

P-Card Roundtable Meeting
March 12, 2009
1:00-3:00 p.m.
Minutes of Meeting

Attendees:

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|--------------------------------------|--|
| Shelly Honse – SEMA | Marilyn Trachsel – OA – Surplus Property |
| Carrie Todd – DNR | Judy Heckman – DIFP – ITSD |
| Darla Rutledge – DIFP – ITSD | Connie Qutami – OA – ITSD |
| Denise Massman – DNR | Alan Barnes – Lottery |
| Lisa Bacon – OA-Accounting | Jodi Goodrick – OA-Accounting |
| Lindsey Stieffermann – DED | Shelli Harkrader – DMH |
| Kathy O'Connor – DMH | Shirley Morfeld – DMH |
| John Lang – DMH | Stacey Jacobs – STC |
| Kim Sandbothe – DIFP – Finance | Janet Smith – MDC |
| Vickie Zavoral – Lottery | Dee Rackers Cook – Conservation |
| Cyndi Voss – Conservation | Carey Cavender – Revenue – Purchasing |
| Denise Lehman – Revenue – Purchasing | Pam Evers – DED – DOLIR |
| Michelle Ratcliff – DED- DOLIR | Lynn Bock – DED-DOLIR |
| Rob Verslues – DIFP – Prof. Reg. | Joyce Renick – DMH – ITSD |
| Russ Craighead – OA – ITSD | Cindy Murphy – Revenue – ITSD |
| Arlene Samson –Revenue – ITSD | Robin Hartley – DNR – ITSD |
| Alicia Kolb – DNR – ITSD | Andrea Beck – DESE |
| Rachel Dietzel – DESE | Darla Vader – DHSS |
| Rhonda Fogelbach – Public Safety | Theresa McDonald – DSS |
| Nancy Tennison – STO | Shalonda Graham – DHSS |
| Shirley Gerling – DIFP – Insurance | Julie Fortson – DIFP – Insurance |
| Crystal Smith – Hwy Patrol | Stacey Peters – DMH – ITSD |
| Karen Reinkemeyer – MoDOT | Sharon Fisher – SOS |
| Teddie Velleri – MVC | Diane Kemna – MVC |
| Gloria Schmitz – DOLIR | Gayla Holliday – OA – ITSD |
| Brian Dowden – OSCA | Carla Duppong – OA – DPMM |
| Libby Shivers – OA – DPMM | |

OA Accounting representative – Jennifer Hall

UMB Bank representative – Tim Jackson

Introductions were made by Jennifer Hall

P-Card Training presentation by Carrie Todd – DNR

Carrie presented the group a Power Point presentation that contains the training that they use at DNR to train their employees that are issued a State P-Card and/or Travel Card. She stated that this training shows the goals of the Card programs and gives the employees an idea of where the rebates go. Carrie said that by letting them know how the rebates are used, this gives the

employee some insight into how the program works and how the proper use of the cards can benefit programs.

Within the training there are slides that give each employee an idea of what types of purchases are allowed or unacceptable. She stated that these are not all inclusive and they stress to employees that if they are not sure of a particular purchase to check with their supervisor prior to making the purchase.

Carrie also said that DNR had made this training mandatory prior to the employee receiving the actual cards. Employees must also attend training as their cards renew and cardholders must sign new cardholder agreements for each renewal card they receive. They also have a copy of the training presentation available on the DNR Intranet site, so that employees have access to it should questions arise.

At the conclusion of the presentation, no questions were asked. Jennifer Hall advised that any division or agency interested in receiving a copy of the presentation should e-mail the request to her.

New Travel Portal Demo presented by Jennifer Hall

Jennifer stated that the contract with Campus Travel Management had been terminated effective March 8, 2009 and that the new link for the travel portal is now active and available for state employees to use. She also let them know that the previous travel portal is still open, however, data is no longer being collected and it is no longer a state-contracted site.

Jennifer opened OA's website and showed the group how to access the travel portal, stating that it did look a little different due to the fact that it is connected to the Department of Tourism's site. After completing her presentation over the various parts of the new travel portal, Jennifer asked if there were any questions.

Q – Does it have a place on there to request government rates?

A – Some of the various hotel sites do have an option to select government rates.

Jennifer also stated that there is a link on the main page that gives Conus rates, but you must choose the fiscal year and state.

Comment: Some hotels will give you a lower rate if you call and ask.

There were no further questions on the Travel Portal.

