

Monthly Program Administrator Agenda

March 10, 2021

Tip of the Month

- Card Assistant
- Program Administrator Quick Reference Guide

CAPP Updates – For State Agencies Only

- Be on the lookout for the updates to CAPP 20355 and CAPP 20360. Updates are complete and soon to be published to the web.
- Once they have been published we will send an email notification outlining the changes.

Annual Training – For State Agencies Only

- The 2021 trainings have been uploaded in COVLC. Annual training for all cardholders, PAs, and supervisors is due May 31, 2021.

Annual Certifications – For State Agencies Only

- Annual Training Certifications are due May 31, 2021.
- Annual Cardholder Review Certifications are due May 31, 2021.
- Annual Security Review is due May 31, 2021.

Annual Exceptions – For State Agencies Only

- Annual Exception Requests are due May 31, 2021.
- 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.
- Acceptable reasons for exceptions (Let's discuss)

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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 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