

(For use in accordance with [Purchasing Card \(P-Card\) Program Policy](#))



Purchasing Card (P-Card) Procedures

OBTAINING A CARD

1. Cardholder completes a [Cardholder Enrollment Form \(Form 3300/010\)](#) and submits form to Supervisor/Budget Head for approval. *Name on card must match employee's name on record in the Office of Human Resources. Any subsequent name change requires a new form to be submitted.*
2. Supervisor/Budget Head reviews employee's purchasing duties for the department or division, and if warranted, approves Cardholder's Enrollment Form. If supervisor is not also the budget head then budget head must also approve. Approval on the form requires the Supervisor/Budget Head to:
 - Set single transaction limit (must be less than \$5,000.00 including shipping and handling charges, excluding taxes)
 - assign default budget and object code to be used
 - appoint an Approver to manage, review, and approve the Cardholder's P-Card transactions.
3. Supervisor/Budget Head forwards to the appropriate Vice Chancellor for approval.
4. Vice Chancellor:
 - reviews for accuracy and approves form
 - forwards to the Controller's Office for processing
5. Controller's Office:
 - reviews requests for signature approval by the Controller
 - forwards approved requests to Program Administrator
 - submits approved requests to card issuer and receives cards.
6. Cardholder:
 - is notified of approval and training is scheduled by Controller's Office.
 - receives copies of all relevant policies, procedures and guidelines.
 - completes the required online certification with a passing grade of 90% or above.
 - signs [Cardholder Agreement Form \(Form 3300/011\)](#) verifying agreement to abide by all relevant policies, procedures and guidelines.
 - submits certification of training and Cardholder Agreement Form to Program Administrator/Accounts Payable.
 - is provided with P-Card and is authorized to use card immediately.

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7. All Cardholders, Approvers, and the Program Administrator must sign the most current State of Louisiana Corporate Liability P-Card Program Agreement Form for their applicable program roles *on an annual basis*, which verifies their agreement to abide by all relevant policies, procedures, and guidelines.: [Cardholder Agreement Form \(Form 3300/011\)](#); [Approver Agreement Form \(Form 3300/016\)](#); or [Program Administrator Agreement Form](#).

“WORKS” SYSTEM PURCHASE REQUEST

1. The card issuer, Bank of America, utilizes the “Works” system, a web-based program for Cardholders and Approvers to manage, review and approve P-Card transactions.
2. An open, approved Purchase Request in the Works system is required before a card can be used to make a purchase. See “[Instructions on Entering Purchase Requests in Works System](#).”
3. Works Purchase Requests must be entered as needed for specific, individual purchases. Each request must include a vendor name.
4. Requests entered must have an expiration date of no later than June 30th of current fiscal year. All requests will be closed on June 30th.
5. Requests will be reviewed and approved (or adjusted or disallowed) by the Approver and Program Administrator.

CARD USAGE GUIDELINES

1. Cardholder is responsible for making purchases in accordance with *Card Usage Guidelines* as outlined in the College’s policy on the [Purchasing Card \(P-Card\) Program](#), which is summarized below:

The P-Card is limited to use:

- By individual state employees authorized by the Chancellor’s designee, the Program Administrator.
- By Cardholder only.
- For official state use only.
- On State/College-approved Merchant Category Codes.
- For only those purchases deemed necessary and required for continued daily operations of the College. (See “Questionable Purchases” section for process used to address questionable purchases.)

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Prohibited Purchases:

The P-Card must not be used (regardless of amount):

- For purchases valued at \$5,000.00 and over (including shipping and handling charges), excluding taxes. (Exceptions apply based on State of Louisiana Office of State Procurement regulations.)
- To pay for professional services and/or services provided by a 1099 Reportable Vendor, which must be purchased in accordance with the College's policy on [Contracts for Professional, Personal, Consulting and Social Services](#).
- For ink or toner cartridges.

