

# CCARDColorado

*Purchasing Card, OneCard and Travel Card*

## Where We Are and How We Got Here



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**Pre CORE: Prior to CORE, each agency processed their payments to Citibank differently - 1 mapper per month, 2 mappers per month, no mapper, daily mapper, etc. There was no consistency as to how or when payments were made. With this transition, it was decided there would be one statewide process for CORE agencies.**



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**Current Process: Prior to CORE implementation, several business process review meetings were held. At these meetings it was decided the mapper would be delivered once a month, after the 10 day Auto Close period in Citibank.**



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**Impact: We have noticed this new process is causing a delay in payments to Citibank. Contractually, agencies have 30 days from cycle close to pay their statements.**

- **Auto Close in Citibank occurs 10 business days after cycle close. Two days later Citibank delivers the interface files. This is an average of 17 calendar days before the PRC1s are available for processing.**



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## Impact (continued)

- If agencies do not process and approve their PRC1s immediately once they become available, it is not likely payment will reach Citibank by the statement due date.
- If payment is not received within 30 days of cycle close, the account is considered past due. When an account is in this status, cards that are set to expire and auto-renew will not be automatically generated. The Program Administrator will need to manually reorder the cards.



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## Impact (continued)

- If payment is not received within 45 days of cycle close, Citibank can begin charging finance charges and late fees.
- If payment is not received within 90 days, accounts will be suspended until payment is received.

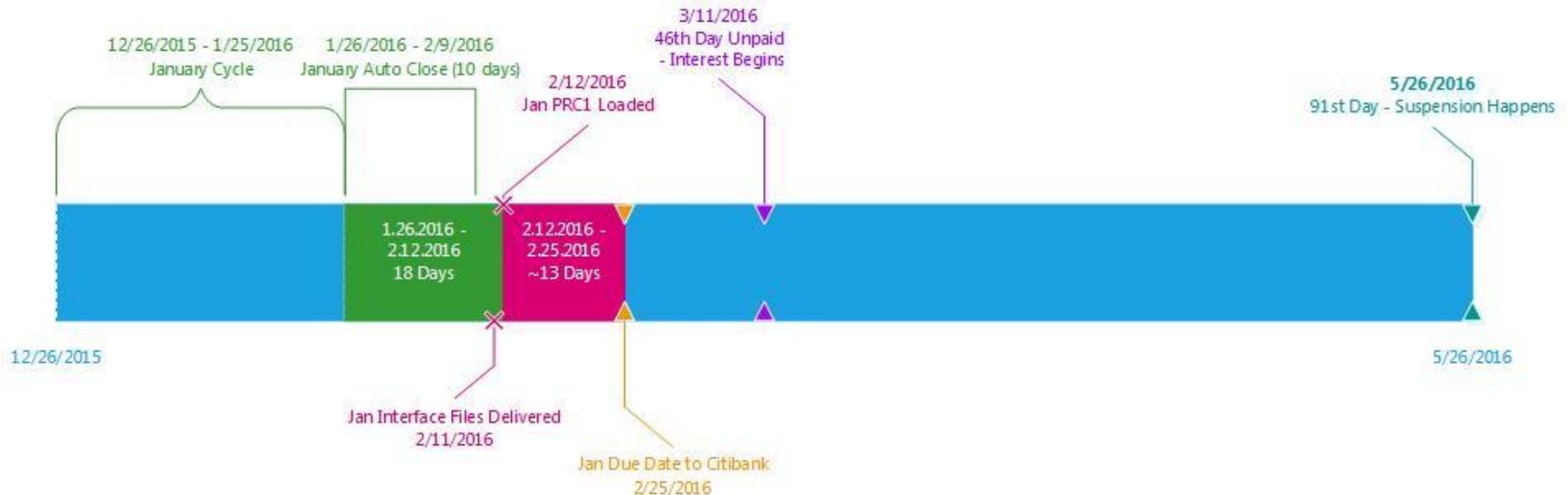


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## PRC1 Interface Timeline



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## What the future looks like



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## Direct Debit

### Pros

- All payments would be pulled on the same date every month (MD document in CORE)
- Payments would be received by Citibank on a timely basis
  - No more delinquency issues
  - In compliance with contract
- By adding the BSA field to Citibank, we could fix the Program field
- Possibility of still having an interface document for budget purposes

### Cons

- Would require some CORE configuration changes and system testing
- Agencies would have to learn a new process
- Reconciliation would be done after payment is made
- Adding the BSA field to Citibank would require some mapper changes



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## Agencies pay Citibank via GAX

### Pros

- Payments would reach Citibank faster
  - Likely to reduce delinquency issues
  - More likely to be in compliance with contract
- By adding the BSA field to Citibank, we could fix the Program field
- Possibility of still having an interface document for budget purposes

### Cons

- Speed of payment would still be dependent on how quickly agencies create/approve documents
- Would require some CORE configuration changes and system testing
- Agencies would have to learn a new process
- Reconciliation would be done after payment is made
- Adding the BSA field to Citibank would require some mapper changes



