

YOUTH SERVICES POLICY

Title: State Corporate Travel Card Next Annual Review Date: 05/05/2018	Type: A. Administrative Sub Type: 3. Fiscal Number: A.3.16
Page 1 of 15	
References: Louisiana Travel Guide (PPM49); YS Policy Nos. A.1.9 "Public Records Management", A.1.14 "Unusual Occurrence Reports", A.2.1 "Employee Manual", A.3.2 "Travel", A.3.8 "Budget and Fiscal Management Activities", and A.3.10 "LaCarte Purchasing Card Program"	
STATUS: Approved	
Approved By: <i>Mary L. Livers, Deputy Secretary</i>	Date of Approval: 05/05/2016

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To constitute the Office of Juvenile Justice (OJJ) Corporate Travel Card and Controlled Billed Account (CBA) Policy, dated August 1, 2014, as a YS policy, and to provide specific instructions concerning the State Corporate Travel Card and the responsibilities of card holders.

III. APPLICABILITY:

This policy applies to all employees issued a State Corporate Travel Card.

Unit Heads are responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

Account Holder/Cardholder – Terminology used to reference the employee that has been issued a travel card.

Agency Head – The Deputy Secretary.

Agreement Form – A form signed by a program administrator, cardholder and cardholder approver, *on an annual basis*, that acknowledges the cardholder has received the required training from the agency, has completed the state’s certification requirement and received a passing score of at least 90 percent, understands both the state and agency travel card policies, and accepts responsibility for compliance with all procedures therein.

Appointing Authority – The Deputy Secretary.

Approver – An individual within YS who is responsible for verifying that all charges against the cardholder’s account are authorized and supported by adequate documentation. This may or may not be the cardholder’s direct supervisor.

Cardholder Enrollment Form – A form used to initiate the Travel Card issuance process for the cardholder.

Controlled Billed Account (CBA) - A credit account that is 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 authorized administrator(s) to provide means to purchase any allowed transactions/services allowed in this policy.

In-State Travel - All travel within the borders of Louisiana, or travel through adjacent states between points within Louisiana, when such is the most efficient route.

INTELLILINK – Visa’s web-based auditing tool which is used to assist with monitoring and managing YS 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 Enterprise Resource Planning (ERP) – State of Louisiana’s newest integrated system; the system is used for accounting, financing, logistics, human resources, travel, and data warehouse storage and reporting.

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

Merchant Category Code (MCC) – A 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 by the acquiring bank.

Out-of-State Travel - Travel to any of the other 49 states, plus the District of Columbia, Puerto Rico, Virgin Islands, American Samoa, and Guam.

Policy and Procedure Memorandum 49 (PPM49) – The Louisiana “State Travel Guide”. (Refer to YS Policy No. A.3.2)

Single Purchase Limit (SPL) – The maximum spending (dollar) limit a P-card is authorized to charge in a single transaction. The SPL limit may be up to \$5,000; however, this limit should reflect the individual’s travel patterns.

Transaction – A single purchase. A credit also constitutes a transaction.

Transaction Documentation – All documents pertaining to a transaction, both paper and 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: itemized purchase receipts/invoices (with complete item descriptions, no generic such as “general merchandise), receiving documents, credits, disputes, written approvals, airline exception justification/approvals, travel authorizations/expense forms, etc.

Travel Card - A credit account issued in an employee's name. This account is the direct liability of the State and is paid by each agency. Travel Card accounts are a tool used to assist the employee in paying for specific higher cost travel expenses, incurred during travel for official state business only.

Travel Card/Billing Cycle Log – (paper and electronic) – Once YS/OJJ has completed the implementation of WORKS Workflow, this log will be used in the reconciliation process for travel expenses charged during the billing cycle. The log will be used to document cardholder approval of charges billed by matching the paper billing statement received from the bank to the log, and the 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 reconciliation). Likewise the designated approver, the supervisor of cardholder which is at least one level higher than the cardholder, can either be by signature (paper) or electronic signoff (online in WORKS workflow).

Unit Head – For purposes of this policy, the Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Deputy Assistant Secretary, General Counsel, Facility Directors and Regional Managers.

