

Monthly Program Administrator Agenda

January 13, 2021

Tip of the Month

- Works Authorization Logs

Spend Control Profile Maintenance and MCC's

- Program Administrators should be coming to DOA to request MCC's be lifted for a justifiable reason. PA's may also lift the appropriate restriction from the card on a temporary basis.
- PA's should **NOT** call the Dedicated Team at Bank of America and request a MCC be removed from the restriction table. The restriction tables are used universally throughout the entire Commonwealth. Any change to the restriction table affects the entire program.

Program Administrator Additions/Deletions

- When a PA separates from the Agency, a PA Request Form should be submitted immediately to delete their access. Agencies should not wait until a replacement PA has been chosen and/or hired.
- When a PA is not deleted upon separation from the Agency, they still have access to make changes to your program. PA's hold all access to your program until we receive a PA Request Form to remove their access. This includes the right to contact Bank of America to make changes within your Agency program.

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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.
- 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 Emily Ruzumma or **Company Level Support** at BOA, please email 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
- 804.786.0874