



CHIEF FINANCIAL OFFICER
JIMMY PATRONIS
STATE OF FLORIDA

Agency Purchasing Card Administrators' Meeting

Friday, October 6th – 9:00 - 11:00

Winewood Office Complex, Building 4

Notes

▪ **Program Discussion**

Hurricane Irma: Lessons Learned / Best Practices

- Real-time Card Changes – This type of request should be limited to cards that require immediate (same day) use. Otherwise, card changes should be made via FLAIR. The real-time card change process is manual; therefore, requesting excessive changes slows down the process and may prevent changes being made to cards that need to be used that day.
- Card Information Security – Agency PCard Administrators should be mindful when sharing account information. Real-time card maintenance forms require full 16-digit account numbers. As such, secure email must be used when submitting the information to Bank of America (BOA).
- Cardholders' PINs – Agency PCard Administrators should emphasize the importance of cardholders registering their PINs. The Statewide PCard Administrator's Office is working with BOA to provide a report of cardholders' status in accessing the PIN check website.
- Card Declines / Fraud Strategies – BOA places fraud strategies on card accounts for unusual activity. During preparations for the hurricane, cards declined due to the use of the account number at merchants in different areas of the state. Upon request, BOA was able to relax the fraud strategies for the activated cardholders. The Statewide PCard Administrator's Office is working with BOA to determine a process to resolve the issue.
- Emergency MCCG – Agencies should consider using an MCCG that includes all prohibited MCCs (at a minimum) during Governor-declared emergencies. The Statewide PCard Administrator's Office will create a standard emergency MCCG that will be available for all agencies to use. More information will be forthcoming.
- Credit Limits / Corporate Account Credit Limits – Agency PCard Administrators should be mindful of the agency's corporate account credit limit when increasing individual card credit limits. Please refer to Agency Addressed Memo #10 (2017-18).
- Alternate Contact Information / Cell Phone Numbers – During the response to Hurricane Irma, the Statewide Administrator's Office had a need to contact some of the Agency PCard Administrators. As such, the Statewide Office will be requesting alternate contact information (preferably cell phone numbers) from administrators.
- Emergency Card Procedures – These procedures are being updated to capture some of the lessons learned and best practices discovered during Hurricane Irma. The updated procedures will be distributed and posted to the Administrators Only page of the PCard website.