

Office of State Uniform Payroll  
State of Louisiana  
Division of Administration

JOHN BEL EDWARDS  
GOVERNOR



JAY DARDENNE  
COMMISSIONER OF ADMINISTRATION

October 28, 2021

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2022-19

TO: LaGov HCM Paid Agency Human Resources  
and Employee Administration Staff

FROM: Andrea P. Hubbard  
Director

SUBJECT: OSUP Policy on Statewide Vendor Refunds

This is a reminder to agencies that it is OSUP Policy that **all refunds** due to employees for statewide vendor products, both participating and non-participating in the Flexible Benefits Plan, must be processed through the LaGov HCM payroll system **by agencies**. This policy is necessary to alleviate issues reported with duplicate refunds (from vendor and agency) due to LaGov HCM Benefits module processing.

The entire policy regarding refunds can be reviewed in the [Voluntary Benefits Vendor Refund Requests](#) procedure document on the [OSUP Procedures](#) page of our website.

Direct questions to a member of the OSUP Benefits and Financial Administration Unit at [\\_DOA-OSUP-BFA@LA.GOV](mailto:_DOA-OSUP-BFA@LA.GOV) or (225):

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APH/SMB:JAW

c: Statewide Vendor Administrative Coordinators  
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