**Electronic Statements – State Agencies Only**

* Enrollment in Electronic Statements is an agency decision
* If interested in Electronic Statements, please send a request to cca@doa.virginia.gov containing agency name, number and company number

**Benefits of Electronic Statements:**

* Electronic statements are available sooner; there is no need to wait for mail delivery.
* Automated email notifications are sent when a statement is available.
* Accessing statements electronically provides added security and eliminates the need to dispose of sensitive documents.
* Lost statements are a thing of the past--once enrolled for online statement delivery, 13 months of historical statements are always retained.

**Save the date for the 10th Annual Bank of America Card Summit**

Date:                Thursday, March 21, 2019

Location:           Richmond Convention Center

Time:                7:30 am to 4:30 pm

This event will only be open to current Program Administrators and their backups registered with the Department of Accounts.

There is no cost for this event.  We will be sending registration links in mid-February.

**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.
* 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 in person (James Monroe Building, 101 N 14th St. Richmond VA, 2nd FL training room) on the first Tuesday of each month and offered via WebEx on the third Tuesday of each month. Each monthly training session will be from 8:00 am to 12:00 pm. To register, please email cca@doa.virginia.gov. 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. This code is valid until 2/9/19.
* When contacting **CCA**, please call 804-786-0874 to leave a voicemail or email cca@doa.virginia.gov. Email is the best way to contact us. If your request is urgent, please mark it accordingly when sending an email. Do not send maintenance requests to individuals within the unit.
* If you have a time sensitive request, please email cca@doa.virginia.gov, flag the email high importance and put URGENT in the subject line.
* When sending emails to the CCA box, please notate the agency name and number within the email.
* When contacting Ileana Morales or **Company Level Support** at BOA, please email Dedicated\_Card\_East@bankofamerica.com.
* DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 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**
* 804.786.0874