

## Monthly Program Administrator Agenda

September 11, 2019

### Tip of the month

- Business Continuity

### Program Administrator Changes

- As a reminder, a Program Administrator Form must be submitted anytime there is a change in responsibility. This includes switching between primary and backup positions.
- If a PA changes positions or leaves the agency, a PA Form must be submitted immediately to delete PA access.
- At no time will an emailed request be honored to add or delete PA access.
- Prolonging the process to submit a PA form allows the individual to maintain authority to make changes in Works as well as with Bank of America's Company Level Support.

### Amazon Pay

- Allows cardholders to make purchases from a third party vendor site, using Amazon Pay as the payment type.
- For example, a jewelry purchase from a merchant named JEWLR, would show on the statement at Amazon.com Payments.
- These purchases do not include the vendor name or purchase details.
- Amazon Pay should not be utilized. Most suppliers accept Visa as a form of payment. Cardholder's should be paying for their goods/services utilizing the Visa option.

### 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 use coupon code 9ALCXS3Q9BBP to receive your discounted membership rate. This code is valid until 2/9/20.

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- 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.
- If you have a time sensitive request, please email [cca@doa.virginia.gov](mailto: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.
- When contacting Shannon Lee or **Company Level Support** at BOA, please email [Dedicated\\_Card\\_East@bankofamerica.com](mailto:Dedicated_Card_East@bankofamerica.com). Please have your 7-digit Company Number available.
- 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](mailto:cca@doa.virginia.gov)
- 804.786.0874