

UMB Discussion – Tim Jackson

Tim reminded coordinators that the new fraud system discussed at the last roundtable to replace Visa Information Source is the Falcon fraud system. Whiteboard technology is now in place. The new technology alleviates the earlier problem Falcon had of not being able to contact cardholders. The whiteboard center allows each agency to customize instructions for their agency and for individual cardholders. The new technology will hopefully reduce the number of suspended accounts as the Falcon team can be given primary contact information, as well as alternative contact information. The Department of Conservation is the first agency to use the new system. Tim shared with everyone MDC's whiteboard instructions and strategies. Tim invited any agency who wanted to participate to put instructions together and contact him.

Next, Tim discussed online statements. He reported that with the new tool, Visa Intellink System Management, statements can no longer be emailed out like they are today. Visa Intellink System Management allows paper statements to be shut off completely. In the past, accounts could be designated to receive electronic statements, but there was no way to turn off the paper statement. As a security precaution, the new tool only shows the last four digits of the account number on the statement. There was a concern voiced that coordinators need eight digits on the statement because that is what is needed to post the payment. Tim said he would check into this.

Tim stated March 2011 is the timetable to get all agencies migrated over to Visa Intellink System Management. This new system will be discussed in further detail at the P-Card Forum.

Tim next initiated a discussion about control accounts; namely, who has them and what the benefits are. For those agencies using control accounts, UMB will be happy to work with them to discontinue this practice, either through conference calls or webinars, etc. Jennifer indicated that any agency still using control accounts after July 1 will get a reminder that control accounts will be cut off at the end of the year, December 31, 2010.

Tim reminded everyone about the automated interface process and strongly urged agencies to use it. Jennifer stated it is a much simpler process. It saves time entering documents because the document is created for you. Because of the automated interface, there are reduced instances of misposted payments. If coordinators are interested in the automated interface process, contact Tim or Jennifer.

Tim indicated UMB is working on the automation of payment posting. The P-Card program has grown tremendously in the last ten years and has outgrown UMB's manual payment posting process. Jennifer reminded everyone to use the invoice format number in the manual for proper payment posting.

Tim asked for suggestions on the P-Card forum format. He indicated that in previous forums, there were speakers in the morning and break-out sessions in the afternoon. He suggested restructuring the afternoon and making UMB/Visa representatives available for specific questions from coordinators/cardholders.

(Discussion was had on changing the P-Card forum format and it was determined that the afternoon is the best time for receiving information and learning more about the program. It would be most beneficial to leave the afternoon the same but do a group session rather than break-out sessions.)

Jennifer closed the meeting by reminding everyone there would be no roundtable in September because of the annual forum. The next roundtable will be December 8, 2010.