WORKS – Bank of America’s web-based system that is 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.

YS Travel Card Program Administrator – The designated Central Office Administrative Program Director who serves as the YS Travel Card Program Director.

V. POLICY:

It is the Deputy Secretary’s policy that all YS employees issued a State Corporate Travel Card shall comply with all pertinent policies, rules and regulations, Louisiana Statutes, Executive Orders, the State Travel Guide (PPM49), and the terms of the attached “Office of Juvenile Justice Corporate Travel Card and CBA Policy” dated August 1, 2014, unless a “Request for

Exemption” form is submitted and approval by the Office of State Purchasing and Travel.

The Travel Card/CBA is a tool used to assist employees in paying for specific, higher cost travel expenses, incurred during travel for official state business. It is mandatory that the State’s Travel Card, P-Card or CBA is utilized for all higher cost travel expenditures. Therefore, airfare, lodging, vehicle rentals, and registration must be placed on the LaCarte Card, Travel Card or a CBA. The use of the HotelPlanners Booking Portal is also mandatory. For further information refer to Louisiana Office of State Purchasing and Travel website at: <http://www.doa.louisiana.gov/osp/travel/corptravelcard.htm>.

VI. AUTHORIZED APPROVERS:

The Central Office (CO) Administrative Program Director serves as the YS Travel Card Program Administrator, and administers the State Corporate Travel Card for YS. The Undersecretary is the final approver for all new card applications, changes to existing cardholder credit limits, and card usage authorizations.

VII. ALLOWABLE STATE LIABILITY TRAVEL CARD TRANSACTIONS:

- A. Airfare;
- B. State Contracted Travel Agency Fees;
- C. Registration for Conference Workshops – This card may NOT be used for Membership Dues;
- D. Hotel/Lodging;
- E. Rental Car;
- F. Parking – Only with hotel stay and combined on invoice and Park-N-Fly Parking;
- G. Internet Services – Only with hotel stay and combined with invoice;
- H. Gasoline for Rental Car/State Owned Car Only – Not 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, the travel card may be used and file must be completed documented;
- I. 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.

VIII. CARDHOLDER ENROLLMENT:

- A. A “Cardholder Enrollment Form” [see Attachment A.3.16 (a)] must be completed and signed by the appropriate Unit Head for each prospective cardholder. The Unit Head is responsible for assigning the cardholder’s spending limits per transaction and per monthly cycle, which limits the number of transactions allowed for the cardholder.

The form shall be forwarded as follows:

Travel Card Program Administrator
P.O. Box 66458
Baton Rouge, LA 70896
Phone (225) 287-7670 or Fax (225) 287-7969

- B. When the YS Travel Card Program Administrator receives the new card from the bank, the cardholder shall be contacted for training. The prospective cardholder must attend a training session with the Administrator and sign a "Cardholder Agreement Form" [see Attachment A.3.16 (b)] before receiving and using the credit card. The form shall be maintained by the YS Travel Card Program Administrator.
- C. Credit cards are not transferable. Use by anyone other than the cardholder is prohibited. The only person authorized to use the card is the person whose name appears on the face on the card. A transaction can only be signed by the cardholder. A receipt may be signed by someone other than the cardholder if it is being used as a delivery receipt for a phone order. In this case, the receipt should be signed "Received By" followed by the employee's name accepting the delivery.
- D. The YS Travel Card Program Administrator must be notified immediately of a cardholder's termination by the cardholder or the cardholder's supervisor. The cardholder is responsible for return of the credit card to the YS Travel Card Program Administrator upon termination of employment. Cardholders who transfer to a new position in the same agency and require the use of the card as part of their new duties must complete the "Cardholder Enrollment Form" and submit the form the YS Travel Card Program Administrator indicating "Change" on the form.
- E. If the card is lost, stolen or damaged, the cardholder is responsible for immediately notifying Bank of America at 1-888-449-2273, and the YS Travel Card Program Administrator at (225) 287-7670, after reporting the incident to the bank. If the card is located after reported lost or stolen, it must be submitted to the Administrator to be destroyed.
- F. Whenever any employee's information contained on the "Cardholder Enrollment Form" changes, the changes must be submitted to the YS Travel Card Program Administrator on the form indicating "Change".
- G. If the use of the card has changed, and "lower" or "higher" limits are necessary, the cardholder shall submit a "Cardholder Agreement Form" through their chain of command for approval by the Undersecretary.

