


# PROCEDURE MANUAL

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		Last Revision Date: 12/15/14	
		Effective Date:	
Section		Subject	Title Travel Card and CBA

**I. Policy Statement**

Louisiana Delta Community College’s 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 LDCC 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 requirement 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 may be issued to any LDCC full-time employee or graduate assistant, with the approval of the employee’s Dean, Director, or Chair and the Program Administrator. Issuance of a Travel Card is not an automatic process upon hiring.

LDCC will set individual cardholders single purchase and monthly cycle limits. The limits can be issued campus-wide or on an individual card basis. LDCC allows a SPL (single purchase limit) max of \$5,000, and a monthly cycle limit (MCL) max of \$10,000. The Office of State Purchasing and Travel must approve in writing any SPL or MCL overrides. Transactions shall never be artificially divided to avoid the Travel Card Policy limits.

**II. Travel Card/CBA Program Benefits**

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 LDCC travel policies, rules, and regulations must be followed.

**III. Conditions of Participation**

All college 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 LDCC’s Program Administrator and approved by the Office of State Purchasing and Travel.

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 Purchasing and Travel. LDCC will be notified as soon as the online certification is ready to take. 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.

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. If a cardholder travels for a LDCC department that is not their primary department, the cardholder's supervisor is allowed to approve the trip's Travel Card charges. The supervisor should review the approved Travel Authorization Form to ensure the travel charges are valid.

All transactions and monthly billing cycle supporting documentation must be audited by the comptroller's office and the accounts payable office prior to the billing statement payment.

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

All cardholders must sign LDCC's State Liability Cardholder Enrollment Form. An employee's Dean, Director, or Chair 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.

No Travel Card shall be issued to any LDCC Program Administrators, CBA administrators, auditor, or any other roles associated with administering, monitoring or reviewing the activities of the Travel Card program. If it is justifiable for one of the above positions to be allowed to possess a Travel Card (excluding a non-employee), a written request must be submitted to the Program Administrator who will forward to the Commissioner of Administration. The request must include a detailed justification as to why the cardholder should obtain a Travel Card, and what precautions will be taken to guarantee the security and validity of expenditures. Specific approval from the Commissioner of Administration must be obtained prior to issuing a card to an individual serving in any of these roles. The only exception regarding an employee possessing a Travel Card with a role in the program is a cardholder's approver.

An approver can receive a Travel Card, but cannot approve their own charges. Another employee with at least one higher level must approve an approver's transactions. An

employee can never approve their own transactions, even if a cardholder is listed as an approver for another employee.

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.

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

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

#### **IV. DEFINITIONS**

**Account Holder/Cardholder** – terminology used to reference an employee has been issued a Travel Card.

**Agreement Form** – a form signed by a Program Administrator, cardholder and cardholder's approver, that acknowledges the cardholder has received required training from 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.

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

**CBA (Controlled Billed Account)** – a credit account issued in the college's name. These accounts are direct liabilities of the State and are paid by LDCC. CBA Accounts are controlled through an authorized approver(s) to provide means to purchase any allowed transactions/services allowed in this policy. See the CBA Section. Please realize the traveler needs to ensure that the actual "plastic" is not necessary, as there is no plastic card issued for the any CBA accounts.

**Cycle** – the period of time between billings. The cycle starts a midnight on the 9<sup>th</sup> of the month, and ends at midnight the 8<sup>th</sup> of each month (Ex: April 9 – May 8). Cycle is synonymous with "billing cycle".

**Cycle Limit** – maximum spending dollar limit a Travel Card/CBA is authorized to charge in a cycle. These limits should reflect the individual's travel patterns, and are preventative controls used judiciously.

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

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

**Fraud** – any transaction intentionally made that was not authorized by the cardholder or for official State business.

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

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

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

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

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

**PPM49 (Policy and Procedure Memorandum 49)** – the state's 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. The current policy can be located at the following web address for the Department of Administration: <http://www.doa.louisiana.gov/osp/travel/travelpolicy.htm>.

**SPL (Single Purchase Limit)** – the maximum spending (dollar) limit a Travel Card is authorized to charge in a single transaction. The SPL limit may be up to \$5,000; however, this limit should reflect the individual's travel patterns. There are preventative controls and, as such, should be used judiciously. Purchases shall not be split with the intent of and for the purpose of evading the SPL set for cardholder.

