

Monthly Program Administrator Agenda

January 8, 2020

Tip of the Month

Global Card Access- New Releases

Save the date for the 11th Annual Bank of America Card Summit

Date: Thursday, March 19, 2020
Location: Richmond Convention Center
Time: 8:00 am to 4:15 pm, registration 7:15 am to 8:00 am

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.

We hope you will be able to join us for this event!

FOIA Requests

The goal of the Commonwealth of Virginia is to protect our Charge Card data and our cardholders.

When responding to FOIA requests, the cardholders name and account numbers should be redacted. As a best practice, the agencies Charge Card statements should not be sent unless the cardholder's name, account number, and the full 16 digit account number are redacted. (Example provided below). It is recommended that transactional be downloaded in Works as an excel document, from there you can redact sensitive data. A transactional download should include the group name, amount of the transaction, posting date, and the vendor name.

The 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 name we site 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.

For additional information on Payment Card Industry (PCI) Security Standards, please visit <https://www.pcisecuritystandards.org>

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CAPP Updates

Effective January 3, 2020, updates to CAPP 20355 and CAPP 20360 were published to DOA's website.

Please follow the links below to access the updated CAPP topics:

CAPP 20355 – Purchasing Charge Card

https://www.doa.virginia.gov/reference/CAPP/CAPP_Topics_Cardinal/20355.pdf

CAPP 20360 – Travel Charge Card

https://www.doa.virginia.gov/reference/CAPP/CAPP_Topics_Cardinal/20360.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.
- 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. The code is valid until 02/09/20.
- When contacting **CCA**, please call 804-786-0874 to leave a voicemail or email cca@doa.virginia.gov. Email is the best way to contact us. If your request is urgent, please mark it accordingly when sending an email. Do not send maintenance requests to individuals within the unit.
- When contacting 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.

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- **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