

March 24, 2010

Tuesday, March 23, 2010

10:45 AM

Quarterly Purchasing Card Administrator Meeting

FDOT Burns Building Auditorium

Wednesday, March 24

9:00am to 11:00am

Introductions

Lisa Wilkerson

Mark Merry (DFS), Crystal Read (DFS), David Bennett (DMS), Christina Smith (DFS)

28 agencies represented at today's meeting

Department of Management Services

David Bennett

Update on ITN for Purchasing Card Services

- Timeline 16 March ITN released can be accessed on the Sourcing tool. Password and User ID is publicuser
 - Testing for responsiveness
 - Minimum Mandatory Requirements response is due to April 14.
 - See ITN section 1.5 for complete timeline.
- Minimum mandatory requirements
 - Allows the process to funnel respondents down to responsive vendors
 - Requires "yes" answers to the questions (see ITN)
 - DMS will then provide technical specs
- Evaluation and negotiation process
 - Made up of DMS staff to ensure specs are made
 - Vendors that meet specs will graduate to the negotiation stage.
 - Team is David Bennett, Christina Smith and Gwen Gottfried (DEP) sp?
 - Leads to a Service Level Agreement that was developed by DFS. Outlines requirements of all parties, vendor, DFS, and using agencies.
- Specifications outline
 - What enhancements will be included in the new contract?
 - To be covered by DFS.
- Miscellaneous questions
- Fueling state vehicles - with Comdata. Recommended that state vehicles use the fuel card. Saves 18.4 cent a gallon in federal taxes. Pcard transaction are charged federal tax and you must seek reimbursement through the federal government.
- Use of state vehicles - can they be driven home or do they have to be returned. Answer: You agency and IG are likely to have strong opinions on that. DMS cannot respond. DFS (Mark Merry) says that perhaps that question came up because of newspaper articles. Taking vehicles home are a taxable perq. Gov office IG has done some audits on this. Best to speak with your agency general counsel and IG.

Department of Financial Services

Mark Merry and Christina Smith

- Covering the basics in the manuals
- Negotiations
- FLAIR will not be changed.
- Survey will be sent out . 30 questions and open area for anything administrators.
- Hope to take these results to the ITN negotiations.
- When agencies first sign up, you submit an annual plan.
- Agency head will certify that the agency is in compliance with the plan.
- Help to make sure plans are updated.

- Is reporting weak? Tell DFS what you need.
- Modification to FLAIR Jan 2012 all state, local entities must deduct 3% and remit to FLAIR. This is why no PCARD mods except for minimum.

Update on the Purchasing Card Program

- Who is the new Statewide Purchasing Card Administrator? Crystal is filling in. Advertised/Interviewed, position is on hold. If can't be filled from the outside, it would be filled from within DFS. DFS will know after legislative session.
- Are there any plans to create a Pcard dedicated website? Open to suggestions. Put them in the survey and give feedback.
- When will the Administrator's Manual be updated? Right now is not a good time. There will be some changes. DFS needs to get thru the changes and start on it some time after the contract is awarded.
- Reporter asked for 2 years of data. Appears to be targeting electronic devices like ipods, gps, digital cameras and other things. Not known when the article will appear. This is why samples were pulled to see what was being bought. Nothing alarming in general. May be some weakness with documentation. Documentation that is not self explanatory.
- Dept of Health uses a form for anything that could be seen as a personal use form. Electronic, food, etc.
- DFS policy and procedures.
- PCARD reporting. New product and domain. DFS will give you the license to use MRE. Queries have been created for daily operations. Reports can be modified. Establishing a user group. The object of the group to learn at what sorts of information you are looking for and then put it out. Four or five meetings. Pcard administrator training for MRE is available. Hands on, classroom environment. DFS will continue to provide support. Email Crystal if you are interested.
- A website will be developed that contains reports. MRE link.

Overview of recent cases of Pcard abuse and misuse - where was the failure in controls. There was collusion between a husband and wife and one had approval level over the other. Falsification of documentation that looked original.

Overview of charge reviews recently conducted by DFS (i.e., Home Depot, Best Buy, etc.)

The following was referenced at the latest FASAAD meeting, please provide DFS expectations:

- Have strong policies and procedures in place
- Develop strong monitoring programs -look at the number of transaction and dollar amount, pull the level 3 detail. More vendors are providing this information and it is being collected. DFS will send out the tables. Monitor and look at suspicious activity. The first approver is the most important.
- Consider lowering approval limits - looked at cards not being used. Looking at limits when the cardholder has \$25000 limits but are only putting \$3000 a year on the card. It could be that those limits are there for emergencies.
- Cards that are not used for extended periods. DFS might be able to put it into polices

Miscellaneous policy questions and issues

- Electronic toll charges or use transponders - toll road are being changed to no cash. Travelers must have a transponder be billed through various systems. How should the administrative fee be treated? DFS says this is a work in process. Fee may not be legal and needs to resolved. Another issue is the cost effectiveness? One time traveler and frequent traveler. Answer is not currently known. If there is no other choice and a traveler is charged the administrative fee, would traveler be responsible. DFS says let's put it on the table and it requires legal input. DFS will discuss the issue. Timeline? Hopefully soon. Where to get information on toll

changes? www.sunpass.com

- DFS can provide help with questions about these fees. Example, if the pcard administrator is called on the carpet about this issue.
- DOT (Lisa Wilkerson) can help with traveler's being charged when you have a transponder and are still charged. There are a few cases where being charged has happened.
- Visa Notification of Customer Complaint Form. This is the form that is used to complain about convenience fees. This fee should not be charged to the state. It is a VISA confidential form. Normally this form is submitted by the bank but now pcard administrators can directly file the form. Transaction have to be processed. Can't file a regular dispute but you can file this form to try to obtain a refund.
- Scanning receipts vs. maintaining paper copies - If you wish to image receipts you should follow the DOS publication that allows this.
- Use of 3rd party vendors (i.e. Paypal) vs. issuing a requisition for registration fees. DFS will look at seeing how this might work.
- Hotels are copying credit cards and driver's license (Rule 12A-1.038 (A) (b) 1) It is a security risk. There is a form you can use so that the card does not have to be copied. DFS will schedule a meeting with DOR to discuss this rule.
- Personal use of rental vehicles and Avis billing (Wizard Account w/Pcard information). Some problems when an employee has an account associated with state business and then they rent a vehicle for personal use.
- Vendors reluctance to accept Pcard due to processing fee. It is a payment method. They are not obligated. Card provider can reach out.

Pasted from <<file:///C:/Documents%20and%20Settings/Robert%20Notman/My%20Documents/Downloads/Purchasing%20Card%20AdministratorQuarterly%20Meeting%20Agenda%2003242010.docx>>