**Travel Card** – a credit account issued in an employee's name. This account is direct liability of the State and is paid by LDCC. 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. Cardholder is not allowed to pay any amount directly to Bank of America. The log can be found as an attachment to this document.

**Travel Card/Billing Cycle Log** – a paper form 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). The cardholder signs the log verifying the charges are valid. Approval of the log must be completed by the cardholder’s supervisor / approver, who is at least one level higher than cardholder, the supervisor / approver must sign the paper log.

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

**Transaction Documentation** – all documents pertaining to a transaction. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to: itemized purchase receipts/invoices, receiving documents, credits, disputes, written approvals, airline exception justifications/approvals, travel authorizations/expense forms, etc.

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

## **V. OFFICE OF STATE PURCHASING AND TRAVEL RESPONSIBILITIES**

The State of Louisiana's Office of State Purchasing and 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.

The Office of State Purchasing and Travel will issue and maintain LDCC'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 Purchasing and Travel.

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

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 Purchasing and Travel for approval.

## **VI. LOUISIANA DELTA COMMUNITY COLLEGE RESPONSIBILITIES**

### **A. General Responsibilities and Procedures**

Louisiana Delta Community College'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.

Louisiana Delta Community College 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 LDCC's internal procedures, the State's policy, and Bank of America.

LDCC is responsible for keeping the campus community informed of State and internal policy requirements, procedures, allowances, updates, and amendments, including the community college Chancellor, cardholders, CBA administrators, cardholder approvers and any other agency personnel as deemed appropriate.

LDCC is responsible for designating LDCC's Travel Card/CBA Program Administrator(s) and notifying the Office of State Purchasing and Travel of any changes to the Program Administrator(s) or President's Office.

LDCC must perform post audits of cardholder transactions to monitor appropriate use while verifying purchases are made in accordance with PPM49, LDCC'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 LDCC 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 LDCC's responsibility to obtain and archive the data in both systems for seven full fiscal years.

## **B. Internal Policy and Procedures**

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 LDCC employees.

Cardholders must be approved by the Program Administrator, based on the request of a Director, Chair, or Dean, and not as an automatic process upon hiring. Cards should only be distributed to frequent travelers.

Travel Cards will be issued with two limits which will be determined by the Program Administrator. The overall Monthly Cycle Limit (MCL) is up to \$10,000 and 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. LDCC 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.

Prior to card issuance, each cardholder must participate in a training conducted by the Coordinator for Card Services 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 will also provide information regarding the process of how a cardholder can report a card lost, stolen and/or any fraudulent activity. The State and LDCC policies will also be distributed during the training session.

Each cardholder will complete a LDCC Cardholder Enrollment Form and State Liability Travel Card Program Agreement Form annually. The Enrollment Form grants employees permission to receive a Travel Card by their Director, Chair, or Dean. 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.

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.

All Travel Card transactions must have a receipt and be in accordance with the most current addition of PPM49, <http://doa.louisiana.gov/osp/travel/travelpolicy.htm>. Purchasing policies, rules, regulations, Louisiana statues and/or executive orders must be followed if applicable. The Coordinator for Card Services 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.

A cardholder can only use their Travel Card for the allowed card expenses.

A cardholder will always confirm their Travel Card charges. Each Travel Card charge has to be recorded 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 Coordinator for Card Services during the reconciliation process. The original signed log, along with all supporting documentation must be submitted to LDCC's Accounts Payable Office. The Coordinator 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.

All Travel Card purchases must be approved by someone other than the cardholder. 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. If a cardholder travels for a LDCC department that is not their primary department, the appropriate supervisor who is best fit to approve the charges and knows the travel's details should approve the cardholder's Travel Card charges for that particular trip.

If an approver is absent during the approval process, it is the approver's and cardholder's responsibility to inform the Coordinator for Card Services of the absence. The Coordinator will appoint a temporary approver. The original supervisor will resume approving duties once returned from their absence.

The Coordinator for Card Services 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 be recorded on a Travel Card Log, signed by the cardholder and approver.

The Coordinator for Card Services ensures prompt reconciliation of monthly billing statements, and statement payments are made prior to the due date.

