PAL / PALCard
User Group Meeting

April 12, 2001

Meeting Notes
Agenda

Introduction Heidi Cholodenko

PALCard Statistics Harry Gunther

Gifts, Food, Travel Mandy Tompkins

Internal Control Bent Nielsen and Bob Clemmons

Storehouse Advantage Karen Graves

Blanket P.O Renewal and XPO’s Karen Graves

PALCard Heidi Cholodenko

PALCard & Data Warehouse June Kim

Materiel & Risk Management Staff

(Present at Meeting)

Tamsen Deckert, Buyer
Tamsen joined the MRM staff last August. She came to us from the School of Biological Sciences, Purchasing Department. The commodities Tamsen works with are:

- Advertising
- Athletic equipment
- Bindery services
- Biological/Biomedical Supplies
- Business cards
- Laundry service
- Musical instruments
- Office supplies
- Photography equipment, supplies, services
- Printing and publications
- Promotional items (clothing/trophies/plaques)
- Stationery

Elizabeth Kaye, Buyer
Elizabeth started working at UCI last July. Her previous position was at UC San Diego Medical Center where she spent 14 years working with contracts and purchase orders. At UCI Elizabeth’s area of specialty are:

- Billing and Collection agreements (medical and other)
- Business agreements
- Professional Services agreements
- Sales and Service agreements
- Temporary employment agency agreements

Kent Schofield, Buyer
Kent joined UCI last June and comes to us with 14 years of purchasing experience. The commodities he works with are:

- Appliances, household
- Electrical components, hardware and wiring
- Food service equipment and supplies
- Hardware, plumbing and building materials
- Laboratory equipment (lab freezers/refrigerators)
- Medical/Dental equipment and supplies
- Painting services (exterior & interior)
- Telecommunications (data, radio, phone, pagers)

Rick Coulon, Risk Management Coordinator
Rick joined UCI last July. He has nine years of Risk Management experience and has been issued a certification from the Insurance Institute of America known as ARM. Rick is responsible for handling:

- Accident claims on campus
- Buy-down insurance for equipment
- UC vehicle insurance

Helen Chang, Equipment Management
Helen has been with UCI for 11 years. She is responsible for making sure that capital equipment is recorded into a database and that it receive identification (property) tags. Capital equipment is defined as equipment valued at $1,500 or higher with a shelf life of at least one year.
### Vendors Present at Meeting

- **Cingular**
  - Catherine Crocket
  - (310) 804-8000

- **Best Business Machines, Inc.**
  - Doug Watt
  - (949) 582-2203
  - dwatt@fea.net

- **Hart Healthcare**
  - Yolanda Vasquez
  - (714) 779-5455 phone/fax

- **Dell**
  - Doug Shaw
  - (800) 274-7799

- **Kinko’s**
  - Karen Gray
  - (949) 854-7557
  - kareng@kinkos.com

- **Airgas West**
  - Vanessa Nunez
  - (310) 505-9903

- **Microage/KST Data**
  - Pete Canty
  - (213) 384-9555 x 125
  - pcanty@kstdata.com

- **Relief Printing**
  - Frank Miller
  - (949) 635-0198

- **Printing Island**
  - Tsen Tien
  - (714) 668-1000

- **Fisher Scientific**
  - Joe Boswell
  - (760) 249-8874

- **Danone Waters**
  - Lisa Hicks
  - (714) 590-6219

- **Office Solutions**
  - Lisa Gordon
  - (714) 969-8191

### PALCard Statistics by Transactions

#### Number of Transactions

<table>
<thead>
<tr>
<th></th>
<th>97/98</th>
<th>98/99</th>
<th>99/00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>14,320</td>
<td>13,069</td>
<td>15,079</td>
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<tr>
<td>LVPO’s</td>
<td>35,491</td>
<td>33,831</td>
<td>38,668</td>
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<tr>
<td>PALCard</td>
<td>28,180</td>
<td>36,242</td>
<td>37,687</td>
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</tbody>
</table>

