YOUTH SERVICES
POLICY

Title: State Liability Travel Card and CBA Program	**Type:** A. Administrative **Sub Type:** 3. Fiscal **Number:** A.3.16
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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: *James Bueche, Ph.D., Deputy Secretary*	**Date of Approval:** 12/12/2018

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:

The use of the Travel Card will improve efficiency and effectiveness by forming one source of payment while reducing the need for cash advances. All State of Louisiana and OJJ travel policies, rules, and regulations must be followed.

III. APPLICABILITY:

This policy applies to all employees issued a State Liability Travel Card and those who use the OJJ CBA program.

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.

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 8th 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 XIV "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 XIV "Card Misuse".

Cardholder Agreement Form -- 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.

CBA (Controlled Billed Account) -- 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.

Cycle -- the period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight the 8th 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. Synonymous with "monthly spending limit".

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 transactions that has a 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 XIV "Card Misuse".

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.

Memo Statement of Account -- A listing of all transactions charged to the cardholder's account through the end of the monthly billing cycle. The Bank sends the statement directly to the cardholder's business address, on a monthly basis for reconciliation purposes. This is not a bill. The cardholder must reconcile, approve and forward to supervisor/reviewer, along with all applicable travel authorizations, expense forms and other applicable approvals/justifications for approval.

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.

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

PPM49 (Policy and Procedure Memorandum 49) -- The state's general travel regulations. 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 any other source. http://www.doa.louisiana.gov/osp/travel/travelpolicy.htm

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.

SPL (Single Purchase Limit) -- 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.

Travel Card -- A credit account issued in an employee's name. This account is 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 the agency has completed the implementation of Workflow, this log is used in the reconciliation process for travel expenses charged during the billing cycle. The log is 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, supervisor of cardholder which is at least one level higher than cardholder, can either be by signature (paper) or electronic signoff (online in WORKS Workflow).

Transaction -- A single purchase. 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.

Unit Head – For purposes of this policy, the Deputy Secretary, Assistant Secretary, Undersecretary, Deputy Undersecretary, Chief of Operations, Executive Management Advisor, 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.

V. POLICY:

The Office of Juvenile Justice State Liability Travel Card and CBA Program Policy covers and establishes standards for possession and use. The Travel Card/CBA enables employees to pay for specific, higher cost travel expenses incurred during official State business travel with the convenience of a credit card. All transactions must be in accordance with OJJ's Travel Card Policy, the State's Travel Card Policy, and the State's Travel Policy PPM49. This policy and the related procedures do not negate any current requirements and/or allowances in PPM49, Purchasing Policies, Rules and Regulations, Louisiana Statutes, or Executive Orders.

The Travel Card/CBA is a VISA account distributed by Bank of America (BOA) for State of Louisiana employees only. A card is issued to any OJJ full-time employees, with the approval of the employee's Deputy Secretary/Appointing Authority, and the Program Administrator. Issuance of a Travel Card is not an automatic process upon hiring.

OJJ will set individual cardholders single purchase and monthly cycle limits. OJJ allows a SPL (single purchase limit) max of $5,000. The Office of State Travel must approve in writing any SPL or MCL overrides. Transactions shall never be artificially divided to avoid the Travel Card Policy limits.

VI. CONDITIONS OF PARTICIPATION:

A. All OJJ cardholders, as a condition of participation in the State Liability Travel Card/CBA Program, shall abide by the terms of this policy unless a Request for Exception Form is submitted through OJJ's Program Administrator and approved by the Office of State Travel.

B. All program participants, including Program Administrators, cardholders, CBA administrators and cardholder approvers, are required to complete an annual online certification class, and score a grade of at least 90 in order to receive a new Travel Card, renew a Travel Card, remain a CBA administrator, or remain as a cardholder approver. These certifications will be developed and updated, as necessary, by The Office of State Travel. All program participants will be notified and given ample time to obtain this certification. Please note the certification class for the CBA administrator will be the same as a cardholder's certification.

C. A cardholder's approver must be a supervisor of the cardholder. A cardholder can never approve their own Travel Card purchases. A supervisor is defined as being at least one level higher than the cardholder. The approver must be the most logical supervisor who is the most familiar with the business case and appropriate business needs for the cardholder's transactions.

D. OJJ's program participation should include a review on activities of the Travel Card and CBA program in the annual risk assessments conducted by the Department of Public Safety Services' (DPS's) Internal Auditors. If the activities of the program are deemed high risk, the internal auditors should address this as if they would other areas of high risk when developing their annual audit plans and work schedules. The Office of State Travel does encourage, however, an audit of the program no less than once every 3 years. DPS's Internal Auditors will notify the Office of State Travel via email after initiating the audit of Travel Card activities. Upon issuing an audit report, a copy will be provided to the Office of State Travel. In addition, OJJ's Program Administrators must audit all transactions and monthly billing cycle supporting documentation prior to the billing statement payment.

E. Monthly reviews and inquiries, requested from the Office of State Travel, Division of Administration auditors, etc. to OJJ's Program Administrators must be answered in the time specified in the request. Travel authorization is required for each transaction, along with Program Administrators verifying and determining the transaction was for a business purpose and is in compliance with PPM49 and all State and OJJ card program policies, purchasing rules and regulations, statutes, and executive orders.

F. All cardholders must sign OJJ's State Liability Cardholder Enrollment Form. The Deputy Secretary/Appointing Authority or his designee approves the form, enabling the employee to receive a Travel Card. All cardholders, Program Administrators, CBA administrators and cardholder approvers must sign the most current State of Louisiana Corporate Liability Travel Card Program Agreement Form. The agreement form outlines the responsibilities of the applicable program participant. Both forms must be signed annually and can be found on OJJ's intranet database.

G. No Travel Card shall be issued to any OJJ Program Administrators, Deputy Secretaries, CBA administrators, auditor, or any other roles associated with administering, monitoring or reviewing the activities of the Travel Card program.

H. To allow for proper and complete program audits, OJJ 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.

I. An employee may not qualify for a State Liability Travel Card if their State of Louisiana Corporate Travel Individual Liability account has been revoked due to charge-offs and/or non-payment, or if their account currently has a balance. All accounts must be paid in full prior to consideration for a Travel Card.

J. The program does not allow cash withdrawals/transactions or any attempt for cash transactions, as cash blocked from the program.

K. A cardholder's failure to comply with the conditions of participation can result in removal from the program.

VII. ROLES AND RESPONSIBILITIES:

A. Office of State Travel's Responsibilities:

1. The State of Louisiana's Office of State Travel is responsible for the statewide contract and administration of the State Liability Travel Card/CBA Program. The State Program Administrator will serve as a 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.

2. The Office of State Travel will issue and maintain OJJ's State Liability Travel Card/CBA Policy. If the State's policy or the program limits are changed statewide, a revised Travel Card/CBA Policy will be issued by the Office of State Travel.

3. The State office approves agency participation in the program and identify the allowable Merchant Category Codes (MCC) and their limits. MCC allowances will be in accordance with Section 7, Allowed Charges.

4. Any waiver to this policy will be considered on a case-by-case basis, and should be in writing on an Exemption Request Form. The form should be completed by the Program Administrator, who will forward to the Office of State Travel for approval.

B. OJJ's Responsibilities:

1. OJJ's responsibilities include the administration of the State Liability Travel Card/CBA program, and compliance with State guidelines identified in the State's Travel Card Policy, PPM49, and any current Purchasing Policies, Rules and Regulations, Louisiana Statutes, and Executive Orders if applicable.

2. OJJ is responsible for developing a Travel Card Policy documenting all internal procedures, ensuring the policy is in accordance with the guidelines of the State Liability Travel Card/CBA Policy. The policy will be updated when necessary with changes/additions which may occur in OJJ's internal procedures, the State's policy, and Bank of America.

3. The Program Administrator is responsible for keeping the employees informed of State and internal policy requirements, procedures, allowances, updates, and amendments, including the Deputy Secretary, cardholders, CBA administrators, cardholder approvers and any other agency personnel as deemed appropriate.

4. OJJ is responsible for designating OJJ's Travel Card/CBA Program Administrator(s) and notifying the Office of State Travel of any changes to the Program Administrator(s) or the Deputy Secretary.

5. OJJ must perform post audits of cardholder transactions to monitor appropriate use while verifying purchases are made in accordance with PPM49, OJJ's Travel Card Policy, the State Office's Travel Card Policy, and all policies, purchasing rules and regulations, Louisiana Statutes and Executive Orders, if applicable. Bank of America and VISA will provide reporting capabilities at no cost to OJJ to assist in audit findings. Bank of America's WORKS data is available electronically for up to 3 years. VISA's Intellilink system's data is available for a 27 month rotating period. It is OJJ's responsibility to obtain and archive the data in both systems for three (3) full fiscal years plus the current fiscal year.

C. Internal Policy and Procedures:

1. All Travel Cards are issued with State liability, which the State is liable for the payment of the expenses charged. The program is based on the strength of the State's financial resources, not the personal finances of the cardholder. Due to State Liability, Travel Cards are only to be issued in the name of OJJ employees.

2. Cardholders must be approved by the Program Administrator, based on the request of a Deputy Secretary/Appointing Authority.

3. Travel Cards will be issued by the Program Administrator. The Single Purchase Limit (SPL) is up to $5,000. These are preventative controls and should be used judiciously. Both limits must reflect the individual's travel patterns. OJJ recognizes certain business transactions require higher limits. Exception to the limits may be requested through the Program Administrator to the Office of State Travel with a Request Exemption Form. Increasing the SPL or MCL should always be done with caution, and best practice calls for the limits to be limited to the lowest necessary amount needed for the duties of the individual cardholder. A single purchase shall not be artificially divided to avoid SPL or MCL procedures. If determined a cardholder intentionally circumvents the SPL or MCL controls, the Travel Card will be revoked.