IX: SUPERVISOR/APPROVER RESPONSIBILITIES:

- A. Obtain annual Approver certification through the State's online certification training program in LEO in which a passing grade of at least 90 must be obtained.

- B. Obtain agency program training annually and sign the “Approver Agreement Form” [Refer to YS Policy No. A.3.2], with originals given to the YS Travel Card Program Administrator.
- C. Keep well informed of program updates as sent from the YS Travel Card Program Administrator, or anyone associated with the State Liability Travel Card Program.
- D. Ensure that a Billing Cycle Log [see Attachment A.3.16 (c)] is completed by each cardholder, that the log corresponds with the monthly billing statement, and that the log and statement are signed by both Approver and cardholder.
- E. Always submit approvals with all necessary documentation, including completing line item descriptions where a general description is on receipt, such as “general merchandise” (both paper and electronic), in a timely manner.
- F. Ensure that supporting documentation, including the signed Billing Cycle Log or approved electronic log, and signed statements by both Approver and cardholder, along with any findings and justifications, are sent to the YS Travel Card Program Administrator for review. This documentation shall be maintained in one central location in accordance with the state’s requirements and YS Policy No. A.1.9.
- G. Immediately report any fraud or misuse, whether actual, suspected or personal charges to the YS Travel Card Program Administrator, as well as the Deputy Secretary and other personnel/agencies as required. An Approver shall participate in any disciplinary actions, which may be deemed appropriate, if necessary.
- H. Notify the YS Travel Card Program Administrator immediately upon separation, change in department/section or during extended leave for any cardholders in which you are the Approver.
- I. Notify the YS Travel Card Program Administrator when any account has not been used for a year or more in order for the card to be cancelled, shredded and discarded.
- J. Complete an exit interview with the cardholder of the cardholder’s transactions, supporting documentation and receipts, as well as obtaining necessary signatures prior to departure.
- K. Ensure that the Travel Card is obtained from the employee upon separation or change in department/section and return card to the YS Travel Card Program Administrator. Follow-up to ensure that the necessary changes to cancel the card and yourself as the employee’s Approver, and to remove the employee from the list of cardholders for which you are responsible, is completed.

- L. Ensure that either Approver or the cardholder notifies the YS Travel Card Program Administrator if the card is lost, stolen or has fraudulent charges. Ensure the cardholder immediately notifies the Bank of America.

- M. Annually, at a minimum, review all cardholders for which Approver is designated Approver, along with profile limits, to ensure appropriate utilization of the card and program intent. This will ensure that all cardholder limits and MCC Codes, etc. are working properly for the cardholder. If limits or codes are not allowing the cardholder to perform his duties, the Approver should contact the YS Travel Card Program Administrator to make necessary adjustments.

- N. Ensure that cardholder is never a final Approver of his own monthly transactions.

- O. Ensure each transaction, to the best of Approver's knowledge, meets the following criteria:
 - 1. Has an appropriate business purpose, fits the cardholder's business needs and is audited, which includes a review of all supporting documentation;
 - 2. Is in compliance with all current rules and regulations, statutes, executive orders, policies and PPM49, if applicable;
 - 3. Does not include state tax, as this program is state tax exempt;
 - 4. Includes all required and complete documentation, including a detailed receipt supporting the transaction, and that all documentation is scanned into Workflow and tied to the appropriate transactions;
 - 5. Is not a duplication of personal request and/or reimbursements, if for travel related expenses;
 - 6. Has been verified to ensure that each transaction has a receipt and the receipt's date, supporting documentation and documentation dates, along with the Billing Cycle Log dates, correspond with known business needs or trip allowances and dates, if applicable, and travel has been approved, along with program cycle dates (which begins the 6th of one month and ends the 5th of the following month); and
 - 7) Has been coded properly for payments as outlined in YS policy, and as required by Workflow for ISIS and LaGov interfaced agencies.

