

Bi-Monthly Program Administrator Agenda

July 14, 2021

Tip of the Month

REMINDER: Your Bank of America cards are getting a new look

Throughout the months of May and June, we will be transitioning our card products to the Bank of America brand. As the transition is completed in each region, new cardholders will receive cards with the rebranded design and enhanced features. Existing cardholders can continue to use their current card without interruption and will receive new cards when the current card expires.

Card features:

- New cards will differentiate each card type by color
- New cards will have account details flat printed on the back of the card
- New cards will have an extended expiration date of five years
- New cards will have contactless capabilities

Frequently Asked Questions:

Do I need to take any action in order to receive a redesigned card?

No action is needed.

When will we receive redesigned cards?

Existing cardholders will receive a new card when their current card expires. New cardholders will be issued a redesigned card when the rebrand transition is complete in region.

Will my company logo and/or other custom images carry over to the new design?

Yes. Logos and/or custom images currently located on the front of your card have been transferred to the new design.

Annual Exceptions – For State Agencies Only

- FY22 Annual Exceptions were effective July 1, 2021.
- 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 removals must be included on the Exception Request Form and submitted for approval. This includes all restrictions lifted on Gold Cards, if applicable.

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Non-Responsive Audits

- The Program Administrator is responsible for making contact with the cardholder(s) identified on the audit, providing a reasonable deadline for the cardholder to respond and ensuring the response is clear, valid, and received in a timely manner.
- Audit responses are expected by the specified due date in the email request. If the Program Administrator is unable to obtain a valid response for the transaction in question, they must notify CCA of the delay and request an extension date to submit an audit response.
- Agencies are provided two opportunities to respond to an audit: the original audit request and a 2nd Notice email. Agencies that do not respond to the audit request(s) are noted as violations for non-compliance and non-responsiveness.
- Effective immediately, if a valid audit response is not received by the stated date of the 2nd Notice email, the cardholder(s) account will be placed into Suspend status by CCA and the Assistant Director will be notified for further possible action. The cardholder(s) account will remain in a Suspend status until a valid audit response is received by CCA. Repeated violations for non-compliance and non-responsiveness to audits will be reported to APA.

Bank of America Payments

- Payments to Bank of America must be received by the 7th of each month.
- The full 16-digit account number should be placed in the **Payment Message** field (omitting hyphens and spaces) on the Payment Tab. Do not put any text or other spaces.
- Correct format: 1234567891234567
- Incorrect format: SPCC123456789123, 1234 5678 9123 45, 1234-5678-9123-4, July 2021 SPCC, etc.
- Additionally, if the Payment Message Field is blank, it will automatically default to “Remittance”, which will cause your payment to not post automatically.
- Please refer to CAPP 20355, page 52-55: Charge Card Statement Payment Procedures.

Virtual Bank of America Conference

- Save the Date for the Department of Accounts and Bank of America Virtual Card Conference
 - Tuesday, September 21, 2021 8:30am – 12pm
 - Thursday, September 23, 2021 8:30am – 12pm
- If there are topics you would like to be discussed at the summit, please email them to cca@doa.virginia.gov by 07/30/2021.

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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 via WebEx 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. 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 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@doa.virginia.gov
- 804.786.0874