UMB Bank presentation by Tim Jackson

- *Recent fraud alerts**

- *Hotel issues**

- *New card design**

Tim began by discussing that there had been some recent fraud problems that had affected some state accounts. Between May 08 and October 08, someone at Heartland Payment Processing loaded some type of software that was transferring credit card information and capturing this in a database. The news of this compromise was released to the public at the end of January. Tim state that this was the largest compromise in history and it affected every bank in the country. There were between 1200 and 1500 state cards that were compromised, which prompted the reissuance of the cards. UMB opted to change the expiration dates on the cards and re-issue them in order to be sure that this matter was taken care of quickly. There was some delay in getting the cards sent out, due to the large volume of cards nationwide that had to be re-issued. Unfortunately some of the new cards went directly to the cardholder instead of the coordinators. There was a problem that arose from the re-issuance of cards for MoDOT, so they are in the process of changing the card numbers and getting them sent out. Tim also discussed that there were some that received duplicate cards and that stemmed from the expiration dates on the cards. If they were set to receive a renewal card, then the original card was sent in addition to the new card with the different expiration date.

The next topic that Tim discussed with the group was the problems agencies are having with hotels being difficult about reservations on centralized travel desk cards. Tim stated that he had personally contacted several hotel chains in the state and asked them what they required in order to use a centralized travel desk card. Most stated that copies of the front and back of the card were sufficient, but there were some that said they also required a copy of the front and back of the cardholder's driver's license. However, when Tim explained to the hotel staff that these were a central travel desk account, the hotel staff agreed that a personal cardholder's driver's license was not necessary. Tim told the group that this was something that you should never do, especially since it is a centralized travel desk card.

Comment: I have sent in a copy of my State ID before instead of a driver's license and they accepted it.

Q- At one time, VISA said not to send copies of the front and back of your card to anyone. What about that?

A - Jennifer Hall stated that she had read the VISA policy and procedure manual and she did not recall this being addressed for card-not-present transactions.

Q – What about the possibility of setting up an account that is tied to the travel desk card at certain hotel chains?

A – Tim Jackson reminded everyone to keep those customer accounts secure to prevent unauthorized use.

Comment: Drury Hotels will set up an account tied to the travel desk card and it works great.

Q – Tim Jackson asked – How many have problems with hotels?

Comment – from DMH-ITSD – I set up travel arrangements all the time and I have no problems making reservations anywhere in the state. I use the UMB authorization letter and I don't encounter any problems.

Jennifer Hall stated that a copy of this letter can be sent to agency coordinators to distribute to alleviate these problems. She asked which agencies needed a copy and made a list for Tim Jackson so that he could get these letters created.

Tim stated that the last item he had for today's meeting regarded the new card design. Jennifer stated that was the reason behind requesting electronic versions of the agency's logos. The old cards had the state seal on them and that will be replaced with each agency's logo. New card requests after April 1, 2009 will be issued with the new design. In addition, cards expiring after April 1st will be issued with the new design. Tim showed the group the new design and discussed the placement of the agency logos. Tim also noted that the hologram was now on the back of the card, which was a change in VISA design of their new cards.

Q – Will decoy cards be receiving new cards?

A – Decoy new accounts and reissues will continue being processed on the silver plastic; their design will not change.

Q – Will there be a mass reissue of the new cards?

A – No, as the old cards expire, the new design cards will be issued to replace them. In addition, new card requests after April 1, 2009, will be printed with the new design.

Q – Was the re-issuing of compromised cards only on affected cards?

A – Tim Jackson – Yes, the processor informed us of exactly which cards were affected and those were the ones that were re-issued with a new expiration date. Just for everyone's information, the old cards are still active and will be for about another week, in case the new cards have not been received.

Q – When you send out the audit requests, could you please put a response due date on them? That gives a target for getting responses back from individuals with the requested information.

A – There will not be a second quarter audit, but we can do that on the 3rd quarter requests.

Q – When employees are ordering items or making reservations, sometimes they don't find out that the company is using a third party, like PayPal, until they get to the end of their transaction. How should they handle this?

A – The need to document the reason that PayPal was used when submitting their documents for approval and payment.

Q – If I have questions/issues/suggestions on policies, who do we talk to?

A – Me, [Jennifer] I will certainly try to help, although some agencies have more restrictive policies than the state policy.

Closing Remarks – Jennifer Hall

Jennifer thanked the attendees for coming and thanked Carrie Todd for presenting the P-Card training program that is used at DNR. In addition, Jennifer requested agencies to submit their electronic logos via email to Tim Jackson for the new p-card design.

The next P-Card Roundtable will be held on June 10 from 1:00 to 3:00. A reminder with the agenda will be sent approximately a month prior. Also, attendees were reminded to mark their calendars for the Annual P-Card Forum, which will be held on September 22 at the Truman Hotel.