### PALCard Statistics by Dollars

#### Dollar Amount of Transactions

<table>
<thead>
<tr>
<th></th>
<th>97/98</th>
<th>98/99</th>
<th>99/00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>50,997,233</td>
<td>56,466,976</td>
<td>62,347,781</td>
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<tr>
<td>LVPO’s</td>
<td>12,502,061</td>
<td>12,704,668</td>
<td>13,735,682</td>
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<tr>
<td>PALCard</td>
<td>5,447,638</td>
<td>6,604,636</td>
<td>7,146,280</td>
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</table>

### PALCard Growth

#### PALCard Quarterly Growth

<table>
<thead>
<tr>
<th>Year</th>
<th>1st Quarter</th>
<th>2nd Quarter</th>
<th>3rd Quarter</th>
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<tbody>
<tr>
<td>2000</td>
<td>2,070,166</td>
<td>1,875,665</td>
<td>2,097,382</td>
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<td>2001</td>
<td>2,228,906</td>
<td>2,436,659</td>
<td>2,561,612</td>
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</tbody>
</table>
Gifts

Gifts may not be purchased with the PALCard. You may use the UCI Corporate VISA card or Form 5.

Recognition Gifts
- Employees
  Read UC Business & Finance Section G41
  (Employee noncash awards)
  http://www.ucop.edu:80/ucophome/policies/bfb/g41.pdf

- Non-employees
  Read UC Business & Finance Section G42
  (Gifts presented to non-employees)
  http://www.ucop.edu:80/ucophome/policies/bfb/g42.pdf

Retirement Gifts
Read UCI Policy 700-13, A1

Sympathy Gifts
Read UCI Policy 700-13, A2

Reimbursement of Gifts
Read UC Policy & Procedures Section 700-13, D
(Guidelines for Reimbursement of Gifts)

Flowers

Flowers may not be purchased with the PALCard. You may use the UCI Corporate VISA card or Form 5.

Flowers as gifts or as table decorations.
- Handle as you would the purchase of products for entertainment.
- Read Business & Finance Section G41
  (Employee noncash awards)

Entertainment

Entertainment items may not be purchased with the PALCard. You may use the UCI Corporate VISA card or Form 5

- Read Business & Finance Section 79
  (Entertainment)
  http://www.ucop.edu/ucophome/policies/bfb/bus79.html

- Read UCI Policies & Procedures Section 715-18
  (Entertainment)

Note: Includes rental of rooms for business meetings or gatherings.

Catering

The purchase of food and/or catering services may not be purchased with the PALCard. You may use the UCI Corporate VISA card or Form 5.

- Read Business & Finance Section 79
  (Entertainment)
  http://www.ucop.edu/ucophome/policies/bfb/bus79.html

- Read UCI Policies & Procedures Section 715-18
  (Entertainment)

- Read UCI Policies & Procedures Section 500
  (Food service guidelines – On/Off Campus)
Travel

Travel-related expenses may not be purchased with the PALCard. You may use the UCI Corporate VISA card or Form 5.

- Read Business & Finance Section G28 (Policy & Regulations Governing Travel)
  [http://www.ucop.edu:80/ucophome/policies/bfb/g28toc.html](http://www.ucop.edu:80/ucophome/policies/bfb/g28toc.html)

The following are examples of travel-related expenses:

- Airfare
- Boats
- Buses
- Car rental
- Credit card phone calls
- Gasoline reimbursement
- Hotel/motel reservations
- Registrations for seminars/classes when any type of travel-related expense is incurred
- Shuttle/limousine service

UCI Corporate VISA Card

Travel is UCI’s third largest controllable expense and it is for this reason that today most universities and corporations utilize a corporate card program.

In order to obtain a VISA card you must be a full-time, permanent employee and receive authorization from your supervisor.

For more information about the VISA card visit:


Department of Internal Control

The Department of Internal Control provides consulting and facilitation services to campus business units, and they conduct Control Self-Assessments to assist in evaluating their control environment.

Services

*Increase awareness of risks, internal control, ethics*
- Develop and present informal group presentations
- Develop and present formal training sessions
- Consult on individual issues
- Develop awareness publications, website, etc.