The Coordinator for Card Services will send monthly certifications to the Office of State Travel indicating procedures within the audit section have been conducted. The certification will indicate LDCC has generated the required reports, all requirements listed in policy have been completed, and necessary findings have been investigated, documented and handled appropriately.

The Coordinator for Card Services will monitor all cardholder accounts to determine possible modifications to the SPL or monthly cycle limits. Adjustments will be made accordingly.

The Coordinator for Card Services will review and cancel Travel Cards not utilized within a twelve month period monthly. A card can be reordered if the mandatory certification is completed with a minimum score of 90, and a Travel Authorization Form is approved. The cardholder must send a written request to the Coordinator for Card Services or 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 Purchasing and Travel. If approval is granted, the card must have a profile of \$1 SPL and cycle limit until future card usage is needed.

Annually, the Program Administrator 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.

The Coordinator for Card Services determines allowable merchant category codes based on cardholder's needs and the State's allowances, and will recommend changes to the Program Administrator. A Request for Exemption Form must be submitted by the Program Administrator to the Office of State Purchasing and 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.

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 community college. LDCC Clearance forms must be initiated by the supervisor in a timely manner if no longer employed at LDCC. Cardholders will be asked to return their Travel Card to the Program Administrator prior to the end of employment.

The Program Administrator requests cards, users in WORKS, and performs any maintenance necessary for agency's cardholders. The Program Administrator also issues secure User IDs for each cardholder, approver, CBA administrator, accountant, auditors and other Program Administrators in WORKS applications.

Bank of America sends all newly ordered and renewed Travel Cards to LDCC's business address, not directly to the individual cardholder. Note: A card will expire two years from when it is ordered or renewed. BOA automatically renews cards upon expiration.

On occasion, it may be necessary to change information on a Travel Card, such as name change, department, 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.

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.

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 LDCC's internal policy that all LDCC employees' airfare paid by LDCC must be charged to either the CBA or the employee's State Liability Card, not with personal funds. Note: Foundation paid airfare must go through the Foundation directly, and not charged to the CBA or State Travel Card.

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.

Online lodging sites where an individual rents/subleases their property, such as Airbnb, Vacation Rental By Owner (VRBO), Homeaway.com, etc., is not allowed, even if the property is within the tier's daily lodging rate.

The Coordinator for Card Services will enforce personnel policies to discipline employees in the event of abuse or failure to comply with established guidelines. The Coordinator 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.

Unauthorized charges and/or overage of allowances as defined in PPM49 must be paid back to LDCC. The funds will be withheld from a travel voucher, paid to the Bursar's Office, or payroll deducted. The Coordinator for Card Services will advise the cardholder which payment method will occur to recover the funds. The Coordinator 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.

The Coordinator for Card Services educates program participants on use of card and sales tax requirements. LDCC is state sales tax exempted at all Louisiana hotels, Louisiana Enterprise locations, and Park N Fly at the New Orleans Airport. It is the cardholder's responsibility to ensure tax is not charged when using the vendors listed above. The Coordinator will monitor card transactions to ensure the community college 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 LDCC. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck.

State policy indicates cardholders may be exempted from obtaining a credit from the merchant for State sales tax charges of \$25 or less. LDCC will monitor sales tax transactions to ensure corrective action is taken against repeat offenders. If unauthorized sales tax under \$25 is charged twice to the same cardholder, the taxable amount becomes the cardholder's responsibility to repay the community college if the vendor cannot issue a credit by the next statement. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck. A Travel Card will be canceled if unauthorized tax is charged two times within a 12 month period, regardless of the sales tax amount.

If incidentals or extra charges not associated with LDCC 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.

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

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.

### **C. Audit Reports**

LDCC must run and archive all monthly audit reports listed in Attachment A. The audit reports are processed through WORKS and Intellilink. When running these reports, it is the LDCC'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 the Misuse Section.

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 A, 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 LDCC's responsibility to obtain and archive the transaction data for seven full fiscal years.

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

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.

#### **D. Auditing and Controls**

Auditing the disbursement of community college funds for settlement of valid travel claims is the responsibility of LDCC's Accounts Payable Office. Departments 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.

LDCC 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 LDCC to assist in auditing.

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.

Enrollment of an employee in the Travel Card program is approved by the employee's Director, Dean, or Department Head by completion of an Enrollment Form. The cardholder and their supervisor/approver must sign an Agreement Form which outlines the responsibilities and regulations of their role in the program.