4. Prior to card issuance, each cardholder must participate in the OJJ training on LEO and the Office of State Travel cardholder training in LEO to ensure the cardholder is aware of all duties and responsibilities associated with the possession and use of a State Liability Travel Card. The training provides information regarding the process of how a cardholder can report a card lost, stolen and/or any fraudulent activity. The State and OJJ policies will also be distributed during the training session.

5. All program participants must complete the trainings annually.

6. Each cardholder will complete a OJJ Cardholder Enrollment Form and State Liability Travel Card Program Agreement Form annually. The Enrollment Form grants employees permission to receive a Travel Card by the Deputy Secretary/Appointing Authority. The Agreement Form outlines and highlights the responsibilities the cardholder has by possessing a Travel Card. The Program Administrator shall maintain the original signed copies for all participants of the program, and copies of the signed forms will be provided to the cardholder. Both forms can be found on the OJJ intranet database.

7. Cardholders and approvers are required to complete an annual online certification class, and score a grade of at least 90 in order to receive a new Travel Card, renew a Travel Card, remain a CBA administrator, or remain as a cardholder approver. These certifications will be developed and updated, as necessary, by the Office of State Travel. All program participants will be notified and given ample time to obtain this certification.

8. The Program Administrator monitors the issuance of cards, ensures only one card is issued per employee, and maintains a list of all agency cardholder's names.

9. All Travel Card transactions must have a receipt and be in accordance with the most current addition of PPM49. Purchasing policies, rules, regulations, Louisiana statues and/or executive orders must be followed if applicable. The Program Administrator will review all Travel Card charges to ensure the transactions are within all policies and procedures, and all transactions have a receipt. Receipts must be detailed and itemized, containing the receipt date, item(s) purchased, a line description of the item(s), purchased price of each line item, and the total amount charged for all transactions. Most travel purchases list the cardholder's name, and it is best practice to ensure the name listed on the receipt matches the cardholder's name.

10. A cardholder can only use their card for the allowed card expenses detailed in Section K, Allowed Charges.

11. Convenience Fees should only be considered if it is deemed a necessary expense and the Deputy Secretary/Appointing Authority has had an opportunity to review the appropriateness of the fee prior to the transaction. Many suppliers charge fees that are not in compliance with Visa regulations and would therefore, not be an allowable charge. It is the responsibility, therefore, of OJJ to ensure that these fees are not only allowed by VISA regulations but also in the best interest of the State.

12. Prior to making a Travel Card purchase, a Travel Authorization Form for the particular trip must be approved.

13. Participation in the Travel Card and CBA program requires the implementation of WORKS Workflow, an online system through Bank of America. All receipts and supporting documentation must be scanned and tied to the applicable transaction and not as one image for all transactions. Cardholders must document the reason for each purchase. WORKS Workflow will require that cardholders and their approvers electronically sign off on all transactions after appropriate review. The cardholder's credit limit will only be refreshed upon appropriate approvals within WORKS.

14. In addition to using WORKS workflow to reconcile and verify their Travel Card charges, cardholders must record each Travel Card charge on a Travel Card Log. The cardholder must sign the log, which verifies the charges listed on the log were made by the cardholder. The supervisor /approver must sign the log approving the cardholder's charges. The log will also assist the Program Administrator during the reconciliation process. The original signed log, along with all supporting documentation, must be submitted to the Program Administrators. The Travel Log can be found on OJJ's website. The Program Administrator will contact cardholders each billing cycle and provide a deadline as to when all paperwork must be submitted. Ample time will be given to submit all documents.

15. Each cardholder will receive a statement from Bank of America mailed to the cardholder's OJJ work address. The statement must be signed by the cardholder and approver and submitted to the Program Administrator prior to the start of next billing cycle. The statement is a good method to ensure all monthly charges are accounted for.

16. All Travel Card purchases must be approved by someone other than the cardholder, on both their Travel Card logs as well as in WORKS. The cardholder's approver must be a supervisor of the cardholder. A supervisor is defined as being at least one level higher than the cardholder. The approver must be the most logical supervisor who is the most familiar with the business case and appropriate business needs for the cardholder's transactions.

17. If an approver is absent during the approval process, it is the approver's and cardholder's responsibility to inform the Program Administrator of the absence. The Program Administrator will appoint a temporary approver who meets the requirements stated above in #16. The original supervisor will resume approving duties once returned from their absence.

18. The Program Administrator will monitor cardholder's purchases to confirm the cardholder verified the charges, and the supervisor approved prior to the billing cycle's payment deadline. All charges must have receipts uploaded into WORKS, and signed off by the cardholder and approver. They will also have to be recorded on a Travel Card Log, signed and approved by the cardholder and approver.

19. The Program Administrator ensures prompt reconciliation of monthly billing statements, and statement payments are made prior to the due date.

20. The Program Administrator will send monthly certifications to the Office of State Travel indicating procedures within the audit section (see Auditing and Controls, Section IX) have been conducted. The certification will indicate OJJ has generated the required reports, all requirements listed in policy have been completed, and necessary findings have been investigated, documented and handled appropriately.

21. The Program Administrator will monitor all cardholder accounts to determine possible modifications to the SPL or monthly cycle limits. Adjustments will be made accordingly.

22. The Program Administrator will review and cancel Travel Cards not utilized within a twelve-month period monthly. The cardholder must send a written request to the Program Administrator to have a canceled card reissued. A card may remain active if dormant for a 12 month period by justification and approval from the Office of State Travel. If approval is granted, the card must have a profile of $1 SPL and cycle limit until future card usage is needed.

23. Annually, the Deputy Secretary and all cardholder approvers shall review the list of cardholders, cardholder limits, and ensure appropriate utilization. A file shall be maintained showing compliance with this request.

24. A Request for Exemption Form must be submitted by the Program Administrator to the Office of State Travel to open any MCC Codes which are classified as either "P" for prohibited or "R" for restricted. It is best practice to request the opening of a MCC Codes when absolutely necessary.

25. The Program Administrator is required to close an account if a cardholder transfers to a different department and does not have travel authority for the new department, or separates employment with the agency. Cardholders will be asked to return their Travel Card to the Program Administrator prior to the end of employment.

26. The Program Administrator requests cards, users in WORKS, and performs any maintenance necessary for cardholders. The Program Administrator also issues secure User IDs for each cardholders in WORKS applications.

27. Bank of America sends all newly ordered and renewed Travel Cards to the Program Administrator, not directly to the individual cardholder. The Program Administrator will contact the employee when cards are ready for pickup. Note: A card will expire two years from when it is ordered or renewed. BOA automatically renews cards upon expiration.

28. On occasion, it may be necessary to change information on a Travel Card, such as name change, etc. In these cases, the information on an original cardholder's application may be revised by submitting the Card Maintenance Form to the Program Administrator. The form can be found on OJJ's intranet database.

29. All contact with Bank of America for card set up, maintenance and closure (except for the reporting of lost or stolen cards in which the cardholder contacts BOA first) will be handled by the Program Administrator.

30. In accordance with PPM49, it is mandatory that all state airfare is purchased through Short's Travel Management, the State's contracted travel agency. It is the State's and OJJ 's policy that all OJJ employees' airfare paid by OJJ must be charged to either the CBA or the employee's State Liability Card, not with personal funds.

31. Online accounts such as Amazon, PayPal, EBay, etc., charges are not allowed on the Travel Card. The only exception is a conference registration fee that is paid through an online site. The account must have a standalone business account or registration and must not be combined with an individual's personal account.

32. Online lodging sites where an individual rents/subleases their property, such as Airbnb, Vacation Rental by Owner (VRBO), Homeaway.com, etc., is allowed only when the cardholder acknowledges in written via OJJ email or memo they have no relation to the proprietor of the property. The daily rate plus all applicable fees must fall within the tier's lodging rate.

33. The Deputy Secretary/Appointing Authority designee will enforce personnel policies to discipline employees in the event of abuse or failure to comply with established guidelines. The Deputy Secretary/Appointing Authority will ensure consequences outlined in the misuse section are executed, and all program participants are aware of the penalties of certain actions involving the Travel Card Program.

34. Unauthorized charges and/or overage of allowances as defined in PPM49 must be paid back to OJJ. The Program Administrator will advise the cardholder on payment methods will to recover the funds. The Program Administrator monitors the recovery of unauthorized charges. If abuse occurs, whether accidental or intentional, twice within a 12 month period, the Travel Card will be revoked.

35. The Program Administrator educates program participants on use of card and sales tax requirements. See State Sales Tax- Section N. OJJ is state sales tax exempted at all Louisiana hotels, Louisiana Enterprise locations, Park N Fly at the New Orleans Airport, and group meals purchases at Louisiana restaurants when group travel spending is authorized. It is the cardholder's responsibility to ensure tax is not charged when using the vendors listed above. The Program Administrator will monitor card transactions to ensure OJJ is reimbursed for unauthorized tax exempt purchases. If unauthorized tax is applied to a Travel Card purchase, the cardholder must request for the vendor to credit the tax on the card's next statement if the vendor cannot do so, the unauthorized tax amount is owed by the cardholder to OJJ.

36. If incidentals or extra charges not associated with OJJ business travel are paid with personal funds, such as room services, movies, double occupancy for additional non-state employees, extra hotel days, etc. It is the cardholder's responsibility to inform the vendor these charges are not State sales tax exempt. If incidentals are charged, the cardholder will be responsible for repaying OJJ.

37. Cardholders must report a card lost, stolen and/or any fraudulent activity to the Bank of America and OJJ's Program Administrator. A dispute form is also completed when inappropriate charges appear on their cardholder's statement. The form can be found on OJJ's intranet database.

38. Travel advances should not be given to an employee who does not qualify for a State Liability Travel Card because their State of Louisiana Corporate Travel Individual Liability account was revoked due to charge-offs and/or non-payment or account has an outstanding balance.

VIII. AUDIT REPORTS:

A. OJJ must run and archive all monthly audit reports listed in Attachment F. The audit reports are processed through WORKS and Intellilink. When running these reports, it is the OJJ'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 or for known business travel.

