

# *STATE OF LOUISIANA*



## *STATE LIABILITY*

### *TRAVEL CARD AND CBA POLICY*



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## I. INTRODUCTION

### A. Policy Statement

This policy and related procedures covers the State of Louisiana Travel Card and CBA (Controlled Billing Account aka Cardless Account aka Ghost Account) Program, and establishes minimum standards for possession and use to ensure compliance. The use of the Travel Card and CBA does not negate any current requirements and/or allowances in PPM49, including travel authorization/expense forms which must be completed for all non-routine travel, conferences and out of state travel, as well as purchasing policies, rules and regulations, mandates, Louisiana Statutes or Executive Orders, if applicable. All must be followed when using and administering the State Travel Card and CBA Program and this policy.

Cardholders, program administrators, program users, supervisors/approving officials, auditors or anyone associated with the card program who knowingly, or through willful neglect, fails to comply with all travel laws, policies, rules and regulations, mandates, statutes, executive orders, state and agency card program policies and procedures and/or PPM49 as applicable may be subject to suspension or termination of account privileges or other disciplinary action, up to and including criminal prosecution to the fullest extent of the law. The Office of State Travel reserves the right to withdraw any authority or delegated approval due to non-compliance with applicable laws, rules, regulations, mandates, policies and procedures.

### B. Purpose

The Travel Card is a tool used to assist employees in paying for specific, higher cost travel expenses, incurred during travel for official state business. The Travel Card is a Visa card issued by Bank of America (BOA) for the State of Louisiana and will be identified with the State of Louisiana seal and marked "Commercial Travel Card/Louisiana Travel Card". The cards are yellow and embossed with the employee's name, department name, account number and tax exempt number. Expiring Travel Cards will automatically be replaced/renewed prior to the expiration date by the issuing bank and sent to the program administrator for distribution to cardholders who have completed the annual requirements of re-certification from the states online training class, agency training and signed the most current Cardholder Agreement Form.

The Travel Card enables employees to purchase travel related accommodations/services with the convenience of a credit card to offset allowable official state business travel expenses in accordance with PPM49 <http://www.doa.la.gov/pages/osp/travel/travelpolicy.aspx> while providing management with a means of maintaining control over those expenses. The use of this card will improve efficiency and effectiveness by forming one source of payment while reducing the need for cash advances and reimbursements. State Agencies are mandated to use a state issued card for all high dollar travel expenses, including but not limited to registration, lodging, airfare and vehicle rental.

### C. CONDITIONS OF PARTICIPATION

All agencies, public/post-secondary, as condition of participation in the Travel Card Program shall abide by the terms of this Policy unless a "Request for Exemption" is submitted and approved by the Office of State Travel <http://www.doa.la.gov/osp/travel/forms/DOAtcardExceptionRequest.pdf>. The request shall:

- cite the specific paragraph(s) of this Policy for which the exception is requested
- include a description and justification for the exception
- state the specific length of time for which the exception is necessary

The Agency Travel Card and CBA Program Administrator and the State Travel Card and CBA Administrator shall keep approved exceptions on file.

Using the Travel Card must comply with current travel laws, polices, rules and regulations, mandates, statutes, executive orders State Liability Travel Card and CBA Policy and PPM49 as well as all agency internal policies and procedures as applicable.

The Statewide Travel Card and CBA Policy is not designed to be specific to an individual State Agency in all areas. Each State Agency must develop its own internal policy and procedures to ensure compliance with the statewide card policy as well as address areas that the statewide policy cannot and does not address. The State Agency should evaluate the internal policy and procedures at least annually to ensure compliance with all policies.

All State Agencies, public/post-secondary, boards and commissions, will be mandated to implement WORKS Workflow, which is an online system through Bank of America. The system captures transactions which requires both the cardholder and cardholder's approver's electronic signatures before a cardholder's credit limit will refresh, along with the ability to maintain receipts and backup supporting documentation electronically in one central location through the mandated scanning feature, therefore, assisting with audits and reviews. The system allows for an additional level of approval, beyond the cardholder and approver allowing a second level of review.

All program participants, i.e. program administrators, cardholder, CBA accountholder/authorizer and cardholder approvers are required to complete the State online certification class annually, receiving a passing grade of at least 90 in order to remain as a Program Administrator, receive a new travel card, a renewal travel card, remain as CBA accountholder/authorizer or remain as a cardholder approver. These certifications will be developed and updated, as necessary, by the Office of State Travel. **Note:** The certification class for the CBA accountholder/authorizer is the same as a cardholder's certification.

All program participants must sign the most current State of Louisiana Corporate Liability Travel Card Program Agreement Form for the applicable program role on an annual basis. Agreements acknowledge and outline the applicable responsibilities under the program. Original forms must be given to the Program Administrator and copies provided to the approver. **Note:** The Agreement form for the CBA accountholder/authorizer is the same as a cardholder's agreement form.

Cardholders and their approvers are required to complete agency developed training on both the agency's internal policy and procedures before cards can be issued and attend annual refresher training thereafter to remain active in the program. Proof of annual training for all program participants is required to be kept on file.

Any exception to this policy requires approval from the Office of State Travel and will be considered on a case-by-case basis and should be in writing on the Exemption Request Form and forward to the Office of State Travel for approval <http://www.doa.la.gov/osp/travel/forms/DOAtcardExceptionRequest.pdf>.

In the event that an agency/public post-secondary/board/commissions entity fails to comply with the requirements for participation in the Travel Card and CBA Program, the result of noncompliance may be removal from the Travel Card/CBA Program.

## **D. DEFINITIONS AND ACRONOYMS**

**Accountholder/ Cardholder** – terminology used to reference the employee that has been issued a Travel Card or account holder/authorized user of the CBA.

**Agreement Form** – A form signed by a program administrator, cardholder and cardholder approver, annually, that acknowledges they have received required training from the agency, completed the state's certification requirement and received a passing score of at least 90, understands the Travel Card Policies, both state and agency and accepts responsibility for compliance with all policies and procedures.

**Approver** – The cardholder's supervisor or the most logical supervisor that is at least one level higher which would be most familiar with the business case and appropriate business needs for the cardholder's transaction and is responsible for approving transactions on-line and signs both the cardholder's billing cycle log and monthly statement.

**Billing Cycle** - The period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight on the 8<sup>th</sup> of each month.

**Card Abuse** – Use of the card for non-approved State business purchases such as for personal purchases. See definition of “card misuse” and “fraud” and Section III “Card Misuse”.

**Card Misuse** – Use of the card for legitimate purchases but for goods or services that are prohibited by State or internal policy (e.g., purchases for fuel for a State Vehicle when the agency participates in the Statewide Fuel Card Program) See definition of “card abuse” and “fraud” and Section III “Card Misuse”.

**Cardholder** – A State of Louisiana employee whose name appears on the Travel Card or the person who has been assigned by the agency as the accountholder/authorizer for the CBA and is given authority to make purchases within preset limits on behalf of the agency.

**Cardholder Enrollment Form** – A form that initiates the Travel Card issuance process for the cardholder.

**Controlled Billed Account (CBA)** – A credit account issued in an agency's name (no plastic card issued). These accounts are direct liabilities of the State and are paid by each agency. CBA Accounts are controlled through a single authorized accountholder/authorizer to provide means to purchase any allowed transactions/services allowed in the current State Liability Travel Card and CBA Policy. Although other travel related charges are now allowed on the CBA account, the traveler should be aware that there is no plastic issued for a CBA to ensure that this will not impair travel plans.

**Controlled Billed Account (CBA) Accountholder/Authorizer** – Person responsible for the CBA account. The accountholder/authorizer is a specific person assigned to a CBA account with the same responsibilities as that of a cardholder. Each CBA account must have only one accountholder/authorizer.

**Cycle** - The period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight on the 8<sup>th</sup> of each month. Synonymous with “billing cycle”

**Cycle Limit** – Maximum spending (dollar) limit a Travel Card/CBA is authorized to charge in a billing cycle. These limits should reflect the individual's purchasing patterns. These are preventative controls and, as such, should be used judiciously.

**Default Coding** – Agency specific accounting assigned to an individual cardholder's transaction which exports to the agency's accounting system, if applicable.

**Department Head** – An elected officer, an appointed officer, the executive head of a state agency or President of a College or University.

**Disputed Item** – Any transaction that was double charged; charged an inaccurate amount, or charged without corresponding goods or services by the individual cardholder.

**Electronic Funds Transfer (EFT)** – An electronic exchange or transfer of money from one account to another, either within the same financial institution or across multiple institutions.

**Electronic Signature** – An electronic sound, symbol or process attached to or logically associated with a record or executed or adopted by a person with the intent to sign the record.

**Export File** – Data that pushes from Bank of America WORKS into ISIS/LEO or other applicable accounting system which imports to the agency's financial system to create the voucher for Bank of America payments.

**Fraud** – Any transaction, intentionally made that was not authorized by the cardholder or not for Official State Business. See definition of “card misuse” and “card abuse” and Section III “Card Misuse”.

**Incidental Expense** – Expenses incurred while traveling on official state business, which are not allowed on the state liability Travel Card. Incidentals include, but are not limited to meals; fees and tips (porters, baggage carriers, bellhops, hotel maids); transportation between places of lodging/airport such as taxi; phone calls and any other expense not allowed in the State Liability Travel Card and CBA Policy.

