

Corporate Liability Travel Card Cardholder's Policy and Procedures

The University of Louisiana at Lafayette will adhere to the Statewide State Liability Travel Card and CBA Policy which is located at: www.doa.louisiana.gov/osp/travel/corptravcard/travcard-cbapolicy.pdf. Employees are responsible for adhering to both policies. Failure of the University to mention a portion of the state's policy in this policy does not preclude the employee from following both State issued and University issued policies.

Overview

The State Liability Travel Card/CBA is a tool used to assist employees in paying for specific, higher cost travel expenses, incurred during travel for official state business. The Travel Card/CBA is a VISA account issued by Bank of America for the State of Louisiana. These accounts will enable employees to purchase travel related accommodations/services with the convenience of a credit card to offset allowable expenses in accordance with PPM49, located:

<http://www.doa.louisiana.gov/osp/ltravel/travelpolicy/2011-12travelguide.pdf>

Use of the State Liability Travel Card/CBA is provided for official state business use only.

All questions or concerns should be addressed to the Program Administrator: Lisa Landry at ldlandry@louisiana.edu.

All employees with a valid need to obtain a state liability travel card must complete the cardholder application form found at: <http://administrativeservices.louisiana.edu/sites/administrativeservices/files/travel%20card%20application%20form.pdf>. The form should indicate the employee's university email address which will be utilized when Works is implemented. The form must be signed by the employee and approved by the employee's immediate supervisor who will be responsible for online approval once Works is implemented. The form should be forwarded to Administrative Services. Once Administrative Services determines whether there is a valid business need, the cardholder and supervisor will be instructed on the online courses that must be taken and passed. Online certification and cardholder/approver agreement forms must be sent to Administrative Services before a card will be ordered. <http://administrativeservices.louisiana.edu/travel/travel-policies>

Administrative Services will contact the cardholder and / or approver to attend a mandatory training as it relates to travel log procedures and /or Works implementation.

Each cardholder will have a single purchase limit of \$1,000. The cardholder must notify the program administrator and/or travel office if this limit needs to be increased.

Merchant transactions are processed by either processing transactions against card controls (MCC codes) or submit the transactions for payment by the bank. In rare instances, merchants circumvent the authorization process and do not process against MCC codes. If this happens, the merchant forfeits all

dispute rights and the transaction can be disputed unless the merchant provides a valid authorization number.

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

Allowable State Liability Travel Card Transactions

- AIRFARE –State contracted airfare must be paid for with either a State Liability Travel Card or an Agency's CBA account. Airfare, other than state contracted, may be charged by any means including a traveler's personal credit card. It is recommended that lowest logical airfare be purchased. All airfare must be purchased through the state contracting agency (Short's Travel) unless prior approval has been granted through the Office of State Travel.
- State contracted travel agency fees.
- REGISTRATION for conference/workshops -this card may not be used for Membership Dues
- HOTEL/LODGING
- RENTAL CAR – Must use state contract for instate rental. (Enterprise- Contract #NA1403) Recommended to use state contract for out of state rental. (Enterprise or National – Contract #NA1403 and Hertz – Contract #70592)
- PARKING -Only with hotel stay and combined on invoice and Park-N-Fly Parking
- INTERNET SERVICES -Only with hotel stay and combined on invoice
- AIRLINE BAGGAGE FEES -Only when combined with normal airfare cost at time of reservation. If baggage charge is invoiced/billed separately or at time of check-in, these fees are not allowed on the Travel Card without approval from Office of State Travel
- GASOLINE FOR RENTAL CAR/STATE OWNED CAR ONLY -Not to be used if agency is part of the Fuel Card Program/Contract. However, in the event that the program is not covered in a certain area, then the travel card may be used and file must be completely documented.
- SHUTTLE SERVICE -Only when pre-paid prior to trip. Not for individual ground transportation during a business trip such as taxi, bus, etc. without approval from Office of State Travel .

Incidental Expenses NOT allowed on travel card

- Meals
- Fees and tips to porters
- Baggage carriers, bellhops and hotel maids
- Transportation between places of lodging/airport such as taxi
- Phone calls

You must present a personal credit card when checking into a hotel to cover any incidental expenses.