In the event that a transaction is being investigated, the cardholder must explain and justify the transaction being questioned in writing (email is acceptable). Based on the cardholder's explanation, the agency should address the situation accordingly and follow the procedures notated in “Card Misuse” - Section XIV.

B. All documentation, findings, and replies resulting from the monthly audit of Travel Card transactions are to be centrally located and readily available for any internal or external audits that may occur. Reports listed in Attachment F, and are available through VISA Intellilink and WORKS. Intellilink's data is available for a 27 rotating month period. WORKS data is available for 3 years. It is GOHSEP's OJJ’s responsibility to obtain and archive the transaction data for three (3) full fiscal years plus the current fiscal year.

C. Monthly certification that the above audit reports have been conducted must be submitted to the Office of State Travel. The certification will indicate OJJ 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.

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

IX: AUDITING AND CONTROLS:

A. DPS's Internal Auditors will review the activities of the Travel Card and CBA program as part of their annual risk assessment of the agency. If the activities of the program are deemed high risk, then the internal auditors should address these areas of high risk as they would for similar items when developing their annual audit plans and work schedules. The Office of State Travel does encourage, however, an audit of the program no less than once every 3 years. DPS’'s Internal Auditors will notify the Office of State Travel via email after initiating the audit of Travel Card activities and upon completion of an audit report, a copy will be provided to the Office of State Travel.

B. Auditing the disbursement of OJJ funds for settlement of valid travel claims is the responsibility of Program Administrator. Agency’s using the Travel Card must do so in accordance with the internal controls and audit standards set forth by this policy and all state policy and procedures.

C. OJJ is responsible for performing post audits of cardholder transactions to monitor appropriate use while verifying purchases made are in accordance with PPM49 and all State rules and regulations. As described in the section above, BOA and VISA will provide reporting capabilities at no cost to OJJ to assist in auditing.

D. All transactions MUST have a receipt which is itemized, containing the receipt date, item(s) purchased, a line description of the item(s) purchased, price of each line item, and the total amount charged for all transactions. Most travel purchases list the cardholder's name, and it is best practice to ensure the name listed on the receipt matches the cardholder's name. All transactions, also, must be reconciled in WORKS workflow, with an itemized receipt and any other applicable documentation scanned and attached to each charge.

E. Enrollment of an employee in the Travel Card program is approved by the Deputy Secretary/Appointing Authority by completion of an Enrollment Form. The cardholder and their approver must sign an Agreement Form which outlines the responsibilities and regulations of their role in the program.

F. The cardholder's supervisor and Program Administrator will ensure separation of duties is in place for processing a cardholder's Travel Card transactions. Audit and review of the Travel Card for propriety of purpose, proper documentation will be reviewed and approved by the cardholder's supervisor /approver. See Section XI for responsibilities of an approver.

G. After the supervisor approves, Program Administrator will audit all card transactions for propriety of purpose, proper documentation (receipts, invoices, etc.), insuring all corrections and adjustments are made in a timely manner. Transactions not in compliance with OJJ I State policies will be immediately reported to the cardholder's supervisor and the Deputy Secretary/Appointing Authority or their designee. If misuse of the card occurs twice within a 12 month period, the card will be revoked.

H. After processing each monthly statement remittance, all Travel Log entries and supporting documentation are retained for each card transaction in an auditable state for a period of seven (7) three (3) full fiscal years plus the current fiscal year. Supporting documentation for restricted and grant accounts must comply with OJJ, General Accounting, and ORSP requirements. All files will be subject to periodic review by the Office of the Legislative Auditors and any other duly authorized auditor.

X. CONTROLLED BILLING ACCOUNTS (CBA):

The OJJ CBA is managed by the Deputy Secretary/Appointing Authority, and is used for all OJJ travel expenditures. The authorized CBA administrators and users are the Deputy Secretary and his designee.

Authorizers for the CBA accounts will maintain records and approvals sufficient for reconciling the CBA statement. Below list rules and regulations which are mandatory for all CBA accounts:

A. All CBA transactions must be in accordance with OJJ and the State's Travel Card Policies, PPM49, and purchasing policies, rules, regulations, Louisiana statues and/or executive orders if applicable.

B. The purpose of a CBA is to provide a tool for OJJ to purchase airfare and assist with payment of travel expenses listed in “Allowed Charges” - Section XIII.

C. In accordance with PPM49, it is mandatory that all employee airfare is purchased with a State Liability Travel Card or CBA account. OJJ requires all airfare funded by OJJ to be charged exclusively to the Travel Card or CBA.

D. OJJ promotes usage of the CBA, however, OJJ will determine who is eligible to use the CBA within the OJJ. A Travel Authorization Form must be completed and approved on OJJ’s intranet database.

E. Accounts are issued in the name of OJJ, and the Program Administrator is the primary point of contact for those accounts. OJJ has designated multiple authorizers per account as indicated above. The contract travel agency and Bank of America must be notified of name changes of authorizers for each CBA account

F. CBA accounts shall have an overall card cycle limit determined by the Deputy Secretary. These limits reflect the OJJ ‘s travel patterns and are preventative controls which should be used judiciously.

G. The CBA accounts are the direct liability of the State. OJJ will be responsible for ensuring all payments are made timely to the bank, and the accounts are paid in full monthly. All CBA statements are included within the monthly total amount OJJ owes to BOA, and each CBA charge is listed on OJJ‘s master bill. OJJ has authorized the Department of Public Safety’s Financial Services section to pay Bank of America to debit from OJJ’s operating account for the full amount due on the payment due date.

H. No plastic card is issued for CBA accounts. These are referred to as ghost accounts. The traveler and CBA user must ensure the actual "plastic" is not necessary when processing a transaction.

I. 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.

J. The full CBA account number shall never be put in emails, fax, reports, memo, etc. If designation of an account is necessary, only use of the last four or eight digits of the account is allowed.

XI. SUPERVISOR/APPROVER:

An approver is responsible for reviewing transactions of an individual cardholder to ensure transactions are legitimate business expenses, in compliance with all procedures, and charged to the appropriate speed key.

A cardholder's approver must be a supervisor of the cardholder. A supervisor is defined as being at least one level higher than the cardholder. The approver must be the most logical supervisor who is the most familiar with the business case and appropriate business needs for the cardholder's transactions. An employee can never approve their own charges

If an approver is absent during the approval process, it is the original supervisor and cardholder's responsibly to inform the Program Administrator of the absence. The Program Administrator will appoint a temporary approver who meets the requirements stated above. The Program Administrator will notify the temporary supervisor of their responsibilities as an approver. The cardholder's original supervisor will resume approving duties once returned from their absence.

Approvers' responsibilities are listed in detail below:

A. Obtain an annual approver certification through the State's online certification training program, in which a passing grade of at least 90 is obtained.

B. Participate in a training session and sign the State's Approver Agreement Form annually. The original form is given to the Program Administrator, and the approver receives a copy.

C. Review and understand the State and OJJ Travel Card policies, PPM49 and all rules, regulations, guidelines, statutes, and executive orders, if applicable. This includes keeping well informed of program updates sent from the Program Administrators or anyone associated with the Travel Card Program.

D. Always submit approvals with all necessary documentation, including complete line item descriptions on receipts (both paper and electronic), in a timely manner and in accordance with OJJ policy.

E. Ensure a transaction's supporting documentation is complete. This includes an approved Travel Authorization Form, itemized receipts, Travel Log which is signed by both the approver and the cardholder, and any findings and justification. All original documentation is sent to OJJ's Program Administrator for review. Remember, the cardholder is never a final approver of their card transactions.

F. A signed statement by the cardholder and approver is submitted to the Program Administrator prior to the start of the next billing cycle.

G. Receipts, supporting documentation, and Travel Log dates must correspond with the trip allowances, Travel Authorization Form dates, and billing cycle dates.

H. Guarantee each transaction has an appropriate business purpose and fits the cardholder's business needs.

I. Review Travel Card transactions to ensure state tax is not charged for Louisiana Enterprise locations, Louisiana hotels, Park N Fly at the New Orleans Airport location, and group meals purchased at Louisiana restaurants when group travel spending is approved by the Program Administrator.

J. All charges have been reviewed and audited, and are in compliance with OJJ 's and the State's Travel Card Policies, PPM 49, and all current purchasing rules, regulations, statutes, executive orders, and policies, as applicable.

K. Ensure the charge is not a duplication of personal request and/or reimbursements.

L. Electronically sign off on transactions in WORKS workflow only after reviewing that all transactions meet the criteria above (Lines 3 - 11) and all itemized receipts and related documentation are scanned and attached to each charge. Approvals must be made for every transaction through WORKS before the cardholder's monthly credit limit will refresh.

M. Immediately report any fraud or misuse suspected or personal charges to the Program Administrator and the Deputy Secretary/Appointing Authority. The approver will participate in any disciplinary actions which may be deemed appropriate, if necessary.

N. Notify the Program Administrator immediately upon a cardholder leaving OJJ, changing departments, or taking an extended leave. The Program Administrator will make necessary changes to cancel the card and update program files accordingly.

O. Prior to a cardholder's departure, complete an exit review with the cardholder to ensure the cardholder's transactions, supporting documentation, receipts, and necessary signatures are obtained, both on paper and electronically through WORKS. Make certain the Travel Card is obtained from the employee upon separation or change in department, and return the card to the Program Administrator.

P. If the card is lost, stolen or has fraudulent charges, the approver or cardholder must notify the Program Administrator. The cardholder will immediately notify the bank.

Q. Review at a minimum annually, all cardholders' profile limits to ensure appropriate utilization of the card and program intent. This will assure all cardholders limits, MCC Codes, etc., are working properly for the cardholder. If limits or codes are not allowing the cardholder to perform their duties, the approver should contact the Program Administrator to inquire about making any necessary adjustments.

R. Secure all assigned WORKS application User IDs and passwords. Never share User ID and passwords or leave work area while logged into the system or leave log-in information lying in an unsecure area.

