Commonwealth has a package relationship with **NAPCP** in order to get a (discounted) $99 membership rate. When you sign-up initially or renew your membership to this organization, please contact DOA for coupon code to receive your discounted membership rate.
* When contacting **CCA**, please call 804-786-0874 to leave a voicemail or email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov). **Email is the best way to contact us**. If your request is urgent, please mark it accordingly when sending an email. **Do not send maintenance requests to individuals within the unit.**
* When contacting Emily Ruzumma or **Company Level Support** at BOA, please email [Dedicated\_Card\_East@bankofamerica.com](mailto:Dedicated_Card_East@bankofamerica.com). Please include your company number in all correspondence.
* DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 30 days. At 61 days past due, BOA will automatically suspend any past due card accounts. At this time, the agency TPA will need to submit the past due travel card balance to be deducted from the cardholder’s payroll.
  + **Program Administrators must review the delinquency reports in Works at least every two weeks to ensure cardholders are making timely payment for their IL cards.**
* Agencies should evaluate the number of CL and STL increase requests and ensure the limits are in line with the cardholder’s needs. If you find that the cardholder regularly goes over the cycle limit, card limit, or single transaction limit, please review the need for a Gold Card at your agency.

**Contact Information for CCA:**

* [**cca@doa.virginia.gov**](mailto:cca@doa.virginia.gov)
* 804.786.0874