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## EFT Payments

### Pros

- Approximately 6-10 days would be cut off current payment time
- Application of payment at Citibank would no longer be a manual process, it would be electronic
  - Less mis-posted payments
  - Payment would post quicker

### Cons

- Would still lose an average of 17 calendar days before PRC1s are ready to process
- Speed of payment would still be dependent on how quickly agencies approve documents
- 3-day lag time between when document is approved and when payment is sent



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## Keep process as is

### Pros

- Agencies wouldn't have to learn a new process
- No additional testing would be needed

### Cons

- Payments to Citibank would still be delayed
- Agencies would continue to have issues navigating and processing PRC1s



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# Program Updates And Reminders



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- **Manual update**
- **FAQ/Best Practices**
  - Working on creating a document separate from the manual with program FAQs/Best Practices for quick reference
- **Auto Close schedules**
- **Program Administrator Agreement forms**



- **Monitoring program**
- **Use controls to mitigate fraud and misuse**
  - **Single Purchase Limits on all cards (not to exceed \$5000 without a waiver from the Office of the State Controller)**
  - **Cycle Limits based on cardholder business need**
  - **MCC Groups assigned to cards based on cardholder business need**



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# Common Issues with the PRC1 process, Causes and Resolutions



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**Issue #1: Users stating coding interfacing from Citibank to CORE incorrectly.**

**Cause #1: We have conducted extensive testing and research on this issue. It has been determined that the coding is interfacing into CORE exactly how it is entered in Citibank. If a cardholder enters incorrect information in Citibank, that incorrect information will interface to CORE.**



**Resolution #1: Be sure correct coding is input into Citibank prior to the interface taking place. This will ensure the correct coding populates into CORE.**



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**Issue #2: Transactions are difficult to locate on the PRC1 documents.**

**Resolution #2: The DC-013 - Procurement Card Statement Detail report was created in infoAdvantage to help locate charges. The report is broken down by cardholder, listing the exact PRC1 and associated Vendor line, Commodity line and Accounting line those transactions are on.**



## DC-013 - Procurement Card Statement Detail Report

Billing Account No. 4807150001093897  
 Procurement Card Holder BROOKE MIDUNN8485

Hdr BFY	Hdr FY	PRC1 Document Identifier	Phase	V L	C L	A L	PRC1 AL Extended Description	Create Date	Service From Date	Service To Date	Vendor Legal Name	Fund	Sub Fund	Dept	Unit	Approp	Object
2016	2016	PRC1,AAEA,AOCW4807150001093897,1	Final	3	1	1	BROOKE MIDUNN8485 Molly Randol-airfare for NIGP Conference	08/10/2015	7/10/15	7/10/15	UNITED	1000		AAEA	5100	AC302SPG1	2531
2016	2016	PRC1,AAEA,APHS4807150001093897,1	Final	3	1	1	BROOKE MIDUNN8485 C. Lombardi hotel charges-NIGP conference	09/11/2015	8/1/15	8/1/15	MARRIOTT HOTELS KANSAS CT	1000		AAEA	5100	AC302SPG1	2532
2016	2016	PRC1,AAEA,APHS4807150001093897,1	Final	9	1	1	BROOKE MIDUNN8485 D. Musgrave hotel charges-small business outreach	09/11/2015	7/30/15	7/30/15	STRATER HOTEL	1000		AAEA	5100	ACBBNOP51	2512
2016	2016	PRC1,AAEA,APHS4807150001093897,1	Final	10	1	1	BROOKE MIDUNN8485 C. Winer chair	09/11/2015	8/21/15	8/21/15	COLO CORRECTIONAL INDUS	1000		AAEA	5100	ACBBNOP51	3132
2016	2016	PRC1,AAEA,AQND4807150001093897,1	Final	3	1	1	BROOKE MIDUNN8485 NAPCP Certification testing-B. Dunn	10/13/2015	8/28/15	8/28/15	PROF TESTING ONLINE	1000		AAEA	5100	ACBBNOP51	4140
2016	2016	PRC1,AAEA,AQND4807150001093897,1	Final	9	1	1	BROOKE MIDUNN8485 NIGP membership renewal for State Purchasing & Contracts	10/13/2015	9/16/15	9/16/15	NIGP	1000		AAEA	5100	AC302SPG1	4140
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	3	1	1	BROOKE MIDUNN8485 Speaker for Fall PAC Summit	11/09/2015	10/9/15	10/9/15	HACIENDA DE LAS ROSAS WNI	1000		AAEA	5100	AC302SPG1	4180
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	5	1	1	BROOKE MIDUNN8485 Facility fee for Fall PAC Summit	11/09/2015	10/13/15	10/13/15	FRONT RANGE CC-WC CASH	1000		AAEA	5100	AC302SPG1	4180
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	6	1	1	BROOKE MIDUNN8485 Breakfast for Fall PAC Summit	11/09/2015	10/15/15	10/15/15	DUNKIN #351965 Q	1000		AAEA	5100	AC302SPG1	4180
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	7	1	1	BROOKE MIDUNN8485 Musgrave - lodging	11/09/2015	9/24/15	9/24/15	GEMSTONE HOTELS INC	1000		AAEA	5100	ACBBNOP51	2522
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	8	2	1	BROOKE MIDUNN8485 Breakfast for Fall PAC Summit	11/09/2015	10/15/15	10/15/15	KING SOOPERS	1000		AAEA	5100	AC302SPG1	4180
2016	2016	PRC1,AAEA,ARQW4807150001093897,1	Final	12	1	1	BROOKE MIDUNN8485 Lunch for Fall PAC Summit	11/09/2015	10/16/15	10/16/15	IN ETAIS FOOD	1000		AAEA	5100	AC302SPG1	4180
2016	2016	PRC1,AAEA,ASUY4807150001093897,1	Draft	2	1	1	BROOKE MIDUNN8485 Risley and Lanwick - RMGPA conference registration	12/14/2015	11/12/15	11/12/15	RMGPA.ORG	1000		AAEA	5100	AC302SPG1	4220
2016	2016	PRC1,AAEA,ASUY4807150001093897,1	Draft	2	2	1	BROOKE MIDUNN8485 Annual RMGPA Membership renewal	12/14/2015	11/23/15	11/23/15	RMGPA.ORG	1000		AAEA	5100	AC302SPG1	4140
2016	2016	PRC1,AAEA,ASUY4807150001093897,1	Draft	5	1	1	BROOKE MIDUNN8485 Annual NAPCP membership	12/14/2015	10/23/15	10/23/15	NAPCP	1000		AAEA	5100	AC302SPG1	4140