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

1.. Written counseling placed in employee file for a minimum of 12 months
2. Consultation with Agency Program Administrator, Deputy Secretary/Appointing Authority and/or Internal Auditor
3. Disciplinary Actions, up to and including termination of employment
4. Legal Actions, as allowed by the fullest extent of the law
5. Cancellation of card/use of program

XII. CARDHOLDERS:

A. Use of the Travel Card is for official OJJ /State travel only. Personal use of the card is not allowed for any reason.

B. A training class must be attended prior to receiving the card and annually to learn about all aspects and updates of the Travel Card program.

C. A State Liability Cardholder Agreement Form, acknowledging cardholder's responsibilities, and OJJ Enrollment Form, granting the cardholder permission to obtain the card from their department, must be signed prior to receiving the card annually. The Program Administrator shall maintain the original signed copies for all cardholders, and copies of the signed forms will be provided to the cardholder.

D. Obtain the annual cardholder certification through the State's online certification training program receiving a passing grade of at least 90 prior to possess or continuing to possess a Travel Card.

E. Each cardholder is responsible for the security of their State Travel Card, and therefore should never display their card number around their work area or give their card number to someone under any circumstances. Also, never put the full Travel Card account number in emails, fax, reports, memo, etc. If designation of an account is necessary, only use of the last four or eight digits of the account.

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 card data such as the account number, the expiration date, assigned PIN number, and the card verification code (CVC), the 3-digit security code located on the back of the card.

G. The cardholder shall never send a copy of the Travel Card if requested by a merchant.

H. 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 unsecure area.

I. The cardholder must present a personal credit card when checking into a hotel to cover any incidental expenses, which are not allowed if using the Travel Card. If authorized incidentals are incurred during a business trip, the traveler must pay for the incidentals with personal funds and then be reimbursed through the OJJ travel reimbursement policy and procedures process.

J. The Travel Card is limited to the person whose name is embossed on the card, and shall not be used to pay for another employee, student, or any another person's travel expenses, whether official or non-official.

K. The card should not be loaned to another person to pay for official or non-official travel expenses.

L. All Travel Card transactions must have a receipt and be in accordance with the most current publication of the OJJ's Travel Card Policy, the State's Office's Travel Card policy, and PPM49. Purchasing policies, rules, regulations, Louisiana statues and/or executive orders must be followed, if applicable.

M. Usage of the Travel Card should never avoid any travel, procurement, or payment procedures.

N. The Office of Juvenile Justice retains the right to cancel a cardholder's privileges. Cards may be revoked for misuse or non-compliance of OJJ or the State's Travel Card procedures, the Cardholder's Agreement Form, or PPM-49. A First Offense will result in a written notification for from the supervisor. The Second Offense within a 12 month period, whether intentional or accidental, will result in the cancelation of the card.

O. All non-permitted purchases or overages of PPM-49 rates will be owed back to OJJ by or a payment will be made to the OJJ. The Program Administrator will instruct the cardholder which form of payment will be processed. The cardholder will have two pay periods to resolve the matter or the amount will be deducted from cardholder's paycheck.

P. OJJ travelers on official state business are state sales tax exempted at all Louisiana hotels, Louisiana Enterprise locations, Park N Fly at the New Orleans Airport, and group meals purchased at Louisiana restaurants when group travel spending is approved by the Program Administrator.

Cardholders should make every effort at the time of purchase to prevent being charged state sales tax. Cardholders will notify the vendor BEFORE the purchase is processed that the purchase is tax exempt. Cardholders must present the appropriate tax exemption form or provide the correct corporate account number to have State sales tax removed from the above vendors while on official agency business. See, State Sales Tax - Section XVI, for details on how remove State tax.

Q. If unauthorized tax is applied to a Travel Card purchase, the cardholder must request for the vendor to credit the tax on the card's next statement. If the vendor cannot do so, the unauthorized tax amount is owed by the cardholder to the agency. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck.

R. If incidentals or extra charges not associated with OJJ business travel are paid with personal funds, such as room services, movies, double occupancy for additional non-state employees, extra hotel days, etc., it is the cardholder’s responsibility to inform the vendor these charges are not State sales tax exempt. If State sales tax abuse occurs, whether accidental or intentional, twice within a 12 month period, the card will be revoked.

S. Never, under any circumstances, use the Travel Card to access cash, or accept cash in lieu of a credit.

T. Never use the card for incidentals, gift cards, gift certificates, alcohol, and food or entertainment services. Never use the Travel Card for fuel and maintenance. However, in the event that the Fuel Card program is not covered in a certain area, then the Travel Card may be used for allowed Travel Card charges only, and files must be completely documented.

U. Prior to processing any transactions that include convenience fees, the Cardholder must consult with the Program Administrator to discuss the appropriateness of the additional fee. The Cardholder must submit their request in writing justifying the need to make the purchase with their Travel Card and the Program Administrator will then determine if the convenience fee complies with Visa regulations and is in the best interest of the State. Only then will the convenience fee be allowable.

V. Submittal of all required transaction documentation, special approvals, etc., is completed timely and in accordance with this policy.

W. Within Bank of America's WORKS Workflow, each cardholder must upload and attach a copy of the invoice or receipt and any other relevant documentation for every individual purchase on their billing statement. For every transaction, comments and/or line item descriptions must be entered. This allows for program administrators, auditors, and other third parties more oversight. The Cardholder must sign off on all transactions in WORKS in order for their monthly credit limit to refresh.

X. In addition to WORKS Workflow, each cardholder is responsible for remitting a Travel Card Log. Supporting documentation must be attached and sufficient to adhere to PPM49, the State's and OJJ's Travel Card Policies, and purchasing guidelines. Each charge(s) listed on the Travel Log must have an itemized receipt and approved Travel Authorization Form associated with the purchase(s). The log must be signed by the cardholder, verifying they made the charge(s). Supervisors/approvers are responsible for reviewing, approving, and signing Travel Card Logs certifying the documentation is acceptable for each transaction, and the charge is for official State business and in compliance with appropriate rules and regulations. After the log is signed by the supervisor/approver, all original documentation should be forwarded to Program Administrator for review and file maintenance.

Y. A signed statement by the cardholder and approver is submitted to Program Administrator prior to the start of the next billing cycle.

Z. Every transaction must have a receipt with a full description, not a generic description such as "general merchandise", whether can result in cancellation of the Travel Card.

AA. Documentation is required for all expenses and credits. For items such as registrations, where the vendor does not normally generate a receipt, a copy of the ordering document may be used. Acceptable documentation must include a line description, date, line item pricing, and total amount charged for the expense. Most travel purchases list the cardholder's name, and it is best practice to ensure the name listed on the receipt matches the cardholder's name.

BB. In addition to the Travel Card Log, it will be each cardholder's responsibility to submit their related Travel Reimbursement Expense Form timely for reimbursement of meals, incidentals and other items not allowed on the card in accordance with OJJ's internal policy. Travel Expense Forms are found on OJJ's intranet database site. The travel voucher contains a section where all Bank of America Travel Card or CBA charges must be listed to show that the expense was not claimed as a reimbursable item to the traveler and only paid once by OJJ.

CC. Never make a payment to the bank in the event an unauthorized charge is placed on the cardholder's State Liability Travel Card. If the payment is made directly to the bank, it will cause the monthly statement to be out of balance. Ultimately, it will be determined that a personal payment was made, therefore, report any unauthorized charges to the Program Administrator immediately.

DD. Notify the Program Administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.

EE. Notify the Program Administrator if use of a card has changed, and lower or higher limits are necessary. For FMLA, sabbatical, and other extended periods of leave, the cardholder must notify the Program Administrator of his/her instances of extended leave.

FF. Immediately report a lost or stolen card to Bank of America first, 1-888-449-2273 (24 hours a day & 365 days a year), and the Program Administrator second. The affected card will be automatically suspended by Bank of America, and a new card with a new account number will be sent to the Program Administrator. The cardholder will be notified by the Program Administrator when the new card is ready for pickup. Immediately reporting a lost, misplaced, or stolen card limits OJJ's liability for potential charges that may occur from unauthorized use. Failure to promptly report a lost, misplaced or stolen card may result in the agency seeking reimbursement from the cardholder for any unauthorized charges.

GG. Prior to separation of employment from the agency, the cardholder must deliver the card to the Program Administrator.

XIII. ALLOWABLE STATE LIABILITY TRAVEL CARD TRANSACTIONS:

The State Travel Card can only be used for the transactions listed below, and each purchase must fall within PPM-49's guidelines. Mismanagement of the Travel Card will lead to card cancelation and discipline actions. See Section 8 below for details of misuse.

A. AIRFARE- Mandatory to be paid with either a State Liability Travel Card or OJJ's CBA Account.

B. STATE CONTRACTED TRAVEL AGENCY FEES

C. REGISTRATION FOR CONFERENCE/WORKSHOPS- Mandatory to be paid with either a State Liability Travel Card or OJJ's CBA Account. Membership Dues are not allowed

D. HOTEL/LODGING- Mandatory to be paid with either a State Liability Travel Card or OJJ's CBA Account.

E. RENTAL CAR- Mandatory to be paid with either a State Liability Travel Card or OJJ's CBA Account.

F. PARKING- Only with hotel stay and combined on the invoice and Park-N-Fly Parking

G. INTERNET SERVICES- Only with hotel stay and combined on invoice

H. GASOLINE FOR RENTAL CAR/STATE OWNED CAR ONLY- Not to be used in place 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 file must be completely 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.

J. CONVENIENCE FEES -Many suppliers charge fees that do not comply with Visa's rules and the total of these fees may exceed what the agency receives from the T-Card Program rebate. Therefore, convenience fees are only allowable when justified in writing, and they comply with Visa regulations and are in the best interest of the State.

XIV. CARD MISUSE:

A. Fraud Purchases

A fraud purchase is defined as 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 gain of others.

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 the actions of the employee have caused impairment to State service, and should those findings be sufficient to support such action, the employee's card will be revoked and will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of Deputy Secretary/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, Office of the Inspector General and the Director of the Office of State Travel.