The cardholder's Department 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, use of appropriate speed key/travel expense account number, and approval for payment will be performed, reviewed and approved by the cardholder's supervisor/approver.

After the supervisor approves, the Coordinator for Card Services will audit all card transactions for propriety of purpose, proper documentation (receipts, invoices, etc.), valid speed key and travel expense account number, and insuring that all corrections and adjustments are made in a timely manner. Transactions not in compliance with LDCC and State policies will be immediately reported to the cardholder's supervisor and the Program Administrator. If misuse of the Travel Card occurs twice within a 12 month period, the card will be revoked.

The Accounts Payable Travel Accountant will audit Travel Vouchers to insure a reimbursement is not issued to an employee if a transaction was processed with a Travel Card.

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 full fiscal years. Supporting documentation for restricted and grant accounts must comply with LDCC, General Accounting, and SPA requirements. All files will be subject to periodic review by the Office of the Legislative Auditors and any other duly authorized auditor.

#### **E. Controlled Billing Accounts (CBA)**

Louisiana Delta Community College has one CBA account. The LDCC CBA is managed by the Comptroller's office and is used for all LDCC travel expenditures. 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:

- All CBA transactions must be in accordance with LDCC's Travel Card Policy, The State's Travel Card Policy, PPM49 guidelines, and purchasing policies, rules, regulations, Louisiana statutes and/or executive orders if applicable.
- No plastic card is issued for CBA accounts. These are "ghost" accounts.
- The purpose of a CBA is to provide a tool for LDCC to purchase airfare and assist with payment of travel expenses. Please realize the traveler must ensure the actual "plastic" is not necessary, as there is no plastic issued for a CBA account.
- The CBA account is the direct liability of the State. LDCC will be responsible for ensuring all payments are made timely to the bank and the accounts are paid in full monthly.
- In accordance with PPM49, it is mandatory that all employee airfare is purchased with a State Liability Travel Card or CBA account. Foundation charged airfare cannot be charged to the CBA and must go through the Foundation directly.
- LDCC promotes usage of the CBA; however LDCC will determine who is eligible to use the CBA within the community college. A Travel Authorization Form must be completed and approved.
- Accounts are issued in the name of LDCC, and the Program Administrator is the primary point of contact for those accounts. LDCC 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.

- CBA accounts shall have an overall card cycle limit determined by LDCC, which is \$65,000. These limits reflect the community college's travel patterns and are preventative controls which should be used judiciously.
- Should the need arise, LDCC's Program Administrator may establish a new or additional CBA account through Bank of America's on-line system, WORKS.
- 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.
- 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 and/or abuse.

## **VII. SUPERVISOR / APPROVER RESPONSIBILITIES**

An approver is responsible for reviewing transactions of an individual cardholder to ensure transactions are legitimate business expenses, are in compliance with all procedures, and are 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 a cardholder travels for a LDCC department that is not their primary department, the appropriate supervisor who is best fit to approve the charges and knows the travel's details should approve the cardholder's Travel Card charges for that particular trip.

If an approver is absent during the approval process, it is the original supervisor and cardholder's responsibility to inform the Coordinator for Card Services of the absence. The Coordinator will appoint a temporary approver who meets the requirements stated above. The Coordinator 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:

- Obtain an annual approver certification through the State's online certification training program, in which a passing grade of at least 90 is obtained. Approvers will be contacted once the online course is available.

