

**P-Card Quarterly Roundtable Meeting  
December 3, 2014  
1:30 – 3:30 p.m.**

**Attendees:**

Vickie Akin – OA FMDC	John Long – DMH
Lisa Bacon – OA Accounting	Denise Massman – DNR
Mindy Bax – MDC	Shawn McCauley – OA Accounting
Sandy Bennett – SOS	Andrew Mitan – OSCA
Debbie Burnette – DHE	Amy Morgan – MDC
Debbie Davis – DIFP Credit Unions	Jocelyn Oligschlaeger – OA Accounting
Lindsey Denny – DPS Veteran’s Commission	Jessica Opie – OA Accounting
Rachel Dietzel – DESE	Laura Payton – DNR
Brian Dowden – OSCA	Sherry Reeves – DED
Rhonda Fogelbach – DPS Director’s Office	Sherry Rowden – OA FMDC
Jodi Goodrick – OA Accounting	Lindsay Sanders – DED
Shalonda Graham – DHSS	Jonathon Schnieders – DSS
Candy Groes – MODOT	Laura Stark – DOR
Amanda Hackmann – DESE	Nancy Tennison – STO
Charity Hall – DPS Fire Safety	Deanna Tillison – DHSS
Stacey Jacobs – DOR Tax Commission	Monica Tucker – DOR
Lenard Lenger – DOC	Tom Veasman – MODOT

OA Accounting Representatives: Dwayne Rasmussen & Chelsea Siebeneck

UMB Representatives: Tim Jackson, Kevin Meyerhoff & Ron Sager

**Welcome – Tim Jackson**

Tim first welcomed the group and thanked them for coming. He then went over the agenda for the afternoon and briefly discussed a service model update. Kevin Meyerhoff is the primary contact for coordinators when contacting UMB. Because of the demand for his time, UMB listed both an alternate contact number for a specific program advisor team and also the two program administrators’ phone numbers. Coordinators were instructed to contact one of these four numbers when needing assistance.

**Home Depot & Staples Compromise – Tim Jackson**

Tim discussed the Home Depot and Staples Compromise card matter by first going over some statistics of the compromise including that it one of the largest incidents in the industry ever, nearly 12% of UMB’s cards were affected, and that it was the first compromise with such a major system modification. Next, he discussed the behind the scenes new card issuance process and advised to let either Chelsea or him know if a reissued card has still not been received. Tim also explained the structure of the transition process and its effects in regards to statements, the card management systems, etc. Finally, Tim and Ron asked the coordinators for feedback on what UMB could improve on regarding the compromise issue. One coordinator expressed that an official letter to send to the cardholders with their new cards would be helpful. Another coordinator said that getting all of the new cards for each agency at the

same time would be very useful in keeping track of which cardholders had or had not already received their cards. One of the last items discussed was the larger time window of creating the new account and closing the old. There was a 30 day period in which both cards were open. Tim and Ron both explained that due to the size of the compromise, the shortage of plastic, and the time it takes to receive the new embossed cards from the supplier, they did not have much control over the timing issues.

### **Rejected P-Card Payments – Chelsea Siebeneck**

Chelsea first explained the rejected payment process. She informed the group that any rejected payments are sent to her on a daily basis. She then will run a query to pull the payment information and either verify the correct account that it should be posted on via In Command or contact the coordinator for clarification. Chelsea explained that there are two common reasons as to why the payments may be rejected: 1) incorrect invoice number formatting and 2) agency codes on the payments not matching the accounts' agency codes. She then emphasized the importance of making sure the correct invoice number format is used on all p-card payments. She showed the format and explained why each digit was important, especially the last seven. The last seven digits are made up of the last six digits of the account number and a sequential number. These seven digits are the ones actually pulled by the bank for payment posting. Chelsea also showed an example of the correct invoice # formatting.

### **Best Practice: Annual Training – Ron Sager**

Ron discussed how Annual Training is a best practice based on RPMG's 2014 Best Practice Study. He went over a few statistics as well as possible different methods used for annual p-card training. Next, Ron focused on some different areas to review and why including cardholder benefits, department benefits, and merchant benefits. Ron then opened up the group to discussion with Chelsea Siebeneck, Dwayne Rasmussen, and himself on how annual cardholder agency training could be implemented as part of the statewide p-card program. The group expressed that they would like a mobile, standardized format that is web based. It was also discussed how each agency is unique and may need to add additional elements to the standard training specific to their cardholders.

### **In Command Overview & Questions – Tim Jackson**

Tim went over several reporting and card management tools on In Command that he has had common questions on. He explained how different areas of the program works and offered to do one-on-one training to any coordinators still needing it. Tim shared with the group that the old card management tool, Commercial Card, will be closing as of January 10, 2014 and all functions will then have to be performed through In Command.

### **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.