

Monthly Program Administrator Agenda

May 10, 2017

Tips of the month

- **Creating your own Pin Number**
- **Convenience Fees -VS- Surcharges**
- **Works Reports in PDF Format**

Individual Liability (IL) Travel Card Changes

Effective June 17, 2017, Bank of America is implementing some changes to the New Cardholder Order process for Individual Liability Travel Cards. DOA will send updated guidance to all Travel PA's as soon as it becomes available.

Training

Annual training for all cardholders, PAs, and supervisors is due **May 31, 2017** (Note this is a change). CCA is aware of the issues that some agencies are having accessing the training in the COVLC. CCA has also expressed our concerns to DHRM about the issues with accessibility to the COVLC and the applicable trainings. If you need an extension, please email your request to cca@doa.virginia.gov along with a detailed justification. We will review your request on a case by case basis.

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. This code is valid until 2/9/18.
- 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.

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- When contacting Jane Ritter or **Company Level Support** at BOA, please email Dedicated_Card_East@bankofamerica.com.
- DOA will be reviewing IL Travel cards monthly and PAs will be informed if the cardholder is past due more than 60 days. Cardholders who are 120 days past due, the cards will be revoked and the PA will be requested to recoup payment from the employee'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