Mastercard
SmartPay® 3

DEPARTMENT OF DEFENSE
IOD WEBINAR TRAINING

CONTENTS ARE PROPRIETARY AND CONFIDENTIAL TO MASTERCARD
Agenda

Mastercard/Oversight Data Mining Solution A/OPC Training Session

- Introductions & Overview
- Platform Training
Mastercard continually invests in leading-edge technologies and partnerships that drive best-in-class security controls, easy to use features, and long term innovation.

**PARTNERSHIPS**

A focus on key partnerships and sustainable innovation

- Insights on Demand: An exclusive partnership with Oversight, the public sector space’s leading fraud & misuse identification and on-demand insights platform
We Have a Better Way

• Every transaction analyzed

• Across the entire organization

• With full context of past behavior
Artificial Intelligence and Machine Learning
Mastercard/Oversight Data Mining Training Session

- Introductions & Overview
- Platform Training
Platform Training

• Training Goals
  – Learn how to navigate the Oversight platform and leverage features to review, research, and resolve cases

• User Logins: Login via Bank-provided Access Online or URL
Platform Training – Profiles

- My Open Cases – most of A/OPC time will be spent here
- My Emails – review emails that have been sent to or received from cardholder
Platform Training – Case Review – Summary Tab

- **Summary Tab**
  - Owner
  - Confidence and Priority
  - Indicators
  - Links
  - Status
  - Reason Code
Platform Training – Case Review – Entities Tab

- Entity Tab
  - Transaction Details

The image shows a screenshot of a platform training case review focusing on the Entities Tab. It includes a table listing various entities with details such as card description, transaction date, and amounts. There are also charts and diagrams illustrating transaction information and details.
Platform Training – Case Review – Entities Tab

• Entity Tab
  – Employee Cases
Platform Training – Case Review – Messages Tab & Email Templates

• Messages Tab
  – Email and Email Templates
Platform Training – Case Review– Messages Tab

- Messages Tab
- Audit Trail
- Email
- Notes
- Attachments

![Screenshot of Messages Tab](image-url)
Platform Training – Case Review – Questions Tab

- Different questions for different type of items
- After questions completed, go to Summary tab and close as Valid or not.
Platform Training – Summary Tab – Status Codes

• Detected
  – Automatically assigned to all new cases

• Under Review
  – The cases is currently being investigated by an Oversight user

• Email Sent/Received
  – The status automatically changes to “Email Sent” after an email is sent to an employee or manager, it also then will automatically change to “Email Received” once someone responds to the email.

• Closed- Valid
  – The case required no corrective action

• Closed- Abuse
  – The case is related to abuse of the card

• Closed- Internal Fraud
  – The case is related to internal fraud
Platform Training – Summary Tab – Status Codes (Continued)

• Closed - Misuse
  – The case involves misuse of the card

• Closed - Delinquent
  – The cases are for delinquent charges

• Closed – Administrative Discrepancy
  – The case has a discrepancy in reporting

• Closed- External Fraud
  – The case involves external fraud

• Closed- Contract Pay
  – The case involves a contract pay purchase
The case required no corrective action.

- **Below Threshold Value** - case is not material

- **Expense Investigated Continue Monitoring** - An acceptable expense per the agency policy

- **Potential Insight Modification** - cases of this type may not need to be flagged in the future
Platform Training – Summary Tab – Reason Codes for Closed -Misuse, Abuse, Internal Fraud

The case has been reviewed, and the cause of the case has been determined.

- Exceeds Minimum Need
- Unauthorized Use
- Personal Use
- Exceeds authorized limits
- Prohibited Items
- Split purchases
- Mandatory Source Not Used
Platform Training - Workbench Layout

- Profiles and folder structure
  - A/OPC who reviews cases
    - My Open cases – most of A/OPC time will be spent here
  - Higher level A/OPC
    - Open vs Closed case folders
    - All Insights
• Two basic views of cases: Summary and List View
  – Summary View
• Drill down and Summarize
Platform Training - Workbench Layout – Summary View – Drill Down

- **Summary View**
  - Drill down and Summarize
    - Most commonly used attributes
• **Summary View**
  – Drill down and Summarize
  • Most commonly used attributes
  • Exporting Summary data

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**Exceptions**

<table>
<thead>
<tr>
<th>Type</th>
<th>Employee Name</th>
<th>Merchant Category Code</th>
<th>Merchant Name</th>
<th>Priority</th>
<th>Confidence</th>
<th>Potential Impact</th>
<th>Own</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Card Transaction Suspicous Keyword</td>
<td>Michael Alveson</td>
<td>5411-GROCERY STORES AND SUPERMARKET</td>
<td>Target 00002289</td>
<td>Medium</td>
<td>High</td>
<td>120.11,000</td>
<td>Ovrsite</td>
</tr>
<tr>
<td>Purchase Card Transaction Outlier</td>
<td>Michael Ueber</td>
<td>5412-BOOK STORES</td>
<td>Amazon Marketplace PMT2</td>
<td>High</td>
<td>High</td>
<td>712.44,000</td>
<td>Ovrsite</td>
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<tr>
<td>Purchase Card Transaction Overdue</td>
<td>Douglas Hudson</td>
<td>5411-GROCERY STORES AND SUPERMARKET</td>
<td>Target 00002289</td>
<td>Medium</td>
<td>Medium</td>
<td>101.78,000</td>
<td>Ovrsite</td>
</tr>
<tr>
<td>Purchase Card Transaction Outlier</td>
<td>Kenneth Gers</td>
<td>5412-BOOK STORES</td>
<td>Amazon Marketplace PMT2</td>
<td>Medium</td>
<td>Medium</td>
<td>732.24,000</td>
<td>Ovrsite</td>
</tr>
<tr>
<td>Purchase Card Transaction Overdue</td>
<td>Charles Troy</td>
<td>5412-BOOK STORES</td>
<td>Amazon Marketplace PMT2</td>
<td>High</td>
<td>High</td>
<td>1,109.92,000</td>
<td>Ovrsite</td>
</tr>
<tr>
<td>Purchase Card Transaction Outlier</td>
<td>Jean Hades</td>
<td>5412-STATIONERY, OFFICE, AND SCHOOL OFFICE SUPPLIES</td>
<td>Target 00002289</td>
<td>Medium</td>
<td>Medium</td>
<td>940.08,000</td>
<td>Ovrsite</td>
</tr>
</tbody>
</table>

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File Name: PCard Suspicious Keyword
SelectDelimiter: Tab, Pipe, Comma

Do you want to open or save test2.csv from trial.oversightsystems.com?

Open, Save, Cancel
Platform Training - Workbench Layout - List View

List View
  – Preview Pane
  – Column Display Options
Platform Training- IOD Certification

IOD Certification ensures each approver has reviewed the cases assigned to them within a specific billing cycle.
Please print your completed certificate (found on the next slide) for your records, and once you have a PIEE profile, ensure the certificate is loaded into your profile.
Certificate of Completion
IoD Webinar Training

Name: ____________________________________________

Agency: __________________________________________

Date of Training: _________________________________

Signature: _______________________________________

Please print your completed certificate for your records, and once you have a PIEE profile, ensure the certificate is loaded into your profile.