

TRAVEL CARD PROGRAM PROCEDURES FOR INDIVIDUAL CARDHOLDERS

1. Obtain 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 State of Louisiana Travel Card. You will need your employee "P" from HR. ([State's Leo System](#)). Also, the enrollment/annual review form must be submitted to request a card, and then annually to maintain the card and/or CBA account. ([Link to Form](#))
2. Attend required ULM training and/or go to ULM training and complete the online presentation and questions. Send both training certificates to General Accounting (Susan Clow). Sign a State Travel Card Cardholder Agreement Form annually, acknowledging cardholder's responsibilities prior to receiving the card. ([Link to Form](#))
3. Use the State Travel Card for official state business only. No personal use! Violation may cause cancellation of card and/or disciplinary action up to and including dismissal. The Travel Card is the property of the State of Louisiana. The cardholder is responsible for its physical security, appropriate use, and keeping the card data secure.
4. The State Travel Card is limited to the person whose name is embossed on the card, unless an exception for group is obtained from the Office of State Travel, through the Program Administrator. The Cardholder must be present on any travel on which the card is used. The Travel Card shall not be used to pay for another (unless prior approved for group exception) or loaned to another person to pay for official or non-official business expenses.
5. Airfare, lodging, vehicle rentals and registration must be placed on a Travel card or CBA account. However, ULM does have an exception for individual travelers who are not issued a Travel Card. These four things for GROUP travel must be on a state card or CBA.
6. The purchase of food or entertainment services must have prior written permission from the Office of State Travel. If a food exception is approved (Athletics), a signed roster must be attached to the transaction in Works, along with the itemized receipt, as well as submitted with the statement.
7. Present a personal credit card when checking into a hotel to cover any incidental expense, which can later be claimed via expense reimbursement procedures.
8. Submit all required transaction documentation (both paper and un-editable electronic format), special approvals, etc., timely and in accordance with ULM's policy. Remember, every transaction must have an ORIGINAL itemized receipt with a full description. Failure to do so may result in cancellation, or suspension of the card. All supporting documentation, any findings and justifications are to be scanned into Workflow and tied to each applicable transaction. All mentioned above, and signed or approved electronic purchase log, must be sent to the supervisor/approver for required audit and signatures, and forwarded to the General Accounting Department in the Controller's Office for review and file maintenance.

9. Notify the program administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.
10. Immediately report a lost or stolen card by calling Bank of America at 1-888-449-2273, and the program administrator (Susan Clow, 342-5122).
11. Notify the program administrator if use of a card has changed and lower or higher limits are necessary. Single Transaction Limits (STLs) above \$5,000 require State Travel Office approval.
12. **NEVER:**
 - a. Accept cash in lieu of a credit to the Travel Card.
 - b. Access cash with the State Travel Card.
 - c. Allow Louisiana state taxes on purchases. Please note, the tax-exempt stipulation is in reference to purchases made in the state of Louisiana. Lodging in-state could have other taxes that do apply and are allowed (for example, occupancy or parish taxes are allowed).
 - i. **You are personally liable for any tax**, if the business does not credit it back to the card. Please include itemized receipts for all credits as well.
 - d. Include the full Travel Card account number in emails, fax, reports, memos, etc. If an account number is necessary, only the use of the last four or eight digits of the account number is allowed. Exception: The full Travel account number may be used for hotel bookings when necessary.
 - e. **MAKE A PAYMENT DIRECTLY TO THE BANK.** Report any unauthorized charges to the program administrator immediately, along with a decision on how the funds will be reimbursed back to the agency.
 - f. Purchase any alcoholic beverages with the State Travel Card.
 - g. Send a copy of the Travel Card to any merchant. If required for payment, choose another form of payment.
 - h. Use Travel Card for gift cards/gift certificates, without prior approval from the Office of State Procurement, as they are considered cash and taxable.
 - i. Use Travel Cards to avoid procurement or payment procedures.

