

## **Quarterly Purchasing Card Administrators' Meeting**

Wednesday, August 15, 2012 – 9:00-11:00

Winewood Office Center, Building 4

### **AGENDA**

#### ***Introductions***

#### ***Outstanding Items***

- PCard ITN
- Rep Letter
- Statewide Vendor File
- Insurance for Non-state Contract Rental Vehicles
- Service Fees
- Copying PCards at Hotels

#### ***New Items***

- “Big” Card Files
- Administrator Training
- Declines-Gas Purchases
- Logging in to PCM
- Questions/Other Discussion

### **REMINDER**

**Next Meeting: November 14, 2012**

## **Quarterly Purchasing Card Administrators' Meeting**

Wednesday, August 15, 2012 – 9:00-10:30

Winewood Office Center, Building 4

### **MINUTES**

#### ***Introductions***

#### ***Charge Review/Fraud Discussion***

- **Rick Sweet, Assistant Division Director, DFS—Discussion Facilitator**
  - Charge reviews will be one of the main focuses for the P-Card section. Charge reviews have resulted in finding fraudulent charges, and an arrest is imminent. Donna Arden (DACS) gave the example of FWC's husband and wife duo that was fabricating the charge documentation in order to deceive the agency. With this kind of fabrication of charge documentation, it is hard for the agencies to detect the fraud.
  - Jim Lane (DOT) asked if a publication like DOT's IG Newsletter would be created to share the audit findings and arrest with the agencies.
  - Lisa Punausua(DOH) asked if there would be any tips given to the administrator on how to detect these fraudulent charges.
  - DFS will provide information at future meetings regarding fraud-related topics.

#### ***Outstanding Items***

- **ITN Update**—PCard ITN meetings between DFS and DMS have begun again. It is likely that there will be a one-year contract extension of the current contract. (**NOTE:** David Bennett of DMS has stated that DMS will actually be doing a sole source agreement, as the current contract is a sole source and cannot be extended.)
- **Representation Letters**—Representation Letters were sent out to agency heads during the prior week. Approved plans require no action; plans in the review stage should be finalized as quickly as possible.
  - The Model Plan is close to completion. The next step is to get management approval before distribution.
- **Statewide Vendor File**—The Statewide Vendor File survey went out to agencies. Vendor Management will draft new policies and procedures based on the responses. Remember, the Vendor Management Section of Department of Financial Services can assist with vendor number issues. They can be reached at **(850) 413-5519**.
- **Insurance for Non-state Contract Rental Vehicles**—This topic was brought to management's attention. They have asked for additional information,

which we provided. Administrators will be updated when additional information is available.

- **Service Fees**—This topic was also brought to management's attention. Further action is needed to give the agencies authority to pay service fees.
- **Copying PCards by Hotels**—The Department of Revenue requirement for hotels to copy PCards to support tax exemptions was brought to management's attention. It will be re-addressed with Revenue.

### ***New Items***

- **Bank Errors**—There seems to be frequent bank errors lately. We have no explanation, other than Bank of America states they are human errors. When errors happen, we work with the bank to resolve them as quickly as possible. We appreciate the patience and assistance of the Agency Administrators.
  - There was discussion about a large number of cards closed because of fraud. All of the root numbers on cards are the same, so it makes it easier to target groups of cards for attempted fraud. Donna Arden (DACs) suggested that each agency should have its own agency-specific account number string.
- **Large Card Files**—The bank has requested advance notification when an agency is processing 100 or more card maintenance records. Please let the statewide office know, and we will notify the bank. As a reminder, a change to an AU record (Administrative Unit) may change a large number of cards, depending on an agency's structure in the PCard Module.
- **Administrator Training**—If anyone needs assistance with the administrative function, the statewide office is pleased to offer one-on-one training.
- **Gas Purchase Declines**—Some gas pumps require a "code." We have been informed by Bank of America that any combination of numbers will work for State PCards; yet, cardholders report that cards decline no matter what code is entered at the pump. After some research, it appears this is actually an MCC issue, where cardholders do not have the appropriate gas codes attached to the cards. The codes that allow gas purchases are:
  - **5541** Service Station (Inside Pay--Restricted)
  - **5542** Automated Fuel Dispenser
    - Based on experience, if the cardholder goes inside when the card is declined at the pump, it usually solves the decline problem.
- **Logging in to Purchasing Card Module**—Agency Administrators should use the PCard-related RACF ID for logging into the Module. This allows complete functionality as Administrators. It also ensures that a proper log of who has made changes to the system is created.

### ***Questions/Other Discussion***

- **Foreign Travel** –In advance of a cardholder travelling out of the country, Bank of America should be notified so a notation can be placed on the account. The bank needs the dates and locations of travel. Otherwise, charges may be targeted as “unusual” and a fraud hold placed on the card.
- **Card Sleeves**—There have been some issues with Agency Administrators receiving card sleeves. The statewide office has a supply if anyone needs them while waiting on an order.
- **Charges Missing from the Module**—State Courts has experienced charges not loading to the PCard Module, even though Bank of America’s records show that the vendor has been paid. Discussion followed. In the future, agencies should provide specific information about transactions that do not appear in the PCard Module to the statewide administrator for follow up.
  
- **General Card Topics**
  - Lisa Punausuia (DOH) suggested the ITN should require brightly colored cards to distinguish them from personal cards.
  - Brenda Vila (SCA) uses orange stickers on cards and card sleeves printed with the department’s logo and crucial phone numbers.
  - Jim Lane (DOT) asked if there were any guidelines on delivery method to distribute or forward cards. Discussion followed. There are no uniform guidelines for card distribution, and a variety of methods are used. Some agencies use Federal Express. Some agencies use interoffice mail, utilizing envelopes marked “confidential.” Agencies also use various ways of confirming that cards have been received.
  - Charles Mohamete (FWCC) mentioned that his agency has experienced cloned cards that had charges in Europe and Arkansas. He believed that these cloned cards are also being sold online. All cards from one division at FWCC had fraudulent activities after attending a meeting at Gibson Inn.

### **REMINDER**

**Next Meeting: November 14, 2012**

**PCard Quarterly Meeting  
August 15, 2012**

**CONFERENCE CALL INSTRUCTIONS**

The conference number will be available beginning at 8:30am.

Conference Number: (850) 413-1591

Conference ID: 222686

**If you have any difficulties with dialing in, we can be reached at the PCard cell phone number: (850) 528-5995.**