

## **Bi-Monthly Program Administrator Agenda**

**November 13, 2024**

### OLR Rollout:

- Effective August 1, 2024, Online Reconciliation (OLR) was mandated for all state agencies on the Commonwealth's card contract. Onboarding/Implementation will be completed on a rolling schedule.
  - For those agencies currently utilizing OLR, changes are effective immediately.
  - Agencies yet to onboard/implement will begin utilizing OLR once implementation has been completed by BOA.
- Agencies can expect to be contacted the month prior to the start of their implementation.
- Cardholders and Approvers are required to allocate and sign-off on ALL transactions. All transactions must have the following backup documentation:
  - Approval for purchase
  - Invoice
  - Receipt
- Bank of America has created User training to help with the rollout of OLR; Agencies currently in their phase of implementation can request information/access to training.

### OLR–Receipts Imaging/Documentation Retention:

- Online receipts imaging does not override retention guidelines as set forth by the Library of Virginia. All supporting documentation, as it pertains to charge card purchases and returns, must be maintained, at agency discretion, in either physical or digital format in accordance with the Library of Virginia retention schedule(s). Therefore, agencies cannot rely on Works OLR to meet retention requirements.
- Make sure cardholders are uploading the required documentation to transactions in WORKS.

### Exceptions:

- As a reminder, Agency Exception forms must be updated if the spend control profile must be adjusted to remove Travel, Rental, Restaurant, Accommodations, Gas & Misc.
- No SPCC may be ordered with any restrictions removed.
- Once the SPCC is received, the annual exception must be updated and sent to CCA for review and approval before the card is placed in the requested spend control profile.
  - Restriction removal is not intended for occasional transactions or for convenience. Transactions under the Travel, Rental, Restaurant, Accommodations or Gas & Misc. that occur once or twice a year do not qualify for permanent restriction removal.
- Per CAPP 20355, Auto Pay with a vendor is permitted under certain conditions and must be requested on the Agency Exception prior to establishing auto pay by providing the following information:
  - Vendor Name & Commodity
  - Payment Amount
  - Estimated Payment Date
  - Reason for Auto-Pay

## **Bi-Monthly Program Administrator Agenda**

**November 13, 2024**

- Some vendors require auto-pay as their standard business practice (Apple.com, Google, etc.) and a card must remain on file to prevent service interruption. Other vendors provide the option for auto-pay as a matter of convenience. Auto-pay may not be established for agency convenience

### **PAFORMS:**

- As a reminder, PAforms must be submitted NO LATER THAN the last working day of the exiting PA
- Persons designated as Authorized Signatories can be located on the Cardinal Signatory Form
  - Any person listed as an Authorized Signatory may sign to REMOVE themselves as PA but may not sign to ADD themselves.
- Training Certificates are required to be submitted with the PAform

## **Bi-Monthly Program Administrator Agenda**

**November 13, 2024**

### 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](mailto: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](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 IOCP (formerly NAPCP) in order to get a (discounted) \$149 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](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.
- When contacting Sarhonda Finklea-Frett or Company Level Support at BOA, please email [Dedicated\\_Card\\_East@bankofamerica.com](mailto: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. If the cardholder has separated from the Agency seeking employment outside of the Commonwealth the outstanding balance should be submitted to the Comptroller's Debt Set-off Program (CDS). A response should be submitted to let DOA know if the employee is currently and employee and when payment is expected.
  - 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](mailto:cca@doa.virginia.gov)
- vPay: [ecommerce@doa.virginia.gov](mailto:ecommerce@doa.virginia.gov)
- 804.786.0874