- Participate in a training session and sign the State's Approver Agreement Form. The original form is given to the Program Administrator, and the approver receives a copy.
- Review and understand the State and LDCC Travel Card policies, PPM49 and all rules, regulations, policies, procedures, 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.
- 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 LDCC policy.
- Ensure a transaction's supporting documentation is complete. This including an approved Travel Authorization Form, itemized receipts, Travel Log which signed by both the approver and the cardholder, and any findings and justification. All original documentation is sent to LDCC's Accounts Payable Office for review. Remember, the cardholder is never a final approver of their card transactions.
- Receipts, supporting documentation, and Travel Log dates must correspond with the trip allowances, Travel Authorization Form dates, and billing cycle dates.
- Guarantee each transaction has an appropriate business purpose and fits the cardholder's business needs.
- Review Travel Card transactions to ensure state tax is not charged for Louisiana Enterprise Locations, Louisiana Hotels, and Park N Fly at the New Orleans Airport location, as this program is state tax exempt at these vendors.
- All charges have been reviewed and audited, and are in compliance with LDCC's and the State's Travel Card Policies, PPM 49, and all current purchasing rules, regulations, statutes, executive orders, and policies, as applicable.
- Ensure the charge is not a duplication of personal request and/or reimbursements.
- Immediately report any fraud or misuse suspected or personal charges to the Program Administrator and the Coordinator for Card Services. The approver will participate in any disciplinary actions which may be deemed appropriate, if necessary.
- Notify the Program Administrator immediately upon a cardholder leaving LDCC, changing departments, or taking an extended leave. The Program Administrator will make necessary changes to cancel the card and update program files accordingly.
- 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. Make certain the Travel Card is obtained from the employee upon separation or change in department, and return the card to the Program Administrator.

- 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.
- Review, at a minimum annually, all cardholders which approvers are designated as an approver, along with 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.
- 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.
- 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 approver's employee file for a minimum of 12 months.
  - Consultation with the Program Administrators, and possibly Chancellor's Office.
  - Disciplinary actions, up to and including termination of employment.
  - Legal actions, as allowed by the fullest extent of the law.

## **VIII. CARDHOLDERS RESPONSIBILITIES**

- Use of the Travel Card is for official LDCC/State travel only. Personal use of the card is not allowed for any reason.
- A training class must be attended to learn about all aspects of the Travel Card program.
- A State Liability Cardholder Agreement Form, acknowledging cardholder's responsibilities, and LDCC 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.

- 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 Travel Card. Cardholders will be contacted once the online course is available.
- 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.
- 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.
- The cardholder shall never send a copy of the Travel Card if requested by a merchant. If this is required for payment, the cardholder must use another form of payment other than the State Liability Travel Card.
- 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.
- 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 incidentals are incurred during a business trip, the traveler must pay for the incidentals with personal funds and then be reimbursed through the community college's travel reimbursement policy and procedures process.
- 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, LDCC guest, or any another person's travel expenses, whether official or non-official.
- The card should not be loaned to another person to pay for official or non-official travel expenses.
- All Travel Card transactions must have a receipt and be in accordance with the most current publication of the community college's Travel Card Policy, the State's Office's Travel Card policy, and PPM49, <http://doa.louisiana.gov/osp/travel/travelpolicy.htm>. Purchasing policies, rules, regulations, Louisiana statues and/or executive orders must be followed, if applicable. Usage of the Travel Card should never avoid any travel, procurement, or payment procedures.
- Louisiana Delta Community College retains the right to cancel a cardholder's

privileges. Cards may be revoked for misuse or non-compliance of LDCC or the State's Travel Card procedures, the Cardholder's Agreement Form, or PPM-49. First Offense will result in a written notification for from the Coordinator Card Services who will also notify the Traveler's approver/supervisor, Program Administrator, and Accounts Payable Manager. The Second Offense within a 12 month period, whether intentional or accidental, will result in the cancelation of the card.

- All non-permitted purchases or overages of PPM-49 rates will be owed back to LDCC by withholding the amount from the traveler's travel voucher, or a payment will be made to the Bursar's Office. The Coordinator for Card Services 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.
- LDCC travelers on official state business are state sales tax exempted at all Louisiana hotels, Louisiana Enterprise locations, and Park N Fly at the New Orleans Airport. Cardholders should make every effort at the time of purchase to prevent being charged state sales tax. The tax exempt number is printed on the front of the Travel Card. Cardholder 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 community college business.
- 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 community college. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck.
- State policy indicates LDCC may exempt cardholders from obtaining a credit from the merchant for State sales tax charges of \$25 or less. LDCC will monitor sales tax transactions to ensure corrective action is taken against repeat offenders. If unauthorized sales tax under \$25 is charged twice to the same cardholder, the taxable amount becomes the cardholder's responsibility to repay the community college if the vendor cannot issue a credit by the next statement. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck. A Travel Card will be canceled if unauthorized tax is charged two times within a 12 month period, regardless of the sales tax amount.
- If incidentals or extra charges not associated with LDCC 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.



