

Bi-Monthly Program Administrator Agenda

July 12, 2023

Tip of the Month – Decline Codes

Annual Exceptions – For State Agencies Only

- FY24 Annual Exceptions were effective July 1, 2023.
- 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 and resubmit.

Lost/Stolen Cards

- Marking a card lost /stolen in works only places a suspension on the account, it does not close it.
- Once marking a card lost/stolen in works a Program Administrator should contact the BOA Dedicated team by phone (888-715-1000 ext. 22117) or email (dedicated_card_east@bankofamerica.com) to notify the bank the card was marked lost/stolen in works.
- BOA will then proceed to close and reissue a new card number. This allows the transactions from the old account to transition to the new account.

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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.
- 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. Training will be offered via Microsoft Teams 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 Sarhonda Finklea-Frett 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: cca@doa.virginia.gov
- vPay: ecommerce@doa.virginia.gov
- 804.786.0874