



From Seed to Harvest: Building Confidence in Your Program to Grow Adoption and Rebate

Kerri Reece, CPPB, NIGP-CPP, CPCP
Business Systems Analyst, University of Memphis

Learning Objectives



- Building confidence in your program
- Earning executive buy-in for expansion
- Ways to grow your rebate and become a revenue stream
- Managing and overseeing card program compliance

Building confidence in your program



- Policies

- Review current and shore up as needed
- Current restrictions and needs?
- Clear to users?

Card Restrictions

Items for non-university purposes	Breakroom supplies Consumables for employee use Employee parties/gifts/flowers Individual dues / memberships
Items on university contracts	Computer products Copy machines Moving services
Items requiring specific documentation	Meals Services that require contracts Hazardous materials Gift Cards

Building confidence in your program



- Policies

- Signed cardholder agreements

- Reiterate critical points
 - Sense of seriousness
 - Protects in Fraud cases

5. All charges are billed directly to and paid by the University. **It is a violation of this agreement and University policy to make personal charges with this card.**
6. Cardholders are expected to comply with University policies and procedures. This includes, but is not limited to, obtaining itemized receipts, filing travel expense reports, and following proper card security procedures. Failure to do so may result in the suspension or termination of the travel card.
7. Cardholders are responsible for reconciling the charges made to the Travel Card and resolving any discrepancies by contacting the supplier or the bank. Failure to do so may result in the suspension or termination of the travel card.
8. A lost or stolen card should be reported immediately by telephone to US Bank at 1-800-344-5696, and to the Procurement Card Administrator at 901-678-3775.
9. A cardholder must surrender his/her card upon termination of employment (i.e. retirement or voluntary/involuntary termination). At this point, no further use of the account is authorized.
10. In the event that any charges to the Travel Card are determined to be personal, and I do not reimburse the University, I hereby authorize the University to either: A) withhold a sum equal to the personal charge from my travel reimbursement if my travel reimbursement exceeds the personal charge, or B) initiate a payroll withholding equal to the amount of the personal charge.

Cardholder Signature

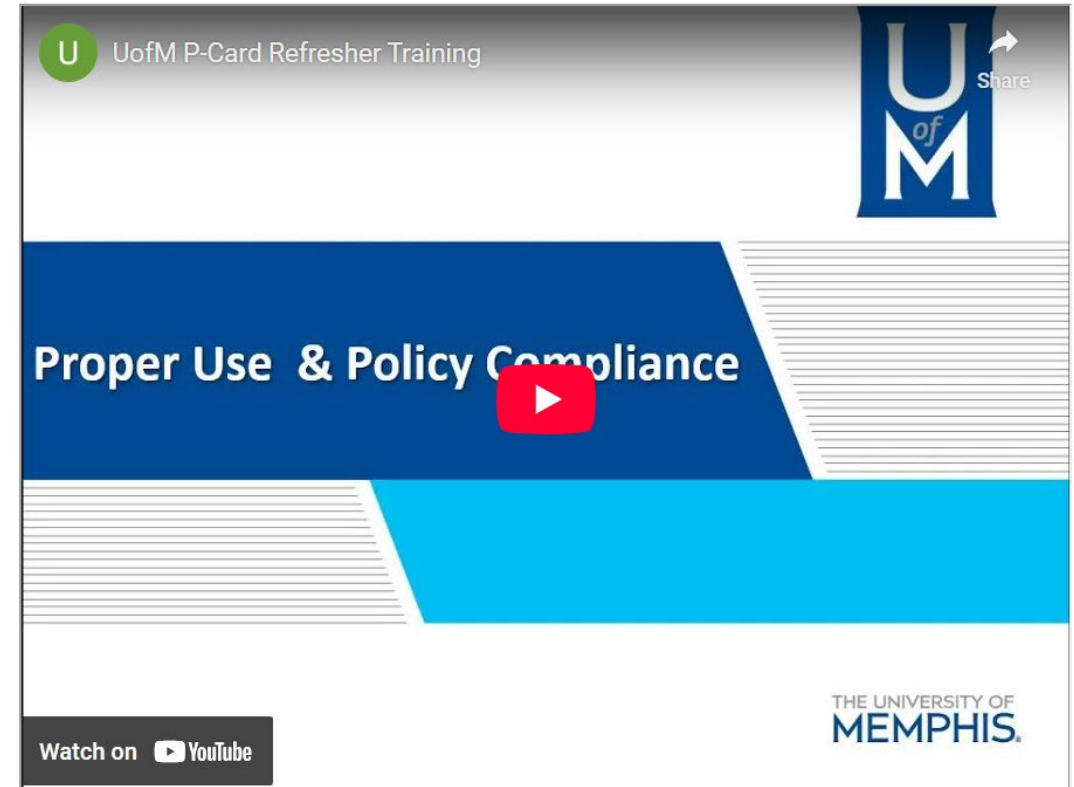
Cardholder Printed Name

Date

Building confidence in your program



- Policies
 - Develop user training
 - Address different learning styles
 - Video accessible 24/7
 - Consistency



Please watch the entire video before proceeding to the next page. Your time spent on this page is being recorded.

