

Monthly Program Administrator Agenda

January 10, 2018

Tip of the Month

- Card Summit

CAPP 20360 and CAPP 20355

- CAPP Topics 20360 and 20355 are in the final stages of review. No drastic changes were made, but frequently asked questions regarding the card program were addressed.

Save the Date

- The 9th Annual Bank of America Card Summit will be held Thursday, March 1, 2018 at the Richmond Convention Center.
- For those who would like to stay at a hotel in Richmond, VA on Wednesday, February 28, 2018, Bank of America has blocked 20 rooms at the Omni Richmond Hotel. The rooms will be available on a first-come, first-serve basis. If you are interested in staying at the hotel, reservations can be made using this link: <https://www.omnihotels.com/hotels/richmond/weddings/rfpbac17-commonwealth-of-virginia-card-summit> or by calling 1-800-THE-OMNI with the reservation code RFPBAC17. The discounted room rate is \$139.00/night plus taxes. All reservations must be made by Wednesday, January 31, 2018.

Trainings

- The 2018 trainings will be uploaded in COVLC by the end of February. Annual training for all cardholders, PAs, and supervisors is due May 31, 2018.

Employee Departures

- As a reminder, it is the PA's responsibility to close all cards and user profiles on the day an employee separates from the agency. You must collect and destroy all cards.
- If an employee holds an IL Travel Card, the balance must be paid in full or deducted from their last paycheck.

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

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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 2/9/18.
- 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.

- **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