B. Non-Approved Purchase

A non-approved purchase is one made by a cardholder which payment by the State is unapproved. A non-approved purchase differs from a fraud purchase in that it is non-intentional misuse of the Travel Card/CBA with no intent to deceive the State 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. An example of a non-approved purchase could occur when the cardholder mistakenly uses the Travel Card 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 from the supervisor and maintained in the employee's file for no

longer than one year unless another incident occurs. Should another incident of a non-approved purchase occur within a 12 month period, whether intentional or accidental, the cardholder's Travel Card will be revoked. The employee must pay for all unapproved items purchased. The funds will be collected by a payment being made to OJJ. The Program Administrator will notify the cardholder via email as to which method of payment will occur. If payment is not resolved within two weeks from the email notification, the amount will be payroll deducted from the cardholder.

C. Merchant Forced Transactions

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. Merchants processing transactions are typically a two-step process:

1. Merchant authorizes transactions against card controls (MCC, limits, exp date, etc.) and if approved receives an authorization number.

2. Merchant submits 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 did not authorize the transaction against the card controls and therefore did not receive an authorization number. If this occurs, the merchant has forfeited all dispute rights and the transaction can be disputed unless the merchant can provide a valid authorization number. If a valid authorization number is not provided, the dispute will be resolved in the cardholders favor.

D. Card Declined

If a merchant advises the card approval has been denied, it is most likely a violation of one of the established levels of authority checks listed below:

1. The purchase exceeds the single transaction imit.

2. The account is over the spending limit.

3. The purchase is a violation of a Merchant Group I Spending Category Code or a Merchant Category

4. Code is prohibited.

The supplier will not have information related to the reason for denial, nor does the cardholder have the authority to obtain this information. If a transaction is denied, the cardholder should contact the Program Administrator for support who will contact Bank of America to obtain information on the denial. If a charge declines, the cardholder should not-swipe the card, and the merchant should be advised not to attempt to process the payment until the situation is rectified.

XV. CARD AND WORKS USER ID AND PASSWORD SECURITY:

Each cardholder, CBA administrator, cardholder approver, etc., is responsible for the security of their card, User ID(s), and password(s), and therefore should:

A. Never display their card account number, WORKS' ID number, and passwords around their work area.

B. Never share user IDs and passwords, leave work area while logged into the system, or leave log-in information lying in an unsecure area.

C. Never give a card account number, user IDs or passwords to someone else.

D. Never email the full account numbers or user ID or password under any circumstances.

XVI. STATE SALES TAX:

The State Travel Card and CBA charges are a direct liability of the State, therefore, State sales tax should not be charged to Louisiana hotels, Louisiana Enterprise locations, Park N Fly at the New Orleans Airport, and group meals purchased at Louisiana restaurants when group travel spending is approved by the Program Administrator. Cardholders should make every effort at the time of purchase to prevent being charged State sales tax. The cardholder will notify the vendor BEFORE the purchase is processed that the purchase is tax exempt. To have State sales tax removed, cardholders must:

A. Louisiana Hotels: present the Louisiana Department of Revenue's Governmental Employees Hotel Lodging Sales Use Tax Exemption Certificate, along with a copy of the approved Travel Authorization Form during check-in. The exempt form can be found on the Office of State Travel's website: https://wwwprd.doa.louisiana.gov/osp/travel/forms/hoteltaxexemption.pdf.

B. Louisiana Enterprise Location Rentals - When making a reservation, whether online or via phone, provide the State's Account Number - NA1403, or submit the State of Louisiana Employee Travel Expense Limited Sales Tax Exemption Certificate and select Enterprise Rental. The exempt form can be found on the State Office's website (see Section XVI.A above).

C. Park N Fly (New Orleans Airport) - If the online reservation system is used, enter promotion code 0050930. If not, submit the State of Louisiana Employee Travel Expense Limited Sales Tax Exemption Certificate and select Park N Fly, along with a copy of the approved Travel Authorization Form. The tax exempt form can be found on the State Office of Travel's website (see Section XVI.A above).

D. Group Meals (When Approved by the Deputy Secretary/Appointing Authority) - Submit the tax exempt form at the time of purchase.

If unauthorized tax is applied to a Travel Card purchase, the cardholder must request the vendor to credit the tax on the card's next statement. If the vendor cannot do so, the unauthorized tax amount is owed by the cardholder to the agency. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck.

XVII. DOCUMENTATION:

OJJ must ensure documentation is adequate and sufficient to adhere to the current version of PPM49, OJJ's and the State's Travel Card Policy, and all purchasing policies, rules, regulations, statutes, and executive orders, for recording of expenditures.

OJJ makes certain immediate supervisors/approvers are verifying and ensuring controls are being met and transactions are appropriate, accurate, and have a business case and need for all expenditures. This includes all receipts, receipt's dates, and other supporting documentation is applicable with a known need for business travel that corresponds to the dates on the approved Travel Authorization Form.

Records of approval are accomplished by a cardholder's approver electronically signing off in Bank of America's WORKS Workflow and signing a paper Travel Card Log. Approval by the approver certifies the documentation has been reviewed, is acceptable for each transaction, the purchase was for official state business, and is in compliance with appropriate rules and regulations.

Every transaction in WORKS Workflow will require that the cardholder upload and attach a receipt and any relevant documentation to each individual transaction in their account. They must include comments that would allow outside parties to determine that the expense was business-related. Once this is complete, the cardholder will verify the transaction by electronically signing off on the item. All transactions in the billing cycle must be signed off in WORKS before the monthly credit limit is refreshed.

In addition to WORKS Workflow, each cardholder must provide paper documentation to Accounts Payable for review and maintenance. Cardholder's will receive a statement from Bank of America mailed to the cardholder's OJJ work address. The statement must be signed by the cardholder and approver and submitted to Accounts Payable prior to the start of next billing cycle. The statement is a good method to ensure all monthly charges are accounted for.

Documentation is required for all purchases and credits. For items such as registrations, where the vendor does not normally generate a receipt, a copy of the ordering document may be used. Acceptable documentation must include a line description with full explanation, not a generic "general merchandise"

statement, and line item pricing for the purchase. Electronic receipts are allowed from the vendor if they are un-editable and are maintained in compliance with the OJJ's retention policy.

For an internet purchase, the confirmation printout showing the purchase details, or the printout of the transaction details if it shows what was purchased (the quantity and the price paid), will suffice for an itemized receipt. The receipt must be non-editable.

Cardholder approvers will forward all original supporting documentation, including invoices/receipts, signed paper logs and monthly billing statements by both cardholder and approver, approved Travel Authorization Form, and any findings and justification to OJJ's Program Administrator for review and maintenance of the files for three (3) full fiscal years plus the current fiscal year. All files are centrally located in the Executive OJJ-Central Office/DPS Financial Service Office, and will be subject to periodic review by the Office of State Travel, the Legislative Auditors and any other duly authorized auditor.

Individual State Liability Travel Cards

It is the cardholder's responsibility to electronically sign off on their transactions in WORKS, submit their monthly billing statement, Travel Card Log and all required transaction documentation, which includes approved Travel Authorization Form, special approvals, etc. by the appropriate deadline set by OJJ to ensure the statement is paid timely. The Program Administrator will email cardholders via email and provide deadlines for documentation submittal every billing cycle. Ample time will be given to submit documentation.

Cardless Billing Accounts (CBA)

The administrators for OJJ's CBA accounts will maintain records and approvals sufficient to reconcile the CBA statement to ensure it is paid timely. Each CBA administrator and approver is responsible for ensuring that documentation is adequate and sufficient to adhere to the State and OJJ's Travel Card Policies, PPM49, accounting procedures, and all rules, regulations, laws, statutes, policies for recording of expenditures. CBA administrators must have an approver who is a supervisor at least one level higher than the CBA administrators. CBA administrators are to follow all individual cardholder procedures, trainings, certifications, rules, regulations, and guidelines as outlined in the State's and OJJ's policy, including signing off of transactions in WORKS, and forwarding signed logs by both administrator and approver and all supporting documentation to DPS Finance Office for review and file maintenance.

XVIII. PAYMENT PROCEDURES:

OJJ will ensure all necessary procedures and controls are in place for prompt payment, reconciliation and cost distribution of Travel Card/CBA charges and credits. Below are payment and card cycle procedures

XIX. CARD CYCLE:

The cardholder presents their Travel Card to the vendor at time of purchase. The vendor receives remuneration from VISA within two business days of requesting payment for the service provided.

The billing cycle's dates are the 9th of the month to the 8th of the following month (ex: May 9- June 8). Only after the cardholders and their approvers electronically sign off on each transaction in Bank of America's WORKS Workflow, will the monthly credit limit refresh at the end of the billing cycle. Assuming all transactions have been approved, at midnight on the first day of the billing cycle, the cardholder's monthly cycle limit is reset to $0.

In addition to Works Workflow, cardholders will receive paper billing statements monthly from Bank of America approximately five business days of the close of the billing cycle (8th of the month). The Program Administrator will also email cardholders their statement charges within the billing cycle on the 9th of the month, or the next open business day if the 9th is a weekend or holiday. Between the statement and email, the cardholder will have adequate enough information to gather all documents needed to verify and confirm purchases.

The Program Administrator will receive a paper statement within five business days from Bank of America containing all individual OJJ cardholder and CBA accounts' charges. The Program Administrator will also download an electronic file from WORKS containing all OJJ cardholder and CBA transactions. The electronic file is available on WORKS the first day of the next billing cycle. (Ex: The March 9 - April 8 billing cycle electronic statement is obtainable April 9.) The Program Administrator will ensure the paper and online statement remittance amounts are equal to one other. It is OJJ’s responsibility to contact BOA if the paper statement is not received timely, or the online statement is not accessible.