**INTELLILINK** – Visa's web-based auditing tool which is used to assist with monitoring and managing the agency's card program usage to ensure that card use conforms to all policies and procedures.

**ISIS** – State of Louisiana's integrated system used for accounting, financing, purchasing, and contracting functions.

**LaGov** – State of Louisiana's integrated system used for accounting, financing, logistics, human resources, procurement, travel and data warehouse storage and reporting.

**Merchant** – A business or other organization that may provide goods or services to a customer. Synonymous with “supplier” or “vendor”.

**Merchant Category Code (MCC)** – Standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant. A merchant is assigned a MCC Code by the acquiring bank.

**Merchant Category Code Group (MCCG)** – A defined group of merchant category codes. MCCGs which are used to control whether or not cardholders can make purchases from particular types of merchants.

**Performance Evaluation System (PES)** – An annual assessment of an employee's overall performance based on work tasks and behavior standards.

**Personal Purchases** – Non-work related goods or services purchased solely for the benefit of the cardholder, the cardholder's family, or other individual(s).

**Policy and Procedure Memorandum 49 (PPM49)** – The state's general travel regulations <http://www.doa.la.gov/pages/osp/travel/travelpolicy.aspx>. These regulations apply to all state departments, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self-sustaining; federal funds, or funds generated from other source.

**Program Administrator** – Person responsible for administering and managing the State Travel Card Program at the Agency level and acts as the main contact between the Agency and the issuing bank.

**Receipt** – A merchant-produced original document that records the relevant details for each item purchased including quantities, amounts, a description of what was purchased, the total charge amount and the merchant’s name and address (e.g. sales receipt, original invoice, packing slip, credit receipt, etc.) This must match the online transaction amount and be matched to any other related documentation regarding the transaction.

**Single Purchase Limit (SPL)** – The maximum spending (dollar) limit a Travel Card is authorized to charge in a single purchase. The SPL limit may be up to \$5,000; however, this limit should reflect the individual’s purchasing patterns. These are preventative controls and, as such, should be used judiciously.

**Split Purchase** – A practice whereby one or more cardholders or suppliers split a purchase into two or more transactions and/or purchase orders to circumvent either Single Transaction Limits or bid requirements. This is prohibited by the Statewide Travel Card Policy.

**State Program Administrator** – Central point of contact responsible for managing and overseeing the Statewide Travel Card Program.

**Transaction** - A single purchase of goods or services. A credit also constitutes a transaction.

**Transaction Documentation** – All documents pertaining to a transaction, either paper or electronic. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to: original itemized purchase receipts/invoices (with complete item descriptions, not generic such as “general merchandise), receiving documents, credits, disputes, and written approvals. If travel has been approved, documentation should also contain airline exceptions, justifications, approvals, travel authorization, travel expense, etc.

**Travel Card** – a credit account issued in a state employee’s name. This account is the direct liability of the State and is paid by each agency. Travel Card accounts are the preferred means of payment for purchases of goods and services. Also referred to as the State Travel Card.

**Travel Card/ Billing Cycle Purchase Log** – Either paper or electronic form used in the reconciliation process for purchases/services charged during the billing cycle. The log is used to document cardholder’s approval of purchases billed by matching the paper billing statement, received from the bank, to a log and the original documentation obtained from the vendor(s). Approval of the log by the cardholder can either be by signature (paper log) or electronic signoff (through WORKS Workflow), likewise, designated approver’s approval can either be by signature (paper) or electronic signoff (online in Workflow). Electronic Logs must be in an un-editable format such as a PDF.

**Travel Card Profile** – Unique profile associated with a cardholder that sets the card credit limit, single purchase limit and MCCs on the Cardholders ability to make purchases on behalf of the state. The Profile name must be unique and should be set up in the following format, this is an example only – CL\$20,000; STL \$1,000; Travelall

**Works** – Bank of America’s web-based system used for program maintenance, card/CBA issuing/suspension/cancellation and reporting.

**Works Workflow** – Bank of America’s online system that includes user profiles and transaction workflow. For ISIS and LaGov interfaced agencies, transactions are coded and interfaced to the ISIS/LaGov systems for payment monthly.

## **II. ROLES AND RESPONSIBILITIES**

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### **A. OFFICE OF STATE TRAVEL**

The State of Louisiana, Office of State Travel is responsible for the statewide contract administration of the State Liability Travel Card and CBA Program and serves as the central point of contact to address all issues and changes necessary to the overall program, and coordinate such changes with the contractor, Bank of America.

The Office of State Travel will issue and maintain the Statewide Policy. If the state's policy or the program limits change statewide, a revised State of Louisiana State Travel Card and CBA Policy will be issued by the Office of State Travel.

The Office of State Travel will approve agency participation in the program and along with the agency identify the allowable Merchant Category Codes (MCC) and their limits.

The State Program Administrator oversees the Statewide Travel Card Program and serves as a liaison between the Agency Program Administrators to address all issues and changes necessary to the overall Travel Card program and coordinates any changes with Bank of America.

### **B. AGENCIES, PUBLIC/POST SECONDARY, BOARDS AND COMMISSIONS**

Each Agency is responsible for developing and implementing a Travel Card and CBA Policy documenting within all internal procedures and ensuring that they are in compliance with the guidelines of the Statewide State Liability Travel Card and CBA Policy". Policies should be updated as necessary with changes which may occur in the Agency's internal procedures and/or State's Travel Card and CBA Policy provided by the Office of State Travel and Bank of America. Agency policies and procedures may contain terms, conditions and limits more restrictive, but not more liberal, than those in the Statewide Travel Card and CBA Policy. Whenever a State Agency's policy is more restrictive than the Statewide Travel Card Policy, then the State Agency policy takes precedence.

Agency responsibilities include administration of its State Liability Travel Card and CBA program and compliance with all state guidelines identified herein, any requirements and/or allowances in PPM49, as well as current purchasing policies, rules and regulations, mandates, statutes and executive orders, as applicable. The agency is responsible to ensure that the cardholders are using the Travel Card properly, therefore the agency is expected to know general policies and procedures governing the agency's Travel Card and CBA Program, specifically the Program Administrators. Agencies are encouraged to add State Travel Card and CBA compliance requirements as part of their employees Performance Evaluation System (PES).

It is strongly urged that agencies establish controls for pre and post approval of items on the Travel Card. A strong system of internal controls is essential for detection and deterrence of fraud, cardholder misuse, or cardholder abuse of the Travel Card. Internal controls include policies, procedures, and training in addition to spending limits and Merchant Category Code restrictions.

Additional documentation steps, that are strongly recommended, which would strengthen controls in the review process include:

- Documenting the reason for the travel expenses on the receipt along with signature from cardholder and supervisor.

- Include travel authorization/expenses forms for all non-routine travel, conferences and out of state travel, as well as conference agenda, if applicable.

Travel Cards are issued with State liability, under which the state is liable for the cost of the purchases. The program is based on the strength of the State's financial resources, not the personal finances of the cardholder. Due to the state liability, Travel Cards are to be issued in the name of State of Louisiana Employees only.

**In addition to establishing proper controls and agency's procedures, agencies are responsible for:**

Determining appropriate cardholders and setting individual limits for a single transaction, daily and/or cycle transaction limits. At a minimum Travel Cards will be issued with dual limits. The agency is responsible for setting the individual cardholder's limit and determining the overall cycle limit (monthly credit limit). An agency may allow a single purchase limit (SPL), agency-wide or on an individual card basis, up to \$5,000 without prior approval from the Office of State Travel. Limits by the agency should reflect the individual's purchasing pattern. These are preventive controls and, as such, should be used judiciously. Exceptions to the single purchasing limit may be requested from the Office of State Travel on an Exception Form <http://www.doa.la.gov/osp/travel/forms/DOAtcardExceptionRequest.pdf>. The Office State Travel must approve in writing any authority for a SPL or one time override above \$5,000. Agencies are cautioned when increasing the SPL that best practice calls for the SPL to be limited to the lowest amount needed for the duties of that individual.

The "Request for Exemption Form" would also be applicable to open any MCC codes which are prohibited or restricted. Request will be considered if the agency is in compliance with the program, with the state guidelines, adequate staff experience and training are demonstrated with factors that promote the overall use of the program and if the approval by the Office of State Travel is determined to be in the best interest of the state. It is also best practice to issue only one card per cardholder.

**GENERAL CONDITIONS**

1. Training must be conducted when a new card is issued and a new approver is assigned as well as annually thereafter to ensure that all program participants, such as program administrators, cardholders, CBA administrators, cardholder approvers, and any other applicable personnel that has a role in administering this program, is aware of all duties and responsibilities associated with possession/use of a State Liability Travel Card.
2. Cardholders must be approved by appropriate agency authority and distributed only to frequent purchasers/travelers, based on the request of a supervisor, manager or department head, not as an automatic process upon hiring.
3. No Travel Card including a CBA account shall be issued to program administrators, department heads, auditors of the program or any person with roles associated with administering and monitoring the program including the person responsible for monthly audits/reports and second level review of the agency's program. If it is a justifiable hardship for one of the above positions not be allowed to possess a Travel Card, a written request must be submitted to the Commissioner of Administration including detailed justification as to why this is not feasible and what precautions will be taken to guarantee the security and validity of purchases. Specific approval from the Commissioner of Administration must be obtained prior to issuing a card to an individual listed above.

