

P-Card Roundtable Meeting
December 9, 2009
1:00 – 3:00 p.m.
Minutes of Meeting

Attendees:

Denise Massman – DNR	Carrie Todd – DNR
Angela Sutton – MoDOT	Kim Sandbothe – DIFP/Finance
Julie Miller – MVC	Diana Kemna – MVC
Teddie Velleri – MVC	Andrea Beck – DESE
Michael Longanecker – OA/FMDC	Sherry Reeves – DHE
Monica Tucker – DOR	Carey Cavender – DOR
Gayla Holliday – OA/ITSD	Shalonda Graham – DHSS
Alicia Whitson – OA/CTF	Rachel Dietzel – DESE
Shirley Gerling – DIFP/Insurance	Jason Drace – ITSD
Gloria Schmitz – DOLIR	Mary Siemons – DMH
Shirley Morfeld – DMH	Mike Buechler – OA/FMDC
Cindy Buddette – OA/FMDC	Carolyn Swanigan – OA/OCA
Lindsey Stieffermann – DED	Cyndi Voss – Conservation
Janet Smith – Conservation	Don Prost – Conservation
Lenard Lenger – Corrections	Marilyn Trachsel – OA/Surplus Property
Tracey Farris – SEMA	Scott Cooper – MSHP

OA Accounting Representatives: Jennifer Hall
Beth Dillon

UMB Representative via Conference Call: Tim Jackson

Guest Speaker: Roxy Flores – Office of Supplier & Workforce Diversity

Introductions were made by Jennifer Hall

UMB Discussion – Tim Jackson

Visa Information Source will be replaced by a new tool called Visa Intellilink Spend Management at the end of 2011. There are some changes coming, but not for a while. Training will be provided by UMB via webcasts or in person, whichever is needed to make the transition and get everyone on board with the new system. Tim stated that he did not have a lot of details, but he has seen the demo of the new program and it is a very robust tool with more options available. Individuals are encouraged to visit Visa.com to learn more about the new upcoming system. Currently the VIS system allows the coordinators to enter multiple email addresses and statements are automatically sent as PDF attachments to those contacts. The new system will only allow users to retrieve the e-statement; it will not be sent as a PDF attachment. That may be the biggest impact. Reporting will be easier to use, which will be a great benefit of the new system.

Q – Will \$0 balance statements or no activity statements still be available on the new system?

A – Yes, there will be reporting for no activity accounts. The new system won't have as many report options, but you will have the ability to customize reports to allow the user to create more of a customized management report.

Q – We currently receive the reports as an email attachment; will that still be the case?

A – No, emailed reports will not be available. Users will have to log in to the system to extract the reports.

Q – Since we will not receive an email with the PDF, will there be an email notification with a link? I believe this would prompt people to look at this.

Q – If once they get notified – will they all have to sign up as users or will someone have to pull the statements and email them to everyone. This is probably not the most efficient process since some agencies have several hundred cardholders.

Jennifer Hall – Tim, is the timeframe for this new program the end of 2011? Will you be sending out updates as you find out more information?

Tim Jackson – Yes and I will take these questions back and get answers. As we get additional information, we will pass it on.

Past Due Accounts: Tim Jackson – It looks as if we are seeing a reduction in past dues accounts. Thanks for everyone's hard work to improve these delinquencies. The accounts in the 60 days and older column are less than usual and we greatly appreciate everyone working to get those cleaned up.

Q – Conservation – We have a few people that for whatever reason don't pay a bill and then pay the next month. It doesn't really show an accurate number of days past due, why is that?

A – The number of days will not be accurate because the payment is applied to the oldest balance first.

Q – Why do we have to provide you with the month that we are paying then?

A – It helps us to research the payments and how they were applied.

Credit Card Fraud: Tim Jackson then went through the handout that everyone received and encouraged coordinators to send this information out to all cardholders. Tim stated that UMB has seen an increase in the amount of fraud that is currently going on and wanted to remind everyone to be vigilant about it.

Q – What is the protocol concerning a charge made outside of the country? Is the coordinator notified?

A – The fraud team will make a call to the phone number listed on the account.

Q – Jennifer Hall – Is there a 2nd field where the coordinator phone number could be listed as a contact?

A – There is a 2nd field, but there are no guarantees they will call anyone other than the number listed for the cardholder. Our people are trained to speak to the cardholder to verify that the charges are legitimate.

Guest Speaker - M/WBE P-Card Purchases Reporting Information & Questions

Roxy Flores presented a flow chart process that she has developed for allowing agencies to get credit for MBE/WBE purchases made with the P-Card.

There may potentially be questions that arise later on, so please feel free to contact Roxy Flores regarding these questions or comments.

Third Party Credit Card Authorization Form – Jennifer Hall

Jennifer Hall explained the background behind the form and then discussed how the hotel form should work.

Jennifer asked if there were any further questions, thanked everyone for coming and reminded them that the next P-Card Roundtable would be on March 8, 2010 from 1:00 – 3:00 p.m.