**Issue #3: Transactions are not coming across in the interface.**

**Cause #3: This issue occurs because the cardholder does not have a valid CORE Fund or Department assigned to it in Citibank. All cardholders must have a default coding string assigned to them in Citibank, and that coding must have a valid CORE Fund and Department.**



**Resolution #3: Transactions that did not interface to a PRC1 should be added to an existing PRC1 or paid to Citibank via GAX. Program Administrator should make sure a valid default CORE coding string is assigned to all cardholder accounts in Citibank.**



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## Issue #4: Incorrect merchant name populating.

**Cause #4:** This issue occurs because of how the PRC1 groups merchants. Merchants are grouped on the PRC1 by their TIN. If four merchants send the same TIN, they will all show up under the name of the first merchant on the interface.



**Resolution #4: There is not a feasible fix to this issue at this time. The only possibility of fixing this would be to have every transaction create a separate line on the PRC1. This would lead to a huge increase in the number of PRC1 generated, possibly creating issues with CORE, and making the approval process far more cumbersome.**



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**Resolution #4 (continued): This could be an audit finding. Once transaction is located, it can be corrected by copying and inserting the Vendor line. Next copy and insert the Commodity and Accounting lines to the Vendor line you just inserted. Make the necessary corrections to the vendor name. Go back and delete the original Commodity and Accounting lines.**



## Issue #5: Partial payment of PRC1 documents.

**Cause #5:** This issue occurs when an expired or closed cost element is used when allocating a transaction.

**Resolution #5:** The invalid cost element needs to be reopened/activated.



## Issue #6: Wrong Department selected in Citibank.

**Cause #6:** This issue occurs when a cardholder or reallocator selects a Department, other than their own, from the drop down list in Citibank. This then creates a PRC1 in CORE under the wrong department.



**Resolution #6: The Department with the invalid PRC1 contacts Brooke to let her know this document does not belong to them. They would then discard the invalid document. The Department the transaction(s) belongs to is notified. The correct Department will then add that transaction(s) to an existing PRC1 or pay to Citibank via GAX.**



**Issue #7: Vendor name inferring from previous line.**

**Resolution #7: This issue was reported to CGI and a patch was tested and migrated into CORE. This issue should no longer be occurring.**



## Issue #8: Credits not processing correctly.

**Resolution #8:** Early on, there was an issue with CORE not processing credits properly on the PRC1s. CGI provided a patch for this issue, and credits are now netting correctly on the PRC1 documents. This issue should no longer be occurring.



**Issue #9: Users stating payments are not posting correctly.**

**Cause #9: Some payments are getting lost in the mail, some are getting posted to the incorrect account number at Citibank.**



**Resolution #9: First check CORE to see if the warrant was cashed. If it was not, complete an Affidavit of Lost Warrant and submit to Citibank. If it was cashed, but was not credited to your Central Billing account, you will need to open a Payment Investigation with Citibank. Provide the following information in your email to [COMMERCIALCARDCSO@citi.com](mailto:COMMERCIALCARDCSO@citi.com):**



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## Resolution #9 (continued):

- **Subject Line: URGENT-Payment Investigation**
  - Name of Central Billing account payment should have posted to
  - Last 6-digits of Central Billing account payment should have posted to
  - Date payment was issued
  - Amount of payment
  - Method of payment
  - Warrant/EFT payment number
  - Date warrant was cashed (if applicable)



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## Questions/Comments



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