2015 Annual P-Card Forum  
September 16, 2015  
9:00 a.m. – 3:00 p.m.

**Attendees:**

- Vickie Akin – OA FMDC
- Tim Ashby – DPS Veteran’s Commission
- Sherry Austin – OA FMDC
- Lisa Bacon – OA Accounting
- Melanie Bax – DED International Trade
- Andrea Beck – DESE
- Joyce Becker – DED MERIC
- Sandy Bennett – SOS
- Arlene Boessen – AGO
- Steven Brenner – DED Workforce Development
- Christine Carr – DOC
- Dee Cook – MDC
- Katie Cooper – OA ITSD
- Ashleigh Curran – MDC
- Debbie Davie – DIFP Credit Unions
- Lora DeBie – DPS Capitol Police
- Lindsay Denny – DPS Veteran’s Commission
- Rachel Dietzel – DESE
- Shelly Drake – Lottery
- Michael Fortson – DED Public Service Commission
- Jodi Goodrick – OA Accounting
- Shalonda Graham – DHSS
- Candy Groes – MODOT
- Amanda Hackmann – DESE VR
- Traci Hadley – OA FMDC
- John Hall – DPS Veteran’s Commission
- Tiffany Hildebrand – DED Public Counsel
- Larry Hirsch – DPS Capitol Police
- Dale Hollingsworth – DESE VR
- Gean Hyder – DMH SW
- Stacey Jacobs – Tax Commission
- Diane Kemna – DPS Veteran’s Commission
- Debra Kidwell – Lincoln University
- Connie Landolt – DED Public Service Commission
- Lenard Lenger – DOC
- Nikki Lewis – DMH Rolla
- Nancy Loethen – OA FMDC

- John Long – DMH
- Denise Massman – DNR
- Carla Massman – DPS Veteran’s Commission
- Theresa McDonald – DSS
- Julie Miller – DPS Veteran’s Commission
- Andrew Mitan – Judicial
- Donna Moore – DPS Fire Safety
- Amy Morgan – MDC
- Marsha Nagel – DED Workforce Development
- Carol Newgaard – SAO
- Tammy Patterson – DOLIR
- Laura Payton – DNR
- Garrett Pitts – DIFP Insurance
- Kim Plassmeyer – OA Accounting
- Ralph Poettgen – DHSS
- Jessica Prewett – OA ITSD
- Laura Pummill – DED Tourism
- Sherry Reeves – DED
- Danielle Rikard – DPS Gaming Commission
- Julie Ruettgers – DOR
- Jo Ann Sale – DPS Gaming Commission
- Kim Sandbothe – DIFP Finance
- Lindsay Sanders – DED
- Gloria Schmitz – DOLIR
- Cathy Scribner – DPS Fire Safety
- Tina Shannon – DMH Higginsville
- Laura Stark – DOR
- Stacia Steinman – DPS Director’s Office
- Andrew Stoecklein – DOC
- Nancy Tennison – STO
- Susan Thomas – DED Workforce Development
- Deanna Tillison – DHSS
- Tom Veasman – MODOT
- Rob Verslues – DED Public Service Commission
- Janett Walker – DHSS
- Christy Wilbers – DED Public Service Commission
- Charlotte Wrestler – DMH SW
Welcome & Introductions – Dwayne Rasmussen & Tim Jackson

VISA Industry Update

Orson Morgan first illustrated to the group “VISA at-a-glance” which showed statistics of the VISA industry as a whole. He then reviewed the different payment trends, including commercial card payment growth and electronic accounts payable (EAP). Next, Orson reviewed fraud awareness, prevention and mitigation with the group. During this section of the presentation, he explained different types of fraud, abuse, and misuse with examples, tools, and the EMV roadmap. He also shared a video. Finally, Orson presented on the 2014 RPMG Benchmark Study which highlighted many statistics and best practice areas.

Commercial Card Fraud Update

Clayton Wariner gave an overview of the current fraud trends taking place, with terminal memory scraping, terminal manipulation, and third party processor intrusion being among the top three. He then briefly discussed how to prevent email compromise scams. Clayton then moved onto how the EMV chip card will help prevent fraud. The State of Missouri’s fraud losses for 2014 and 2015 were also highlighted, and did not differ much between the two years.

EMV Chip Card Update

Tim Jackson showed the group the new EMV chip card designed and requested feedback. The group chose to move the Tax ID number back to either the top or back of the card. Tim also informed the group that each agency would be receiving their new EMV cards by the end of 2015.

Service Model Update

Tim Jackson walked through UMB’s service model. He provided both his information along with Kevin Meyerhoff’s. The group was also given a Program Administrative Support number which they were encouraged to call if they could not reach Kevin because it is monitored by his team. A Fraud Management Direct Line was displayed as well.
Card Usage Review

Kevin Meyerhoff briefly discussed the annual spend summaries for the program as a whole, by agency, per month, and based on several other criteria. He explained what each of these areas means to both the individual agencies and to the program as a whole.

Spend Analysis

After Kevin completed his review of the program’s statistics, Tim Jackson showed spend analysis tools for optimization. He highlighted the various ways in which the program could grow and become more efficient by performing spend analysis on its suppliers.

Program Controls and Assessment

After telling a little bit about herself, Lynn Larson with Recharged Education discussed fraud and the risks that come with any method of payment. She specifically looked at the risks that come with using the p-card for purchases and discussed preventative control processes. Next, Lynn talked about Risk Analyses. She shared the areas to assess and the benefits of using such a tool. Lynn then went over some external and internal controls that can help turn a program from “Ds” (Dangerous & Damaging) to an “A” (Advantageous). Information security and process audits were also briefly discussed regarding preparation and yielding the desired results in both areas. Next, card controls and card usage were looked at. Responsibilities of the parties involved, potential risks, control considerations, and real-life examples were given regarding what should and should not occur. Lastly, Lynn wrapped up with a real-life example of how all of these items combined make a successful, safe, and beneficial program.

In Command Update

Kent Beyer shared the In Command Phase II and Phase III updates with the group. He gave a timeline for these changes and briefly showed the differences that will be seen when logging into use the system. Kent also assured the group that several of the biggest concerns with the system are being looked into by FDR. Finally, Kent discussed the plan to provide training on the Phase II – Part 1 update that will be launched in October 2015.

Closing Remarks

Tim Jackson thanked the group for their attendance and another successful year. Tim asked for questions and then dismissed the group. The group was able to ask both UMB and OA representative’s individual questions after dismissal.