

STATE PROCUREMENT OFFICE

Emergency pCard Notification Procedures

(Revised September 30, 2016)

Upon Issuance of Governor's Emergency Proclamation:

- During normal State business hours of 7:45 am to 4:30 pm, except State holidays and furlough days, the State Procurement Office (SPO) pCard administrator or alternate(s), as indicated on page 2, shall notify First Hawaiian Bank (FHB) by phone and followed up with an e-mail message, the issuance of Governor's emergency proclamation, and if known, when the period of emergency ends. First Hawaiian Bank business hours are 8:00 am to 4:30 pm.
- Outside State business hours, the SPO pCard administrator or alternate shall notify FHB by 9:00 am, via phone and followed up with an e-mail message on the first available State business day.
- Notification by phone shall be made to one of the following persons in the following order of preference:

- | | | |
|----|-----------------|-----------------------|
| 1. | Cecilia McMoore | Phone: (808) 844-3184 |
| 2. | Carissa Leonida | Phone: (808) 844-3183 |
| 3. | Kelsey Lew | Phone: (808) 844-3181 |

If contact is not made with any of the above named person, SPO shall call FHB's 24-hour Customer Service line at, (808) 844-4567, who will in turn be responsible for notifying the Commercial Card Services Department.

- Notifications will be by email to all FHB personnel indicated below.

Corporate Card Department
E-mail: comlcard@fhb.com

Cecilia McMoore
Commercial Card Officer
Commercial Card Department
E-mail: cmcmoore@fhb.com

Carissa Leonida
Assistant Vice President
Commercial Card Department
E-mail: cleonida@fhb.com

Kelsey Lew
Account Administrator
Commercial Card Department
E-mail: klew@fhb.com

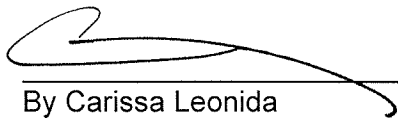
- FHB shall notify the SPO pCard administrator within five (5) State business days of any changes to the FHB personnel and contact information listed above.

During the periods not within the Governor's Emergency Proclamation:

- If there are any transactions on any Emergency pCard, FHB shall notify the SPO pCard administrator or alternate and the appropriate department's pCard administrator or alternate, via phone and followed up with an e-mail message, to the individuals contacted, within twenty four (24) hours of a transaction on the first available State business day, during normal business hours.
- Notification of the above by phone to the SPO shall be made to one of the following persons in the order of preference:
 1. Bonnie Kahakui
SPO pCard Administrator
E-mail: bonnie.a.kahakui@hawaii.gov
Phone: (808) 587-4702
 2. Shannon Ota
Purchasing Specialist
E-mail: shannon.j.ota@hawaii.gov
Phone: (808) 586-0563
 3. Shawn Richey
Purchasing Specialist
E-mail: shawn.l.richey@hawaii.gov
Phone: (808) 586-0577
- Attached ***Emergency pCard Department Contacts*** is the current list of departments and pCard administrators that have been issued Emergency pCards. The SPO pCard administrator or alternate will notify the Commercial Card Department by email to comlcard@fhb.com, within five State business days of any changes to department Emergency pCard contact information.
- The department's pCard administrator or alternate shall determine if the purchase is authorized based on the issuance of a Governor's emergency proclamation, and shall notify FHB by phone, from the list of names indicated above and followed up with an e-mail of any discrepancy, adjustments, or corrective action needed, with an e-mail copy to the SPO pCard administrator.
- Should it be verified that the Governor did not issue an Emergency Proclamation, FHB will provide information on all Emergency pCard transactions that have occurred to the department's pCard administrator or alternate contacted above and the SPO pCard administrator or alternate.

- The e-mail information shall include a message that there has been activity detected on an Emergency pCard with the following details provided by the TSYS TMS Fraud Detection team (as noted below):
 - pCardholder Name
 - Department/Agency
 - Last four digits of the pCard
 - Date and amount of transaction
 - Vendor and merchant category code
- FHB will take immediate corrective action as specified by the department's pCard administrator, if applicable. MasterCard's corporate protection plan shall be enforced in the event of unauthorized or fraudulent use.

FHB Accepts and Concur:


By Carissa Leonida 09/30/16 Date
Assistant Vice President, Commercial Card Department

Attachment

c: Alyssa S. N. Hostalley, Vice President and Division Manager, Business Services Division