

website will send a confirmation back immediately. Cardholders need to complete the third party credit card authorization form and fax it to the Drury where the reservation has been made and you are finished. Angela's demonstration showed the coordinators how easy and convenient it can be to use the profile on the completely secure website. In addition to ease of reservations, cardholders can also look up prior stays and print hotel folios from the My Drury section of the website.

Angela also discussed with the coordinators that she had contacted other major hotel chains and inquired about the requirement of copies of both front and back of the P-Card. She stated some hotel chains also required a copy of the cardholder's driver's license in order to make a reservation for someone other than the cardholder. She stated that she had received varying responses such as, their bank requires them, they need it for security reasons, and it is our hotel's policy to obtain that information for our accounting department. She said that at Drury Inn, they do not require this and will not ask the person making the reservation or the traveler to provide this information. Angela has contacts within the Missouri Hotel Association and will be discussing with them potential solutions for complications with p-cards at hotels.

Q: What about Drury Inns out of state?

A: This applies to all Drury Inn hotels nationwide.

Q: What about the State being tax exempt?

A: If you enter that into the profile, then they will know it in advance of your reservation. It is still a good idea for travelers to keep a copy of the State Sales Tax Exemption Certificate to provide at the front desk during check-in.

Q: Will they ask our employee for the tax number?

A: No, we do not ask for that. We assume that the person making the reservation is honest and that they correctly note the tax exempt status. However, you can list the tax exemption information in the comments section.

Q: We have found that when we interact with hotel chains on their websites that we tend to get a lot of spam e-mails from them; will this happen with the Drury Inn website?

A: Not if you do not wish to receive it. At the bottom of the profile page, check the box that you do not wish to receive e-mail offers.

Q: Will the hotel ask for the credit card when the person arrives to check in?

A: They may, but if the credit card authorization has been faxed in advance, the hotel clerk will have the information they need. At Drury Inn, our front desk clerks match the current day's reservations up with any third party credit card authorization forms that we have received as part of their morning routine.

Q: If we had direct bill accounts with Drury Inn, will those be deleted if we create the profile on your website?

A: After 14 months of non-use, those direct bill accounts will be deleted and would have to be recreated.

Q: Most hotels ask for the 3 digit code on the back of the card, but we have been told not to give it out, what should we do?

A: Angela responded that she didn't recommend giving that information, and Tim Jackson stated that he would only give that out if there was no other way to complete the transaction. He did advise against putting it on the form and recommended providing that information by phone only.

Frankie Ryan stated that some hotels at check-in request a credit card from the traveler to charge incidentals. She stated they advise employees not to do it because if the hotel swipes a personal card, sometimes it wipes out the p-card information and the entire room charges are put on their personal card.

Angela then spoke about per diems and how they work with hotel chains. Per Diems are established by CONUS. The vast majority of hotels will accept them, but may limit them. Drury Inn doesn't limit them, but may restrict the rates to certain types of rooms. Other hotels typically have the same practice, especially on certain days of the week. For example, studies show that most government travel occurs on Tuesday and Wednesday, so hotels tend to book up quickly on their allotted rooms offered to meet the CONUS rates. Sometimes it can be difficult to book a reservation on short notice and get the CONUS rate. Jennifer Hall stated that a link to the CONUS rates is available on the State Travel Portal.

UMB presentation by Tim Jackson

Tim stated that there had been some changes to the control accounts and that some agencies had done away with them completely. These changes allow for individual pays and that it makes it easier for coordinators to determine which cardholders are delinquent. Tim and Christian can assist agencies in terminating control accounts and getting all cards on individual accounts.

Tim reminded the group that card sharing should not be done by anyone. Any person who needs to be making a purchase should have their own card or the cardholder should make the purchase for them. This practice causes agencies to have a loss in accountability for charges made to the P-Card and can affect their dispute rights with Visa.

Two additional areas that Tim addressed were fraud, misuse and disputes. Tim defined misuse as occurring when an employee uses a card for unauthorized or unallowable transactions, including personal charges.

Tim discussed the Visa Liability Waiver Program to cover instances of employee misuse. This is an insurance type program that covers the State from employees misusing the cards. Handouts detailing the program were provided. There are some requirements that must take place in order for it to be used and they include:

- The employee must be terminated.
- The transaction(s) must have occurred within 75 days of the employee's termination.