- Never, under any circumstances, use the Travel Card to access cash, or accept cash in lieu of a credit.
- Never use the Travel Card for incidentals, gift cards, gift certificates, alcohol, food or entertainment services.
- If the cardholder's department has a Fuelman Fuel Card, never use the Travel Card for fuel and maintenance. However, in the event that the 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.
- Submittal of all required transaction documentation, special approvals, etc., is completed timely and in accordance with this policy.
- 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 LDCC'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 Accounts Payable Office for review and file maintenance.
- Every transaction must have a receipt with a full description, not a generic description such as "general merchandise", whether on paper or un-editable electronic format. Failure to provide an itemized receipt can result in cancellation of the Travel Card.
- 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.
- In addition to the Travel Card Log, it will be each cardholder's responsibility to submit their related Travel Voucher Expense Form timely for reimbursement of meals, incidentals and other items not allowed on the card in accordance with the community college's internal policy. Expenses charged to the CBA account must not be claimed as a reimbursable item to the traveler and only paid once by LDCC.
- 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 Coordinator for Card Services immediately.

- Notify the Program Administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.
- Notify the Coordinator for Card Services 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 Coordinator for Card Services of his/her instances of extended leave.
- 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 Travel Card limits LDCC's liability for potential charges that may occur from unauthorized use. Failure to promptly report a lost, misplaced or stolen Travel Card may result in the community college seeking reimbursement from the cardholder for any unauthorized charges.
- Prior to separation of employment from the community college, the cardholder must deliver the card to the Program Administrator. **DO NOT SEND THE CARD IN THE CAMPUS MAIL.**

## **IX. 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.

- Airfare - Must be paid for with either a State Liability Travel Card or LDCC's CBA Account
- State Contracted Travel Agency Fees
- Registration for Conference/Workshops - Membership Dues are not allowed
- Hotel/Lodging
- Rental Car

- Parking - Only with hotel stay and combined on invoice and Park-N-Fly Parking
- Internet Services - Only with hotel stay and combined on invoice
- Gasoline for Rental Car/State Owned Car Only - Not to be used in place of the Fuelman 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.

## **X. 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 the employee will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of the Program Administrator and/or Chancellor 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 Purchasing and 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 and maintained in the employee's file for no longer than one year unless another incident

occurs. The cardholder's approver/supervisor, Program Administrator, and Accounts Payable Manager is also notified. 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 the Bursar's Office or a deduction in the cardholder's travel voucher. The Coordinator 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 Receives 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:

- The purchase exceeds the single transaction limit.
- The account is over the spending limit.
- The purchase is a violation of a Merchant Group / Spending Category Code or a Merchant Category 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 their Administrator who will contact Bank of America to obtain information on the denial. If a charge declines, the cardholder should not re-swipe the card, and the merchant should be advised not to attempt to process the payment until the situation is rectified.

## **XI. CARD AND WORKS USER ID AND PASSWORD SECURITY**

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

- Never display their Travel Card account number, WORKS' user ID number, and passwords around their work area.
- Never share user IDs and passwords, leave work area while logged into the system, or leave log-in information lying in an unsecure area.
- Never give a card account number, user IDs or passwords to someone else.
- Never email the full account numbers or user ID or password under any circumstances.

## **XII. 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, and Park N Fly at the New Orleans Airport. Cardholders should make every effort at the time of purchase to prevent being charged State sales tax. The tax exempt number is printed on the front of the Travel Card. 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:

- Louisiana Hotels: present the 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 State Office's website: <http://doa.louisiana.gov/osp/travel/forms.htm>.
- 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: <http://doa.louisiana.gov/osp/travel/forms.htm>.
- Park N Fly (New Orleans Airport) – If the online reservation system is used, enter promotion code 0050081. 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 following link on the State Office of Travel's website:

<http://doa.louisiana.gov/osp/travel/forms.htm>.

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 community college. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck.

State policy indicates LDCC may exempt cardholders from obtaining a credit from the merchant for State sales tax charges of \$25 or less. LDCC will monitor sales tax transactions to ensure corrective action is taken against repeat offenders. If unauthorized sales tax under \$25 is charged twice to the same cardholder, the taxable amount becomes the cardholder's responsibility to repay the community college if the vendor cannot issue a credit by the next statement. The cardholder will have two pay periods to resolve the matter or the amount can be deducted from cardholder's paycheck. A card will be canceled if unauthorized tax is charged two times within a 12 month period, regardless of the State sales tax amount.

