

2016 Annual P-Card Forum
September 21, 2016
8:30 a.m. – 3:00 p.m.

Attendees:

Kelly Heintz – Lincoln University	Amanda Hackmann – DESE -VR
Reva Hutchison – DMH	Debbie Davis – DIFP-CU
Amanda Locke – OA Accounting	Rachael Schwarz – DNR
Donnetta Iven – DPS-MVC	Candice Hubbard – DED – DE
Jennifer Vaughan – Lincoln University	Traci Hadley – OA-FMDC
Stacey Morrison – DMH	Laura Evers – DNR
Tammy Patterson – DOLIR	Ashley Thomas – DIFP – PR
Dale Hollingsworth – DESE-VR	Andy Stoecklein – DOC
Janett Walker – DHSS	Melissa Adams – DED
Christy Wilbers –DED- PSC	Lisa Bacon – OA – Accounting
Diana Matthews – DNR	Laurie Arnold – DED
Rod Braman - MODOT	Jodi Goodrick – OA-Accounting
Pamela Hodges – DOR	Andrew Mitan – OSCA
Rachel Shelly – DNR	Sharon Tejan – DED
Ashley Fick - MODOT	Melisa Rohrbach – DOC
Stephanie Agee – MODOT	Diane Wolfe – DOC
Melissa Blankenship –Lottery	Connie Landolt – DED – PSC
Sylvia Bonner – OA - GS	Michael Fortson – DED-PSC
Ralph Poettgen – DHSS	Brenda Lee – DIFP - Insurance
Sharon Biggs – DNR	Sherry Reeves – DNR
Karen Wood – MDA	Lindsay Sanders – DED
Rob Verslues – DED – PSC	Jason Drace – DED
Sandy Bennett – SOS	Erin Borgmeyer – DPS/ OHS
Danielle Rikard – DPS -Gaming Commission	Amy Morgan – MDC
JoAnn Sale – DPS-Gaming Commission	Ashley Curran – MDC
Larry Hirsch – DNR	Garrett Pitts – DIFP – Insurance
Donna Moore – DPS – Fire Safety	Kim Sandbothe – DIFP –Finance
Charity Hall – DPS –Fire Safety	Melissa Brown – DHSS
Tiffany Hildebrand - DED –OPC	Tim Karle – DMH
Candy Groes – MODOT	Jessica Farley – OA-B&P
Andrea Beck – DESE	Stacey Jacobs – STC
Sara Hagenhoff – DESE	Kyle Lootens – DIFP –Insurance
Theresa McDonald – DSS	Shalonda Graham – DHE
Kerry Branch –DHE	Laura Pummill –DED –Tourism
Amber Whittle – DSS	Jennifer Scarturro – OA-FMDC

OA Accounting Representatives: Dwayne Rasmussen, Sriparna Tarafdar, and Amanda Locke

UMB Representatives: Tim Jackson, Ron Sager, Kevin Meyerhoff, and Lynn Larson (via web conferernce)

VISA Representatives: Orson Morgan

Welcome & Introductions – Sriparna Tarafdar and Ron Sager

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) models. 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 shared some videos. Finally, Orson presented VISA ready that highlighted many statistics.

Commercial Card Fraud Update

Ron Sager gave an overview of the current lost/stolen fraud, and counterfeit card fraud trends occurring, with magnetic strip technology and data breaches. He then briefly discussed the future of the card fraud by comparative study of losses of the State of Missouri and the Industry Benchmark. The State of Missouri’s fraud cases for 2014, 2015, and 2016 were also highlighted, that has seen an increase in fraud cases over the last two years.

Visa Compliance Auditor Overview

Tim Jackson discussed and provided an illustration of the new P-Card activity audit tool called the Visa IntelliLink Compliance Auditor. This tool has seven modules which work together to help, identify violations of purchasing card policies, as well as, document the results of questionable transactions. This tool will be available for OA, but agencies are encouraged to provide suggestions of potential criteria to search for that may assist in identifying inappropriate transactions.

Training Best Practices

Tim Jackson gave an overview of the best practices in the P-Card training area. Tim Jackson and Dwayne Rasmussen then provided information about the new online P-Card training and certification survey, which will be used by new P-Card cardholders as well as cardholders on an annual basis (unless an agency has received an exemption to use their own system). of New On-line Training to the group. Tim Jackson then walked through new online training and certification survey.

State of Missouri Program Results and Opportunities

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

individual agencies and to the program as a whole. Tim then showed FY16 statistics of state expenditures less than \$500 that were not paid using a P-Card. (These expenditures were matched to known Visa vendors and summarized by agency.) Although not all payments may have been eligible to be paid via P-Card, Tim said these results show there are some opportunities for agencies to use a P-Card to process transactions (if allowed by policy). He then encouraged agencies to look for opportunities to pay transactions via P-Card, in the most efficient manner.

Jumpstart Your Card Program, Drive Growth and Accelerate the Benefits

After telling a little bit about herself, Lynn Larson with Recharged Education discussed at present, where the card program stands, what may be the future, and how to achieve the goal. She specially talked about the steps in which P Card program can be accelerated. Next Lynn talked about entities assessing their check payments to determine, check processing costs, and if there are any opportunities for process savings through the P-Card program. Lynn then discussed developing plans to achieve the program goals, as well as monitoring the results. Lynn mentioned, some of the ways an organization should measure the progress towards the goal is by tracking process savings, AP invoice reduction, FTE changes, card spends analysis, conversion of suppliers, and rebates earned. Finally, she talked about Reporting which is used to monitor the progress of the card program. Lynn wrapped up the discussion by asking the participants questions about what obstacles they may face for starting the card programs.

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.