

Quarterly Purchasing Card Administrators' Meeting

Tuesday, May 14, 2013 – 9:00-11:00

Winewood Office Center, Building 4

AGENDA

Introductions

Ongoing Items

- MCC/MCCG Update Project
- MRE Training
- ITN Update
- Status of FLAIR Requests
- Employee Verification Report

New Items

- Reports
- PCard Section Update
- Updating Org Codes in PCM
- Overrides for Credit Limits
- Vendor Issues
- Square.com story
- Questions/Other Discussion
- Special recognition

Conference Call Information

Join by Phone

(850) 413-1558

[Find a local number](#)

Conference ID: 33361

If you have problems with the conference line during the meeting, please call (850) 528-5995.

Remaining Meetings for 2013

August 29th

November 19th

Quarterly Purchasing Card Administrators' Meeting Minutes

Tuesday, May 14, 2013 – 9:00-12:00

Winewood Office Center, Building 4

Facilitator: Michelle Oliver

Introductions

Ongoing Items

- **MCC/MCCG Update Project** – The Statewide Administrator's Office has almost completed the MCCG Update project. Lee is awaiting one agency to finish the review of its MCCs. This project allowed several administrators the opportunity to review all of their agencies' MCCGs to determine if any other updates or changes were necessary. Since this project will be complete by the next meeting, it will be removed from the agenda.

- **MRE Training** – The FLAIR Education Group provided a PCard-specific MRE class for Purchasing Card Administrators on April 9th. A few Administrators who could not attend the class expressed interest in attending a class in the future; therefore, Michelle will ask the FLAIR Education Group if another class can be offered.

- **ITN Update** –DFS and DMS are working on the solicitation documents for a new contract.

- **Status of FLAIR Requests** – Two enhancements were made in March:
 - The Card Menu was updated to allow administrators to browse by cardholder name or group, and
 - The Vendor Help Screen was updated to allow administrators the capability to search by Vendor ID or Vendor Name.

During the process of implementing the new Vendor Help Screen, the software changed the location of the cursor when scrolling through the charge screens. When an approver presses F10 or F11 to move through the charge screens, the cursor returns to the Action field, instead of remaining on the line being processed. Several administrators heard from their approvers and called the Statewide Administrator's Office. The FLAIR group received a fix from the software vendor and it was put into production effective May 15th.

- **Employee Verification Project** – A new report went into production May 1st that allows agency administrators to compare all PE records against the W4 and salary files. The report is available on the Administrators' Only page of the PCard website. The report allows administrators to verify if cardholders

and/or approvers are state employees and should be a valuable tool to help clean up records.

New Items

▪ Reports:

- **Expired Card report** – This report is now in production and runs monthly via ReportCaster. It should be a helpful tool to maintain card records and ensure the expiration dates for renewal cards are being updated in the PCM. Administrators were reminded to make sure the account numbers are being verified in the PCM before issuing cards.
- **Closed Card report** – This is a new MRE report that should be useful in helping to verify that cards have been closed for employees that have resigned or been terminated.
- **Updated reports** – In MRE, two active cardholders reports (“Active Cardholders” and “Active Cardholders with Org, EO, and VR info”) now have two versions. One version includes the MCCGs and the other one is listed “Without MCCGs”. The reports with MCCGs will appear to return duplicate records, if a cardholder has more than one MCCG assigned to his/her card. The “Without MCCGs” report will help eliminate the appearance of duplicate records when an administrator does not need the MCCGs.
- **IW Reports** – The Information Warehouse team is working on the following reports for the Purchasing Card Website.
 - **Active Cardholders with Approvers** – This report will be queried by group, cardholder, or left blank to include all cardholders for an agency. It will provide active cardholders with their approvers and include additional card data. The results are currently web-based; however, we have requested the results be available in Excel.
 - **Charge Total Summary by Object Code and/or MCC** – This report will provide totals by Object Code and/or MCC for a given time period. The report will be available to agencies and may be released on the public transparency website.

Michelle asked if administrators knew of other reports that would be useful for them and was asked to share the list of reports that the Statewide Administrator’s Office and Information Warehouse team plan to create. (Michelle will provide the list.)

- **PCard Section Update** – Evangaline Benton was introduced as officially being part of the Statewide PCard Administrator’s team. She has been assisting the team with charge reviews since January.
- **Updating Org Codes on records in the PCM** – The Statewide Administrator’s Office recently discovered that the org code on the PE record

must match an org code on an AU record when requesting both new and renewal cards. If there is no corresponding AU record, an address will not be assigned to the card request and the bank will not be able to complete the request. Agencies that have AU records with lower level org codes should keep this in mind.

- **Overrides for Credit Limits** – Jane Ritter has reported an increase in the number of calls she has received from administrators requesting an override to increase cardholders' credit limits. At the November 2012 Administrators' meeting, a policy change was discussed that allows agency administrators to work directly with Jane Ritter to override credit limits. These overrides allow for the vendor to process a particular transaction that was declined due to a cardholder's credit limit. The overrides do not allow for an overall credit limit increase – that must be done in FLAIR. Real-time changes to limits are only allowed during Governor-declared emergencies.
- **Vendor Issues:**
 - **Airfare Savings Fee/VIP Travel and Tours** – The Statewide Administrator's Office sent an email last month regarding VIP Travel and Tours charging an additional "service fee" or "savings fee". The fee is a percentage of savings in airfare the travel agency provided the cardholder. The fee is typically 25%, but they have charged as much as 40% (as shown in an example slide). There is no basis for this fee. Agencies should request a credit and contact the Statewide Office if they continue to see these charges.
 - **Divine Visual** – An agency administrator contacted the Statewide Administrator's Office regarding fraud being attempted on PCards after cardholders made purchases from Divine Visual, a contract vendor for audio-visual commodities. Michelle asked the administrators to contact the Statewide Office if they notice a similar pattern.
- **Square.com story** – It was discussed how anyone can obtain a square.com account, even for personal use. Michelle shared a story depicting how it was used for personal use and asked the administrators to be aware of square.com (and other third party) purchases.
- **Questions/Other Discussion**
 - A discussion was held at Bob Notman's (DOR) request relating to travel-related charges, including: how other agencies are paying for their agency head's travel, how other agencies are paying for transactions when a traveler's card is lost or stolen, and co-traveler issues/concerns.
 - While discussing vendor issues, Lisa Punausuia (DOH) mentioned that Integrated Fire Security and Safety charged a \$47.00 fee for a declined