If incidentals or extra charges not associated with LDCC 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 exempted. If State sales tax abuse occurs twice, whether accidental or intentional, the Travel Card will be revoked.

### **XIII. DOCUMENTATION**

#### **A. Complete Documentation**

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

LDCC 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/supervisor 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.

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 LDCC’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 log by both cardholder and approver, approved Travel Authorization Form, and any findings and justification to LDCC’s Accounts Payable Office for review and maintenance of the files for seven full fiscal years. All files are centrally located in the Accounts Payable Office, and will be subject to periodic review by the Office of State Purchasing and Travel, the Legislative Auditors and any other duly authorized auditor.

#### **B. Individual State Liability Travel Cards**

It is the cardholder’s responsibility to submit their Travel Card Log and all required transaction documentation, which includes approved Travel Authorization Form, special approvals, etc. by the appropriate deadline set by LDCC to ensure the statement is paid timely. The Coordinator for Card Services will email cardholders via email and provide deadlines for documentation submittal every billing cycle. Ample time will be given to submit documentation.

#### **C. Corporate Business Accounts (CBA)**

The administrators for LDCC’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 LDCC’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 LDCC’s policy, including the forwarding of signed logs by both administrator and approver and all supporting documentation to LDCC’s Accounts Payable Office for review and file maintenance.

### **XIV. PAYMENT PROCEDURES**

LDCC 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

### **A. 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 Travel Card cycle's dates are the 9<sup>th</sup> of the month to the 8<sup>th</sup> of the following month (ex: May 9 – June 8). At midnight on the first day of each billing cycle, the cardholder's monthly cycle limit is automatically reset to \$0.

Cardholders will receive paper billing statements monthly from Bank of America approximately five business days of the close of the billing cycle (8<sup>th</sup> of the month). The Coordinator for Card Services will also email cardholders their statement charges within the billing cycle on the 9<sup>th</sup> of the month, or the next open business day if the 9<sup>th</sup> 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 Coordinator for Card Services will receive a paper statement within five business days from Bank of America containing all individual LDCC cardholder and CBA accounts' charges. The Coordinator will also download an electronic file from WORKS containing all LDCC 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 Coordinator will ensure the paper and online statement remittance amounts are equal to one other. It is LDCC's responsibility to contact BOA if the paper statement is not received timely, or the online statement is not accessible.

### **B. 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. The Coordinator for Card Services will contact the cardholder and/or supervisor via email and provide a submittal deadline. 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. LDCC 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, they verify the charges were processed by the cardholder, and all Travel Card purchases are within LDCC's and the State's Travel Card policies, PPM-49, and all LDCC 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:

- 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.
- 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.
- 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.

### **C. Supervisor Approval**

The cardholder's supervisor who is most familiar with the cardholder's business related travel must approve/sign the cardholder's Travel Card Log. Remember the approver must be a supervisor of the cardholder who is at least one level higher than the cardholder. While reviewing logs, the approver must ensure:

- A Travel Log is completed and signed by the cardholder.
- A detailed, itemized receipt matches each charge recorded on the log.
- All documentation and justification needed is included with the log.
- Transactions are in compliance with all State and LDCC policies, rules and regulations, including PPM-49.
- Each charge posted on the billing cycle is included on the log, including credits. If multiple logs are used, each charge is accounted for.
- 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 LDCC's Accounts Payable Office. 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 Accounts Payable until all items are correct. If a charge is believed or found to be in non-compliance with any community college or State rules or policies, the approver must contact the Coordinator for Card Services and Program Administrator.

The Coordinator for Card Services will contact the cardholder and/or supervisor and provide a submittal deadline for completed logs and supporting documentation.

### **D. University Approval**

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 LDCC's Accounts Payable Office where it is stored for seven full fiscal years. Once the cardholder's Travel Log and supporting backup is received by Accounts Payable, the Coordinator will review each log to ensure:

- Transactions are in compliance with all State and LDCC policies, rules and regulations, including PPM-49.
- The cardholder completed and signed a Travel Log. Each charge and credit posted to the billing cycle is recorded on the log.
- All proper documentation is attached to each log.
- 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.
- The appropriate supervisor signed and approved the log. The approving supervisor must match to the Program Administrator's records.