- P. Secure all assigned WORKS application User IDs and passwords. Never share User ID and passwords and/or leave the work area while logged into the system, or leave log-in information lying in an unsecure area.
- Q. Failure to properly fulfill responsibilities as a Travel Card Approver could, at a minimum, result in written counseling, consultation with Program Administrator(s), disciplinary actions and legal actions.

X. CARDHOLDER RESPONSIBILITIES:

- A. Use of the Travel Card for official state travel only. No personal use. (Travel Card is limited to the person whose name is embossed on the card. The Travel Card shall not be used to pay for another or loaned to another to pay for official or non-official business expenses.)
- B. Attend required annual agency training, and sign the State Corporate Liability "Cardholder Agreement Form" acknowledging cardholder's responsibilities prior to receiving the card.
- C. Obtain annual cardholder certification through the State's online certification training program in LEO, receiving a passing grade of at least 90 to possess or continue to possess a State of Louisiana Travel Card.
- D. Never include the full Travel Card account number in emails, fax, reports, memos, etc. (If an account number is necessary, only the use of the last four (4) or eight (8) digits of the account number is allowed.)
- E. Secure assigned WORKS application User IDs. Never share User ID and password and/or leave work area while logged into the system, or leave log-in information lying in an unsecured area.
- F. 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. (The cardholder is also responsible for maintaining the security of the card data, such as the account number, the expiration date, and the card verification value (CVV), the 3-digit security code located on the back on the card.
- G. Never send a copy of the Travel Card if requested by a merchant.
- H. Present a personal credit card when checking into a hotel to cover any hotel room charges for incidental expenses which are not allowed if using the Travel Card. (If incidentals are incurred during a business trip, traveler may be reimbursed utilizing the requirements outlined in YS Policy No. A.3.2.)
- I. Never use an individual Travel Card for personal, non-business expenses for any reason.

- J. Never pay State taxes for hotel, Enterprise in-state vehicle rentals, and Park-N-Fly parking charges when using the Travel Card.
- K. Never, under any circumstances, use the Travel Card to access or attempt to access cash.
- L. Never accept cash in lieu of a credit to the Travel Card account.
- M. Never use the Travel Card for any incidentals.
- N. Never use the Travel Card for gift cards/gift certificates without prior approval from the Office of State Purchasing and Travel, as these are considered cash and taxable.
- O. Never use the Travel Card for the purchase of alcohol, food or entertainment services without prior approval from the Office of State Purchasing and Travel.
- P. Never use the Travel Card for fuel or vehicle maintenance if agency is part of the Fuel Card and Maintenance Program. (In the event that the fuel program is not covered in a certain geographic area, the Travel Card may be used. Documentation of the transaction should be maintained indicating the reasons why a fuel card was not used.)
- Q. Never use the Travel Card to avoid procurement or payment procedures.
- R. Submit travel expense form and all required transaction documentation (both paper and un-editable electronic format once Workflow has been implemented), special approvals, etc. timely. Every transaction must have a receipt with a full description not a generic description.
- S. All paper supporting documentation, including the signed Billing Cycle Log or approved electronic log and signed memo statement, along with any findings and justifications shall be scanned into Workflow (once implemented) and tied to each applicable transaction.

All information mentioned above shall be sent to the Supervisor/Approver for required audit and signatures, and forwarded to the YS Travel Card Program Administrator for review and file maintenance.
- T. **NEVER** make a payment directly to the bank in the event that an unauthorized charge is placed on the cardholder's State Liability Travel Card.
- U. Notify the YS Travel Card Program Administrator if fraudulent charges are noticed, as the card may be cancelled and another card issued.
- V. Notify the YS Travel Card Program Administrator if use of a card has changed and "lower" or "higher" limits are necessary.

- W. Immediately report a lost or stolen card by calling Bank of America at 1-888-449-2273.