The only exception regarding an employee possessing a card with a role in the program is a cardholder approver. However, in order for a cardholder approver to possess a travel card, monthly audits, sign-off in Works (once implemented into Workflow), and all other responsibilities listed

throughout this policy for a cardholder approver, must be fulfilled by someone which is at least one level higher than the approver.

4. Monitoring cardholders which are not active and adjusting the SPL's and/or monthly cycle limit accordingly based on changes in needs and cancelling cards when not utilized in a twelve month period. A card may only remain active, if dormant for a twelve month period by justification and approval from the Office of State Travel. If approved, the card must be suspended and profile change to a \$1 limit until future need for activation. An example of the need for a card that may be dormant for 12-months is that the card is being maintained for only emergency situations.
5. There must be separation of duties between the person responsible for conducting the monthly audit reports and/or the second level review, they should not be an approver or cardholder for transactions they will ultimately audit.
6. To allow for proper and complete program audits, all participating agencies will be mandated to implement WORKS Workflow, which is an online system through Bank of America. The system captures transactions which requires both the cardholder and cardholder's approver's electronic signatures before a cardholder's credit limit will refresh, along with the ability to maintain receipts and backup supporting documentation electronically in one central location through the mandated scanning feature, therefore, assisting with audits and reviews. The system allows for an additional level of approval, beyond the cardholder and approver allowing a second level of review. It is recommended that agencies utilize this function as an additional internal control for detection and deterrence of fraud, cardholder misuse or cardholder abuse of the Travel Card.
7. All Travel Card transactions must have a detailed receipt, not a generic description such as "general merchandise" or should be fully documented elsewhere, (both paper and an un-editable electronic form, once an agency has implemented Workflow) and must be in accordance with all requirements and/or allowances in PPM49 (<http://www.doa.la.gov/pages/osp/travel/travelpolicy.aspx>), including travel authorization/expense forms which must be completed for all non-routine travel, conferences and out of state travel, as well as purchasing policies, rules and regulations, statutes and/or executive orders, mandates, State Liability Travel Card and CBA Policy and PPM49 guidelines as applicable.
8. Default/override accounting codes must be assigned to each transaction if the agency has created an interface with their accounting systems. ISIS/LaGov interfaced agencies are mandated to interface the accounting function of WORKS Workflow which ultimately interfaces into the ISIS/LaGov accounting systems. All other agencies, post/secondary, boards and commissions, which are non ISIS/LaGov interfaced agencies have the option to interface Works Workflow into their accounting system. Although the accounting function is not mandated for non ISIS/LaGov it does not negate any other mandated requirements in WORKS Workflow.
9. Participating Agencies with internal auditors should include the activities of the State Liability Travel Card and CBA Program in the annual risk assessments that are conducted on the Agencies. If the activities of the purchase card programs are deemed to be high risk, the internal auditors should address this area of high risk like others identified within an Agency in developing their annual audit plans and work schedules. Conducting an audit of the purchase card program no less than once every 3 years, however, is encouraged by the Office of State Travel.

Upon initiating an audit of the Travel Card activities, internal auditors should notify the Office of State Travel via email. In addition copies of all completed audits should be provided to the Office of State Travel.

Agencies who do not have internal auditors and cannot comply with the above requirements must submit in writing to the Office of State Travel they are unable to meet this requirement including the date of the last legislative audit or external audit of the agency's card program. Copies of all completed audits should be provided to the Office of State Travel.

### **COMPLIANCE WITH LAWS AND POLICIES**

1. Establishes written internal procedures to ensure compliance with all travel requirements, PPM49, purchasing rules and regulations, statutes, executive orders, mandates, and the internal card policy.
2. Develops written procedures for requesting exemptions to the State policy requirements using the Exemption Request Form <http://www.doa.la.gov/osp/Travel/forms/DOATcardExceptionRequest.pdf>
3. Submits all request for exceptions to the Statewide Travel Card and CBA Policy to [shelita.woods@la.gov](mailto:shelita.woods@la.gov).

### **TRAINING**

1. Develop training specific to the agency's internal policy and procedures for all cardholders, supervisors/approving officials.
2. Develop appropriate refresher internal agency training to be delivered annually.
3. Develop the agency's internal Travel Card procedures in compliance with the principles of sound internal controls.
4. Ensure that that all card program personnel review notification of changes in State and internal policies and procedures, including official announcements from the Office of State Travel.
5. The agency Program Administrator shall document the date training was attended as well as maintain a signed roster of attendees.
6. Agency Program Administrators are responsible for maintaining on file proof of ongoing training records including agency's policies and procedures for all of their cardholders and approves as well as the sufficiently documented internal controls and other measures (i.e. audits) to prevent and/or detect misuse or abuse of the Travel Card and other accounts.

## INTERNAL CONTROLS

1. Maintain budgetary controls.
2. Determining allowable merchant category codes based on individual needs and the State's allowances.
3. Educate program participants on State and agency policy requirements, procedures and allowances.
4. Educate program participants on use of the card sales tax requirements.
5. Educate cardholders on process of reporting a card lost, stolen and/or any fraudulent activity.
6. Develop written procedures for ordering and canceling cards when lost or stolen or when a cardholder leaves employment including an exit interview. An exit interview should include a review by the cardholder and supervisor/approving official and/or program administrator of all current charges on the account, verifying that all necessary original supporting documents, original receipts and required signatures have been obtained. Receipts are attached to each transaction in WORKS and both the cardholder and approver have signed off on all transactions in WORKS once the agency has been implemented into WORKS Workflow. Cards should be returned to the agency program administrator to cancel and destroy.
7. Develop a paper purchasing card log used to assist in reconciliation process to include if the agency has not been implemented into WORKS Workflow or has chosen not to utilize the electronic log.
8. Develop and include approval procedures within internal policy and procedures for handling transaction approvals during extended absences of the cardholder and/or the supervisor/approver, especially once the WORKS Workflow is implemented.
9. Establish procedures for reducing Travel Card cardholders to \$1 limits or suspending the card during an extended absence and/or until the cardholder returns. This will protect the cardholder and the agency during their absence.
10. Establish and enforce personnel policies to discipline employees in the event of abuse, misuse or failure to comply with established guidelines. Develop written procedures for reporting and documenting actual and/or potential cardholder abuse or misuse. Ensure that the consequences, outlined in the agency's policy and procedures are executed and all program participants are aware of the consequences of certain actions involving the Travel Card Program.
11. Develop procedures for recovering unauthorized charges and/or overage of allowances as defined in PPM49. If abuse, whether accidental for the Travel Card such as travel incidentals, occurs more than twice, cancellation is strongly encouraged.
12. Develop procedures for state, city, parish tax reimbursement for unauthorized tax exempt travel purchases.

13. Maintain list of all agency cardholder's names and their approvers in a central location, not units, departments, sections, etc. with documentation showing notification to approvers of the cardholders they are responsible for approving.
14. Ensure that every cardholder's business email address matches the cardholder's name in WORKS. Another cardholder's email address or a personal email may not be used without prior approval from Commission of Administration.
15. Establish agency Corporate Business Accounts (CBA's) and determining proper accountholder/authorized user. The contract travel agency must be notified of accountholder/authorizer for each CBA account.
16. Annually, the program administrator, along with all cardholder approvers shall review cardholders, cardholder limits and ensure appropriate utilization. Documentation shall be maintained showing compliance with this requirement to include a list of all cardholders including a statement all were reviewed, signed and dated. **Please note:** The approver's agreement form cannot be substituted for this review, unless the agreement form is modified to add cardholder limits.
17. Develop procedures for online accounts, such as Amazon, PayPal, etc., as these are sometimes used for conferences. These types of accounts, if necessary and allowed for use by an employee, must have a standalone business account or registration and must not be combined with an individual's personal account. By doing this, it allows the agency access to view the accounts online while verifying that all purchases were business related, email receipts were not altered and that all purchases are being delivered directly to the agency.
18. Ensure that transactions are audited monthly in accordance with the Audit Requirements, see Section VII.

### **C. DEPARTMENT HEAD**

The Department Head or President for Higher Education is responsible for all Travel Card Activity of the Agency and that the program is in compliance with all requirements and will be responsible for designating the Agency Travel Card Program Administrators. Any changes to the State Agency Travel Card Program Administrators and/or Department Head or President for Higher Education shall be submitted to the State Program Administrator in writing immediately upon any changes, on the State Purchasing Card Program Administrator Change form <http://www.doa.la.gov/pages/osp/travel/corptravcard.aspx> and signed by the Agency's Department Head or President for Higher Education. The completed form should be emailed, faxed or mailed to the State Travel Card Program Administrator. The State Travel Card Administrator will forward the changes to the Issuing Bank.

### **D. AGENCY PROGRAM ADMINISTRATOR**

The Agency Program Administrator serves as the main point-of-contact for all card program personnel and serves as a liaison between their Agency, the Office of State Travel and the issuing bank. The Agency's Program Administrators are responsible for coordinating, monitoring and overseeing the agency's Travel Card Program, ensuring that key controls are in place and are operating as designed. It is mandated that the agency have at a

minimum of both a Primary and Secondary Program Administrator. Agencies unable to meet the requirement of both a primary and secondary Program Administrators must submit a request for approval from the Office of State Travel with justification as to why this requirement cannot be met. Any or all of the following administrative responsibilities may be delegated to another individual, however any person with any administrative roles may not possess a card.