XX. RECONCILIATION:

Cardholder Reconciliation:

An employee must complete a Travel Card Log for all charges made within a billing cycle to assist in the reconciliation and payment process. This is in addition to the Cardholder's responsibility to use WORKS Workflow to sign off on all charges, which includes uploading receipts and adding comments to each transaction. The Program Administrator will contact the cardholder and/or supervisor via email and provide a submittal deadline for Travel Logs. Ample time will be provided to submit all required paperwork. It is best practice to have one log per billing cycle containing all cycle charges. OJJ understands this may not be practical, especially for cardholders who travel frequently. For frequent travelers, it may be more efficient to complete one Travel Card Log per trip. As long as each charge in a particular cycle is documented on a Travel Card Log with supporting documentation, one log or multiple logs can be submitted for one billing cycle.

By the cardholder completing a Travel Card Log, it verifies the charges were processed by the cardholder, and all Travel Card purchases are within OJJ's and the State's Travel Card policies, PPM-49, and all OJJ and State travel and purchasing rules, regulations and executive orders. Attached to the log should contain all supporting documentation for each Travel Card purchase, which includes:

A. Itemized receipt(s) with the receipt date, purchase amount, and description of the purchase for all charges within the billing cycle. This is needed for credits as well.

B. Approved Travel Authorization Form(s) for each purchase. All charges fall within the authorization form's dates, and the destination and purpose on the form is relevant to each purchase.

C. All other supporting documentation such as special approvals or justifications.

All Travel Logs must be signed by the cardholder, verifying all charges meet the requirements listed above. Each cardholder will receive a statement from Bank of America mailed to the cardholder's OJJ work address. The statement is a good method to ensure all monthly charges are accounted for. The statement is also signed by the cardholder.

Supervisor Reconciliation:

The cardholder's supervisor who is most familiar with the cardholder's business related travel must approve/sign the cardholder's Travel Card Log and billing statement. This is in addition to the Approver's responsibility to use WORKS Workflow to verify and approve the cardholder's transactions, making sure all appropriate documentation and comments have been attached. Remember the approver must be a supervisor of the cardholder who is at least one level higher than the cardholder. See Section XI for detailed explanation an approver's responsibilities. While reviewing logs, the approver must ensure:

A. A Travel Log is completed and signed by the cardholder.

B. A detailed, itemized receipt matches each charge recorded on the log.

C. All documentation and justification needed is included with the log.

D. Transactions are in compliance with all State and OJJ policies, and regulations, including PPM-49.

E. Each charge posted on the billing cycle is included on the log, including credits. If multiple logs are used, each charge is accounted for.

F. An approved Travel Authorization Form is attached. All charges fall within the authorization form's dates, billing cycle, and the destination and purpose on the form is related to the purchase.

After all charges are reviewed and approved, the log is signed by the approver, and all original logs with supporting documentation are forwarded to OJJ's Program Administrator. If there is an issue or discrepancy with any of the above items, the approver should contact the cardholder immediately to address the issue. The log and paperwork should not be forwarded to Program Administrator until all items are correct. If a charge is believed or found to be in non-compliance with any agency or State rules or polices, the approver must contact the Program Administrator.

The Program Administrator will contact the cardholder and/or supervisor and provide a submittal deadline for completed logs and supporting documentation.

Program Administrator Reconciliation:

As indicated above, a signed Travel Log for all charges in a billing cycle must be signed by the cardholder and the cardholder's approver with supporting documentation for each Travel Card purchase. The original completed log and supporting records are forwarded to OJJ's Program Administrator where it is stored for seven three (3) full fiscal years plus the current fiscal year. Once the cardholder's Travel Log and supporting backup is received, the Program Administrator will review each log to ensure:

A. Transactions are in compliance with all State and OJJ policies, and regulations, including PPM-49.

B. The cardholder completed and signed a Travel Log. Each charge and credit posted to the billing cycle is recorded on the log. A signed billing statement is also submitted.

C. All proper documentation is attached to each log (see the paragraph above).

D. An approved Travel Authorization Form is attached. All charges fall within the authorization form's dates, billing cycle, and the destination and purpose on the form is related to the purchase.

E. The appropriate supervisor signed and approved the log and billing statement. The approving supervisor must match to the Program Administrator's records.

If there are any questions regarding a charge or insufficient documentation provided, the Program Administrator will contact the cardholder to obtain an explanation or correct information. This additional information is included and filed with the cardholder's supporting documentation. If it is determined that personal or other unauthorized charges occurred on the card, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse of the card. (See “Card Misuse” - Section XIV).

XXI. PAYMENT DUE DATE AND COST DISTRIBUTION:

The total amount due on the statement encompasses activity from all individual cardholders and CBA purchases within the billing cycle. The payment must be made to Bank of America within 25 days of statement billing date. OJJ will always make the statement payment. The cardholder will never make a payment to Bank of America, regardless of the situation.

All Travel Card purchases should be verified by the cardholder, approved by the supervisor, and audited and approved by the Program Administrator prior to the statement payment.

DPS Financial Services will ensure that payments are made by the due date and charges are allocated appropriate within OJJ’s operating budget. If there is a discrepancy with the payment amount, the Finance section will notify Bank of America to resolve the issue, and contact the OJJ Program Administrator.

XXII. WAIVERS OR EXCEPTIONS:

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

Exceptions will be requested through OJJ’s Deputy Secretary or his designee to the Director of State Purchasing and Travel.

Previous Regulation/Policy Number: A.3.16
Previous Effective Date: 10/25/2018
Attachments/References: A.3.16 (a) Travel-Cardholder Enrollment Form Dec 2018
A.3.16 (b) OJJ Travel Card Cardholder Agreement Oct 2018
A.3.16 (c) OJJ Travel Card Log Dec 2018
A.3.16 (d) OJJ Travel Card Dispute Form Sept 2013
A.3.16 (e) Missing Receipt Form Oct 2018
A.3.16 (f) Travel Card Program Auditing Reports Dec 2018
A.3.16 (g) OJJ Travel Card Approver Agreement Dec 2018
A.3.16 (h) OJJ Travel Card Administrator Agreement Dec 2018
A.3.16 (i) Purchasing and Travel Card Program Administrator Form Dec 2018
A.3.16 (j) LACARTE Purchasing Card Administrator Agreement Dec 2018

OFFICE OF JUVENILE JUSTICE
STATE CORPORATE TRAVEL CARD/CBA PROGRAM
CARDHOLDER ENROLLMENT FORM

☐ **NEW**

☐ **CHANGE – CARDHOLDER ACCOUNT # _____**
(last eight digits only)
☐ **DELETE - CARDHOLDER ACCOUNT # _____**
(last eight digits only)

Section I: To be completed by Cardholder:

Cardholder Name: _____ (maximum of 26 spaces)

Agency: _____/Section: _____

Statement Billing Address: _____

_____

City, State, & Zip: _____

Phone #: _____E-mail Address: _____

Supervisor/Reviewer Signature: _____

Section Two: To be completed by OJJ:

Overall Card Limit: _____
Single Transaction Limit: _____(Max $5000)
Number of Purchases Allowed per month: _____ (9th to 8th each month)
Spending Limit per Cycle: _____ (9th to 8th each month)

ACCOUNTING CODE: _____

HIERARCHY: _____
Select appropriate group name from list provided by State Travel

APPROVED BY: _____ DATE: _____

NOTE: This form is to be completed by the cardholder, approved by the supervisor/reviewer and forwarded to OJJ with the completed cardholder agreement for processing. Please send to OJJ, P.O. Box 66458, Baton Rouge, LA 70896, or FAX to (225) 287-79992.

Date Application processed and card ordered at OJJ: _____

Signature of cardholder that card was picked up at OJJ: _____

CARDHOLDER AGREEMENT FORM — TRAVEL CARD

The State of Louisiana ("State") and _____agency name_____ are providing you with a State Travel Card. The Travel Card must only be used for State of Louisiana official business travel. All acceptable charges must be in accordance with current PPM49 allowances, State of Louisiana State Travel Card and CBA Policies, _____agency name_____ Travel Policy, and all current purchasing rules and regulations, if applicable.

I ("Cardholder") agree that upon receipt of the Travel Card I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

Conditions for Use of Travel Card

As the cardholder, I agree to accept responsibility for all charges against the card and the protection and proper use of the Travel Card as outlined in this Agreement and all relevant rules and policies, which I have read and completely understand. I further agree to:

(1) Never use the Travel Card for the purpose of paying vendors for allowable purchases of goods and services which are not for official state business travel;
(2) Never use the Travel Card for personal purchases or personal travel;
(3) Never allow others to use the Travel Card or use my card for other's travel expenses;
(4) Always obtain and submit all receipts, invoices and other necessary documents for each transactions as well as verify the charges on the Travel Card and to submit such charges for approval, dispute, credits, and/or fraud processing; and
(5) Always reconcile travel-related charges within the State/_____agency name_____ prescribed timelines. I understand and agree that DOA/_____agency name_____ will monitor the use of Travel Card and that I will be personally liable for any unauthorized use thereof.

Penalties for Misuse of Travel Card

I acknowledge and agree that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State/_____agency name_____ has the following rights, to the extent authorized by law:

(1) The State/DOA/_____agency name_____ may pursue any remedy for the recovery of improperly charged amounts, including referral to the Office of Debt Recovery for collection;
(2) The State/_____agency name_____ may pursue any appropriate corrective action, including cancellation of card privileges, discipline up to dismissal, and criminal charges. Once privileges are revoked, for any reason, the cardholder will not be allowed to receive a new card unless prior approval is granted through the Office of State Travel. Cash advances shall not be allowed.

Lost Travel Card

If the Travel Card is lost, stolen, or compromised in any manner, I shall immediately notify _____agency name_____ program administrator and the bank issuing the Travel Card.

Return of Travel Card

Upon notification of my transfer from _____, change in duties, termination of employment, suspension, retirement, or cancellation of my Travel Card privileges, I agree to notify _____ program administrator and to promptly return the Travel Card to _____agency name_____ .

