

Bi-Monthly Program Administrator Agenda

May 8, 2024

Congratulations & Best Wishes

- Maureen Sudbay is retiring from Bank of America effective May 24, 2024.
- More information to follow on her replacement.

Annual Training – For State Agencies Only

- The 2024 trainings have been delayed pending important CAPP updates.
- CCA will communicate once the trainings have been released to COVLC.

Annual Certifications – For State Agencies Only

- Annual Training Certifications are ***TBD***
- Annual Cardholder Review Certifications are due ***May 31, 2024***.
 - Language within the form has been updated, please review, and certify accordingly.
 - Failure to appropriately complete this certification could result in citation in the Comptroller's Quarterly Report on Statewide Financial Management and Compliance.
- Annual Security Review is due May 31, 2024.

Annual Exceptions – For State Agencies Only

- Annual Exception Requests are due ***May 31, 2024***.
- Any permanent restriction removal must be included on the Exception Request Form and submitted for approval. This includes all restrictions lifted on Gold Cards, if applicable.
- Exceptions must be in Word format.

CAPP Updates – For State Agencies Only

- CAPP 20355 and CAPP 20360 updates have been delayed pending important updates.
- Once complete, CCA will send a breakdown of the changes.

Gold Card Analysis | Gold Card Employee Agreements

- Annual Gold Card Analysis are complete, and all suggested changes have been made.
- The deadline to submit Gold Cardholder Employee Agreements for all Gold Cardholders in your agency is Thursday, May 15, 2024.
 - Failure to submit the agreement will result in suspension of card.

Maintenance Requests

- REMINDER: Please send all requests for card maintenance (creating/moving groups, adding/deleting segment values, etc) to CCA first.
 - If CCA is unable to assist, we will escalate to CDS or Dedicated Support.

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Communications

- Emails are answered in the order they are received.
 - Please do not mark as *urgent* unless it's necessary.
- The fastest way to reach CCA or eCommerce team is by email.
 - The hotline is a voicemail only box.

PA Forms – For State Agencies Only

- PA forms must be submitted no later than the last working day of the exiting PA.
- Forms must be signed by an Authorized Signatory (can be found on Cardinal Signatory Form).
 - Signatures must either be wet (ink) or digital (Adobe/DocuSign). Typed signatures will not be accepted.

Audits

- Audit responses should be sent to the CCA Audit mailbox: ccaaudits@doa.virginia.gov
- CCA understands Virtru can be difficult; if the agency has provided response but received second notice, please send an email to the CCA Audits email box with the audit type, and audit week so analysts can research promptly.
 - Failure to provide audit response by required due date will result in card suspension.

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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.
- 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. Training will be offered via Microsoft Teams 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** 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 Sarhonda Finklea-Frett 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: cca@doa.virginia.gov
- vPay: ecommerce@doa.virginia.gov
- CCA Audits: ccaaudits@doa.virginia.gov
- Hotline: 804.786.0874