

Bi-Monthly Program Administrator Agenda

September 11, 2024

Audits:

- Please be courteous and professional in your audit responses.
- When submitting audit responses, please be sure to submit a written explanation for the transaction(s) in question. Forwarding only an invoice is insufficient.
- When submitting explanation for Split Transactions, the audit requires supporting documentation be submitted.
 - Incomplete audits may result in card suspension for non-responsiveness
- IL Travel Card transactions are subject to audit for authorized and valid transactions. Cardholders are **required** to maintain documentation of transactions made while in travel status in accordance with Library of Virginia records retention (3 years)
- Please do not alter the audit subject line. This makes it harder to locate the responses. Please respond/reply to the audit email from DOA. Do not start a new email.

OLR Rollout:

- The OLR rollout has begun, and Bank of America has been in contact with agencies to begin their OLR implementation in accordance with the Secretary of Finance's Memo.
- Agencies can expect to be contacted the month prior to the start of their implementation.

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.

1:1 Card Replacement vs New Card Issue

- New Card Issue (SPCC, Gold, and ATC) require Cabinet Secretary approval. Approval must be submitted to CCA for tracking purposes.
- 1:1 card replacement does not require Cabinet Secretary approval; however, CCA must still be notified of the replacement with the following:
 - Previous Cardholder name
 - Incumbent Cardholder Name
- Existing account must be closed before replacement card can be issued.
- 1:1 card replacement is like for like (ex: SPCC to SPCC)
 - **ALL GOLD CARD ISSUANCES MUST HAVE CABINET SECRETARY APPROVAL SUBMITTED WITH APPLICATION.**
- Please contact CCA for guidance on unique situations.

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PA FORMS:

- As a reminder, PA forms 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 PA form

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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 **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. **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. 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
- vPay: ecommerce@doa.virginia.gov
- 804.786.0874