The Agency Program Administrators or agency designee must fulfill responsibilities in the following areas:

### **PROGRAM MANAGEMENT**

1. Keep informed of program updates distributed by the Office of State Travel, as they are sent as an email and posted to the Office of State Travel website <http://www.doa.la.gov/pages/osp/travel/CorpTravCard.aspx>. Disseminating all information to the Department Head, cardholders, CBA accountholders/authorizers, approvers and any other agency personal as deem appropriate.
2. Maintain the annual, original signed agreement form for the State of Louisiana Corporate Liability Travel Card Program for all participants of the Travel Card Program. A copy of the signed agreement along with the state and agency policies, or a link to all policies, current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, State Liability Travel Card and CBA Policy, internal agency policies and procedures and/or PPM49 as applicable, shall be provided to the program participant.
3. Maintain copies of the annual online Leo Certification for all program participants.
4. Provide the State Travel Card Program Administrator written notice immediately of any changes in status to the Agency Travel Card Program Administrator.
5. Communicate all program and policy changes to all program participants
6. Collaborate with the agency's department head to develop and maintain the agency's Travel Card Policy and Procedures to address policy areas unique to the state agency or that are not covered by the Statewide Policy.
7. Review the Agency's Travel Card procedures at least annually to ensure compliance with all purchasing policies, rules and regulations, statues, executive orders, mandates and PPM49 as applicable.
8. Work with management to identify job titles or positions that require a Travel Card.
9. Develop internal procedures for requesting new cards and/or changes to existing cards (i.e. change in spending limits).
10. Work with management to determine appropriate cardholder spending limits based on budget restrictions, job requirements, historical spending patterns, and overall procurement practices.
11. Monitor the issuance of cards, ensuring prompt reconciliation of periodic statements.

12. Along with the cardholder's supervisor/approving official evaluates cardholder spending limits against actual usage annually and terminate cards that show consistently low usage or have been dormant for one year.
13. Issue secure user ID's for each cardholder, approver, CBA administrator, accountant, auditors and agency program administrator in all WORKS applications once the online system is implemented.
14. Request cards, users in WORKS and performing any maintenance necessary for agency cardholders.
15. Ensure that all program participants' job title is listed in the Nickname Field in WORKS.
16. Terminate a cardholder's status as a cardholder and canceling Travel Cards through WORKS.
17. Immediately inform the State Travel Card Program Administrator of any misuse, abuse or fraudulent use of a Travel Card.

## **E. SUPERVISOR/APPROVER**

The approver is the Agency employee who approves purchases made by the cardholder to which he or she is assigned. Approvers are limited to **twenty** cardholders and must be the immediate supervisor or the person most familiar with the cardholder's business needs that is at least one level higher than the cardholder. By approving each Travel Card transaction, the approver exercises critical control by ensuring authorized and appropriate Travel Card use and correct allocation of expenses in accordance with all purchasing policies, rules and regulations, statues, executive orders, mandates, policies and PPM49 as applicable. No cardholder may approve his or her own Travel Card transactions. **The cardholder shall never be the final approver of his own monthly Travel Card log/online transactions.**

### **The approver has the following responsibilities:**

1. Obtain, review and understand the state and agency policies. Maintain knowledge of all applicable current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable on use of the Travel Card. Keeping informed of program updates as sent from the agency program administrators or anyone else associated with the Travel Card program.
2. Annually complete both the state and agency required training on policies and procedures and sign the Approver Agreement Form, with original documentation given to agency program administrator and a copy kept on file with the approver.
3. Immediately report any fraud or misuse, whether actual, suspected or personal charges to the agency program administrator, as well as, agency head and other personnel/agencies as required. The approver will participate in any disciplinary actions which may be deemed appropriate, if necessary.
4. Notify an agency program administrator, immediately, upon separation, change in department/section or during extended leave for the approver and any cardholders in which you are the approver.

5. Along with the Program Administrator complete an exit review, with the cardholder, of the cardholder's transactions, supporting documentation and receipts, as well as, obtaining necessary signatures prior to departure including uploading back up documentation and receipts and signing off on all transactions in WORKS.
6. Ensure that the Travel Card is obtained from the employee upon separation or change in department/section and return card to agency program administrator. Ensure that agency program administrator makes necessary changes to cancel the card and to remove approver as the employee's approver and/or employee from the list of cardholders for which approver is responsible, once the cardholder has completed the exit interview.
7. Ensure that either approver or the cardholder notifies the agency program administrator if card is lost, stolen or has fraudulent charges. Ensure the cardholder immediately notifies the bank as well.
8. Ensure each transaction, to the best of approver's knowledge:
  - Has an appropriate business purpose, not for personal use, fits the cardholder's business needs.
  - Is in compliance with all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable.
  - Includes an original receipt and complete supporting documentation, including a detailed line item description where generic descriptions is on receipts such as "general merchandise",.
  - Verify that receipt date, supporting documentation and documentation dates, along with the log dates, correspond with known business needs or trip allowances and dates, if applicable and travel has been approved.
  - All receipts and supporting documentation are scanned into WORKS Workflow, once implemented and tied to the appropriate transaction and reviewed against the original receipt and supporting documentation.
  - Is not a duplication of personal request and/or reimbursements for travel related expenses.
  - Does not include exempted sales tax.
  - Has been coded properly for payments as outlined in the agency policy and procedures and as required in WORKS Workflow for ISIS and LaGov interfact agencies.
  - All documentation correspond with the program cycle dates (which begin the 9<sup>th</sup> of one month and ends the 8<sup>th</sup> of the following month).

**NOTE:** It is the Approver's responsibility to verify the validity of each transaction, and that complete original documentation exists to support each purchase, service and/or credit, verifying that the purchases are for official state business, by reviewing both the original documentation and the attached documentation to each transaction in WORKS workflow.
9. The immediate supervisor/approver must review the information and original documentation entered and scanned into Workflow, and submitted by the cardholder prior to signing off on the transaction in WORKS. If the information is not correct, the Supervisor/Approver should flag the transaction and electronically return it to the Cardholder for additional information and/or correction.

10. All transactions must be approved in WORKS by the approver and not auto signed off. WORKS approver in WORKS must be the cardholder's supervisor that is at least one level higher and has a thorough knowledge of cardholder's job responsibilities and familiar with the business case and appropriate business needs for the cardholder's transactions in order to determine if purchases are job-related or otherwise authorized. A Supervisor/Approver's electronic approval certifies that the goods and/or services purchased are essential and necessary, appropriately budgeted for and are in compliance with all requirements herein.

**NOTE:** The immediate supervisor/approver must sign off on all transactions in WORKS before the cardholder's monthly credit limit will refresh. Approval by the approver certifies that the documentation is acceptable for each transaction that it was for official state business, that it is in compliance with appropriate rules and regulations, etc., as mentioned above and that it has been reviewed and is approved.

When transactions are made for the approver of a CBA account, the transactions must be 100% reviewed and signed off by a third level reviewer. The approver must sign off on the transaction in WORKS and he monthly billing statement, however the original monthly log and billing statement must also be signed by a the third level reviewer.

11. Ensure that a log, either electronic, once implemented into WORKS Workflow or on paper is completed by each cardholder. Both the log and original billing statement must be signed by both the approver and the cardholder. Both the cardholder and the approver must sign off electronically on every transaction in WORKS with no auto-sign off signatures before the WORKS Billing Cycle Log can be accepted as the signed log. Manual signatures are required on any electronic logs in which a transaction is missing either the cardholder or the approver's electronic signature. Electronic signatures are acceptable for the WORKS Workflow Billing Cycle Log only. Original Billing statements must be signed by both the cardholder and the approver, electronic or stamped signatures are not acceptable. The signed log or approved electronic log with electronic signatures of both the cardholder and the approver, signed original monthly statement, by both the cardholder and the approver, along with any findings and justifications, must then be forwarded to the agency's fiscal office for review and maintenance of the file.
12. Review, at a minimum annually, all cardholders which approver is designated as an approver along with profile limits to ensure appropriate utilization of the card and program intent. This will ensure that all cardholders limits, MCC Codes, etc., are working properly for the cardholder. If limits or codes are not allowing the cardholder to perform his duties, then the approver should contact the agency program administrator to make necessary adjustments.

Understand that failure to properly fulfill responsibilities as a Travel Card approver could result, at a minimum, in the following:

- Written counseling which would be placed in employee file for a minimum of 12 months.
- Consultation with agency program administrators, and possibly head of agency and internal audit section.
- Disciplinary actions, up to and including termination of employment.
- Legal actions, as allowed by the fullest extent of the law.

## **F. CARDHOLDER AND CBA ACCOUNTHOLDER/AUTHORIZER**

All cardholders and CBA accountholders/authorizers must keep informed of program updates as sent from the agency program administrators or anyone associated with the program. Cardholders must have an understanding of state current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable on use of the Travel Card.

Purchases should never be artificially divided to avoid the Travel Card policy limits. Cardholders are prohibited from splitting a transaction between two or more transactions in order to circumvent the Single Purchasing Limit (SPL) imposed on the card regardless of the amount of the SPL. Section 6 of the current Small Purchase Executive Order reads "In absence of a good faith business basis, no purchase or procurement shall be artificially divided within a cost center or its equivalent, to avoid the competitive process or the solicitation of competitive sealed bids".