Restricted Purchases:

The P-Card must not be used (regardless of amount) without College and/or State approval, as applicable:

- For food and/or drink, grocery, restaurant, -or personal items (items not generally provided to state employees, including but not limited to coffee, paper products, toiletries, medications, or any other such items for the office.)
 - For computers and computer-related equipment/supplies such as printers, monitors, external hard drives, scanners, etc.
 - For software, licences, or maintenance agreements.
 - For office/classroom furniture.
 - For fuel or vehicle maintenance.
 - For travel or entertainment services.
 - For organizational memberships, licensure and certifications, publication subscriptions, maintenance renewals, pest control services, and any other purchases that are of a renewal nature.
 - For alcohol.
 - For any other purchases deemed restricted by the College's Controller's Office or by the State of Louisiana Statewide Card Policy.
2. Cardholder is encouraged to utilize existing state contracts and local vendors, when possible. Depending on the frequency and nature of a department's purchases, the College's Purchasing Department may determine it more prudent for department to use state contract vendors through the established purchase requisition process rather than the P-Card.
 3. Quantity purchases or purchases for a large sum must be done through competitive bid procedure. When a request for purchase of an item is questionable, contact the Purchasing Office for clarification.
 4. Split purchasing, which is the practice of artificially dividing a single purchase to avoid the Single Purchase Limit of \$5,000.00 is not allowed and is considered card misuse. See "Card Misuse" section of these procedures for disciplinary actions and/or sanctions regarding card misuse.

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5. For any charge where the Supplier has charged a surcharge or convenience fee as a flat fee (regardless of the total cost when purchases are made via one form of payment channel over another – online or by phone vs. in store or by mail), the decision to use the P-Card on a purchase that will incur a surcharge or convenience fee should be based on rare and extenuating circumstances such as no other form of payment is accepted, timeliness of payment to avoid late fees, urgency of the needed item or services, lack of other vendors, etc. The College is required to carefully evaluate the necessity of the P-Card transactions that are subject to surcharge or convenience fees.

Convenience Fee Approval Procedure

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

Prior to processing any transactions that include convenience fees, the Cardholder must determine if the convenience fee complies with VISA regulations and is in the best interest of the State. The Cardholder must consult with the Approver to discuss the appropriateness of the additional fee. The Cardholder must submit the request in writing justifying the need to make the purchase with their Travel Card. If approved by the Program Administrator, then the fee may be allowed.

6. Cardholder is responsible for ensuring receipt of materials, and resolving any receiving discrepancies or damaged goods issues.
7. An ORIGINAL receipt or invoice and any supporting documentation are required for every card purchase. If an original receipt or invoice is lost, [Missing Document Affidavit \(Form 3300/012\)](#) must be submitted.

USING THE CARD

In-Store Purchases

1. Ask the vendor if the P-Card will be accepted.
2. Ask vendor to calculate total value of order, including shipping/freight and handling charges if any, excluding taxes. If the total charge is \$5,000.00 or over, the card cannot be used.
3. Inform the vendor that purchase is exempt from Louisiana sales tax. Provide the vendor with the exemption number assigned by the Louisiana Department of Revenue for all P-Card purchases, which is embossed on the purchasing card itself.
4. If vendor requires a copy of the Louisiana sales tax exemption certificate, inform vendor to fax the request to the College's Purchasing Office at (504) 762-3089. Merchants are not required to honor the exemption from State sales tax, but Cardholders should make every effort at the time of purchase to avoid being charged the tax.

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5. In the event state sales tax is charged and a credit is warranted, it will be the Cardholder's responsibility to request the vendor/merchant to issue a credit to the Cardholder's account. Cardholder must document these efforts.
6. Cardholder must never allow a merchant to continue to swipe a card if it does not work the first swipe.
7. Cardholder obtains from vendor a sales receipt or invoice that *itemizes* the order. Retain this documentation for matching transactions in the Bank of America Works system.

Orders by Telephone, Online, or Mail Order, Etc.

1. Cardholder provides vendor with Cardholder name, College's name, department name, credit card number, tax exemption status, and complete shipping instructions (street address with internal location such as building and room number). Cardholder should verify appropriate shipping address with respective office receiving packages for his/her specific campus or site. Cardholder's business email address that is used for the P-Card program must match the cardholder's name. Another cardholder's email address may not be used without prior approval from the Commissioner of Administration.
2. Cardholder instructs vendor to include in the delivery package a sales receipt, invoice or the P-Card charge slip itemizing the order.
3. Shipments to the Cardholder's home are prohibited.
4. Instruct vendor to send any sales receipt or invoice directly to Cardholder, *not to the Accounts Payable Office*, to avoid the possibility of duplicate payments.