XI. HOTELPLANNER BOOKING PORTAL:

- A. The portal has two (2) hard stops throughout the booking process, referencing cancellation and payment terms, which employees have to agree to prior to booking. This will assist employees when making a reservation to ensure they are aware of any cancellation policies, pre-pay terms, etc.
- B. It is the employee's responsibility to ensure that all rates booked are within PPM49 allowances and not rely on the PORTAL'S BANNERS.
- C. Steps associated with the new portal for booking hotel rooms are as follows:
 - 1. After the appropriate hotel and room have been determined, click the "**BOOK NOW**" button.
 - 2. A new screen will appear to enter payment information and guest name.
 - 3. The line labeled "Division" will have a drop-down box.
 - 4. In the drop-down box, select "**PUBLIC SAFETY**".
 - 5. A second drop-down box will appear. Select "**OFFICE OF JUVENILE JUSTICE**".
- D. An employee without a Travel Card who is using the HotelPlanner Booking Portal shall select the "**NOTIFY MY AGENCY ADMINISTRATOR TO APPROVE....**"
- E. An employee without a Travel Card shall provide a copy of the receipt (either scanned or mailed) to the YS Travel Card Program Administrator upon completion of the hotel stay, along with a completed "Travel Reimbursement Form" and receipts, etc. (Refer to YS Policy No. A.3.2).

XII. STATE CORPORATE BUSINESS ACCOUNT (CBA) REQUIREMENTS:

- A. All CBA transactions shall be in accordance with PPM49 guidelines, Purchasing Policies, Rules and Regulations, Louisiana Statutes and/or Executive Orders.
- B. 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 only, as per current State Liability Travel Card and CBA Policy.
- C. The Deputy Secretary shall determine who is eligible to use the CBA within YS. The account(s) are issued in the name of the agency, and the

YS Travel Card Program Administrator is the primary point of contact for administering the account(s).

The contract travel agency shall be notified of authorizers for each CBA account by the YS Travel Card Program Administrator.

- D. Each CBA account shall have an overall card cycle limit as determined by the agency.
- E. YS/OJJ is responsible for ensuring all accounts are paid timely and full each month with one electronic funds transfer (EFT) to Bank of America.
- F. 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 shall be taken to resolve the misuse/abuse of the account.
- G. The full CBA account number shall not 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.

XIII. TRAVEL/CBA CARD MISUSE:

A. Fraud Purchase

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, pursuant to YS Policy No. A.2.1 (b).

The nature of the disciplinary action will be at the discretion of the Deputy Secretary 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 Purchasing and Travel.

B. Non-Approved Purchase

A non-approved purchase differs from a fraud purchase in that it is a non-intentional misuse of the Travel Card/CBA with no intent to deceive that 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 PES file for no longer than one (1) year unless another incident occurs. The employee shall pay for the item purchased inappropriately. Should another incident of a non-approved purchase occur within a twelve (12) month period, the appointing authority should consider revocation of the Travel Card/CBA.

C. Merchant Forced Transaction

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 follows:

1. Merchants process transactions against card controls (MCC, limits, expiration date, etc.) and, if approved, receive an authorization number; or
2. Merchants submit the transactions 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.

D. Card and WORKS User ID/Password Security

Each cardholder, CBA Administrator, YS Travel Card Program Administrator, auditor, cardholder Approver, etc. is responsible for the security of their card, User ID(s) and password(s).

E. Consequences of Card Misuse

1. Suspension/cancellation of card;
2. Written counseling placed in employee's PES file for a minimum of 12 months;
3. Consultation with agency program administrator(s), and possibly Deputy Secretary and internal audit section;
4. Disciplinary actions, up to and including termination of employment; and/or
5. Legal actions, as allowed by the fullest extent of the law.

XIV. DOCUMENTATION:

- A. All documentation shall be adequate and sufficient, and adhere to PPM. All supporting documentation, along with receipts, shall be scanned and attached to each corresponding transaction.

Immediate supervisors/Approvers shall verify and ensure that these 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 approved (refer to YS Policy No. A.3.16).

Documentation of approval must be accomplished electronically online by signing off on the transaction. 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.

- B. 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 YS/OJJ's record retention policy (refer to YS Policy No. A.1.9).
- C. 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.
- D. Cardholder Approvers shall forward all supporting documentation, along with invoices, receipts and signed paper or approved electronic log, by both cardholder and Approver, and signed statement by both cardholder and Approver, and any findings and justifications to the YS Travel Card Program Administrator for review and maintenance of the files in accordance with YS/OJJ record retention policy noted above.