If there are any questions regarding a charge or insufficient documentation provided, the Coordinator 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.

#### **E. 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. LDCC 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 Coordinator for Card Services prior to the statement payment.

#### **XV. CONTACT INFORMATION**

##### **Bank of America**

Phone: 1-888-449-2273

Fax: 1-800-253-5846

##### **Louisiana Delta Community College State Travel Card/CBA Contacts**

Wendell Coplin, Comptroller

Phone: (318) 345-9305


Fax: (318) 345-9536

Email: [wcoplin@ladelta.edu](mailto:wcoplin@ladelta.edu)

If a cardholder needs to report a card lost or stolen card, contact Bank of America immediately, and also notify the LDCC contact listed above.

**XVI. LDCC ADMINISTRATIVE APPROVAL**

As evidenced by the signature below, Louisiana Delta Community College and the Administrator of the travel card program does hereby acknowledge and accept this policy.

  
Wendell Coplin, Comptroller  
Louisiana Delta Community College

**ATTACHMENT A:  
TRAVEL CARD PROGRAM AUDITING REPORTS**

AT A MIMIMUM, RUN THE FOLLOWING REPORTS MONTHLY:

REPORT NAME	USED FOR.....	REPORT SHOULD PRODUCE....	SYSTEM....
ACTIVITY IN CLOSED / SUSPENDED 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.	INTELLINK "RULES"
AIRLINE INCIDENTALS - (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.	INTELLINK "RULES"
HOTEL INCIDENTALS	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.	INTELLINK "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.	INTELLINK "RULES"
SINGLE TRANSACTIONS EXCEEDING \$5000	Transactions exceeding \$5,000 should be monitored as they are not allowed in the State Policy without prior approval.	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	INTELLINK "RULES"

	Need to ensure proper approval was obtained from Office of State Travel to allow any of these purchases.	must be documented accordingly.	
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.	INTELLINK "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 REPORTING 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 REPORTING 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. Report will be made available in September, 2013	INTELLINK "RULES"

<p>HOLIDAY PURCHASE ACTIVITY</p>	<p>The Rule is designed to display transactions that occurred on State holidays</p>	<p>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.</p>	<p>INTELLINK "RULES"</p>
<p>PREMIUM CLASS AIRFARE</p>	<p>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.</p>	<p>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 Intellink Reporting, Premium Class Airfare Report</p>	<p>INTELLINK "RULES"</p>
<p>RESTRICTED MCCs</p>	<p>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.</p>	<p>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.</p>	<p>INTELLINK "RULES"</p>
<p>FUEL PURCHASES, HIGH GRADE</p>	<p>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.</p>	<p>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 Intellink Reporting, Fuel Type Summary Report</p>	<p>INTELLINK "RULES"</p>

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.	INTELLINK "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.	INTELLINK "REPORTING"
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. This report will be available in September, 2013.	INTELLINK "REPORTING"
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.	INTELLINK "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	INTELLINK "REPORTING"
SPEND SUMMARY BY MCC	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)	INTELLINK "REPORTING"

<p>WEEKEND PURCHASE ACTIVITY REPORT</p>	<p>The Report is designed to display transactions that occurred on weekends (Saturday / Sunday).</p>	<p>This report will show all purchases which were made on a weekend - the report is based on purchase date and not the post date 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. Report will be available in September, 2013</p>	<p>INTELLINK "REPORTING"</p>
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December 8, 2014

State of Louisiana  
State Liability  
Travel Card and CBA Policy  
Date: July 2, 2014

**ADDENDUM NO. 1**

The statewide Travel Card and CBA Policy, dated July 2, 2014, currently states “the full Travel/CBA account number should never be sent in emails, fax, reports, memo, etc. If an account number is necessary, only the use of the last four or eight digits of the account number is allowed.” This language is a part of the policy for security, as well as, best practice for all card programs.

Due to the October 15, 2014 mandate that was issued in a memorandum by the Commissioner of Administration, this addendum to the language in the current policy is being provided. The mandate issued requires the use of HotelPlanner Booking Portal for making hotel reservations for employees traveling on official state business.

The following language is hereby officially added as part of the current statewide Travel Card and CBA Policy:

“The full Travel/CBA account number may be used for hotel bookings when necessary. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by the agency to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website.”