Individual travel cardholders shall:

1. Use for official state travel only. No personal use.
2. All program participants, i.e. program administrators, cardholder, and cardholder approvers are required to complete an online certification class, annually, receiving a passing grade of at least 90 in order to receive a new travel card, renewal card or remain a cardholder approver. The cardholder must sign a state liability cardholder agreement form, annually, acknowledging the cardholder's responsibly. This form must be submitted to Administrative Services to be kept in a central location. Failure to submit the form will result in cancelation of the card.
3. 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 is to be allowed.
4. 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, and the card verification code (CVC), the 3-digit security code located on the back of the card.
5. The cardholder shall never send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability Travel Card.
6. Present a personal credit card when checking into a hotel to cover any incidental expenses, which are not allowed, if using the Travel Card to pay for hotel room charges. If incidentals are incurred during a business trip, traveler must be reimbursed through the agency's travel reimbursement policy and procedures including the travel expense process.
7. Never use an individual Travel Card for personal, non-business expenses for any reason. Travel Card is limited to the person whose name is embossed on the card. The Travel Card shall not be used to pay for another or loaned to another person to pay for official or non-official travel expenses.
8. Louisiana sales taxes should never be paid on hotel, Enterprise instate vehicle rentals, Park-N-Fly parking charges with this card, since it is a state liability. It is the responsibility of the cardholder to ensure merchants reverse all sales taxes charged in error. All charges not credited to the cardholders account will be the responsibility of the cardholder to reimburse the university.
9. Never, under any circumstances, use the Travel Card to access cash.
10. Never accept cash in lieu of a credit to the Travel Card account.
11. Never use Travel Card for Incidentals. (see above)
12. Never use Travel Card for gift cards/gift certificates.
13. Never use Travel Card for purchase of alcohol, food or entertainment services without prior approval from Office of State Purchasing and Travel.
14. Never use Travel Cards to avoid procurement or payment procedures.
15. Submit their travel expense form and all required transaction documentation (both paper and un-editable electronic format, once Workflow has been implemented), special approvals, etc timely. Note: Every transaction must have an original receipt with a full description, not a generic description such as 'general merchandise' or item should be fully documented / described elsewhere. Failure to do so may result in cancellation of Travel Card. All paper supporting documentation, including signed log or approved electronic log and signed memo statement, along with any finding's and justifications is to be scanned into Workflow and tied to each applicable transaction (once implemented). Each document must be scanned individually, NOT AS ONE IMAGE. All documents mentioned above, will be forwarded to the supervisor/approver for required audit and signatures, and forwarded to the Administrative Services for review and file maintenance. Once

Workflow is implemented the cardholder must submit BOTH electronically and approved paper documents to Administrative Services where they will be audited and stored.

16. NEVER MAKE A PAYMENT DIRECTLY TO THE BANK. If the payment is made directly to the bank, it will cause the monthly statement billing file to be out of balance and agency will have to determine the cause. Ultimately, it will be determined that a personal payment was made, therefore, report any unauthorized charges to your program administrator immediately.
17. Notify the agency's program administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.
18. Notify program administrator if use of a card has changed and lower or higher limits are necessary.
19. Immediately report a lost or stolen card to Bank of America, 1-888-449-2273.
20. It is the cardholder's responsibility to settle any disputed claims with the merchant. If the cardholder is unable to settle the claim, contact your program administrator to receive a Statement of Disputed Item to be filed with Bank of America.
21. If a request for exception to the state travel card policy is necessary, contact the program administrator for the appropriate form. The form should be completed and returned to the program administrator. The program administrator will then forward appropriate paperwork to the State Travel Office for approval. Once approval/denial is received the program administrator will notify the cardholder.
22. Cardholder is responsible for protecting the assigned WORKS application User ID. Never share User ID and password and/or leave work area while logged into the system or leave log in information in an unsecure area.
23. When an employee separates from the employment of the University, the state liability travel card should be returned to Administrative Services along with any logs and documentation of outstanding charges. (part of separation/clearance procedures)
24. If an employee transfers to another department within the University, it is the employee and supervisors responsibility to notify the program administrator. The program administrator will consult with the supervisor in the new department and determine if the cardholder has a valid business purpose to keep the card.
25. University of Louisiana at Lafayette has the right, to the extent authorized by law, to deduct any unauthorized charges from: (a) your next available pay, if you do not pay back to the University any unauthorized charges within 30 days of the date of the statement on which the unauthorized charges appear; (b) your subsequent pay, if the deduction from your next pay is not sufficient to repay the full amount of unauthorized charges; and (c) your final pay, upon termination of my employment with the University or transfer to another State agency; until all unauthorized charges are paid in full.
26. Online accounts, such as Amazon, PayPal, EBay, etc. should not be used for travel purchases. If such purchase is necessary, contact the program administrator and a standalone business account will be created. Never use a personal account for these types of business transactions.
27. Immediately upon realizing that the travel card policy was violated, the cardholder should notify their supervisor and the program administrator requesting an exception to the policy. For purchases not allowed, the cardholder must reimburse the university. For purchases which are allowed, but should not have been put on the travel card, the employee will be granted an exception and the incident will be noted in the employee's human resource file.