Decline of Card Approval

1. If a vendor advises that card approval has been declined, it is most likely a violation of one of the established limits:
 - purchase exceeds the single transaction limit of \$5,000.00 (or lower according to the cardholder's profile)
 - purchase is a violation of the Cardholder's Merchant Category Code access
 - purchase exceeds available credit as established by a current Works Purchase Request for that cardholder
 - purchase does not have an approved request
2. The vendor will NOT have information related to the reason for decline. If a transaction is declined, the Cardholder is to log into the Bank of America Works System and view the Authorization Log to obtain the reason it was declined.

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PURCHASE RECONCILIATION AND APPROVAL PROCESS

Cardholder:

1. The primary responsibility for the reconciliation and approval process rests with the Cardholder.
2. The Cardholder will have electronic access to the P-Card account's information provided by the card issuer and will be required to reconcile transactions in the Works system on a weekly basis.
3. Cardholder must obtain an ORIGINAL receipt and supporting documentation for every card purchase. All receipts and supporting documentation must be scanned and tied to the applicable transaction in the Works system and not as one image for all transactions. They must be forwarded with signed log and signed bank statement to the Approver for approval and signatures and ultimately to the Program Administrator for review and maintenance of centralized files.
4. If an original receipt is lost, the Cardholder must complete the [Missing Document Affidavit \(Form 3300/012\)](#) and submit it to the Program Administrator/ Accounts Payable.
5. All receipts must be scanned and originals sent to the Program Administrator.
6. The Cardholder is to review and verify purchase information in the Works system weekly.
 - Transactions must be "signed off" in the Works system within five (5) business days of purchase.
 - At the end of a statement period (the 5th of every month) all transactions posted as of the 5th must be "signed off on" by the 10th of the month.
7. Cardholder is to compare the transaction in the Works system with the actual sales receipts or invoices and supporting documentation information referenced in the Works system.
8. Cardholder must certify agreement ("sign off") with the legitimacy and accuracy of the listed transactions in the Works system. This approval serves as certification by the Cardholder that all charges are accurate and valid College expenditures.
9. "Sign off" in the Works system requires the Cardholder to complete the following steps (see [Instructions on Signing-Off on Transactions in Works System](#)):

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- Verify each transaction as to date, vendor, and amount by matching to the supporting documentation referenced in the Works system.
 - Add a comment describing items purchased on General Tab.
 - Complete budget account allocation (Fund, Organization, Account/Campus, Program).
 - Attach purchase request.
 - Upload receipts and documentation
 - Sign off on transaction.
 - Credit line is restored only after transactions are signed off in the Works system by Cardholder and Approver.
10. Cardholder is responsible for resolving any “flags” raised in the Works system within two weeks of the flag being raised.
 11. Cardholder is responsible for ensuring receipt of materials and services, and resolving any receiving discrepancies or damaged goods issued.
 12. Cardholder is responsible for settling any disputes, clearing erroneous charges, and requesting charges and requesting credit for returned merchandise directly with the vendor.
 13. Cardholder is to contact the vendor to resolve any outstanding issues. Most billing problems can be resolved expeditiously in this manner.
 14. If Cardholder is unable to reach an agreement with the vendor, the card issuer’s Statement of Disputed Item must be submitted to the Program Administrator/Accounts Payable. The card issuer must be notified in writing of any unresolved disputed item within sixty (60) days of the date of the transaction noted in the Works system.
 15. Cardholder is to reconcile transactions in the Works system and submit all *original* supporting documentation to the Approver on a weekly basis.
 16. Discrepancies, policy violations, or card misuse must be reported *immediately* to the Program Administrator/Accounts Payable on the [Notification of P-Card Discrepancy/Violation Form, Form 3300/015](#).