Cardholder

Personnel Number: _____

Signature: _____

Date: _____

Print Name: _____

Phone: _____

Section: _____

E-Mail: _____

Approving Authority

Signature: _____

Date: _____

Print Name: _____

Phone: _____

Section: _____

E-Mail: _____

OFFICE OF JUVENILE JUSTICE
STATE OF LOUISIANA CORPORATE TRAVEL -CARD/CBA PROGRAM

A.3.16 (c)

CARDHOLDER STATE CORPORATE TRAVEL CARD (T-CARD) LOG – FOR BILLING CYCLE _____
CARDHOLDER NAME: _____
CARDHOLDER ACCOUNT NUMBER (LAST FOUR DIGITS) : _____

NO	DATE	VENDOR NAME	DESCRIPTION	QTY	AMOUNT	RECEIPT DATE	ACCTG INFO ORG.	RPT CAT	OTHER INFORMATION
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
			PAGE TOTAL:		**$**				

The T-Card/CBA Log is to be used to help reconcile purchases/services made during the billing cycle by matching the paper memo statement received from the bank to the T-Card log and the documentation obtained from the vendors on purchases/services. The documentation must be reviewed and certified by the cardholder as received or reported as a disputed item. Each charge/credit should be verified. The cardholder should then sign and date the T-Card/CBA log and forward to his/her supervisor. The cardholder's supervisor or delegated reviewer must review all T-Card transactions, documentation and paper memo statement. To document this review and approval, the supervisor/reviewer is to sign and date the T-Card/CBA Log. After approval, the original documentation, T-Card/CBA Log, and the paper memo statement are forwarded to the Program Administrator or designee. The Program Administrator or designee is responsible for cost distribution and record retention.

_____	_____	_____
Cardholder Signature	Supervisor/Reviewer Signature	Administrative Program Director
_____	_____	_____
Date	Date	Date

COMMERCIAL CARD CLAIMS
STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53142
Phoenix, AZ 85072-3142
FAX (888) 678-6046

Company Name:_____
Account Number:_____
Cardholder Name:_____

This Charge appeared on my statement, billing close date:_____
Transaction Date:_____
Reference Number:_____
Merchant Name/Location:_____
Posted Amount:_____ Disputed Amount:_____

_____
(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One

1._____ **Unauthorized Transaction:** I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.
2._____ **Charge Amount Does Not Agree With Order Authorizing the Charge:** The amount entered on the sales slip was increased from $_____ to $_____. I have enclosed a copy of the unaltered sales slip.
3._____ **Merchandise or Services Not Received:** I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _____. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)
4._____ **Defective or Wrong Merchandise:** I returned the merchandise on _____ because it was (check one):
_____ defective; _____wrong size; _____wrong color; _____wrong quantity.
(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)
5._____ **Recurring Charges After Cancellation:** On _____ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant's confirmation of your cancellation request.)
6._____ **Recurring Charges Already Paid by Other Means:** I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment.
Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)
7._____ **Credit Appears as a Charge:** The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.
8._____ **Credit From Merchant Not Received:** I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)
9._____ **Hotel Reservation Cancelled:** I made a reservation with the above hotel which I later cancelled on _____ (date) at_____ (time). I received a cancellation number which is _____. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.
_____ I was not given a cancellation number.
_____ I was not told at the time that I made the reservation that my account would be charged for a "No Show".
_____ I was not informed of the cancellation policy.
10.____ **Double or Multiple Charges:** My Bank of America Commercial Card Account has been double charged. The valid charge appeared on _____ (date). The duplicate charge(s) appeared on _____.
11.____ **Do Not Recall the Transaction:** The statement has an inadequate description of the charge. Please supply supporting documentation.
12. ___ **Other; Above Descriptions Do Not Apply**: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant

MISSING RECEIPT FORM

CERTIFICATION OF UNAVAILABLE DOCUMENTATION

This form should be completed for any Travel/CBA Card transaction that does NOT have documentation from the merchant. This should be provided to Reviewer as part of your monthly reconciliation paperwork.

Cardholder Name/Telephone Number:_____
Department Name:_____

Merchant Name:_____
Transaction Date (mm/dd/yyyy):_____
Transaction Amount (Total Cost) $_____

Description/Quantity/Cost Per Item/Total Cost per Line
(Add an additional sheet if necessary)
$ $
$ $

REASON ORIGINAL DOCUMENTATION IS NOT AVAILABLE
_____
_____

CARDHOLDER CERTIFICATION SIGNATURE

I attest the information provided is true and an accurate description of the details of the purchase. I confirm that every attempt to obtain a duplicate receipt by contacting the vendor has been made, but have been unable to do so and also hereby certify the following:

- All items purchased on this Travel Card transaction were for (agency name) use. No personal purchases were made.
- The Cardholder will not seek reimbursement from the (agency name) in any other manner for this transaction.
- Original documentation is not in Cardholder's possession for the reasons stated above.
- Cardholder acknowledges that repeated lack of documentation could result in revocation of their Travel Purchasing Card.

Cardholder Name: _____ Date: _____
Signature: _____

SUPERVISOR/REVIEWER:
I have accepted the cardholder's explanation of the loss and inability to obtain a duplicate receipt; therefore, I am authorizing payment of the receipt or invoice in light of the circumstances involved.

Supervisor/Reviewer Print & Sign: _____
Date: _____

TRAVEL CARD PROGRAM AUDITING REPORTS

AT A MIMIMUM, RUN THE FOLLOWING REPORTS MONTHLY:

REPORT NAME	USED FOR.....	REPORT SHOULD PRODUCE	SYSTEM
ACTIVITY IN CLOSED/ SUSPEND ED ACCOUNT	The Rule is designed to display transactions that occur in closed or suspended accounts (includes lost or stolen card accounts).	This report would show any charges that was posted after a card was cancelled or suspended. Should be reviewed to ensure that all transactions are valid. At this point the Close/Suspended date does not show, however this change is in the near future.	INTELLLINK "RULES"
AIRLINE INCIDENTAL S - (Less than $25, $25, $50, $75 & $100)	Transactions with Airlines which potentially could be for incidentals and/or baggage fees, which are not allowed by State Policy.	Possible airline incidentals, baggage fees, and/or excess/overweight baggage fees which are not allowed by State Policy, unless approval has been received and all results must be documented accordingly.	INTELLLI NK "RULES"
HOTEL INCIDENTA LS	Transactions for potential hotel Incidentals which are not allowed in State Policy. Report is capturing purchases under $50. Please note that this report may not be complete, as not all hotel merchants report line item details.	This would show possible transactions for hotel incidentals charged to the purchasing card with a value of $50 or less. Incidentals are not allowed as per the State's policy, unless approvals are obtained and all results must be documented accordingly. Please note that this report may not be complete as not all hotel merchants report line item details.	INTELLLINK "RULES"

NON-CONTRACTED CAR RENTAL COMPANY RULE	Transactions for non-contracted car rental companies. Does not include Enterprise, National or Hertz. Monitored as to why cardholder is using car rental companies other than those on mandated contracts.	This report would show all rentals which were contracted through a rental company other than Enterprise, National or Hertz, which are our mandated contracted vendors and all results must be documented accordingly.	INTELLLINK "RULES"
SINGLE TRANSACTIONS EXCEEDING $5000	Transactions exceeding $5,000 should be monitored as they are not allowed in the State Policy without prior approval. Need to ensure proper approval was obtained from Office of State Travel to allow any of these purchases.	This is single transactions which are over $5,000, which is not allowed in the State's policy. All purchases should be reviewed to ensure that proper approval was obtained and all results must be documented accordingly.	INTELLLINK "RULES"
ALLOWED MCCs - FOOD AND ALCOHOL	MCCs which may be opened but should be monitored. Includes food and alcohol Merchants/purchases. Should be reviewed with special attention to MCC groups, 5813, 5921. Need to ensure proper approval was obtained from Office of State Travel to allow any of these purchases.	Purchases which may not be allowed/necessary for business purposes. These should be reviewed for possible personal travel, which is not allowed unless prior approval has been obtained from Office of State Travel for these type purchases. Also should be auditing that alcohol is not being purchased unless justified, approved. All results must be documented accordingly.	INTELLLINK "RULES"

DECLINE REPORT	The report shows declined attempts for cardholders which are trying to use the purchasing card for purchases and/or with vendors which are not allowed.	This report, located in BOA WORKS system, will show when a cardholder attempts to purchase an item or purchase from a vendor which is not allowed/blocked. This report to be used to ensure cardholder justifies why the purchase was attempted and the agency, depending on the cardholder's response, all results must be handle and documented accordingly.	BOA WORKS REPORTI NG SYSTEM
CARD STATUS REPORT	The report shows the status of each card by listing the cardholders name, profile, single transaction limit.	This report, located in BOA WORKS system, will show the status of each card by listing the cardholders name, profile, single transaction limit. You should be able to verify that each cardholder has been assigned the correct profile and all limits are correct.	BOA WORKS REPORTI NG SYSTEM

ADDITIONAL REPORTS AS ADDED VALUE FOR COMPLIANCE MONITORING. IT IS STRONGLY RECOMMENDED THAT THESE REPORTS BE RAN AT LEAST EVERY OTHER MONTH.