This file must be centrally located in YS/OJJ's Central Office, and will be subject to review by the Office of State Purchasing and Travel, the Louisiana Legislative Auditors Office, and any other duly authorized auditor.

XV. DISPUTE RESOLUTION:

- A. The cardholder's first recourse is to contact the merchant to try and resolve problems regarding disputed items, charges or quality.
- B. If the merchant agrees the error has been made, he will credit the cardholder's account. The credit should appear on the next monthly billing statement. The cardholder should check the next statement for the credit.

- C. If the problem with the vendor is not resolved, the “Statement of Disputed Item” [see Attachment A.3.16 (d)] must be completed, and mailed or faxed with required enclosures within 60 days from the billing close date (8th of each month) to:

Bank of America-Commercial Card Service Operation
P.O. Box 53142
Phoenix, AZ 85072-3142
Phone (800) 352-4027 Fax (888) 678-6046

A copy of the “Statement of Disputed Item” shall be faxed to the YS Travel Card Program Administrator at (225) 287-7969.

- D. The transaction will be paid; therefore, it is important for the cardholder to mark the online WORKS transaction as “DISPUTED.” The cardholder should retain a copy of the disputed documentation, and verify receipt of the credit on future statements.
- E. All disputes will be resolved by Bank of America within 180 days.

XVI. FRAUDULENT CHARGE:

- A. In the event of a fraudulent charge, it is the cardholder’s responsibility to ensure the following steps are completed:
1. Contact the Bank of America’s Security Division at (877) 451-4602;
 2. Sign and return the affidavit provided by Bank of America;
 3. Notify the YS Travel Card Program Administrator @ (225) 287-7670 of the fraudulent charge;
 4. Submit a copy of the fraudulent charge affidavit to the YS Travel Card Program Administrator; and
 5. Indicate the fraudulent charge in the comment section of the transaction during online reconciliation in WORKS.
- B. Any recognized or suspected misuse of the Travel Card program should be immediately reported to YS Travel Card Program Administrator, and may also be anonymously reported to the State of Louisiana Inspector General’s Fraud and Abuse Hotline at 1-866-801-2549. For additional information the following website is also available:
<http://oig.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=3&pnid=0&pid=4&catid=0>

XVII. AUDIT REPORTS:

- A. State Purchasing has created a list of reports for agencies to use for monthly audit requirements of this program through WORKS and 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, the reports shall be reviewed to determine which of the reports are most valuable to the agency. Those reports deemed most valuable shall be rotated at a minimum of every other month.

- B. When running these reports, it is the YS Travel Card Program Administrator'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.

- C. All documentation / findings / replies resulting from the monthly audit of Travel Card transactions shall be centrally located and readily available for any internal or external audits that may occur. Most reports are available through VISA Intellilink. Intellilink's data is available for a 27-month rotating period.

- D. The YS Travel Card Program Administrator is responsible for submitting to the Office of State Purchasing and Travel monthly certification that the above procedures have been conducted, and that all requirements listed in this policy have been completed, and that necessary findings have been investigated, documented and handled appropriately.

In addition, reports shall be used as a tool to assist the YS Travel Card Program Administrator 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.

- E. YS/OJJ internal auditing process by the YS Travel Card Program Administrator assures that all procedures, in conjunction with the areas covered in the "Loss Prevention Program" (refer to YS Policy No. A.3.11) are conducted annually to ensure a system of checks and balances and compliance, and to ensure that related policies are reviewed annually, pursuant to YS Policy No. A.1.1.

- F. Each Unit Head shall evaluate and respond to internal audit findings and recommendations expeditiously. The response shall include a corrective action plan with estimated implementation dates to resolve findings, whether or not the availability of resources is a restraining factor. Such lack of resources shall be documented.

Previous Regulation/Policy Number: A.3.16

Previous Effective Date: 09/20/2013

Attachments/References:

A.3.16 (a) Travel-Cardholder Enrollment Form 0913

A.3.16 (b) OJJ Travel Card Agreement 0913

A.3.16 (c) OJJ Travel Card Log 0913

A.3.16 (d) OJJ Travel Card Dispute Form