**Tip of the Month – BOA Contact List**

**New Assistant Director of CCA**

* Stephanie Bussenger

**Delinquent IL Travel Cards**

* Per CAPP 20360, page 7, Function 12: Review travel charge card reports at least every two (2) weeks to ensure cardholders are:
  + a) paying their balances timely; and
  + b) using travel charge cards for appropriate expenses incurred while conducting official State business.
  + Review travel charge card reports at least monthly to identify cardholders who have not used their travel charge cards in the previous 12 months.
* Per CAPP 20360, Page 20, Travel Card Collections:
  + 31 Days After: The TPA is required to suspendthe IL Travel Card of any cardholder that becomes 31 days delinquent.
  + 61 Days After: The TPA is requiredto cancel any IL Travel Card that has become 61 days past due.
    - State policy dictates at this point the agency will deduct the entire outstanding past due balance from the cardholder’s pay.
    - If the cardholder is separating from the agency, all efforts should be made to collect the outstanding balance by deducting from any payout owed to the cardholder.
  + If the cardholder has separated from the agency, seeking employment outside of the Commonwealth the outstanding past due balance should be submitted to Comptroller’s Debt Set-Off (CDS).
  + Per the Employee Paid (Individual Liability) Travel Card Employee Agreement, the cardholder acknowledges, if they obtain employment with another State Agency, any remaining balance on the IL Travel Card may result in a payroll deduction with the new agency. The TPA should reach out to the new employer’s payroll department, providing a copy of the signed Employee Agreement and the outstanding balance still owed.

**Travel Insurance**

* Not allowable per Travel Regulations CAPP 20335

**Exception Requests**

* Please ensure you are not removing previous approvals from the sheet when adding requests to a cardholder.
* If you are replacing a cardholder with a new cardholder:
  + Strike through the old cardholder
  + Add the new cardholder beneath
    - Do not remove the original approval.
    - We will add a new approval for the updated cardholder

**Card Summit Presentations**

* The 2022 Card Summit presentations are available online via the CCA website <https://www.doa.virginia.gov/reference/chargeCardAdmin/>

**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.
* 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. Training will be offered via Google Meets on the first Tuesday of each month. Each monthly training session will be from 8:30 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 Sarhonda Finklea-Frett 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 1 day. At 31 days past due, the PA must suspend the IL Travel Card. At 61 days past due, the agency TPA will need to cancel the card and 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: [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)
* vPay: [ecommerce@doa.virginia.gov](mailto:ecommerce@doa.virginia.gov)
* 804.786.0874