



CHIEF FINANCIAL OFFICER  
JEFF ATWATER  
STATE OF FLORIDA

## Agency Purchasing Card Administrators' Meeting

Wednesday, May 4, 2016 – 2:00-4:00  
Winewood Office Complex, Building 4

### *Minutes*

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#### INTRODUCTIONS

#### PRESENTATIONS/DISCUSSIONS:

- **Card Redesign – Michelle Oliver, DFS**

The first agenda item discussed was the redesign of the State of Florida Purchasing Card (PCard). The new card design was put into production in April 2016. The only change made to the card was the removal of the PCard program's tax-exemption certificate number. In the past, cardholders employed at agencies other than Department of Management Services experienced problems with merchants accepting the program's tax-exemption certificate, due to it referring to the Department of Management Services' PCard Program. To help clear up any confusion for the merchants and issues for the cardholders, the tax-exemption certificate number was removed. Cardholders will now use their own agencies' tax-exemption certificate number with the newly redesigned card.

- **Tax-Exemption Certificates – Michelle Oliver**

Cardholders who have a PCard with the original design will continue to use the Purchasing Card Program's tax-exemption certificate number. With the redesigned cards, cardholders need to use their agencies' tax-exemption certificate numbers. David Young at the State of Florida Department of Revenue is providing full and wallet size tax-exemption certificates for each agency. If Agency Administrators did not receive the email regarding the tax-exemption certificates, they should contact David at [youngda@dor.state.fl.us](mailto:youngda@dor.state.fl.us) or 850.717.7611. Until all PCards are issued with the new design, both tax-exemption numbers will need to be used depending on which PCard the cardholder has been issued. After the accelerated chip and PIN migration, all cards with the old design will be replaced, which will eliminate the need for two tax-exemption numbers.

Administrators' questions were then answered for clarification on how to receive the tax-exemption certificates and the transition time frame where each agency will be using more than one tax-exemption certificate at a time. It was also stated that when contacting David Young at DOR to order certificates, Agency Administrators must be prepared to give their complete contact information.

- **Chip and PIN Migration – Michelle Oliver**

The chip and PIN Migration began last November as BOA began a "natural reissue" of the PCards, issuing new, replacement, and renewal cards as chip and PIN. In an effort to get all existing cards updated with the latest technology and to help minimize security risks, the migration will be accelerated. Otherwise, mag stripe cards will be in use until November 2018, which is the latest expiration date for mag stripe cards.

The accelerated migration process was tested with three agencies. As a result of the testing phase, BOA has offered to help simplify the process, using spreadsheets instead of ordering replacement cards via FLAIR. The goal is to complete the accelerated migration by the end of 2016.

The migration will take place in three phases. The agencies with the most cards expiring during 2017 and 2018 will be in the first phase, so the administrators with the most cards to reissue have the longest time to migrate their cards. If there are workload issues or conflicting priorities, this schedule is flexible and can be revised. Specific instructions will be provided to the Agency Administrators once the accelerated migration begins.

The final two items on the agenda relate to the new contract. Natalie Hanks and Jeri Winkleblack provided overviews of the new contract. Going forward, they will provide updates at future administrators' meetings.

- **NEW CONTRACT:**

- **Project Overview – Natalie Hanks, DFS**

The new contract for Purchasing Card Services was signed on January 5, 2016, with BOA. It is designed to modernize the PCard system by implementing new technology with the integration of FLAIR and Works, BOA's web-based PCard system. The solution allows for card issuance and administration, transaction workflow, reporting, and the addition of scanning as a new feature. In the end, the current PCard Module in FLAIR will be retired.

