

Bi-Monthly Program Administrator Agenda

May 12, 2021

Tip of the Month

- Card Webcasts
 - Invitations for Card Webcasts are now being automatically sent to the Global PA's set up in Works.
- Replays available:
 - February 23, 2021: Re-introducing Global Card Access
 - March 23, 2021: Card Program Best Practices
 - April 27, 2021: Works® Tips and Tricks
- This is a good reminder to review users and privileges in Works.
- Be sure to deactivate users who no longer need access to Works.

Sensitive Data

- What is considered sensitive data?
 - Cardholder Name
 - Last 4 digits of card
 - Transactional Data
- All emails containing sensitive data should be encrypted when sending to cca@doa.virginia.gov.
- Going forward, CCA will be utilizing Virtru for all correspondence containing sensitive data. All response emails should be replied back through Virtru.

SharePoint

- The CCA Unit will be replacing our current forms database with SharePoint. A number of Commonwealth of Virginia agencies are utilizing SharePoint to manage filing, creating requests etc. Our hopes are that moving to one centralized system will provide all state agencies the ease of submitting online requests to the CCA Unit.
- Be on the lookout for your email invite to access SharePoint.

Annual Certifications – For State Agencies Only

- Annual Training Certifications are due May 31, 2021.
- Annual Cardholder Review Certifications are due May 31, 2021.
- Annual Security Review is due May 31, 2021. Please remember you are certifying all inactive cards and user accounts have been **deactivated** as part of your review.

Annual Exceptions – For State Agencies Only

- Annual Exception Requests are due May 31, 2021.
- 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.

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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 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 via WebEx 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 Emily Ruzumma 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@doa.virginia.gov
- 804.786.0874