



CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

Agency Purchasing Card Administrators' Meeting

Monday, April 24, 2017 – 2:00 - 4:00

Winewood Office Complex, Building 4

Minutes

Introductions

Presentations/Discussion

▪ Chip and PIN Cards – Brenda Vila, DFS

- **Migration Update** - All agencies have completed the accelerated Chip and PIN migration. The Statewide Administrator's Office appreciates all of the effort provided by the Agency PCard Administrators.
- **Lessons Learned** -
 - *Fraud Security Status* – This status is placed on a card when fraudulent activity is suspected. Cards with the status cannot be updated. This includes charge activity as well as charge requests from FLAIR. During the chip and PIN migration, it was discovered that several cards that were closed in FLAIR were not closed in the bank's records, due to this issue. When fraud is confirmed, Agency PCard Administrators must ask Bank of America to remove this status from the card before closing the card in FLAIR.
 - *Lost/Stolen Cards* – Reminder: When closing cards reported as lost/stolen in FLAIR, administrators must include the close reason code on the card record. This code triggers FLAIR to report the card as closed to the bank.
 - *Account Verification* – The account numbers of all cards must be confirmed with the card records in FLAIR before being issued. During the chip and PIN migration, several account numbers in the bank's records did not match account numbers in FLAIR. This was due to cards being ordered outside of FLAIR and being issued without verifying the account number.
 - *PIN for Chip and PIN renewals* – The PIN for chip and PIN renewal cards is the same number that was assigned to the original card. The CVV (number on the back of the card) will change with renewal cards; however, cardholders are not required to update that information on the online PIN portal. A new PIN is required when a card with a new account number (not renewal) is issued.

▪ Representation Letters and PCard Plans – Brenda

The Statewide Administrator's office has not received Representation Letters from a few agencies. Those agencies were asked to provide the letters by the end of the week. Agency Administrators were reminded that while the request for Representation Letters asks agencies to review their PCard plans, revised plans can be submitted throughout the year.

- **Copies of PCards for Tax-Exemption Verification – Brenda**

The Statewide Administrator's office has received several calls recently regarding hotels making copies of the front of PCards. Rule 12A-1.038, F.A.C. (<https://www.flrules.org/gateway/ruleNo.asp?id=12A-1.038>) allows vendors to make copies of PCards to ensure purchases are tax-exempt. According to the rule, the vendor has a choice to make a copy of the front of the PCard or issue a certificate containing specific information. Please review the rule for an example of an allowable certificate.

- **Statewide PCard Administrator's Office Reports – Michelle**

With the Statewide Administrator's Office more involved with the development for transitioning to Bank of America's Works system, other members of the team are helping out with the routine reports, as follows:

- *No Matching Report* – Monica Ferguson
- *MCC Exception Report* – Evangaline Benton
- *Decline Report* – Yamecike McMillan

- **Merchant Category Codes (MCCs) – Michelle**

- **New codes** – New MCCs have been added to the title file in FLAIR. Like the existing codes, these have been classified as allowable, restricted, or prohibited. (See *New MCCs* presentation.)
- **Process for updating current MCCGs** – Agencies' MCCGs will need to be updated. The administrators will need to complete an MCCG form and submit it to the Statewide Administrator's Office. (The form is available on the Administrators Only page of the PCard website.) Once the statewide office approves the form, it will be forwarded to Bank of America. After the bank's records are updated, the Agency Administrators will need to update the MCCGs in FLAIR.
- **Override process** – the one-time override process was reviewed. (It is included in the *New MCCs* presentation.)

- **Recent Scam Attempts – Michelle**

Several agencies have reported different scam attempts recently, which included phone calls, texts and emails. Bank of America provided guidance on handling suspicious correspondence. (The *Recent Scam Attempts* presentation provides details and examples.)

- **Data Clean-up – Michelle**

To assist with the transition to Works, Agency Administrators should begin cleaning up cardholder data in FLAIR. The following reports will help the administrators with their clean-up efforts:

- **Active Cardholders w/No Activity Report**
 - **Last Charge Date Report**
- **Card Limits vs. Charge Total Report**
- **Employee Verification Report**

(The *Data Clean-up Reports* presentation provides details and examples of these reports.)

- **Works Project Update – Natalie Hanks, DFS**

(See the *Works Project Update* presentation.)