

Annual Training – For State Agencies Only

- The 2024 trainings have been delayed pending important CAPP updates.
- Be on the lookout for updates on when the trainings will be released.

Annual Certifications – For State Agencies Only

- Annual Training Certifications are **TBD**
- Annual Cardholder Review Certifications are due May 31, 2024.
- Annual Security Review is due May 31, 2024.

Annual Exceptions – For State Agencies Only

- Annual Exception Requests are due May 31, 2024.
- 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.

CAPP Updates – For State Agencies Only

- CAPP 20355 and CAPP 20360 updates have been delayed pending important updates.
- Once complete, we will send a breakdown of the changes.

Email Communication, Forms, and CCA Database – State Agencies and PSubs

- Sensitive information should be sent encrypted, either by Virtru or agency encryption software. If you do not have encryption software, please email CCA and we will initiate a secure email.
 - **DO NOT** use the Secure Email function in the CCA Database.
- Program Administrator forms must be submitted no later than the last working day of the exiting PA.
 - **State Agencies Only** – PA forms must be signed by an Authorized Signatory for your Agency. This individual can be located on your Agency Cardinal Signatory Form
- CCA Database Security Review – Accounts have been deleted for users who have not updated their profile in the database. If continued access is needed, users must create a new security record. – **State agencies only**

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
- CCA Audit Responses: ccaaudits@doa.virginia.gov
- Hotline (Voicemail Only): 804.786.0874