*Conduct facilitated self-assessment workshops*
- Individualized self-assessments
- Process-oriented assessments
- Assist departments with their presentations

*In relation to PALCard, they can help to:*
- Understand objectives
- Identify processes
- Identify risks
- Evaluate internal control

Director of Internal Control  
Bent Nielsen  
(949) 824-8533

Internal Control Analyst  
Bob Clemmons  
(949) 824-6957

For more information about the Department of Internal Control visit:

Storehouse

Services provided to the University:

– Office products at discounted pricing (on most items) via the University contract with Office Solutions.
– 24-hour delivery for “Online” orders placed before 3 pm or faxed before 4 pm.
– Best discounts on “blue” highlighted items in Office Solutions catalog.
– Order resolution
– When office products are purchased “Online” save an additional 5% off order.
– Purchase in-stock items from the Express catalog.

Through Storehouse you may also purchase:

– Pager rentals (Verizon) with an unlimited supply of batteries as long as you purchase your pager service through Storehouse.
– Ethyl alcohol
– Gas cylinders
– Typewriter rental

blanket purchase
Orders

Replace Some with PALCard

Consider converting some types of blanket purchase orders to PALCard purchases. Following are some items that we recommend converting to PALCard which will reduce labor and paperwork for your department, as well as the Accounting Department and Procurement Services.

- Bottled water
- Cell phone service
- Infrequently needed items
- Internet service
- Small dollar blanket p.o.’s
- Subscriptions, newspapers

Blanket Renewal Process

- Review blanket report (UCPO*100)
- Verify p.o. gross amount
- Verify payment to date
- Setup new blanket for adjusted amount

Copy Transaction I.D. (CPY TXN)

Use the CPY TXN to copy fields from the previous blanket order. Be sure that you update the following fields for the renewed blanket p.o.:

- Dates (pay special attention to begin/end dates)
- Amounts
- Contact person
- Telephone numbers
- Equipment locations
- Standard instruction variables
  (Note: Highlight the first character of the Standard Instructional Code and press the F4 function key to view the entire text. Changes can be made to text in between the asterisks).

For complete CPY TXN instructions visit:

http://www.adcom.uci.edu/avail/pal/

Under “Documentation” select “Low Value”

Blanket requisitions are due to Procurement Services by:

May 18, 2001
XPO’s

What are they?

XPO’s are established to simplify the process of purchasing maintenance agreements on office equipment. A University contract (local agreement) must be in place with the vendor.

XPO’s do not expire at the end of the fiscal year. They only expire when:

- the vendor’s contract with the University expires
- the department cancels

In addition:

- XPO’s are not lienied.
- XPO’s can only be split-funded when initially established.
- Change requests to an XPO must be emailed to Purchasing.

For a list of vendors who have local agreements with the University visit:

http://www.mrm.uci.edu

Procurement Services/Purchasing

XPO’s

PALCard Updates

PALCard Insurance

An amendment was made to the contract between the University of California, Irvine and Bank One to include a “Notice Period.” The Notice Period essentially provides insurance protection against fraudulent or unauthorized charges made to a PALCard account.

The Notice Period states that:

The University will not be liable for charges made with a lost or stolen card, a counterfeit card or a misappropriated card number provided that the University or cardholder notify Bank One of such charges on or before the last day of the Cycle following the cycle during which the first of such charges are posted to the account.

If notification to Bank One occurs within the Notice Period, Bank One will be liable for all charges occurring prior to and after such notification.

If notification occurs after the Notice Period has expired, the University (department) will be liable for all charges incurred prior to such notification and the Bank One will be liable for all such charges occurring after such notification.

Note: The PALCard cycle runs from the 21st of the month to the 20th of the next month

CVC2 Code

Bank One began printing CVC2 codes on credit cards sometime in the last year, so if you received your PALCard in the last year you will probably have this code printed on your card.

