

Bi-Monthly Program Administrator Agenda

March 8, 2023

Tip of the Month – Global Card Access

Annual Training – For State Agencies Only

- The 2023 trainings have been delayed pending important CAPP updates.
- Annual training for all cardholders, PAs, and supervisors must be completed by **June 30, 2023**.

Annual Certifications – For State Agencies Only

- Annual Training Certifications are due **June 30, 2023**.
- Annual Cardholder Review Certifications are due May 31, 2023.
- Annual Security Review is due May 31, 2023.

Annual Exceptions – For State Agencies Only

- Annual Exception Requests are due May 31, 2023.
- 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)
 - Auto Pay
 - Increased SPCC Limits
 - Unusual Requests

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.

Surcharging

Effective April 15, 2023, it is *no longer* a requirement for a Merchant to notify Visa, by registration through Merchant Notifications, of their intent to surcharge Credit card transactions.

The vendor must follow all of the steps below in order to surcharge.

- Must disclose the check-out fee at the point of sale or online check-out.
- Must disclose the fee as a separate line item on the invoice or receipt.
- Must disclose the amount of the surcharge which can't exceed more than **3%**.
- Must disclose the amount of the surcharge using signs at register or posted in location on Point of Sale (POS) only.

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Guns & Ammo MCC

- Effective April 2023
- MCC 5723 Guns and Ammunition Store

Emergency Cards

- What is considered an Emergency Card?
 - Let's discuss.

Credit Limit and Single Transaction Limit Increase Request

- When submitting a request for both a CL and STL increase, do not update the spend control profile for part of the request.
- CCA will update the spend control profile based on the request submitted for both CL/STL.

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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 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. 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