

**P-Card Quarterly Roundtable Meeting
December 9, 2015
1:30 – 3:30 p.m.**

Attendees:

Candy Groes – MODOT	Theresa McDonald – DSS
Andy Stoecklein – DOC	Sherry Hess – DIFP – PR
Amy Morgan – MDC	Traci Hadley – OA FMDC
Deanna Tillison – DHSS	Andrea Beck – DESE
Ashleigh Curran – MDC	Ralph Poettgen – DHSS
Susan Randall – DHE	Sherry Reeves - DED
John Long – DMH	Shalonda Graham – DHSS
Shelly Drake – Lottery	Danielle Rikard – DPS Gaming Commission
Lisa Bacon – OA Accounting	Shyra Schulte – DOR
Stacia Steinman – DPS Director’s Office	Akin Vickie – OA FMDC
Denise Massman – DNR	Karen Wood – MDA
Jodi Goodrick – OA Accounting	Janett Walker – DHSS
Andrew Mitran – OSCA	Noralie Crow – MOPS
Dee Cook – Conservation	Dana Ferguson – SOS

OA Accounting Representatives: Dwayne Rasmussen, Chelsea Siebeneck, Sriparna Tarafdar

UMB Representatives: Tim Jackson, Kevin Meyerhoff

Welcome and Introductions – Chelsea Siebeneck (OA)

Chelsea first welcomed the group and thanked them for coming. She then introduced the new state p-card coordinator, Sriparna Tarafdar, to the group and talked about the responsibilities she would be taking over. Chelsea also mentioned that she herself will be working closely with Sriparna. She then went over the agenda for the afternoon.

EMV Implementation Plan & Checklist – Tim Jackson (UMB)

Tim discussed the EMV Implementation and Checklist by first discussing about the fraud liability shift. He discussed the logistics of the chip card, and he also mentioned some of the advantages of using the chip card. For chip-on-chip transactions the issuer holds the liability (same as today). However, for Contact EMV chip cards at mag-stripe terminals, the acquirer holds the liability, and covers domestic and cross-border transactions. Tim forecasted on the migration of EMV chip cards by going over some statistics of the number of credit and debit cards issued, number of activated terminals, number of EMV chip activated merchant locations, etc. in detail. He pointed out the top 20 US cities where the most

EMV cards have already been issued. UMB has finalized the design of the card with the State and is working on getting it sent to the bank's processing team. Tim talked about the State's EMV migration plan. As per the plan, new cards will be delivered to the Agency Coordinators at one time (with some exceptions due to card volume). The expiration year will be extended by four years; however, the expiration month will remain the same. The existing cards will still work after the EMV cards have been delivered and will continue to work until the time in which UMB and the State have agreed upon to deactivate the non-EMV cards (usually 45-60 days after the ship date). The anticipated shipping date of the cards is early February. Tim explained that when the cardholders get the new card, the old card should be destroyed and talked about the decline issues that may occur if this is not the case. Finally, he mentioned UMB's website regarding additional information and instructions for the card.

Best Practice: Program Policies and Procedures – Tim Jackson (UMB)

Tim discussed the impact of ineffective policies and procedures by providing some examples like increase in errors, inquiries, time and decrease in compliance, cardholder satisfaction, and program expansion. He described the building blocks of effective program policies & practices such as accuracy, completeness, accessibility, readability, and clarity which will help to expand card distribution, match credit limits to purchasing needs, support a wide range of spending categories, find some innovative ways to use the card program, develop measurable goals, etc. Tim asked whether any agencies have any specific processes, procedures or a policy in addition to the State's to promote the card program. A couple of the agencies shared how they go a step further than State's standard policy in order to be specific to the fit the needs of their agency. Next, Tim discussed training and communication while considering best practice training procedures, options, relevant topics, duration of the training, test components, and the involvement of senior management. He talked about different training formats and mentioned that there may be read only, in-person/classroom, recorded presentation or live webinars and asked the agency for their preferences, if any. He then discussed the sample quiz questions and quiz tips. Tim referred to some quick tools and asked for the comments if any from the agencies. Tim also discussed about the remedies to solve some of the issues related to p-card. Tim then opened up the group for any questions and comments.

Changes in the P-Card Program Policy & Procedures Manual – Chelsea Siebeneck (OA)

Chelsea first talked about the policy changes. Chelsea mentioned that she and Dwayne are working on training procedures for annual cardholder training. Presently, they have the paper based questions which are available to any agency, but Dwayne is still working on the online procedure. The coordinator should keep the cardholder's certificate on file after training is complete. Implementing coordinator training is also being discussed as a best practice and to help refresh on the basic policy stuff.

Reminders – Chelsea Siebeneck (OA)

Chelsea mentioned the rejected payments by going over some statistics of the current rejected payments which is up to nearly 30 per month, where previously it was under 20. Chelsea explained that there are three most common reasons as to why the payments may be rejected: 1) the sequential digit on the end of invoice #, 2) the invoice # is left blank, and 3) the account # includes an error-transposing digits, more than 6 digits, etc. She showed the invoice # format. She also reminded the group that for new accounts, anything above \$25,000 OA needs to approve and should be sent to the p-card mailbox. If a p-card with a credit limit greater than \$25,000 is lost or needs replaced, OA should also receive notification regarding the replacement of the account in advance. Chelsea also mentioned there have been issues relating to the setting up of new accounts via In Command usually due to a problem with the browser. All the issues should be sent to both the p-card mailbox and Kevin (to monitor). Chelsea also reminded the agencies that they should send all emails related to p-card to the p-card mailbox so that Dwayne, Chelsea, and Sriparna can have the information.

In Command Overview & Questions – Tim Jackson

Tim went over the certification procedure, several OA training procedures, and how the In Command screen will change. Tim shared with the group that the In Command updates will be available on January 28, 2016 and the training for the updates will be coordinated with webinars, onsite training, and a new user manual.

Closing Remarks – Tim Jackson

Tim asked for any further questions and concerns and dismissed the group. Both OA'S representatives and UMB's representatives answered each of the individual questions after the meeting.