### **CARD USAGE**

1. Use Travel Card for official state business only. No personal use. Travel Card is limited to the person whose name is embossed on the card or the person assigned as the CBA accountholder/authorizer. The Travel Card shall not be used to pay for another or loaned to another person to pay for official or non-official business expenses.
2. Annually complete all required state and agency training on policies and procedures and sign the Cardholder Agreement Form, with original documentation given to agency program administrator and a copy kept on file with the approver.
3. The Cardholder, CBA Accountholder/Authorizer is to never:
  - Loan to another person or use to pay for another person's expenses without prior approval from the Office of State Travel.
  - Give account number or pin number to any individual other than the merchant in which a purchase is being made.
  - Include the full Travel Card account number in emails, faxes, reports, memos etc. If necessary use of the last four or eight digits are allowed. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number when documentation prior to maintaining on file.
  - Send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability Travel Card.
  - Use an individual Travel Card for personal, non-business expenses for any reason.
  - Pay State sales taxes, especially for hotel, Enterprise in-state vehicle rentals, and Park-N-Fly parking charges when using the Travel Card, since it is a state liability. See Section V regarding sales taxes.
  - Use the Travel Card to access or attempt to access cash under any circumstances.

- Accept cash, gift cards or store credit in lieu of a credit to the Travel Card account.
- Never use for Incidentals. Traveler must present personal credit when checking into a hotel to cover any incidental expenses. If incidentals are incurred during a business trip, traveler must be reimbursed through the agency's travel reimbursement policy and procedures including the travel expense, BA12, process
- Avoid procurement or payment procedures.
- Purchase of alcohol, food, travel expenses or entertainment services without obtaining prior written permission from the Office of State Travel. If requested and approved, all travel expense transactions must be in accordance with the current State Liability Travel Card and CBA Policy and current PPM49 guidelines. The only exceptions are vehicle rentals. See Section I.A Office of State Travel Responsibilities.
- Fuel or vehicle maintenance if agency is part of the Fuel Card and Maintenance Program. However, in the event that the fuel program is not covered in a certain geographic area, then the Travel Card may be used, and documentation of the transaction should be maintained indicating the reasons why a fuel card could not be used.
- **NEVER MAKE A PAYMENT DIRECTLY TO THE BANK** in the event that an unauthorized charge is placed on the individual's State Liability Travel Card. Making a payment directly to the bank will cause the monthly statement billing file to be out of balance, and the agency will have to determine the cause. Ultimately, it will be determined that a personal payment was made. In order to avoid this situation, report any unauthorized charges to the agency's program administrator immediately, along with decision on how the funds will be reimbursed back to the agency.

#### 4. Allowable State Liability Travel Card Transactions:

- Airfare
- State Contracted Travel Agency Fees
- Registration for Conference/Workshop
- Membership Dues associated with registrations – should not be for memberships to make to non-travel purchases
- Hotel/Lodging
- Rental Car
- Tolls in conjunction with the contracted vehicle rental.
- Parking - Only with hotel stay and combined on the invoice and Park-N-Fly Parking
- Internet Services – Only with hotel stay and combined on the invoice
- Gasoline for Rental Car/State Owned Car Only – Not to be used if agency is part of the Fuel Card program/Contract. However, in the event that the program is not covered in a certain area, then the travel card may be used and the file must be complete documented.
- Shuttle Service - Only when pre-paid prior to trip. Not for individual ground transportation during a business trip such as taxi, bus, etc. without approval from the Office of State travel.

5. Notify the agency's program administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.
6. Notify the agency's program administrator if use of a card has changed and lower or higher limits are necessary.
7. Immediately report a lost or stolen card by calling Bank of America at 1-888-449-2273.
8. Agrees to complete an exit interview with supervisor/approver and return the Travel Card immediately upon request or upon separation from the agency. Cardholder should discontinue use of the purchasing card immediately upon notification of separation. This will allow sufficient time for receipts to be submitted and for outstanding charges to be processed before leaving employment. Failure to do so may result in charges not being reconciled.
9. Notify the Program Administrator immediately when anticipating and/or prior to an extended leave of absence. Ensure that all transactions have been reconciled and signed by both the cardholder and cardholder's supervisor/approver. Ensure that the account has been suspended until the cardholder returns to work. Types of extended absences would include maternity leave, family medical leave, medical leave, military obligations, sabbaticals, etc.
10. Complete a monthly log, either paper or electronic. For Agencies implemented into WORKS Workflow, the Billing Cycle Log meets the requirements of the electronic log. The log and original monthly billing statements must be signed by the cardholder and approver. Use of the WORKS Billing Cycle Log for reconciliation eliminates the need for manual signatures on the log since the sign off in the system constitutes an electronic signature as long as it shows both the cardholder and approver signoff/date. Signature stamps are not permitted.

Failure to comply with the above requirements may result in revocation of card privileges and/or disciplinary action.

## **WORKS WORKFLOW**

1. Cardholders must enter comments and/or line item descriptions for each transaction. This allows program administrators, auditors, and other third parties more oversight of transactions. Comments should include the purpose of the purchase, for whom the purchase was made, and other relevant information to allow outside parties to determine that the expense was business-related.
2. Cardholders must upload and attach a copy of the invoice or receipt and any other relevant documentation (e.g. email correspondence) to the applicable single transaction in WORKS Workflow and not one upload for multiple transactions. Attachments must meet the following requirements:
  - Be a PDF document
  - Be legible (e.g. not too dark, not too light)
  - Contain copies of all pages of invoices or other documents.
3. If applicable cardholder must add accounting codes to the GL segments.
4. Cardholder's must sign off on all transactions in WORKS before the monthly credit limit will refresh.

## **G. CARDLESS BUSINESS ACCOUNT (CBA) REQUIREMENTS/GUIDELINES**

The purpose of a CBA is to provide a tool for agencies to purchase airfare, conference registrations and assist with payment of high dollar travel expenses, as per current State Liability Travel Card and CBA Policy. Please realize that although other travel related charges are now allowed on the CBA account, the traveler should be aware that there is no plastic issued for a CBA to ensure that this will not impair his travel plans. Other types of purchases, such as utility bills and monthly recurring charges are allowable on the CBA with approval from the Office of State Travel.

CBA accountholders/authorizers are to follow all individual cardholder procedures, trainings and certifications, rules, regulations, guidelines, as outlined in this policy and the agency policy, including original documentation and forwarding signed log or approved electronic log, by both administrator and approver, signed original statement, by both administrator and approver, and supporting documentation to agency's fiscal office for review and file maintenance.

All CBA travel transactions must be in accordance with PPM49 guidelines, <http://www.doa.la.gov/pages/osp/travel/travelpolicy.aspx>, State Liability Travel Card and CBA Policy, <http://www.doa.la.gov/osp/travel/corptravcard/travcard-cbapolicy.pdf>, current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, and internal agency policies and procedures as applicable.

1. Unless approval has been granted by the Office of State Travel to utilize the CBA for other type charges.
2. The account(s) must be issued in the name of the agency and not an individual person (the accountholder/authorizer is identified in WORKS Workflow by their business email address). The agency must designate one individual identified as the accountholder/authorized to use the CBA

account. Use of the account by any other person is considered misuse of the account(s), even if the purchase is for legitimate State business. The contract travel agency must be notified of accountholder/authorizer for each CBA account.

3. CBA account(s) shall have an overall card cycle limit as well as a STL determined by the agency. STL on CBA accounts ONLY are allowed for transactions over \$5,000 as determined by the agency since only non-competitive travel expenses are allowed. These limits should reflect the agency's travel patterns. Therefore, these limits must be judiciously established by the agency and adhered to accordingly. The agency Program Administrator may establish a new or additional CBA account through Bank of America's on-line system, WORKS.
4. CBA accounts do not allow issuance of a plastic card. These are referred to as ghost accounts. If it is determined that personal or other unauthorized charges are occurring on the CBA account, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse of the account. See Section VI, Card Misuse.
5. The full CBA account number shall never be included in emails, fax, reports, memos, etc. If an account number is necessary, only the use of the last four or eight digits of the account number is allowed. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number in the documentation prior to maintaining on file.

**Note:** WORKS does not allow for the CBA accountholder/authorizer's name to populate in the accountholder signoff, it defaults to the name associated with the CBA account, therefore all electronic Billing Cycle Logs for all CBA accounts must be signed by both the cardholder and the supervisor/approver responsible for the CBA acknowledging that all transactions are for state business.

### III. SECURITY

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Each cardholder, CBA administrator, agency program administrator, auditor, cardholder approver, or any other employee participating in the program, is responsible for the security of their card, WORKS user ID(s) and password(s), and therefore should:

1. Never allow someone else to possess their card.
2. Recognize that the Travel Card is the property of the State of Louisiana and the cardholder is responsible for the physical security and control of the Travel Card and its appropriate use.
3. Travel Cards are issued in the employee's name and are not to be used by anyone other than the person identified on the card. When not in use, cards should be kept in a secure location accessible only by the cardholder. Cardholders are responsible for the security of the Travel Card and the transactions made against them, as well as ensuring purchasing guidelines and internal controls are followed. The Cardholder is also responsible for maintaining the security of card data such as the account number, pin number, the expiration date, and the card verification value (CVV), the 3-digit security code located on the back of the card. **Note:** CBA's are issued in the Agency's name only with each account assigned to a single individual.