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P-Card Approver:

1. Approver is to verify that the transactions in the Works system match the actual sales receipts or, invoices (supporting documentation referenced in the Works system) and to ensure proper documentation as described in the College's policy on the [Purchasing Card \(P-Card\) Program](#).
2. Approver must certify agreement with the legitimacy and accuracy of the listed transactions in the Works system. This approval serves as certification by the Approver that all charges are accurate and valid College expenditures.
3. For disputed purchases or purchases without proper receipts or documentation, Approver must ensure the card issuer's Statement of Disputed Item Form and/or a [Missing Document Affidavit, Form 3300/012](#), if applicable, are submitted to the Program Administrator.
4. Discrepancies, policy violations, or card misuse must be reported *immediately* to the Program Administrator/Accounts Payable on the [Notification of P-Card Discrepancy/Violation Form, Form 3300/015](#).
5. Approver must (1) complete and *immediately* submit a [P-Card Action Form, Form 3300/013](#) and (2) complete an exit review with Cardholder regarding the Cardholder's transactions, supporting documentation and receipts, as well as obtaining necessary signatures prior to departure, for the following situations in which the Cardholder:
 - changes departments
 - has change in job responsibilities and is no longer required to have card privileges
 - is no longer employed with College
 - is on extended leave for more than 30 days including summer break
6. After ensuring all receipts and supporting documentation are scanned and tied to the applicable transaction in the Works system, the Approver must forward all *original* supporting documentation along with invoices, receipts, approved logs signed by both the Cardholder and the Approver bank statements signed by both the Cardholder and the Approver, along with any findings and justifications to the Program Administrator/Accounts Payable for maintenance in accordance with the College's record retention requirements and subject to periodic review by the Program Administrator, Office of the Legislative Auditors, and any other duly authorized auditor.
7. The following forms must be submitted within the timeframe described above for each:
 - [Missing Document Affidavit \(Form 3300/012\)](#)
 - [P-Card Action Form \(Form 3300/013\)](#)
 - [Unauthorized Purchase Form \(Form 3300/014\)](#)
 - [Notification of P-Card Discrepancy/Violation Form \(Form 3300/015\)](#)
 - Card Issuer's Statement of Disputed Item Form

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QUESTIONABLE PURCHASES

In accordance with *Card Usage Guidelines*, purchases must be deemed necessary and required for continued daily operations of the College. The Program Administrator reserves the right to request justification for questionable purchases. Questionable purchases include any P-Card transaction that meets the following criteria:

- There is no clear business use for items or services purchased or use not congruent with department's mission;
- The cost seems excessive for the item;
- The quantity of items purchased seems excessive; and/or
- The timing of the purchase seems inappropriate.

The Program Administrator will review all transaction for questionable activity on a monthly basis.

If purchase is determined to be unauthorized, the appropriate procedures for improper use of card are to be followed.

IMPROPER USE OF CARD

Improper use of the P-Card is divided into two categories depending on severity, (1) violations of policy/procedures and (2) card misuse, and must be reported to the Program Administrator/Accounts Payable on the [Notification of P-Card Discrepancy/ Violation Form, Form 3300/015](#).

Violations of Policy/Procedures

1. A policy/procedure violation consists of any action taken (or not taken), which violates College or State policy/procedure with the exception of actions specifically considered card misuse in accordance with the State of Louisiana Statewide Card Policy.
2. Some examples of policy/procedure violations include late submittal of documents, incomplete submittal of documents, failure to maintain original receipts/documentation on file, failure to notify the Program Administrator of extended absences, and allowing state sales taxes to be charged on purchases. (Note: Evidence documenting that the Cardholder attempted to get state sales tax exempted and/or credited alleviates the Cardholder from a Louisiana sales tax charge violation.)
3. Policy/procedure violations will be tracked by the Program Administrator.
4. After three (3) violations in a 12-month period, the Cardholder and his/her Approver and Supervisor/Budget Head will be notified, in writing, of the nature and dates of the violations.
5. Any additional violations occurring in a 12-month period will be considered misuse of card and procedures for card misuse will be applied.