Allowable Travel Card Transactions:

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

1. Airfare (Baggage Fees if prior permission.)
2. State Contracted Travel Agency Fees
3. Registration for conferences/workshops – this card may not be used for membership dues
4. Hotel/Lodging
5. Rental Cars (Travel card is to be used only if the Enterprise CBA is not available.)
6. Parking – Only with hotel stay and combined on invoice and Park-N-Fly Parking. (Other if received permission.)
7. Internet Services – Only with hotel stay and combined on invoice
8. Shuttle Service – Only when pre-paid prior to trip, and **not** for individual ground transportation during a business trip, such as taxi, bus, Uber, etc. without approval from Office of State Travel

The cardholder SHALL...

1. Assume personal responsibility for all purchases made with card
2. Assure that ALL information provided is correct in all respects
3. Assure that all items purchased are required for bona fide University purposes
4. Assure that prices paid are fair and reasonable
5. Assure that Travel Card transactions are not split in order to circumvent the policy limit
6. Assure no Louisiana State taxes are charged
7. Notify the vendor that purchase is being made in the name of the University
8. Obtain detailed (itemized) transaction receipts from vendor each time the State Travel Card is used

RECONCILIATION AND APPROVAL PROCESS:

1. The primary responsibility for the reconciliation and approval process rests with the cardholder.
2. Each cardholder will receive a monthly statement within approximately 5 business days of the close of the billing cycle. If the cardholder statement is not received timely, notify the program administrator immediately. A paper billing statement is not required to review and approve transactions in the BOA Works system. Transactions are available for processing online as soon as the transaction posts to the online site.
 - a. Cardholder must verify the transaction(s) on the statement and in BOA Works match what is on the actual itemized receipt, including date, vendor, item, and amount. Once verified, the cardholder must scan all supporting documentation, receipts, rosters, etc., into Works and tie each scan to the applicable transaction. When the cardholder approves a transaction online by signing off on the transaction, which moves the transaction to the queue of their approver. At least one document must be attached to a transaction before it can be signed off on.
 - b. The transaction must be allocated with the appropriate **Index** and **Account** numbers per Banner Finance. (Those are available online on the [Controller](#) home page.)
 - c. The approver, who is at least one level higher than cardholder, must review the information and documentation entered and scanned into Workflow, and submitted by the cardholder. The approver must verify that acceptable complete documentation exists (both paper and un-editable electronic), to support each purchase, service and/or credit, verify that purchases are for official state business, and that purchases/services comply with any current Travel Policies, Rules and Regulations, Louisiana Statutes, Executive Orders, State Liability Travel Card and CBA Policy and/or PPM49, as all must be followed during the use of the Travel Card and this policy. The approver must sign the purchase log statement certifying his/her review and approval (if electronic signature is missing). The cardholder shall never be the final approver of their own monthly Travel Card log/online transactions. All supporting documentation, including the printed and signed (or approved electronic) log and signed BOA statement, by both cardholder and approver, along with any findings and justifications, must then be forwarded to General Accounting Department in the Controller's Office for review and maintenance of the file.
 - d. Cardholder is to attach to the statement supporting documentation for all transactions listed. A STATEMENT OF DISPUTED ITEM, if applicable, is also to be attached.