Cardholder approver/supervisor shall:

1. Obtain annual approver certification through the State's online certification training program in which a passing grade of at least 90 must be obtained.
2. Obtain agency program training and sign an Approver Agreement Form, annually, with originals given to agency program administrator along with approver receiving a copy.
3. Obtain, review and understand the state and agency policies, PPM49 and all rules, regulations.
4. Ensure that a log is completed, within a timely manner, by each cardholder, that the log corresponds with the monthly billing statement and the log and statement are signed by both the approver and cardholder.
5. Ensure that supporting documentation, including the signed log and/or approved electronic log and signed statement, by both approver and cardholder, along with any findings and justifications are sent to administrative services for review and storage.
6. Immediately report any fraud or misuse, whether actual, suspected or personal charges to the agency program administrator, as well as, agency head and internal audit. An approver who fails to report any fraud or misuse will participate in all disciplinary actions which are deemed appropriate.
7. Notify the agency program administrator, immediately upon separation, change in department or extended leave for cardholders in which you are the approver.
8. Review, at a minimum annually, all cardholders in which the approver is designated as an approver along with profile limits to ensure appropriate utilization of the card and program intent.
9. Ensure the cardholder is never the final approver of his own monthly transactions.
10. Ensure each transaction, to the best of the approver's knowledge:
 - Has an appropriate business purpose, fits the cardholder's business needs, and is audited including a review of all supporting documentation.
 - Is in compliance with PPM 49, all current travel rules, statutes, executive orders, and policies, as applicable.
 - Is in compliance with the University's policy.
 - Does not include state tax.
 - Includes all required and completed documentation, including an original detailed receipts, supporting the transaction and all documentation is scanned into Workflow and tied to the appropriate transactions and that the paper documents match the scanned documents. Scanned documents must be done individually to match each transaction...not as an entire document.
 - Is not a duplication of personal request and/or reimbursements.
 - Has been verified to ensure that each transaction has a receipt and the receipt's date, supporting documentation and documentation dates, along with the log dates, correspond with known business needs or trip allowances. That said travel has been preapproved prior to charges being incurred.

- Has been coded properly for payments as outlined in the agency policy and as required in Workflow.
11. Never share user ID and passwords and/or leave work area while logged into the system or leave log-in information in an unsecure area.
 12. Understand that failure to properly fulfill the approver's responsibilities as a travel card approver could result, at a minimum, in the following:
 - Written counseling which would be placed in the approver's employee file for a minimum of 12 months.
 - Consultation with the agency program administrators, and possibly the head of the agency or his designee, and internal audit department.
 - Disciplinary actions, up to and including termination of employment.
 - Legal action, as allowed by the fullest extent of the law.
 13. Cardholder approver is responsible for ensuring the card is returned to the agency program administrator upon employee's separation with the University and / or their department. The approver shall review all current charges on the account; verify that all necessary supporting documents, receipts and signature have been obtained. Approver shall notify program administrator of any problems detected.

Accounting and Reconciliation Procedures

The state liability travel card can only be used for certain high dollar purchases; therefore you must complete a travel log for purchases charged to your Visa travel card and a travel expense account form for all incidental charges. Your travel expense account form must be turned into Administrative Services no later than the 15th of the month following completion of travel. (Do not include those charges on your Visa travel log as part of your expense form and visa versa).

