

## **Monthly Program Administrator Agenda**

**May 13, 2020**

### **Tip of the Month**

- Account Type Indicator
- Bank of America Contacts
- Information to be included on correspondence to Bank of America

### **Annual Certifications**

- Annual Training Certifications are due May 31, 2020.
- Annual Cardholder Review Certifications are due May 31, 2020.

### **Annual Exceptions**

- Annual Exception Requests are due May 31, 2020.
- 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)

### **Gold Card Analysis**

- Annual Gold Card Analysis are complete and all suggested changes have been made.
- Please submit a Gold Cardholder Employee Agreement for all Gold Cardholders in your agency by Friday, May 22, 2020.

### **Electronic Processes**

Unfortunately, we are all having to adjust our normal procedures to accomplish required tasks during this unusual pandemic. (Please update your procedures to reflect this change)

Some suggestions for obtaining required signatures and/or transmitting documents are:

- CCA will accept official electronic signatures (preferably Adobe or DocuSign).
- Employees with printers/scanners at home can print the document, sign, scan, and email or upload to a network folder for review and processing.
- Employees who do not have electronic signature capability or a scanner at home can print the document, sign, take a picture of the signed document with their cell phone, and then email for review and processing.
- Employees utilizing an iPhone and/or iPad can use the NOTES application as a scanner:
  - Open a new note
  - Press the Camera icon
  - Choose the scan document option
  - Email the document

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### **NAPCP Virtual Conference**

With the cancellation of the NAPCP Annual Conference in the midst of the COVID-19 pandemic, steps have been taken to organize a robust and highly interactive virtual conference.

- Through recorded sessions and interactive features, attendees will still have access to end-user insights and case studies and provider thought leadership and innovation, all addressing the most pressing issues facing the payments industry today.
- The Virtual Conference will be open for two weeks, between May 18 and June 1, 2020
- Registration will run through June 1, 2020
- Prior to the conference, registered attendees will receive conference portal access and login information via email
- <https://www.napcp.org/general/custom.asp?page=vconfabout#pass>

### **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](mailto: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 14<sup>th</sup> St. Richmond VA, 2<sup>nd</sup> 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](mailto: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. The code is valid until 02/09/20.
- When contacting **CCA**, please call 804-786-0874 to leave a voicemail or email [cca@doa.virginia.gov](mailto: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](mailto: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.

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- **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](mailto:cca@doa.virginia.gov)
- 804.786.0874