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Card Misuse

Excessive Policy and Procedure Violations/ Non-Approved Purchases

1. Cardholders must comply with the requirements regarding Card Misuse in accordance with the State of Louisiana Statewide Card Policy. Card misuse includes but is not limited to the following:
 - excessive policy/procedure violations
 - split purchasing (the artificial dividing of a single purchase to avoid the single purchase limit) as per [State of Louisiana Office of State Purchasing](#) regulations and Executive Order “Small Purchases Procedures”
 - intentionally or non-intentionally making personal and/or non-approved purchases
 - making non-approved purchases due to a miscommunication between Supervisor/Budget Head (or Approver) and Cardholder, and other instances of improper use
 - a non-approved purchase could occur when the Cardholder mistakenly uses the P-Card rather than a personal card
2. Cardholders are personally responsible for unauthorized purchases. In the event an unauthorized charge is placed on the individual’s P-Card account, the Cardholder must never make a payment directly to the bank. Instead the Cardholder must report any unauthorized charges to the P-Card immediately. The Cardholder may immediately return the merchandise and pay applicable re-stocking and related fees, or reimburse the College for the purchase *by check or money order* submitted to the Controller’s Office prior to the second payday after the violation was noted.
3. In accordance with the State of Louisiana Statewide Card Policy, “a non-approved purchase differs from a fraud purchase in that it is a non-intentional misuse of the P-Card with NO intent to deceive that agency for personal gain or for the personal gain of others.” For any non-approved purchases, the Cardholder must submit an [Unauthorized Purchase Form \(Form 3300/014\)](#) to document the circumstances surrounding the purchase. If the Cardholder does not submit the form, then the Approver must submit the form. Properly justified occurrences will be taken into consideration.
4. After one instance of card misuse, the Cardholder and his/her Approver will be notified, in writing, of the nature and dates of the violations. When a non-approved purchase occurs, the Cardholder will be counseled to use more care in handling of the P-Card. The counseling will be documented in writing and will be maintained in the Program Administrator’s file.

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5. After three instances of card misuse in a 12-month period:
 - the card will be immediately suspended for one year, and
 - Cardholder and Approver will be notified in writing.

Fraud Purchase

1. In accordance with the State of Louisiana Statewide Card Policy, a fraud purchase is “any use of the P-card which is determined to be an intentional attempt to defraud the state for personal gain or for the personal gain of others.” Fraud purchases include but are not limited to the following:
 - intentionally violating policies and procedures for personal gain or gain of others
 - theft of identity or card information
 - use of the card to make fraud purchases by the Cardholder for personal gain or the gain of others
 - any other action regarding the card for personal gain or the gain of others
2. A suspected fraud purchase will result in immediate suspension of card privileges.
3. Cardholder, Approver, and Supervisor/Budget Head will be notified in writing and asked to provide facts regarding the purchase.
4. The facts will be reviewed by the Program Administrator and the Controller’s Office.
5. The Program Administrator and Controller’s Office will determine if enough evidence of a fraud purchase exists to submit the case to the Human Resource Office for referral to internal audit and/or Campus Police for further investigation, if deemed appropriate.
6. If an investigation is conducted, the card will remain suspended until investigation is complete.
7. The Cardholder will be notified of the results of the investigation in writing.
8. If no fraud purchase is found, but a non-approved purchase is suspected, it will be treated as a non-approved purchase.

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9. In accordance with the State of Louisiana Statewide Card Policy, should the investigation result in findings that show that the actions of the employee have caused an impairment to the state service, and should those findings be sufficient to support such action, the employee will be subject to disciplinary action. The nature of the disciplinary action 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 and the Director of the Office of State Purchasing.

Attachments:

[P-Card Cardholder Enrollment Form \(Form 3300/010\)](#)
[Cardholder Agreement Form \(Form 3300/011\)](#)
[Approver Agreement Form \(Form 3300/016\)](#)
[Missing Document Affidavit \(Form 3300/012\)](#)
[P-Card Action Form \(Form 3300/013\)](#)
[Unauthorized Purchase Form \(Form 3300/014\)](#)
[Notification of P-Card Discrepancy/Violation Form \(Form 3300/015\)](#)