- Cardholder must first obtain written approval to travel before placing charges on the state corporate liability travel card. (Request for Official Travel Form). Only approved purchases may be put on the state issued travel card. As per the Cardholder Agreement Form, any unauthorized charges will be deducted from the cardholder's next available pay, if not paid back to the university within 30 days of the date of the statement.
- Cardholder will receive a paper statement from Bank of America at their university address approximately 5 business days after the close of the billing cycle.
- Upon receipt of the statement the card holder must complete the travel log. Original receipts matching the Visa statement must be attached to the travel log. Documentation is required for all purchases and credits. For items such as registrations, where the vendor does not normally

generate a receipt or packing slip, a copy of the ordering document may be used. Electronic receipts are allowed if they are un-editable.

- When the electronic Workflow in WORKS online system is implemented, the cardholder will be issued a unique login User ID, along with a password. The employee is responsible for signing off on each transaction and attaching scanned documents to each transaction. Immediate supervisors or designated approvers are to utilize their unique user id and password to certify and electronically signoff on EACH transaction.
- The cardholder approver will forward all supporting documentation along with invoices, receipts and signed paper or approved electronic log, by both cardholder and approvers and signed statement, by both cardholder and approver, and any findings and justification to Administrative Services.
- The travel log must indicate the correct travel requisition number. This number is indicated on the top right corner of the approved travel request. (It is possible to have charges from more than one travel requisition on your billing statement.)
- Charges are a direct liability of the State, therefore, Louisiana sales tax should not be charged on hotel, Enterprise in-state vehicle rentals and Park-N-Fly parking charges. In the event state sales tax is charged and a credit is warranted, it will be the cardholder's responsibility to have the vendor-merchant (not Bank of America) issues a credit to the cardholder's account.
- Once you have completed your travel log, the cardholder and their supervisor must then sign/approve the log. The log, original receipts and bank statement must be submitted to Administrative Services within 5 business days of receiving your bank statement. If the cardholder or approver is absence during the approval of transactions, Administrative Services must be notified by email and a request for an extension will be granted. (Office of State Travel requires the paper documents be forwarded to Administrative Services even after the University implements the online Workflow System).
- Administrative Services will review all travel logs and documentation to ensure proper approvals were obtained and all purchases were within PPM49 guidelines. If unauthorized charges are detected, the cardholder will be notified that reimbursement to the university is necessary. If reimbursement is not received within 30 days of the statement date, payroll will be notified to deduct payment from the employee's next available payroll. If cardholder continues to make unauthorized purchases their travel card will be canceled. Fraudulent charges will be referred to the university's internal auditor and the cardholder's travel card will be canceled.
- An employee suspected of having misused the travel card with the intent to defraud the state will be subject to an investigation. Any such investigation and ensuing action shall be reported to the Legislative Auditor, Office of Inspector General and the Director of State Travel. Disciplinary action may follow if warranted.
- When a non-approved purchase occurs, the cardholder will be counseled to use more care in handling the travel card. The counseling should be in writing and maintained in the employee's file for no longer than one year unless another incident occurs.

Administrative Services Responsibility/Program Administrator

The following reports, at a minimum, will be run on at least a monthly basis:

- Card Decline Report -shows all transactions which declined during a specified time period, including the reason for the decline. Consult employee if necessary.
- Card Status Report -shows the status of each card by listing the cardholders name, profile, single transaction limit.
 - Activity in Closed account
 - Airline Incidentals
 - Hotel Incidentals
 - Non-Contracted Car Rental Company Use
 - Single Transactions exceeding \$5,000

On a monthly basis, the program administrator will notify Office of State Travel that the agency has generated the required reports, all requirements listed in the policy have been completed, and necessary findings have been investigated, documented and handled appropriately.

All suspicious activity will be addressed immediately with the cardholder and documented in the cardholder's employee file. Any activity that is suspicious of fraud will be turned over to the Agency's internal auditor for further investigation.

Program administrator will monitor use of travel cards. For security purposes, purchase limits will be reduced to \$1 for employees on extended leave and those cardholders with no activity for a minimum of three months. Cardholders will be notified in writing when their spending limit has decreased. It is the cardholders' responsibility to notify the program administrator when they will be traveling again so their limit can be increased. Cardholders with no activity for 12 months will be canceled.

Program administrator will request internal audit conduct an annual audit of the travel card program.

There will be no CBA card issued through the travel program.

Program administrator is responsible destroying and canceling all cards returned by cardholders and or approvers.

All travel logs will be audited by Administrative Services to ensure only authorized purchases were attained. The travel logs will be kept in Administrative Services central filing area. These documents are kept on sight for a period of three years and off sight for an additional two years.