

Monthly Program Administrator Agenda

September 12, 2018

Tip of the Month - NO SIGNATURE REQUIRED: VISA AND MASTERCARD MAKE SIGNATURES OPTIONAL AT CHECK OUT

- Your cardholders may notice something new: some merchants have stopped requesting signatures on credit card receipts. As of April 2018, both Visa and MasterCard have removed the requirement to obtain a cardholder signature on a point-of-sale receipt. This change will primarily impact those cardholders who do not yet use chip cards. (Typically, when a chip card is presented, a PIN is requested in lieu of a signature.)
- While the security of credit card transactions remains a top priority for the industry, digital authentication technologies have evolved to provide greater protection; visually matching a signature is no longer a necessary component. Merchants will still have the option to request a signature however many are expected to remove this step from the checkout experience to speed up the process for their customers.

Go Paperless – Let’s Discuss!

Termination of Employment Checklist

- Does employee have an IL Travel Card?
- Does the IL Travel Card have a balance?
- Balance of IL Travel Card deducted from last paycheck or has employee provided proof of payment in full?

Exceptions

- As a reminder, the FY19 Exception Requests were due by May 31, 2018.
- During audits, we are still finding agencies who have not turned in exception. Please make sure your agency has submitted updated FY19 exceptions.

DOA Website

- Cardholder Employee Agreements have been updated on the web to include new verbiage concerning mobile wallets. Please use these updated forms going forward.
- The Gold Card Application and Gold Card Limit Increase Request have been added to the DOA Website <https://www.doa.virginia.gov/forms.shtml#ChargeCard>.

Procurement Forum

The Procurement Forum will be held October 21-24, 2018 in Virginia Beach. The CCA Team will be presenting on Monday and Tuesday. Monday’s session will be more of an overview/beginners course. Tuesday’s session will include more advanced topics. If you have any ideas on topics you would like to see covered, please submit them to cca@doa.virginia.gov no later than Friday September 21.

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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.
- When sending emails to the CCA box, please notate the agency name and number within the email.

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.

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- 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