Building confidence in your program



- Processes

- Write up SOPs
- Be ready to verbalize clearly and succinctly

University of Memphis P Card Procedures

Distributing a US Bank purchasing card

Distributing a P card involves the following steps:

1. Cardholder shows ID
2. Cardholder signs Agreement to Accept Mastercard Purchasing Card
3. Procurement Card Administrator explains how to activate and Billing address
4. Procurement Card Administrator gives card to cardholder

1. Cardholder shows ID

This can be a driver's license or university ID. This needs to be a picture ID unless the cardholder is personally known to the Procurement Card Administrator.

2. Cardholder signs Agreement to Accept Mastercard Purchasing Card

They can bring a signed copy with them or sign in the office. Forms are in the Card drawer or can be printed from the Procurement common files. Signed agreement goes in file on left hand side of the desk so User Account can be set up.

3. Procurement Card Administrator explains how to activate and Billing address

3.1. The activation number is on a sticker on the card

Building confidence in your program



- Proof
- Start collecting metrics
 - Tell the right story
- Document all actions



Building confidence in your program



Month 1	Month 2	Month 3	Action	Approver
bassett@memphis.edu				
harris@memphis.edu				
rhodes@memphis.edu				
hill@memphis.edu				
waldron@memphis.edu				
lipford@memphis.edu				
williams@memphis.edu				
		prowell@memphis.edu	Message sent 12.11	Trammell
turner@memphis.edu				Trammell
cash@memphis.edu				
	hill@memphis.edu			
buckhanan@memphis.edu				
jennings@memphis.edu				
biggers@memphis.edu				
daily@memphis.edu				
levy@memphis.edu				
		tyler@memphis.edu	Card will be shut off 12.20 if charges not completed]	Morgan
morgan@memphis.edu				
clark@memphis.edu				
smiley@memphis.edu				
nelson@memphis.edu				
jones@memphis.edu			Disputed Charges from stolen card	



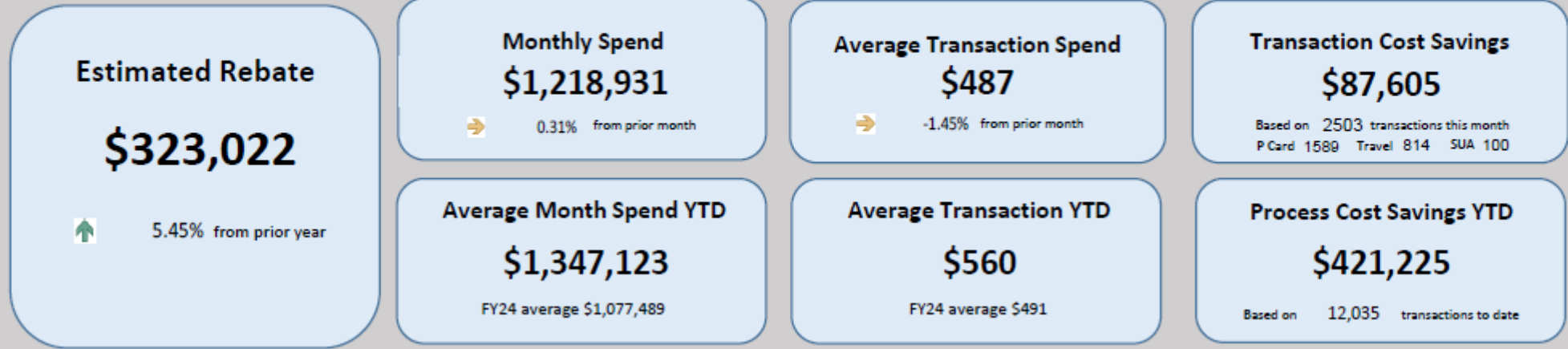
Earning executive buy-in for expansion

- Prepare and present metrics and information proactively
- Keep management informed of wins and issues
- Highlight innovation – be strategic



