

**P-Card Roundtable Meeting
December 7, 2011
1:00 – 3:00 p.m.
Minutes of Meeting**

Attendees:

John Long – DMH	Marilyn Trachsel – OA Surplus Property
Shelly Drake – MO Lottery	Nancy Tennison – State Treasurer’s Office
Jodi Goodrick – OA/Accounting	Rhonda Fogelbach – DPS/Director’s Office
Shirley Gerling – DIFP/Insurance	Jocelyn Oligschlaeger – OA/Accounting
Lisa Bacon – OA/Accounting	Carolyn Swanigan – OA/OCA
Candy Groes – MODOT	Kelly Copeland – DNR/DAS
Denise Massman – DNR/DAS	Rachel Dietzel – DESE
Lynn Bock – DHE/Admin	Jessica Schwarz – DHE/Admin
Lenard Lenger – DOC	Deanna Tillison – DHSS/Admin
Pam Boyd – DESE/Voc Rehab	Sandy Bennett – SOS/FFD
Stacey Jacobs – State Tax Commission	Monica Tucker – DOR/Admin
Cindy Schulte – Conservation/Admin	Mike Hancock – OSCA/Admin
Brian Dowden – OSCA/Admin	Diana Kempker – MO Highway Patrol
Jan Amsinger – MO Highway Patrol	Donna Stovall – MO Highway Patrol
Deanna Jones – SOS/Fiscal	Debbie Davis – DIFP/Credit Unions
Ralph Poettgen – DHSS/Procurement	Sybil Schlater – DHSS/Procurement
Rob Verslues – DIFP/PR	

OA Accounting Representatives: Jennifer Hall
Dwayne Rasmussen

UMB Representatives: Tim Jackson
Christian Lenz

Introductions - Jennifer Hall, OA

Contact Information Reminders – Jennifer Hall, OA

Jennifer reminded the group to contact the appropriate person for account assistance. Credit limit increases or changes to accounts must go through the agency coordinator or backup. Credit limit requests of \$25,000 or more must be sent by the coordinator to Dwayne or Jennifer via email. The coordinators were asked not to carbon copy UMB on those requests as there are sometimes questions and discussions that take place between OA and the coordinator prior to granting the approval. Jennifer or Dwayne will take care of notifying the appropriate staff at UMB and UMB staff will alert the coordinator when the increase has been processed.

Coordinators were also reminded they have authority to process increases up to \$25,000 via the Online Account Maintenance Tool or by contacting UMB staff directly.

The group was also advised that policy questions and concerns need to be sent to either Jennifer or Dwayne, not UMB, as they are the administrators of the program. General questions can be answered based on State policy but cardholders will be redirected back to their agency coordinators for guidance, as agency policy may be more restrictive.

Technology & Industry Updates – Tim Jackson & Christian Lenz, UMB

Tim Jackson introduced a new account manager, Heather Dewey. Heather has been with UMB's card services unit for over six years and has worked closely with the State of Missouri's P-Card program. Heather will be relocating to St. Louis, Missouri and will serve as an account manager for Missouri's P-Card Program.

Tim distributed a new contact sheet for UMB. Basic inquiries will continue to be handled by the Commercial Card Service Team. Account Management for higher level inquiries will be handled by Heather Dewey, Deborah Perkins, and Roseann Morris. Christian Lenz will continue to cover Visa Intellilink questions or concerns. Tim Jackson and Tommy Townsend will handle the escalation of basic inquiries and service issues.

Next, Tim reminded the group that Visa Information Source will be terminated at the end of 2011. It has been replaced by Visa Intellilink. Tim and Christian asked if there were any questions regarding Visa Intellilink reporting and offered refresher training via webinar if needed.

Finally, Tim and Christian advised the group that the SAM II Interface process would be changing from a manual process to an automated process. This is the data feed that is sent to SAMII from UMB each month; which is loaded into a PVQ document by ITSD. The automation is currently in testing and is expected to make this process more efficient. Tim also welcomed any agency interested in learning more about the automated interface process to contact him.

Closing Remarks – Jennifer Hall

Jennifer advised that the 2012 Quarterly Roundtable dates had not been selected yet, but would send those to the coordinators when they were available.