transaction that was due to fraud being placed on the card. BoA stated the vendor should not charge for declined transactions and credited DOH.

- Michelle was asked to follow up with VISA on the list of merchants allowed to charge convenience fees/surcharges. (Michelle will share the list with the administrators once it is received.)
 - Brenda Vila (DEO) asked if the use of state-issued transponders was mandatory. DFS recommends using state-issued transponders; it is not mandatory.
 - Brenda Vila also asked if the travel agent and co-traveler policy could be re-visited. (The Statewide Office will discuss Brenda's request.)
- **Special Recognition** –Donna Arden (DACS) was recognized, as she will retire in June.

2013 Meeting Schedule

August 29th

November 19th

Notes

THIS ITINERARY IS EMAILED/FAXED TO YOU FOR VERIFICATION OF ACCURACY. ANY ERRORS MUST BE REPORTED WITHIN 24 HOURS OTHERWISE ERRORS ARE THE RESPONSIBILITY OF THE TRAVELER/PURCHASER.

AIRFARES ARE NOT GUARANTEED UNTIL PURCHASED.

THANK YOU FOR CALLING VIP TRAVEL.

LETS ALL SUPPORT BUSINESSES IN TALLAHASSEE AND FLORIDA

1468.60 ORIGINAL RATE

1178.60 NEW NONREFUNDABLE RATE AFTER WAIVER FROM DELTA

290.00 SAVINGS

30.00 NONREFUNDABLE SERVICE FEE

116.00 NONREFUNDABLE FEE FOR SAVINGS 40 PER CENT OF 290.00

EX DL MCO-0061961741648 ISSUED-05SEP12 243.00

1178.60-243.00/935.60 116.00

<https://services.tripcase.com/new/reservationsPrint.html?emailT>

Example of Closed Card Report

XX0000 - CLOSED CARDS

Person ID	Group	Cardholder First Name	Cardholder Middle Name	Cardholder Last Name	Card Seq	Record Status	Status Change Date	Close Reason Code	Close Reason Comment
xxxxxxx	NEDAIR02	KAYLEIGH		AL-NAHDY	01	D	04/10/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	DRPVIS01	LINDA	D	ALBANESE	01	D	04/17/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	SWDIST03	CARLY		BATTENFIELD	05	D	04/10/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	OIG01	BARBARA		BEARD	01	D	04/17/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	WMSITE1	GEORGE	F	BEATTY	01	D	04/23/2013	B9	CARD NO LONGER NEEDED
xxxxxxx	OGC01	MARY	L	BOYSEN	01	D	04/17/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	WMFPS01	REBECCA		BROWN	02	D	04/23/2013	B9	CARD NO LONGER NEEDED
xxxxxxx	DRPDRS01	REZA		CANNARD	03	D	04/09/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	WMDIR03	VALINDA	A	CASTELLINA	01	D	04/26/2013	B9	CARD NO LONGER NEEDED
xxxxxxx	DRPDRS01	ALLYSSA		CHAISSON	02	D	04/09/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	D3STSEB2	MATTHEW		CHEPA	01	D	04/22/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	OGC01	LORI	L	COONS	01	D	04/30/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	D3SEBAS3	DAVID	W	COULLIETTE	02	D	04/08/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	SWDIST03	CHERYL	M	DEMERS	05	D	04/10/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	WMSHW03	LISA		ECHEVARRIA	01	D	04/23/2013	B9	CARD NO LONGER NEEDED
xxxxxxx	OGC01	KHALID	K	FUNCHESS	01	D	04/10/2013	B9	CARD NO LONGER NEEDED
xxxxxxx	SLBLA03	CHRIS	G	GELHARDT	01	D	04/01/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT
xxxxxxx	D3RP01	JOHN	K	GOVE	01	D	04/18/2013	B7	EMPLOYEE TERMINATED EMPLOYMENT

Scrolling performed.

DCDQMCQ

***** Charge/Distribution Maintenance *****

DCDMMCQ

< 1 more

3 more

Cursor jumps to top when you hit



*Action (D,M) Approve(Y/N) _ Amount 750.00 Date CHG 02272013 CRD 02
Name SLIGER, ELLEN DT REC 03012013

*Vendor ID _____ Invoice 1565750 subVendor _____
Merchant GUIDEBOOK INC ZIP 94306-

*Disapproval CD _____ Reason _____ PPI _ *SDN _____

Cursor should stay on the same line you are processing



LN	ACT*	Grant CY	*Gnt	nt CY	*Project	GF	SF	FID	BE	IBI	*CAT	YR	C
1	-												
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Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12--
HELP QUIT RETRN MAIN FLIP CNFM BKWRD FRWRD X-ALL LEFT RIGHT PRCSS