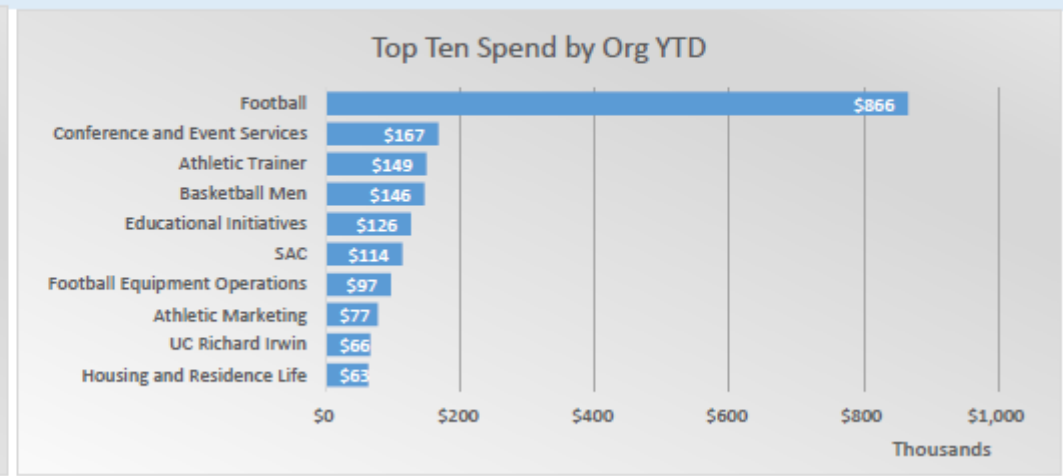
Earning executive buy-in for expansion

Card Program Dashboard November 2024



Transaction Analytics

*Big thank you to Stratton Penberthy



Grow your rebate and become a revenue stream

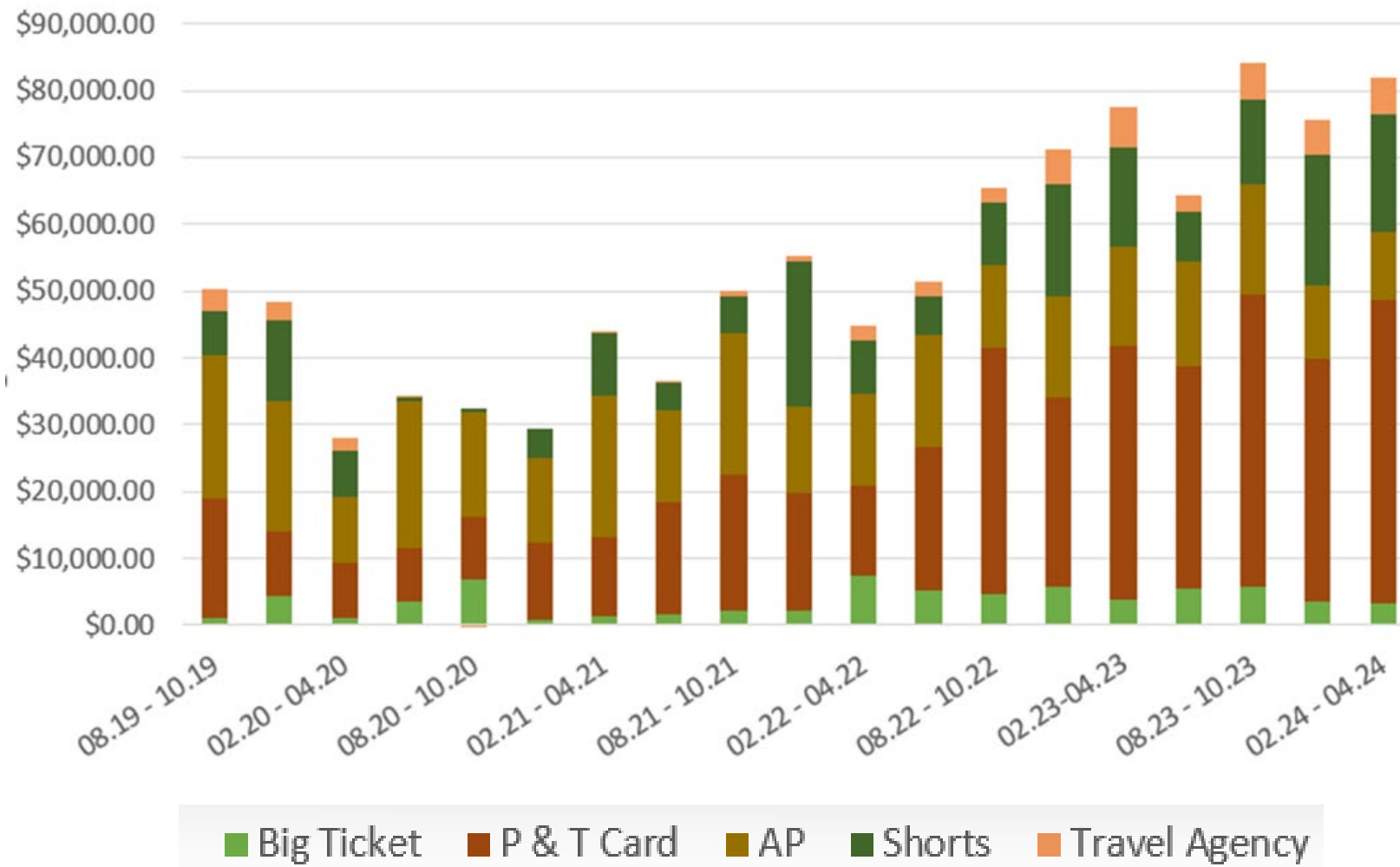


- Find spend to move to cards
 - Update policies to include new categories
 - Review low dollar spend in procurement system

Grow your rebate and become a revenue stream



Rebate Breakdown



Grow your rebate and become a revenue stream



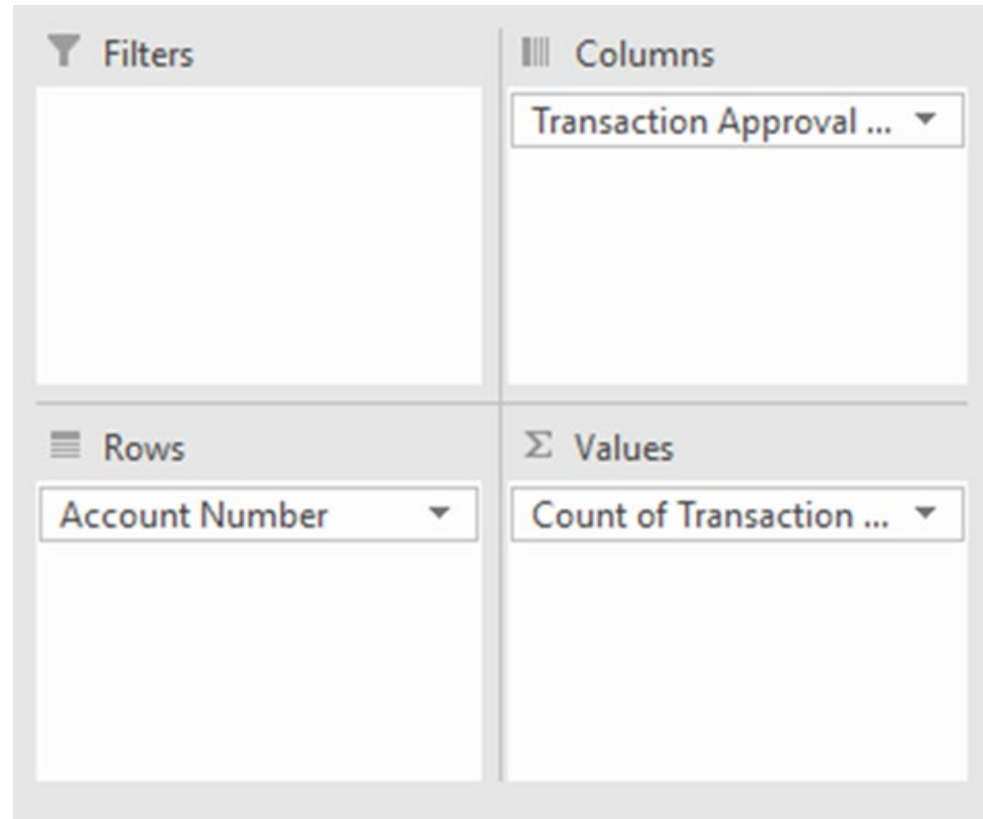
- Expand card programs that add to rebate
- Provide new solutions to end users

Year	Rebate	Change
FY19	\$ 64,275.00	(transition)
FY20	\$ 170,406.78	165%
FY21	\$ 139,618.27	-18%
FY22	\$ 190,766.60	37%
FY23	\$ 265,299.17	39%
FY24	\$ 306,326.20	15%

Managing and overseeing card program compliance



- Home in on what matters, especially to your organization
- Technology is your friend



Managing and overseeing card program compliance



Policies

Wording and callouts clues to “hot spots”

Past Audits / Auditors

Reports of past citations - what are they looking for?

Regulatory agencies

Things new to you?



Thank you!

Kerri Reece, CPPB, NIGP-CPP, CPCP
Business Systems Analyst, University of Memphis
kreece@memphis.edu