

## Monthly Program Administrator Agenda

July 8, 2020

### Tip of the Month

- Works Release Notes
- Global Card Access (GCA) Release Notes
- Contact Sheet

### Card and User Maintenance

- Program Administrators are prohibited from making changes to their own User Profile or Card Account; this is a violation of CAPP 20355. All changes should be made by the backup PA. If the back-up PA is not available, please email [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) for assistance.
- PA's are prohibited from increasing cards above the state mandated limits of CL \$100,000 and STL \$10,000. If an increase *exceeding* the state mandated limits is needed, a request should be submitted through the CCA Forms Database at <https://cca.doa.virginia.gov/Login.cfm>.

### Annual Exceptions

- All annual exceptions have been reviewed and sent back to agencies with CCA's approval. If you received your exception request back with notations that it requires revisions, please make those changes immediately.
- Any permanent restriction removal must be included on the Exception Request Form and submitted for approval. This includes all restrictions lifted on Gold Cards, if applicable.
- Annual Exception Requests should mirror each cardholders spend control profile.

### Card Request

- When creating a card request, ensure that you are utilizing the appropriate group for the User Profile. For example, if you are creating a SPCC card, you will use the Purchase Card Program for your agency (ex: 151 – DOA Purchase Card Program).
- Separate logins are required for each type of card; they may not be combined under one user profile. If a cardholder has an SPCC, ATC and IL Travel Card, they are required to have three separate logins, each under the respective group.
- Below are the different groups available to create User Profiles.
  - SPCC: Purchase Card Program or Pcard Program (ex:151 – DOA Pcard or 151 – DOA Purchase Card Program)
  - ATC: Airline Card (ex: 151- DOA Airline Card)
  - Individual Liability (IL) Travel Card: Travel Card Program (ex: 151 – DOA Travel Card 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](mailto: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 14<sup>th</sup> St. Richmond VA, 2<sup>nd</sup> 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](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. 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](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 Emily Ruzumma 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 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](mailto:cca@doa.virginia.gov)
- 804.786.0874