REPORT NAME	USED FOR.....	REPORT SHOULD PRODUCE	SYSTEM
WEEKEND PURCHASE ACTIVITY	The Rule is designed to display transactions that occurred on weekends (Saturday / Sunday)	This would show transactions which were purchased, not posted, on a weekend. All transactions should be reviewed to ensure that transactions are business related. All results must be documented accordingly.	INTELL LINK "RULES"
HOLIDAY PURCHASE ACTIVITY	The Rule is designed to display transactions that occurred on State holidays	This would show transactions which were purchased on a state declared holiday. All transactions should be reviewed to ensure that transactions are business related. All results must be documented accordingly.	INTELL LINK "RULES"
PREMIUM CLASS AIRFARE	The rule returns airline tickets {including itinerary if available) based on any segment of travel being in a premium class service cabin. Premium class could be first class or business class.	THIS REPORT ONLY SHOWS FIRST AND BUSINESS CLASS PURCHASES. {EXCEPT SOUTHWEST WHICH SHOULD BE SORTED AND REMOVED FROM REPORT).It should be used to determine why a traveler has purchased business class or first class airfare. All results must be documented accordingly. First class is not allowed and business is allowed only under certain circumstances. The class may only be viewed by clicking "detail" options by each transaction. For complete, "exported" list of class booked, see Intelllink Reporting, Premium Class Airfare Report	INTELLLINK "RULES"

RESTRICTED MCCs	Restricted MCCs. Transactions for Merchant Category Codes restricted by the State's Policy. Need to ensure proper approval was obtained from Office of State Travel to allow any of these purchases.	All MMCs listed in this report is restricted in the State's policy, therefore, all purchases should be checked to ensure that proper approval was obtained. All results must be documented accordingly.	INTELL LINK "RULES "
FUEL PURCHASES, HIGH GRADE	Purchases of High Grades of Fuel. Should be monitored to determine why the employee is purchasing this higher grade fuel, instead of regular unleaded as advised and which is more cost effective for your agency.	THIS REPORT ONLY SHOWS HIGH GRADE FUEL PURCHASES. It should be used to determine why a cardholder is purchasing high grades of fuel instead of regular unleaded which is advised in PPM49 and results in cost savings for your agency. All results must be documented accordingly. Grade may only be viewed by clicking "detail" options next to each transaction. For complete, "exported" list of fuel grades purchased, see Intelllink Reporting, Fuel Type Summary Report	INTELLLIN K "RULES"
TRANSACTIONS FROM A SINGLE CARDHOLDER WITH A SINGLE VENDOR	This Rule is designed to display transactions where the cardholder is the only one transacting with a single merchant.	This report shows purchases from a vendor in which only one cardholder in .your agency is purchasing from.	INTELLLIN K "RULES"
PREMIUM CLASS AIRFARE REPORT	Premium Class Airfare Report	This report shows who purchased either business or first class rate airfare, which is not allowed without prior approval of the Commissioner of Administration This would show transactions which were purchased, not posted, on a weekend. All transactions should be reviewed to ensure that transactions are business related. All results must be documented accordingly.	INTELLLI NK "REPORT ING"

FUEL TYPE SUMMARY	Fuel Type Summary by Card Account Report	This report combines all fuel purchases along with the type of fuel for each purchase. This should be monitored to ensure that excessive amounts of fuel is not being charged to the purchasing card instead of using the statewide fuel contract. It should also be monitored to ensure that only regular unleaded, and diesel, if applicable, is being purchased and not the higher cost grades of fuel This would show transactions which were purchased, not posted, on a weekend. All transactions should be reviewed to ensure that transactions are business related. All results must be documented accordingly.	INTELLLINK "REPORTIN G"
CONTRACTED CAR RENTAL COMPANY RULE	Transactions for Contracted Car Rental Companies which includes Enterprise, National and Hertz	This report may be used if agency is needing to capture rental car usage on purchase card.	INTELLLIN K "RULES"
SPEND BY TOP 50 MERCHANTS	Spend By Top 50 Merchants	This report will show your agency's top 50 merchants for a given period of time	INTELLLINK "REPORTING "
SPEND SUMMARY BYMCC	Spend Summary by Merchant Category Code report	This report will show your agency's spend for a statement period by Merchant Category Codes (MCC's)	INTELLLINK "REPORTING "

WEEKEND PURCHASE ACTIVITY REPORT	The Report is designed to display transactions that occurred on weekends (Saturday / Sunday).	This report will show all purchases which were made on a weekend - the report is based on purchase date and not the postdate This would show transactions which were purchased, not posted, on a weekend. All transactions should be reviewed to ensure that transactions are business related and all results must be documented accordingly.	INTELLLINK "REPORTING "

APPROVER AGREEMENT FORM — TRAVEL CARD

The State of Louisiana ("State") and _____agency name_____ are providing an employee you supervise with a State Travel Card. The Travel Card must only be used for State of Louisiana official business travel. All acceptable charges must be in accordance with current PPM49 allowances, State of Louisiana State Travel Card and CBA Policies, _____agency name_____ Travel Policy, and all current purchasing rules and regulations, if applicable.

I ("Approver") agree that I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

Conditions for Use of Travel Card

As the Approver, I agree to ensure all charges against the card are proper as outlined in this Agreement and all relevant rules and policies, which I have read and completely understand. I further agree to:

(1) Never approve the use of the Travel Card for the purpose of paying vendors for allowable purchases of goods and services which are not for official state business travel;
(2) Never approve the use of the Travel Card for personal purchases or personal travel;
(3) Never approving charges incurred by anyone other than the cardholder;
(4) Always verify the charges on the Travel Card and to reject any charges not in compliance with applicable rules and policies; and
(5) Ensure the cardholder has reconciled all travel-related charges within the _____agency name_____ prescribed timelines, but in no instance later than 15 days past the statement date. I understand and agree that _____agency name_____ will monitor the use of Travel Card and that the cardholder will be personally liable for any unauthorized use thereof.

Penalties for Misuse of Travel Card

I acknowledge and agree that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State/_____agency name_____ has the following rights, to the extent authorized by law:

(1) The State may pursue any remedy for the recovery of improperly charged amounts, including referral to the Office of Debt Recovery for collection;
(2) The State/_____agency name_____ may pursue any appropriate corrective action, including cancellation of card privileges, discipline up to dismissal, and criminal charges. Once privileges are revoked, for any reason, the cardholder will not be allowed to receive a new card unless prior approval is granted through the Office of State Travel. Cash advances shall not be allowed.

Lost Travel Card

If the Travel Card is lost, stolen, or compromised in any manner, I shall immediately notify my __agency name___ program administrator and the bank issuing the Travel Card.

Return of Travel Card

Upon the transfer, change in duties, termination of employment, suspension, retirement, or cancellation of the cardholder, I agree to notify my _____agency name_____ program administrator and to promptly return the Travel Card to my _____agency name_____ program administrator.

I am responsible for the following cardholders:

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Cardholder Name: _____

Approver

Personnel Number: _____

Signature: _____

Date: _____

Print Name: _____

Phone: _____

Section: _____

E-Mail: _____

ADMINISTRATOR AGREEMENT FORM — TRAVEL CARD

The State of Louisiana ("State") and ____agency name _____ are charging me the responsibility for the management of my agency's Travel Card. The Travel Card must only be used for State of Louisiana official business travel. All acceptable charges must be in accordance with current PPM49 allowances, State of Louisiana State Travel Card and CBA Policies, _____ agency name _____Travel Policy, and all current purchasing rules and regulations, if applicable.

I ("Administrator") agree that I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

Conditions for Travel Card Program

As the Administrator, I agree to ensure all charges against the card are proper as outlined in this Agreement and all relevant rules and policies, which I have read and completely understand. I further agree to:

(1) Ensure my agency has developed and maintained polices documenting internal procedures and allowances that are in accordance with State Liability Purchasing Card/CBA Program;
(2) Ensure all users are notified of changes to agency policies;
(3) Ensure upon separation of any agency employee that all cards are returned to me;
(4) Immediately notify the Office of State Travel of any issues or problems.

Penalties for Misuse of Travel Card Program

I acknowledge and agree that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State/_____agency name _____ has the following rights, to the extent authorized by law:

(1) The State may pursue any remedy for the recovery of improperly charged amounts, including referral to the Office of Debt Recovery for collection;
(2) The State/___agency name_____ may pursue any appropriate corrective action, including discipline up to dismissal, and criminal charges.

Administrator

Personnel Number: _____

Signature: _____

Date: _____

Print Name: _____

Phone: _____

Section: _____

E-Mail: _____

ADMINISTRATOR AGREEMENT FORM — LACARTE PURCHASING CARD

The State of Louisiana ("State") and _____ are charging me the responsibility for the management of my agency's LaCarte Purchasing Card. The LaCarte Purchasing Card must only be used for State of Louisiana official business. All acceptable charges must be in accordance with current PPM49 allowances, State of Louisiana State LaCarte Card and CBA Policies, _____ Policy, and all current purchasing rules and regulations, if applicable.

I _____ ("Administrator") agree that I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

Conditions for LaCarte Purchasing Card Program

As the Administrator, I agree to ensure all charges against the card are proper as outlined in this Agreement and all relevant rules and policies, which I have read and completely understand. I further agree to:

(1) Ensure my agency has developed and maintained polices documenting internal procedures and allowances that are in accordance with State Liability Purchasing Card/CBA Program;
(2) Ensure all users are notified of changes to agency policies;
(3) Ensure upon separation of any agency employee that all cards are returned to me;
(4) Immediately notify the Office of State Travel of any issues or problems.

Penalties for Misuse of LaCarte Purchasing Card Program

I acknowledge and agree that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State _____ has the following rights, to the extent authorized by law:

(1) The State may pursue any remedy for the recovery of improperly charged amounts, including referral to the Office of Debt Recovery for collection;
(2) The State/_____ may pursue any appropriate corrective action including, discipline up to dismissal, and criminal charges.

Administrator

Personnel Number: _____

Signature: _____

Date: _____

Print Name: _____

Phone: _____

Section: _____

E-Mail: _____

State of Louisiana
Purchasing and Travel Card Program
Program Administrator Form

Agency Name: _____

Program (Check One):

☐ Purchasing Card Program Only

☐ Travel Card Program Only

Program Administrator(s)

_____ _____ _____

Name (Please Print) of Program Administrator | Personnel Number | Signature (Primary PA)

_____ _____

Email address | Phone number

_____ _____ _____

Name (Please Print) of Program Administrator | Personnel Number | Signature (Backup PA)

_____ _____

Email address | Phone number

_____ _____

Office Physical | City State Zip

_____ _____

Office Mailing Address, if different from above | City State Zip

Please include a copy of agreement form and training certificate with form submission

I, _____, Department Head of _____ (Agency Name) hereby authorize the above employee to act on behalf of the Agency for the Statewide Credit Card Program(s) identified above as the Program Administrator.

_____

Department Head (Please Print)

_____ _____

Department Head Signature | Date

Scan or Email this form to
Brenda Myers brenda.myers@la.gov for Purchasing Card
Shelita Woods shelita.woods@la.gov for Travel Card