

P-Card Roundtable Meeting
March 5, 2014
1:30 – 3:30 p.m.

Attendees:

Lisa Bacon – OA	Andrew Mitan – OSCA
Denise Massman – DNR	Laura Payton – DNR
Lenard Lenger – DOC	Andrew Stoecklein – DOC
Virginia Elms – OA FMDC	Rachel Dietzel – DESE
Stacey Jacobs – STC	Jennifer Wilbers – DPS Gaming Commission
Bob Phillips – MDA	Andrea Beck – DESE
Shalonda Graham – DHSS	Theresa McDonald – DSS
Jon Schnieders – DSS	Ralph Poettgen – DHSS
Sandy Bennett – SOS	Pam Boyd – DESE
Cyndi Voss – MDC	Amy Morgan – MDC
Debbie Burnette – DHE	Jessica Opie – OA
Jocelyn Oligschlaeger – OA	Amber Willis – DPS SEMA
Tom Veasman – MODOT	Delara Luebbert – OA
Candy Groes – MODOT	Lindsay Denny – DPS Veterans Commission
Deanna Zweifel – SOS	Chris Laughlin – DPS Highway Patrol
Melissa Blankenship - Lottery	Jan Amsinger – DPS Highway Patrol
Brian Dowden – OSCA	Lindsay Sanders – DED
Sherry Reeves – DED	Stacey Peters – OA

OA Accounting Representatives: Jennifer Hall & Dwayne Rasmussen

UMB Representatives: Kevin Meyerhoff & Tim Jackson

Welcome and Introductions – Jennifer Hall

State P-Card Updates – Jennifer Hall

Jennifer advised the group they have been receiving a high volume of individual business travel card applications for new employees. There have been some delays in processing as their start dates are not available in SAMII at the time applications are received, resulting in calls to agency personnel offices to verify employment. In addition, incomplete applications that do not list work history or salary information may take longer for UMB to process.

Next, Jennifer recommended that coordinators verify contact info by reviewing Cardholder Demographics in the Account Maintenance Tool. There have been some cases lately where the fraud team has been unable to reach the cardholder for flagged transactions, resulting in a suspended card. Ensuring that phone numbers and contact information is up to date will assist the fraud team in reaching the cardholder during times where transactions need to be verified.

Jennifer shared with the group that they have been developing reports to analyze inactive non-emergency accounts. These reports will highlight accounts which need further review to determine if they should be closed due to the inactivity.

The next topic discussed was the In-Command training, which will be held on Thursday, May 1, 2014 at the MOTEC Classroom. Sessions are expected to last 1.5 hours. During this time, coordinators will be provided their unique ID and password, and be able to log onto the system at one of the lab's computers. Tim Jackson and Kevin Meyerhoff will present training on the new system during this time. Registration information will be distributed soon.

Technology & Industry Updates – Tim Jackson UMB

Tim started off this segment with updates on the Target credit card breach. After reviewing Missouri's P-Card accounts, UMB decided to issue new cards for those potentially affected by the breach. The new cards will be mailed March 10th and old accounts will be suspended March 25th.

Next, Tim informed the group that in converting to the In-Command tool, the decision was made to consolidate strategies. Currently, there are over 150 different strategies statewide, but the majority of them are duplicates with different names. After analyzing strategies, UMB selected the most common types that will be used. This makes it easier for UMB staff as well as agency staff to quickly identify strategies and know which strategy should be selected for each card. The three most common types are P-Card, Travel Card, and a combination of both. The strategies created will continue to block MCC's such as casinos, cash, liquor stores, etc. As the strategy sets the transaction limit, the strategies will be created with a limited number of transaction limit amounts; \$1,000, \$3,000, \$5,000, \$10,000 and no transaction limit.

Questions from agency representatives included how the high dollar ghost accounts would be handled. Tim Jackson informed them that they would make exceptions for the ghost accounts. Another request by an agency was to consider a transaction limit of \$1,500, as they felt \$1,000 was too low and \$3,000 was too high for their purchasing needs. Some agencies reported that using VIP4 strategy sometimes overrides the permanent strategy after the expiration date of the temporary strategy. This is an issue UMB will be looking into. Tim advised that UMB would send a cardholder report with all strategies in place and recommendations for the new strategies.

After the discussion, Tim presented a demonstration of the new In-Command tool, and shared examples of various reports and account administration options available. One of the highlighted features includes 90 days to log in before being locked out. The current tool only allows a 30 day period. Coordinators will also be able to unlock users who exceed the number of attempts to log in without having to contact UMB. Another change with the new tool is that a start date cannot be entered for temporary strategy changes-only an end date. This means that temporary strategy changes will be in effect the day they are entered. Tim pointed out that with In-Command, the notes submitted to accounts by Falcon will not be visible to coordinators as they are. They will be able to see any notes for changes they made to strategies or limits, but not the flagged transaction calls by Falcon.

Closing Remarks – Jennifer Hall

Jennifer concluded the meeting by explaining in-depth and hands-on training will be provided at the In-Command Training Class on May 1st. Agencies were encouraged to send at least one person from their unit to attend training as this tool will be replacing the current Account Maintenance Tool in the very near future.