The Visa Liability Waiver Program covers each individual account up to \$100,000.00. A specific claim form must be filled out and returned to Visa for each occurrence. Tim stated that UMB will assist agencies with the program if they need to file a claim.

Q: If you don't fall within the guidelines (time frame), then whose liability is it?

A: The State would be liable for the charges.

Q: Where is that within our contract with you?

A: The State's contract with UMB is available online through OA Purchasing & Materials Management. The State's liability would only occur if the employee wasn't terminated and the 75-day period was exceeded. The agency can also request that the employee repay the debt.

It has been determined that approximately \$27.00 out of \$1,000,000.00 is found to be employee misuse of the card. It is relatively a very small amount.

As a follow up, the State contract was researched after the meeting. Section 1.3.3 of the contract addressing payments states "the State agency will pay the monthly statements less any disputed charges", and that "Disputed charges shall be paid as soon as practicable after resolution, if not resolved in the favor of the State agency."

Tim advised the group to scan and email dispute forms to UMB as this allows for smoother handling of the dispute process.

Q: Are we not allowed to fax them to UMB?

A: You can fax them, but email would be better. You also will have better documentation of when and to whom you sent the information.

Jennifer Hall advised that documentation of disputes including fax confirmations and email read receipts should be retained for proof. Agencies should also follow up if they have not received responses on disputes.

Q: If I can prove that I sent a fax within the timeframe, will it still be processed?

A: Yes, but please e-mail them from now on.

Q: Do we need to include the complete credit card number when we email disputes to you?

A: No.

Q: Is there any particular person that we should send these to?

A: Lindsie Smith and also send carbon copy to commercial.bankcards@umb.com.

Tim asked the group if they had seen the new cards, and if they liked the new design.

Q: We just got new cards yesterday and the tax exempt number is not on them; why not?

A: As of yesterday (6-09-09) the new custom card backer is being put on the new cards. The one that was being used was just a generic card backer, so all new cards from yesterday

forward will have the tax exempt number on them. If previously received cards need this, then we can reprint those immediately.

Q: How do we get the cards re-issued?

A: We will start by sending each department a list of new cards that have been issued prior to the 06-09-09 date and coordinators can validate the cardholders and request reprinted cards.

Frankie Ryan brought a copy of a letter to our attention from a vendor, Zamzow. It is a letter explaining why some purchases have sales tax showing on the receipt, but it does not show up on the Visa statement. The letter states that they will put an amount in the sales tax field on their transaction receipt, but that the purchase(s) will be billed through Visa at the correct amount excluding sales tax. Tim Jackson stated that this does occur, mainly because the vendor that the company uses charges them a higher rate to process transactions that do not have sales tax on them. This is something that needs to be documented on your monthly statement if this has occurred, because the receipt will not match correctly with the Visa transaction listed.

Cyndi Voss said she had a concern regarding misapplied payments. She stated that she has sent emails to find out exactly what the problem was and that she has never received a response back.

Tim Jackson asked why she believed that these payments in question were misapplied. She stated because they were on the past due and delinquent reports.

Q: What is UMB doing to address this problem and what can we do on the State's side to prevent it?

A: Tim Jackson stated that they are working a solution to help reduce the misapplied payments.

Tim asked Cyndi if her agency was using automated interface and the response was no. Jennifer stated that she had received copies of misapplied payments from DNR as well. Carrie Todd said that in some cases, divisions were altering the numbering scheme but not all misapplied payments resulted from this. Jennifer reminded the group not to deviate from the numbering format that is outlined in the P-Card Manual. If the agency changes the numbering schemes, it makes it difficult for UMB and OA to track the payments.

Q: Are payments posted directly to the accounts automatically or are they keyed in?

A: Christian Lenz stated that they are currently being keyed in. We are working to automate the payment process, but as of right now, there is not a program out there that works. Some days we receive anywhere from 5 to 500 payments and we have to figure out where to post them.

Q: Who should we be sending questions about misapplied payments to?

A: We all have access to this information. Please send your e-mails to Tim Jackson, Christian Lenz or Deborah Perkins so that we can make sure these questions are being addressed. Jennifer Hall asked agencies to copy her on the email as well because they are tracking misapplied payment issues.