- e. Those signatures will be certification by the signers that all charges represent accurate and valid University expenditures. A copy of the statement is to be retained by the cardholder.
3. Cardholder is to submit statement with supporting documentation to General Accounting Department in the Controller's Office no later than ten (10) days after receipt of the monthly statement. Statements not received within fifteen (15) days may result in cancellation of card.
- a. **Here is what you will need to do as soon as your monthly statement arrives:**
 - i. Upon receipt of the statement, please attach all ORIGINAL receipts or invoices to the statement. Emailed receipts from Hotel websites and SHORTS are acceptable. We require that you provide the original cash register receipt. In the event the receipt is lost, etc., a copy must be faxed DIRECTLY TO THE CONTROLLER'S OFFICE to 318-342-5103 from the merchant. In the event that a business uses credit card machines that only list the total charged to the card, please be sure that they give you a detailed or itemized receipt. For registrations, a copy of the ordering document should be submitted. All supporting documentation must be attached, including a signed roster for food purchases, conference hotel confirmation for charges over the tier limit per person, travel authorization form, etc.
 - ii. List the Banner FOP Index and expense account codes to which purchases are to be charged (note: match Works). Keep in mind that we cannot code anything to a '000' code, such as 702000. The Index (FOP) and Expense Account codes are linked to the web from our Controller's Office web site, for your convenience:
<http://www.ulm.edu/controller/>.
 - iii. Sign the statement and have your manager (who you report to) sign the manager's signature line. If you are the head of your department, usually the president, a vice president, CBO, or someone of that nature, will be your manager's signature. Also attach a purchase log printed from Works (with electronic signatures or manual ones).
 - iv. After all of this is completed, please send or bring it to General Accounting Department in the Controller's Office by the 15th of each month. Delays in providing statements promptly may affect the use of the card.
4. Cash 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 the account has an outstanding balance.

DISPUTED AND QUESTIONED ITEMS:

- 1. Cardholder is responsible for settling any disputes, clearing erroneous charges, and requesting credit for returned merchandise directly with the vendor. Cardholder is to contact the vendor to resolve any outstanding issues. Most billing problems can be resolved expeditiously in this manner.
- 2. If cardholder is unable to reach an agreement with the vendor, the cardholder must obtain Bank of America's Form "STATEMENT OF DISPUTED ITEM" from the Controller's General Accounting Department. The form, upon completion, must be submitted to the Controller's General Accounting

department. Bank of America will be notified in writing of any unresolved disputed item within sixty (60) days of the date of the statement on which the questioned item appears.

3. Cardholder is to indicate on statement that an item is in dispute and attach a copy of the "STATEMENT OF DISPUTED ITEM".
4. The Program Administrator will forward STATEMENT OF DISPUTED ITEM(s) to Bank of America and assist cardholder in resolving disputes to ensure proper credit is given on subsequent statements.

LOST OR STOLEN CARDS:

Cardholder MUST report any lost or stolen cards immediately to the Bank of America by phone and then notify the Program Administrator. The bank will immediately cancel the card and forward a replacement card within three (3) to five (5) business days.

To report lost or stolen cards, cardholder MUST call:
Bank of America – 888-449-2273
Program Administrator – 318-342-5122 (Susan Clow) or 318-342-5104 (Amy Estes)

IMPORTANT TO REMEMBER:

A. Purchases for a sum which exceeds the cardholder's single transaction limit of \$5,000 can only be approved through the Office of State Travel. Approval must be in writing.

NOTE: The cardholder must sign off on transactions before credit is released back to the balance and be available for use. Otherwise, the available credit can cycle down to zero. Billing cycle is the 9th of the month to the 8th of the following month.

B. Procurement requirements shall not be artificially divided as a means of appearing to stay within the limits stated.

ONLINE TRAINING – REQUIRED TO MAINTAIN A TRAVEL CARD/CBA ACCOUNT:

Annual training certification for all Travel Card Program participants are available in LEO > My Training, which is the same system where you find other mandated-type courses, such as Ethics, Sexual Harassment or ORM's Defensive Driving. The courses will remain available at all times for you to reference.

Proof of course completion will appear on the employee's Training Transcript, available in LEO, as well as on other training-related reports such as the Qualification Report. ULM requires that the certificate, available at the end of each course, be sent to the program administrator(s) to show proof that the applicable certification class was taken and passed with at least a 90% score in order for a cardholder to continue to possess a card or to continue to be designated as an approver or program administrator for either program.

Cards/CBA accounts can be suspended for annual certification violations.

Available courses are listed as follows:

- OSP Travel Card Cert for Cardholders
- OSP Travel Card Cert for Approvers