4. Never display the Card Account Number, WORKS and WORKS Workflow user ID and passwords around their work area.
5. Never give the Card Account Number, user IDs or passwords to someone else.
6. Never **email** the full account numbers or user ID numbers or passwords or store full account numbers in supporting documentation. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number when documentation prior to maintaining on file.
7. Secure assigned WORKS application User IDs. Never share User ID, password or pin number and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.
8. Never share user IDs and passwords and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.

## **IV. DOCUMENTATION**

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Documentation must be adequate and sufficient to adhere to purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 and for recording of expenditures in the state/agency accounting system as applicable. Once an agency has completed implementation of WORKS Workflow, the agency must ensure that all supporting documentation along with the original receipts are scanned and attached to each corresponding transaction.

It is the cardholder's responsibility to obtain itemized original receipts and any other documentation. Original documentation is required for all purchases and credits regardless of the order method. For items such as registrations, where the vendor does not normally generate a receipt or packing slip, a copy of the ordering document may be used. Acceptable documentation must include a line description, with full description not a generic "general merchandise", description, and line item pricing for the purchase. Electronic receipts are allowed if they are un-editable and are maintained in compliance with the agency retention policy. For internet purchases, the print out of the order confirmation showing the details, or the printout of the order details, or the shipping document if it shows what was purchased, the quantity and the price paid suffice for the itemized receipts.

If a receipt is not furnished by the merchant (as may be the case with a phone or Internet order), documentation such as an order confirmation, packing slip, or invoice, etc. shall be obtained and shall contain an itemized and detailed description of the purchase. All receipts must give an itemized and detailed description of the purchase and must include at a minimum:

1. Merchant Name
2. Date of Purchase
3. Description (a receipt description, which only states "Miscellaneous", or "Merchandise", or only includes a vendor's stock or item number, is not acceptable).
4. Unit price and quantity
5. Transaction total

If a cardholder does not obtain an original receipt and a duplicate cannot be obtained, the cardholder should follow their agencies internal procedures related to the use of the Missing Receipt Form. Multiple uses of the form in a fiscal year should result in suspension of card privileges for a period of time determined by the agency.

All required original documentation ((both paper and in an un-editable electronic format, once Workflow has been implemented), special approvals, etc., must be submitted timely and in accordance with their agency's internal policy and procedures.

The immediate supervisor/approver must verify and ensure that the following controls are being met and that transactions are appropriate, accurate, have a business case and business need for the purchase, all receipt dates and other supporting documentation dates are applicable with known need or business travel, if applicable, and were approved. Documentation of approval must be accomplished by a signature on a paper Travel Card log, and once agency has completed Workflow implementation, electronically online by signing off on the transaction.

1. Acceptable complete original documentation exists both paper and in an un-editable electronic format, once Workflow has been implemented, to support each purchase, service and/or credit, verify that purchases are for official state business, and complies with any current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 as applicable, as all must be followed during the use of the Travel Card and this policy.
2. Confirm all supporting original documentation, including complete line item descriptions where generic descriptions is on receipts such as "general merchandise", the signed log or approved electronic log with electronic signatures of both the cardholder and the approver, no auto-sign offs and signed original monthly statement, by both the cardholder and the approver, along with any findings and justifications, must then be forwarded to the agency's fiscal office for review and maintenance of the file.

Cardholders must complete a transaction log monthly, either paper or electronic. Once WORKS Workflow has been implemented, a "Billing Cycle Purchase Log" is available as an un-editable, PDF formatted electronic log. All logs and original monthly billing statements must be signed by the cardholder and the approver. Use of the WORKS "Billing Cycle Log" eliminates the need for manual signatures on the log only, as long as every transaction has been signed off in WORKS by both the cardholder and the approver as the data generated at the time includes the most current signoff information with the date and time stamp of the approval. Paper logs as well as electronic logs missing any electronic signature and Monthly Billing Statement must be manually signed by both the cardholder and the approver, electronic or stamped signatures are not acceptable.

All original receipts and original supporting documentation must be maintained in a central location, such as the agency's fiscal office, not units, departments, sections, etc., and maintained in one central location.

The agency cardholder approvers will forward all original supporting documentation along with original invoices, receipts and signed paper or approved electronic log, by both the cardholder and the approver, and the signed original statement, by both the cardholder and the approver, and any findings and justifications to the agency's fiscal office for review and maintenance of the files in accordance with record retention laws. This file must be centrally located in the agency's fiscal office, not units, departments, sections, etc., and will be subject to review by the Office of State Travel, the Louisiana Legislative Auditors Office and any other duly authorized auditor.

All system entries and scanned supporting documentation, when utilizing Workflow and electronic approvals are maintained electronically within the WORKS Workflow online system for up to 3 years. If an agency requires documentation retention for more than 3 years, it is the responsibility of the agency to obtain and archive the transaction data annually.

Failure to comply with the above requirements may result in revocation of card privileges and/or disciplinary action.

## V. **CARD MISUSE**

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Cardholders, program users, or supervisors/approving officials, auditors or anyone associated with the program who knowingly, or through willful neglect, fail to comply with the requirements may be subject to suspension or termination of account privileges or other disciplinary action, up to and including termination of employment and criminal prosecution to the fullest extent of the law.

### A. **FRAUD PURCHASES**

Any use of the Travel Card/CBA which is determined to be an intentional attempt to defraud the state for personal gain or for the personal is prohibited. An employee suspected of having misused the Travel Card/CBA with the intent to defraud the state will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have caused impairment to state service, and should those findings be sufficient to support such action, the employee will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of the Agency's Appointing Authority and will be based on the investigation findings and the record of the employee. Any such investigation and ensuing action shall be reported to the Legislative Auditor, the Office of Inspector General and the Director of the Office of State Travel. Also, the agency's policy should state the specifics regarding repayment including actions taken, timeframe for repayment and consequences if repayment is not made in accordance with the agency's policy.

Any recognized or suspected misuse of the Travel Card Program should be immediately reported to the agency program administrator and may be anonymously, reported to the State of Louisiana Inspector General's Fraud and Abuse Hotline at 1-866-801-2549 or for additional information one may visit <http://oig.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=3&pnid=0&pid=4&catid=0>.

Cardholders and other program personnel are prohibited from using the Travel Card and other accounts (e.g. CBA's) for the purchase of any goods or services not directly or indirectly related to official State of Louisiana business. Intentional use of the card for personal purchases will result in disciplinary action, up to and including termination from State employment and criminal prosecution.

Supervisors or other approving officials who knowingly, or through willful neglect, approve personal or fraudulent purchases are subject to the same disciplinary actions as those making the purchase.

### B. **NON-APPROVED PURCHASES**

A purchase made by a State cardholder for which payment by the state is unapproved. A non-approved purchase differs from a fraud purchase in that it is an unintentional misuse of the Travel Card/CBA with no intent to deceive the agency for personal gain or for the personal gain of others.

A non-approved purchase is generally the result of a miscommunication between a supervisor and the cardholder. A non-approved purchase could occur when the cardholder mistakenly uses the Travel Card/CBA rather than a personal card.

When a non-approved purchase occurs, the cardholder should be counseled to use more care in handling of the Travel Card/CBA. The counseling should be in writing and maintained in the employee's file for no longer than one year unless another incident occurs. The employee should be made to pay for the item purchased inappropriately. Should another incident of a non-approved purchase occur within a 12-month period, the Agency's Appointing Authority should consider revocation of the Travel Card/CBA.

Consequences for either type of purchase mentioned above must be clearly documented in the agency policy and fully executed when applicable.

### C. MERCHANT FORCED TRANSACTIONS

1. Commercial cards are accepted by a variety of merchants that process transactions only if approved by the issuing bank thereby abiding by the card controls in place. Merchant transactions are processed using one of the 2 steps as follow: Merchants process transactions against card controls (MCC, limits, expiration date, etc.) and, if approved, receive an authorization number.
2. Merchants submit the transaction for payment from the bank,
  - In rare instances, merchants will circumvent the authorization process and only perform step 2. This means that the merchant didn't process the transaction against the card controls and therefore did not receive an authorization number.
  - If this happens, the merchant has forfeited all dispute rights and the transaction can be disputed and unless the merchant can provide a valid authorization number, the dispute will be resolved in the cardholders favor.

## VI. DISPUTES

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In the event cardholder finds items on the monthly billing statement that do not correlate with retained receipts and supporting documentation, transactions not made by the cardholder, incorrect transaction amounts, or if there is an issue with service or quality, the cardholder's first recourse is to contact the merchant to try to resolve the problem.

If the merchant agrees an error has been made, they will credit the cardholder's account. The credit should appear on the next monthly billing statement. Cardholder should check the next statement for credit.

If the problem with the vendor is not resolved, the Statement of Disputed Item Form (Statement of Disputed Item Form may be obtained at <http://www.doa.la.gov/pages/osp/travel/forms.aspx>) must be completed and mailed or faxed with required enclosure within 60 days from the billing close date (8th of each month) to:

Bank of America – Commercial Card Services Operation  
P O Box 53142  
Phoenix, AZ 85072-3142  
Phone: (800) 410-6465 Fax: (888) 678-6046

A copy of the dispute form should be sent to the Program Administrator.

