

Bi-Monthly Program Administrator Agenda

September 8, 2021

Tip of the Month

- Updated contact sheet
- Maureen's Sabbatical: October 4th thru October 22nd

Virtual Bank of America Conference

- Department of Accounts and Bank of America Virtual Card Conference
 - Tuesday, September 21, 2021 8:30am – 12pm
 - Thursday, September 23, 2021 8:30am – 12pm
- This event will be open to current Primary/Back-up Program Administrators and Fiscal Contacts registered with the Department of Accounts.
- Invitations will be sent September 7, 2021.

Past Due Invoices

- Per CAPP 20355, requests for Past Due Invoice payments must contain one of the following:
 - A copy of the invoice, with date stamp, to indicate date invoice was received.
 - Email approval from cardholder's supervisor that provides detailed information to include: Invoice Date, Invoice Amount, Vendor Name, Date Received and Due Date and reason invoice is being paid late.
- Examples of incorrect submissions:
 - Failure to include acceptable form of backup documentation.
 - The dates entered in the CCA Database do not match the dates on the backup documentation (e.g. Invoice Date, Invoice Receipt Date).
 - The amount entered in the CCA Database does not match the amount on the invoice.
 - The invoice number entered in the CCA Database does not match the invoice number on the invoice.
- Requests that are incorrect or don't include all documentation will be **Denied**.

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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