

Monthly Program Administrator Agenda

May 9, 2018

Tip of the Month

Welcome Janet Yu and Stephanie Bussenger to DOA.

Annual Trainings/Annual Certifications/Annual Exceptions (State Agency's only)

- The 2018 trainings have been uploaded in COVLC. Annual training for all Cardholders, PA's, and Supervisors/Reviewers are due by **May 31, 2018**.
- Annual Certifications are due by **May 31, 2018**. The forms must be submitted online using our forms database. <https://cca.doa.virginia.gov/>
- Annual Exceptions are due by **May 31, 2018**. You can access the exception template at: <https://www.doa.virginia.gov/forms.shtml#ChargeCard>
- Annual exceptions are required to be submitted each year using the provided Annual Exception word document only. Exceptions do not extend from year to year. If the proper format is not followed, your request will be sent back for correction.

Extensions must be requested and approved no later than May 17, 2018. Any request for last minute extensions will not be approved.

Gold Card Analysis

- If you have not responded to the Gold Card Analysis email or agreed to changes, please do so immediately. If you have sent in a request for limits to be re-evaluated or left as is, and they have been approved by CCA, there is no need to respond. For all others, if no contact has been made with CCA, the proposed changes will take effect on Friday, May 11, 2018.

CAPP 20360 IL Travel

- New Requirements, PA responsibility

Non-receipt of BOA Statement does not warrant not paying your bill!

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DOA Correspondence

- If you have a time sensitive request, please email cca@doa.virginia.gov, flag the email high importance and put urgent in the subject line.

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 2/9/19.
- 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 Ileana Morales 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 30 days. At 61 days past due, BOA will automatically suspend any past due card accounts. At this time, the agency TPA will need to 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