The CVC2 code is a 3-digit number printed on the signature strip of the PALCard. You will actually see seven numbers on the signature strip. The first four shown are the last four numbers of your credit card number and the last three are the CVC2 code.

The CVC2 code provides additional security information to merchants who are processing not-in-person transactions. Not-in-person transactions are usually placed by telephone or mail order.

MasterCard is mandating that all merchants use CVC2 Code verification within 2-3 years

Bank One

Bank One will provide assistance to the University with:

- Declines
- Vendors that do not accept MasterCard.
- Immediate temporary credits on disputed or fraudulent charges.
- Correcting Merchant Category Codes that are inaccurate and do not correctly identify what type of business the vendor conducts.

To contact Bank One directly call (800) 316-6056. This number is also printed on the reverse side of your PALCard. You may also call the PALCard Administrator at
Declines

The most common reason a PALCard transaction is declined is because the merchant has entered either the credit card number or the expiration date incorrectly.

If your PALCard transaction was declined, please do the following:
- Ask the vendor to repeat the credit card number and the numeric expiration date to you.
- If the number and expiration date are read back correctly call (949) 824-7319. You may have reached your cycle limit, or the vendor’s Merchant Category Code may be blocked.

Visit Our Website

We invite you to visit our website at:

http://www.mrm.uci.edu

You will find valuable purchasing information and resources such as:
- Constantly updated list of Commodities Permitted and Not Permitted
- List of frequently used PALCard vendors
  *Find out where other PALCard holders are purchasing their departmental goods & supplies from and verify which vendors will accept the PALCard.*
- List of Frequently Asked Questions (FAQ’s)
- Bank One’s Lost/Stolen 24 hr. Hotline number
- Take the PALCard e-Training course and e-Test online.
  *There’s no need to wait for an in-class training session anymore. Take the PALCard course when you want and where you want using any web browser.*
- Online forms in Adobe Acrobat
  - PALCard Application
  - PALCard Update form
  - Departmental Internal Requisition

PALCard Reminders

Credits – Please keep in mind that credits can be applied to a closed credit card account.

Cancellations? – PALCard transactions cannot be cancelled. Once a transaction has been completed it cannot be reversed. To obtain a credit it is the cardholder’s responsibility to contact the vendor to obtain a credit and/or return or exchange merchandise.

Ongoing Service – You may keep your PALCard number on file with a merchant for ongoing services when the PALCard holder is the only individual involved in executing transactions with the merchant. For example, you can keep your number on file with merchants for:
- Internet service
- Pager service
- Bottled water
- Newspaper delivery

You may not provide your credit card number to merchants when any other individual will be involved in executing the transaction. For example, you cannot keep your number on file with:
- Kinko’s
- Other merchandise retailers

PALCard – Future Developments

- A detailed description of the PALCard audit and violation identification process will be incorporated into the University’s official Policies and Procedures.

- A survey will be added to our e-Training site to obtain your feedback on our new online training course and test.
PALCard and Data Warehouse

In the next few months an exciting new feature will be unveiled in Data Warehouse (DWH). Perhaps you’re wondering, what Data Warehouse is?

DWH was brought into production in 1995 to provide employees with information from various central administrative systems such as:

- General Ledger (Financial System)
- Earnings/Expense
- Employee Detail
- Purchasing
- Equipment Inventory

DWH is a valuable resource for campus departments to retrieve data via “Easy Queries” or “Ad Hoc Queries.” Data can be viewed on the web or downloaded to a spreadsheet program to reformat for more professional looking reports.

Following is a list of the PALCard data you will soon be able to report on through DWH.

- **Cardholder Data**
  - Name
  - Reviewer (Primary and backup)
  - Limits (Cycle and transaction)

- **Transaction Data**
  - Date (Year, month, day)
  - Dollar Amount
  - Line item detail
    - *Provides a brief description of the item purchased. Ex: 1 dozen black Sharpie pens*
  - XPO number

- **Vendor Data**
  - Name
  - MCC (Merchant Category Code)
  - MCC Description

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End of presentation. Raffle prizes were awarded, and attendees were able to meet with vendor representatives.