

Monthly Program Administrator Agenda

November 13, 2019

Tip of the Month

EMV chip-enabled Gas pumps

The deadline for Automated Fuel Dispensers (AFD), Gas Pumps, to switch to EMV (chip technology) is October 2020. We are starting to see chip readers on Gas Pumps in Virginia and across the country.

As of October 1, 2020, if the cardholder uses a chip card and the Gas Pump does not have a chip reader, any loss on fraudulent transactions are charged to the vendor. This is the fraud policy currently in place for card present transactions.

Please remember, the Bank of America cards are CHIP & PIN. PIN numbers will be required at the Gas Pump. Cardholders can register their cards in Global Card Access to see their PIN number. In the future, cardholders will be able to change their PIN number in Global Card Access.

www.bofaml.com/globalcardaccess

Save the date for the 11th Annual Bank of America Card Summit

Date: Thursday, March 19, 2020
Location: Richmond Convention Center
Time: 8:00 am to 4:15 pm, registration 7:15 am to 8:00 am

This event will only be open to current Program Administrators and their backups registered with the Department of Accounts.

There is no cost for this event. We will be sending registration links in mid-February.

We hope you will be able to join us for this event!

Termination of Employment Checklist

- Does employee have an IL Travel Card?
- Does the IL Travel Card have a balance?
- Balance of IL Travel Card should be deducted from last paycheck or has employee provided proof of payment in full?
- As a reminder, no SSN is required to apply for an IL Travel Card. No credit checks are performed.

Monthly Program Administrator Agenda

November 13, 2019

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