Q: Would it be possible to create a modified version of the on-line tool? Our district coordinators would like to have limited access to take care of minor things themselves. As we grow the program, we are also growing the number of coordinators.

A: I believe we have discussed this before. We will look into it; however, it is currently set up to provide all access or no access. There is not a way currently to limit which fields someone has access to.

Q: What is the online tool that you are referring to?

A: The Commercial Card Center that we discussed at our meeting in March. This will allow you to see certain information related to the card. For example, the last 6 digits of the number, the expiration date, credits and payments related to a particular card.

Q: Is there any way to back up and not have to re-enter the employee's name? For example, say you are looking by last name and the last four digits and the employee has three accounts; 2 are closed and 1 is open.

A: Now there is an account status listed for each cardholder that you can see immediately.

Tim Jackson advised the group that within the Commercial Card Center, you also have the ability to activate cards. Tim stated he didn't recommend doing that with the cards. It is a better practice to send them to the employee and let them activate it themselves.

Q: What if there is a problem, for example, the last 4 digits of the cardholder's SSN have been transposed, can the coordinator go ahead and activate the card through the Commercial Card Center?

A: Yes, but the cardholder will still need to call and correct the information with UMB.

Jennifer Hall told the group that an email had been sent out in May regarding Individual Business Travel Cards, letting agencies know that there was now an automated process to locate terminated/retired employees. The email advised that agencies no longer need to notify Beth Dillon or Jennifer Hall when an employee terminates State employment. UMB and ITSD have created an interface to cancel the Individual Business Travel Cards on terminated employees. Since these are personal liability cards, the liability for charges lies solely with the individual, and there is no liability to the State. The State also earns a rebate on the purchases individuals make with those cards that are issued for travel expenses. If agencies would like to continue emailing us or forwarding the cut up card, you are free to do so and we will forward the information to UMB.

Q: Will using the P-Card show up on an employee's credit report?

A: No, it does not. UMB does not even report the usage of the IBTC to credit bureaus. The only thing that you may see is when we check the credit report prior to issuing the Individual Business Travel Card, since it is a personal liability card.

Transaction Review Findings by Jennifer Hall

There have been some changes in the transaction reviews. Previously, they were done by the OA Expenditure Review team, but due to budget constraints and restructuring, this duty has shifted

to Beth Dillon and me. Transaction reports are extracted from VIS to look for things like the object code, split transactions, weekend/holiday transactions, gasoline purchases (non-bulk), suspicious vendors, etc. Source documentation is requested for selected transactions and reviewed to ensure purchases are in compliance with the P-Card Manual. Follow up of the findings and any recommendations for action are sent to the agencies. Jennifer went through a non-agency specific list of the findings and discussed the recommendations of the last completed transaction review that had been done. Some of the issues noted included:

- Unauthorized/unallowable charges (employee meals in travel status, personal use, gasoline for State vehicles or Enterprise rentals)
- Split transactions
- Card sharing
- Transaction logs not being used, or not having current certification statements
- Itemized receipts not always maintained
- MVE waivers not obtained
- Missing documentation for agency-provided food purchases
- Pay-Pal purchases not receiving advance approval
- Purchased from out-of-state vendors without research of Missouri vendors
- Inaccurate object coding

Q: Do you use automated software, such as data mining software, to help you with the review?

A: No, it is a manual process.

Carrie Todd stated that DNR utilizes software for this purpose called Enterprise Content Manager.

Q: Is this software something that OA might use in the future?

A: Possibly. We would like to have it right now, but the problem is funding. Data mining software has a hefty price tag. It could be very beneficial to reviewing the transactions.

Jennifer reminded everyone that there will be no Roundtable meeting in September due to the scheduling of the Annual P-Card Forum. It will be held on September 22nd at the Truman Hotel in Jefferson City, from 9:00 a.m. – 3:00 p.m. UMB and VISA will once again be providing lunch. There will be guest speakers and there will be break-out sessions in the afternoon. All coordinators are encouraged to attend and cardholders are also welcome. The agenda will be going out in August and as we get closer, we will send out more information through the P-Card email lists.