

Monthly Program Administrator Agenda

September 9, 2020

Tip of the Month

- New Card Delivery Options
- Contact Sheet

Card and User Maintenance

- As part of the Annual Cardholder Review Certification each PA is certifying that all inactive and underutilized cards have been cancelled. This includes any cards that haven't been utilized in 12 or more months.
- For those cards that have not been utilized in 12 or more months, the PA must automatically close the account without reaching out to the cardholder.
 - SPCC/ATC: No activity 12 or more months, account closure
 - IL Travel: No activity 12 or more months, suspend if card is needed; close account if not
- The Card Status report can be ran in WORKS to detect cards not utilized.

Virtual Bank of America Conference

- Coming Soon: Department of Accounts and Bank of America Virtual Card Conference
- Timeframe: Within the next 30 days
- More information to follow

Duplicate Payments

- The Department of Accounts (DOA) has experienced an increase in duplicate invoice payments, specifically, to suppliers enrolled in the Virtual Payables Program. The majority of duplicates are a result of invoices paid by an Agency's Small Purchase Charge Card (SPCC Program) and again through their Accounts Payable Department. Once identified, this creates additional effort to return these duplicate funds via DOA Journal Entry. As such, we want to remind agencies that SPCC is the preferred method of payment for invoices that are \$10,000 or less. Invoices higher than \$10,000 should be paid by Virtual Payables if the supplier is enrolled.

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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 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.
- 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 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