The transaction will be paid; therefore, it is important for cardholder to mark purchasing documentation as "**DISPUTED**". Cardholder should retain a copy of the disputed documentation and verify receipt of the credit on future statements.

All disputes must be identified in writing within 60 days of the billing statement. Bank of America will then resolve disputes within 180 days.

Sales tax is not a disputable item. It is the responsibility of the cardholder to ensure that merchants are advised that the purchase is sales tax exempt and provide the tax exemption number.

## **VII. SALES TAX**

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1. Travel Card/CBA charges are a direct liability of the State; therefore, as a rule Louisiana State sales tax should never be charged on card purchases, especially for hotels, Enterprise in-state vehicle rentals and Park-N-Fly parking charges. The State of Louisiana tax exemption number is printed on the front of the Travel Card.
2. It is the cardholder's responsibility to ensure that state tax is not charged. Cardholders must make every effort at the time of purchase to avoid being charged Louisiana State sales tax, if in-state sales taxes are charged, it is the cardholder's responsibility to get a credit issued to their card, or the cardholder should be made to reimburse the agency the total amount of the state taxes. Documentation of attempts to obtain credit for any State Sales Tax charged in error must be maintained with the documentation for the transaction where the tax was charged.
3. In the event state sales tax is charged and a credit is warranted, it will be the cardholder's responsibility to have the vendor-merchant (not Bank of America) issue a credit to the cardholder's account.
4. See current State Liability travel Card and CBA Policy Section III for state related travel exemptions. <http://www.doa.la.gov/osp/travel/corptravcard/TravCard-CBApolicy-2018.pdf>

## **VIII. AUDIT REQUIREMENTS**

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All transactions and original supporting documentation must be, at a minimum, randomly audited monthly, by a second party; either the agency's fiscal section or the agency program administrator. To maintain segregation of duties the program administrator or second reviewer(s) cannot be an approver and have the responsibility of auditing the monthly reports.

Agencies are responsible for performing post audits of cardholder transactions to monitor appropriate use while verifying that purchases are made in accordance with the State Liability Travel Card and CBA Policy, all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49. The bank will provide reporting capabilities at no cost to each agency. Remember all transactions MUST have an original receipt. Once the agency has completed the implementation of Workflow the receipt and any supporting documentation must be uploaded electronically to WORKS and attached to the applicable transaction. Electronic copies must be unalterable and readily available to auditors when requested. The agency is responsible for securing and archiving transaction data as required by the business operations of the agency. If using WORKS Workflow, data is available electronically for up to 3 years. If using IntelliLink, data is only available for a 27 month rotating period. If an agency requires documentation retention more than stated above, it is the responsibility of the agency to obtain and archive the transaction data annually.

It is the agency's responsibility to not only review the data gathered, but to make certain that transactions are for a business purpose and have a legitimate business need for the cardholder. In the event that a transaction is being investigated, the cardholder must explain and justify the transaction being questioned. Based on the cardholder's explanation, the agency should address the situation accordingly. All backup documentation should be kept together whether printed, on a secured shared drive, flash drive or any other form to consolidate findings and responses in one central location as well as eliminate loss of information when an employee separates from the agency for any reason. All generated reports showing no transaction activity should be screened printed and kept with reports generating data.

Travel Card Program Auditing Reports (Attachment A) contain a list of reports created for agencies to use for monthly audit requirements of this program through WORKS and Visa IntelliLink. Some reports are required to be generated and reviewed at least once a month, while others have been created and designed as added value to assist in policy compliance. Although all of the reports are not required monthly, agencies are strongly encouraged to determine which of the reports are of the most value to them and should consider rotating them, at a minimum every other month.

All documentation/findings/replies including printed copies of reports generating no data, resulting from the monthly audit of Travel Card transactions, are to be maintained in a central location at the agency, not units, departments, sections etc., and readily available for any internal or external audits that may occur. Reports in Attachment A are available through WORKS and VISA IntelliLink. Data is available in WORKS for at least 36 months, Visa IntelliLink is available for a 27 rotating month period. If an agency requires documentation retention for more than 27 months, it is the responsibility of the agency to obtain and archive the transaction data accordingly.

Monthly reviews and inquiries, requested from the Office of State Travel, Division of Administration auditors, etc., to agency program administrators, must be answered in the time specified in the request. Currently for monthly reviews, at the minimum justification is required for each transaction, along with program administrator and agency verification that the transaction was for a business purpose and was in compliance with all state and agency card program policies, current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal agency policies and procedures and/or PPM49 Monthly certification that the above procedures have been conducted must be certified in certified in LEO, <https://wwwcfprd.doa.louisiana.gov/PCardCompliance/> by the 14<sup>th</sup> of the current month for the billing cycle ending 30 days prior. The certification will indicate that agency personnel administering the Travel Card Program have generated the required reports, all requirements listed in the policy have been completed, and necessary findings have been investigated, documented and handled appropriately.

Once an agency has implemented WORKS Workflow, there are additional reports that can be created to give cardholder approvers, accountants, agency program administrators, auditors, and management information to monitor the compliance of their cardholders and staff. Data is available electronically within WORKS Workflow for up to 3 years. If an agency requires documentation retention for more than 3 years, it is the responsibility of the agency to obtain and archive the transaction data annually.

In addition, reports shall be used as a tool to assist the agency program administrator/agency with determining which cardholders may need a refresher training course, re-certification of the state's online training, counseling, cancellation of card, due to inaccuracies, etc., as well as, to determine possible changes to cardholder's limits, profiles, and MCC groups.

When WORKS Workflow implementation has been completed, a Billing Cycle Purchase Log report will be available electronically for print. It is an un-editable, PDF, formatted report. The WORKS Workflow system data is generated at the time of report request with the most current signoff information with the date and time stamp of the approval

captured in the audit tracking along with all documentation which has been scanned to support Travel Card transactions and tied to the appropriate transaction. Always ensure that the correct cycle period/dates are entered when printing the log report. Cycle dates for the program begin on the 9<sup>th</sup> of one month and ends on the 8<sup>th</sup> of the following month.

## **X. RECONCILIATION AND COST DISTRIBUTION**

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Agencies are responsible for developing internal reconciliation procedures to ensure that agencies monthly statements are reconciled timely and any issues addressed immediately with Bank of America prior to the payment due date. Reconciliation procedures that ensure timely payment and/or allocation of transactions to the General Ledger, documenting as appropriate for reconciliation of transactions including the use of Works Workflow. (**Note:** ISIS and LaGov agencies are mandated to utilize the accounting function in WORKS)

1. Agencies that have already implemented WORKS Workflow cardholder/approver/accountant would enter accounting distribution information for fund/agency/organization number and object, if required by their agency in the online Workflow system. Reporting category sub object and activity are optional. Agencies that have not implemented Workflow, may continue to use a paper log, pertinent accounting information may be recorded on the "Travel Card Log" or recording information directly on the original receipt from the vendor for each purchase, service and/or credit made with Travel Card/CBA. Agency policy will determine who provides this information and how it is transmitted to the accounting department. All original supporting documentation including original receipts must be scanned into Workflow, tied to the transaction with original documentation forwarded, including signed paper log or approved electronic log, by both the cardholder and approver; the signed original monthly statement, by both cardholder and approver, along with any findings and justifications, to the agency's fiscal office for review and maintenance of files
2. Cardholders will receive paper or electronic billing statements monthly from Bank of America within approximately 5 business days of the close of the billing cycle. If the cardholder statement is not received timely, the cardholder must notify the agency program administrator immediately so that a statement can be obtained for reconciliation purposes and filing with original documentation. Note: Transactions are available for processing online as soon as the transaction has posted to the WORKS online system.
3. Reconcile purchases/services charged during the billing cycle by matching the bank billing statement to his Travel Card log. The log (either paper or un-editable electronic, once implementation into Workflow has been completed) along with the supporting documentation and bank billing statement must be reviewed and certified by the cardholder showing the purchases/services were received or reported as a disputed item. Once Workflow has been implemented, the cardholder must scan all original supporting documentation, original receipts, etc., into Workflow and tie each scan to the applicable transaction. The cardholder then forwards the signed log, either electronic or paper along with all supporting scanned documentation to his immediate supervisor/approver for his/her signature on both the log, and original billing statement after verifying that the log, documentation and statement are correct and have not been altered. All logs, original billing statements and original receipts/documentation must be forwarded to the agency's fiscal office to maintain in one central location, not scattered within different locations, units, departments, sections, etc. For agencies that have completed implementation of the WORKS Workflow system, when a cardholder approves a transaction online, his signoff moves the transaction to the queue of their approver for their electronic signature.
4. Once all approvals and audits by cardholder approvers have been obtained and forwarded to the agency's fiscal office, the agency's fiscal office must review receipts in the program journal vouchers to correct any necessary coding changes. All original documentation must then be housed in the agency's fiscal office.

5. It is crucial that all original receipts and original supporting documentation, including original signed statements, approval document(s), etc., as well as cycle log either paper or electronic be sent to the agency's fiscal office, not units, departments, sections, etc., and maintained in one central location available to auditors and not scattered within different locations, units, departments, sections etc.
6. If it is determined that personal or other unauthorized charges are occurring on the card, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse of the card. (See Section V; Card Misuse).
7. Upon notification by the immediate supervisor/approver that the cardholder reconciliation has been approved, the accounting section will ensure that the charges are distributed to the appropriate accounting codes.
8. It is the responsibility of each agency to contact the Bank if a paper statement is not received timely. Agencies should complete the reconciliation and distribution processes each month and prior to receiving the next billing cycle.