The transition to Works will be a phased approach beginning later this year. Program implementation will be at least a year away. Phase 1 is Design and Development. Phase 2 will start with a Pilot Program and when it is stable, Phase 3 will commence with agency enrollment and training. Agencies can expect a lot of communications and planning going forward with quarterly meetings, conference calls, and emails. Natalie stated that she will be working closely with Michelle Oliver and the PCard Team as the development of Works continues to move forward. Agencies will be kept informed by the Department of Financial Services with communications and should feel free to contact both the Statewide PCard Program Administrator, Michelle Oliver, 850.413.5451, [Michelle.Oliver@myfloridacfo.com](mailto:Michelle.Oliver@myfloridacfo.com) and Natalie Hanks, Project Manager, 850.413.4610, [Natalie.Hanks@myflorida.cfo.com](mailto:Natalie.Hanks@myflorida.cfo.com) with any questions or for further information.

Before transitioning to Works, Agency Administrators will need to clean up records in FLAIR. The Statewide Administrator's Office will provide reports to assist the Agency Administrators with the clean-up. BOA and DFS will be developing a training program to educate agencies' staff on how to use the new solution.

Agency Administrators asked if they will be able to pull reconciliation reports, etc. Natalie responded that they will be and much more. She reported that Works has a robust reporting system. Data will still be housed in the FLAIR Information Warehouse, but there will be additional reporting with the new web-based system.

Another question was raised to see if the initiative was still to go paperless. DFS has not been leading a paperless initiative, although Works will allow for a more paperless environment. It was also questioned if Works will communicate with Florida PALM. BOA is accustomed to integrating with ERP systems, such as Florida PALM.

- **Bank Overview – Jeri Winkleblack, BOA**

Works is a proprietary web-based self-service hosted solution using real-time card maintenance, credit card management with real-time spend controls, customizable approval workflow and a robust reporting system. It will take a year and a half to two years to get this new web-based solution up and running.

Erik Esquierdo at 1.888.715.1000, extension 21049 will be available for day-to-day assistance as the State of Florida Dedicated Account Specialist. Sabrina DeVoe is his backup at 1.888.715.1000 extension 25959. Erik and Sabrina act as operational service contacts for program administrators. The Agency Administrators typically contact their account

specialist (phone or email) regarding various inquiries including credit limit changes, card issuance, cardholder complaints, disputes, and lost or stolen cards. They will also be the Agency Administrators escalation point for any concerns working with partner banks, technical support or any other support groups at the bank. The BOA Technical Help Desk will be available once Works is up and running.

When calling the Dedicated Account Specialists at BOA, Agency Administrators will need to provide detailed information to gain assistance for company level support. Administrators should be prepared to provide their company name/agency name, company number, full account number or last 4 digits, and the cardholder name.

Jeri also discussed data breaches and the need to address compromised cards. She also highlighted the types of fraud encountered with credit cards:

- Data Breach: An incident in which sensitive, protected or confidential data is viewed, stolen or used by unauthorized individuals.
- Malware: Software that is intended to damage or disable computers and computer systems.
- Spoofing: Email messages with a forged sender address.
- Phishing/Smishing: Infected files/malicious links sent through email or SMS message.
- Masquerading: Attack that uses a fake identity, such as a network identity, to gain unauthorized access to personal computer information through legitimate access identification.

**Suspicious activity should be reported immediately to the BOA Fraud Department at 1.866.500.8262.**

Jeri concluded, stating that Participation Agreements will be emailed to each Agency Administrator for signature, and will be asked to sign and return at their earliest convenience.

#### **Questions:**

- ? How can Agency Administrators prevent replacement cards from being issued when a help desk staff member is involved, who is not aware that cards must be ordered via FLAIR? Jeri said that calls should be made to the dedicated team, Erik and Sabrina, or someone else in the dedicated queue. Administrators can leave a message for them to call back.
- ? Can hotels charge for the whole stay in advance? Cardholders have experienced credit limit issues when hotels have charged for the full stay in advance. Each hotel can use a different process, even hotels within the same chain. Jeri will check and see if the hotels are actually positing the whole stay or just placing a hold on the funds. [follow-up: Jeri confirmed that hotels can set reservation policies; however, it is not common for a hotel to charge for a full stay. Most hotels hold – not charge – for one night, or portion, of the stay.]
- ? Will cards still have two limits – monthly and cycle? With Works, there will only be a cycle limit.