### **ISIS INTERFACE AGENCIES**

1. Must establish and assign default/override accounting codes for transactions not otherwise coded through the electronic online WORKS Workflow. There will be a default accounting code for each appropriated program that will consist of the fund/agency/organization/object combination. Coding will be assigned either through online allocation or through the application of override codes during export from BOA to ISIS. Default/override codes are assigned by Office of State Reporting and Accounting Policy (OSRAP) and are included in the export programming when no allocation coding is applied.
2. Must run the ISIS Export File in WORKS before the close of business on the 17<sup>th</sup> of every month to ensure that all transactions are coded with applicable accounting codes for your agency and are imported properly into ISIS's financial system to create the agency's P4 document for payment.
3. The Agency will be responsible for notifying OSRAP of all instances that will require a change in the agency's structure. The Agency will be responsible for updating user restrictions within its instance when using the WORKS Workflow.
4. Ensuring a clearing (TTTT) or override organization code is set up for each corporate account (ISIS Agency) for miscellaneous charges and for cardholder transactions that have an incorrect or missing) code.
5. ISIS Agencies will be responsible for reconciling cardholder statement (paper or electronic) to electronic payment (P4 Travel Card Vendor Payment Voucher Input Form) and distributing costs from the default/override accounting codes to the proper accounting codes. ISIS Agencies must notify OSRAP immediately of any discrepancies.
6. ISIS Accounting sections must review the P4's immediately upon their posting and determine if any discrepancies exist between the billing statement and the P4's. If a discrepancy does exist, the agency Accounting department should contact the agency's program administrator and/or Bank of America Account Specialist to determine how the discrepancy will be corrected. Once this information is received, Accounting must contact OSRAP (225) 342-1053. OSRAP will then determine if manual P4's have to be developed. This must take place prior to the 28<sup>th</sup> of each month.
7. Miscellaneous charges made to the corporate account must be reviewed, approved and reconciled. Miscellaneous charges will either default to the TTTT code or the override code from WORKS Workflow will be applied. Agency accounting departments must move these charges to the proper ORGN

8. If a cardholder's spending defaults to TTTT or the override code programmed in WORKS Workflow, rather than their correct ORGN, an error has occurred. The Travel Card exceptions report and the 1G08 report of detailed transactions can be used to determine the reason for a cardholder's spending or coding the transaction to the default TTTT or to some other incorrect code. The agency program administrator / accounting department must take steps to resolve the items on the report by contacting the bank and OSRAP if necessary to correct the routing error. This should be done prior to receiving the next month's statement to prevent reoccurring errors. Cardholders who repeatedly have allocation errors should be counseled and retrained if necessary on the WORKS Workflow process and coding.
9. ISIS Agencies will prepare a journal voucher document (J6 or J2 or create a REJ6 record to automatically generate the J6 each month) to credit the default accounting codes (Travel Card clearing organization and object) and debit the appropriate organization, object, reporting category, etc. Note: Payment for all ISIS Agencies will be made automatically on the 28<sup>th</sup> of each month regardless of the status of the reconciliation process.
10. ISIS Agency must reconcile the billing statement at the corporate account level to the electronic payment made to Bank of America. All charges and/or credits should be cleared from the Travel Card clearing organizations each month for ISIS Agencies.

#### **NON-ISIS INTERFACE AGENCIES**

All charges made to the corporate account must be reviewed, approved and reconciled. Agencies will reconcile and distribute costs to their accounting system in a timely manner and according to agency policies and procedures.

Non-Interface Agencies not receiving an interface into their accounting system will be responsible to ensure that the reconciliation is completed. All payments must be paid in full, timely each month, with ONE electronic funds transfer (EFT) to Bank of America.

## LaGOV AGENCIES

LaGOV Agencies must establish and assign default accounting codes for each cardholder in WORKS. The Agency will be responsible for maintaining the Accounting Code and the cardholder defaults when there is a change in the agency's structure. WORKS will be set to validate accounting codes. When there is a timing issue that results in a transaction being interfaced with an accounting code that is no longer valid in LaGov, the transaction will post to a default fund/cost center.

LaGov Accounting sections must review the Statement Billing File (SBF) invoice postings to determine if there are discrepancies between the billing statement and the SBF file invoice postings. If a discrepancy exists, the agency Accounting department should contact the agency's Program Administrator. The Program Administrator will work with their Bank of America Account Specialist to determine how the discrepancy will be corrected. The agency Accounting department will make the appropriate entry in LaGov to correct the discrepancy. This must take place prior to the 28<sup>th</sup> of each month.

Charges made to the corporate account must be reviewed, approved, and reconciled. The charges will post based on the default assigned in WORKS. The agency Accounting department must move these charges to the appropriate account assignment values (GL/Business Area/Fund/Cost Center, etc.).

If a cardholder's transaction posts to the default fund/cost center defined in LaGov, then an error has occurred. The Interface error report may be used to identify the reason the transaction posted to the default. The agency Program Administrator and/or accounting department must take steps to resolve the items on the report. This should be done prior to receiving the next month's statement to prevent reoccurring errors. Cardholders who repeatedly have allocation errors should be counseled and retrained, if necessary, on the WORKS coding.

LaGov agencies will enter a journal voucher to credit the default account codes and debit the appropriate GL/Fund/Cost Center, etc., Note: Payment for all LaGov agencies will be made automatically on the 28<sup>th</sup> of each month regardless of the status of the reconciliation process.

LaGov agencies must reconcile the billing statement at the corporate account level to the electronic payment made to Bank of America. All charges and/or credits should be cleared from the default account codes each month for LaGov agencies.

## **XI. PAYMENT PROCEDURES FOR INDIVIDUAL TRAVEL CARD and CBA ACCOUNTS**

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All accounts are the direct liability of the State. Each agency is responsible for ensuring all accounts are paid timely and in full each month with ONE electronic funds transfer (EFT) to Bank of America. The Agency will ensure that necessary procedures and controls are in place for prompt payment, reconciliation and cost distribution of charges and credits. Agency specific policies and procedures must be developed. These policies should address required approvals and authorizing procedures. Copies of this policy must be made available to all program participants and other personnel responsible for Travel Card/CBA.

1. Bank of America will send paper statements and/or an electronic file containing all cardholder transactions. These files may be used for reporting and reconciliation.
2. The paper statements and the electronic Statement Billing File, when applicable, will be sent after the close of the billing cycle. Payment must be made electronically to Bank of America within 25 days of statement billing date.

### **ISIS INTERFACE AGENCIES**

1. The billing cycle for all ISIS Agencies end on the 8th of each month. The Statement Billing File will be used for ISIS Agencies to create a P4 (Travel Card Vendor Payment Voucher Form) and interface to AFS. This document will use either the allocated general ledger coding entered or the default/override accounting codes assigned to the transaction at the time of interface between Bank of America (BOA) and ISIS. The interface will automatically create the P4 document each month. No action is required by ISIS Agencies for payment. For agencies that have implemented the WORKS Workflow system for an electronic reconciliation process, the agency will designate those employee(s) tasked with maintaining the user data, as well as those that will be responsible for maintaining the general ledger coding restrictions within WORKS Workflow.
2. The P4 document will override budget checks and cash checks in AFS and must produce an electronic funds transfer (EFT) to be sent to Bank of America. The EFT request will be processed on the 28th of each month to allow for timely payments throughout the year.

### **NON-ISIS INTERFACE AGENCIES**

Non- ISIS Agencies can use the Statement Billing File to interface to their accounting system through WORKS Workflow or use paper statements and must produce ONE electronic funds transfer (EFT) to Bank of America.

### **LaGOV AGENCIES**

1. The billing cycle for all LaGov agencies will end on the 8th of each month. The Statement Billing File will be used to create summary invoices that post the liability to Bank of America's vendor account. The interface will automatically create the invoice documents each month. No action is required by LaGov agencies for payment to occur. Agencies will designate program administrators tasked with maintaining the master accounting code for each cardholder within WORKS.

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2. The invoice document must produce an electronic funds transfer (EFT) to be sent to Bank of America. The EFT will be processed on the 28th of each month to allow for timely payments throughout the year.

## **XII WAIVERS**

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### **EXCEPTIONS**

The Director of State Travel, or designee, may waive in writing any provisions of these regulations when the best interest of the State will be served.

## **XIII. POLICY ACKNOWLEDGEMENT**

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The Department Head and Agency Program Administrators, by signing this State Liability Travel Card and CBA Policy dated \_\_\_\_\_, acknowledge and accept responsibilities in the administration of this program as outlined herein. A signed copy of this acknowledgement must be submitted to Office of State Travel.

\_\_\_\_\_  
AGENCY

\_\_\_\_\_  
DEPARTMENT HEAD (PRINTED NAME) SIGNATURE

\_\_\_\_\_  
PRIMARY PROGRAM ADMINISTRATOR (PRINTED NAME) SIGNATURE

\_\_\_\_\_  
SECONDARY PROGRAM ADMINISTRATOR SIGNATURE

\_\_\_\_\_  
Date