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State of Louisiana
LACARTE PURCHASING CARD

September 1, 2014

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INTRODUCTION

University of Louisiana at Lafayette

LaCarte Purchasing Card

The University of Louisiana at Lafayette (“UL-Lafayette”) has entered into an agreement with the State of Louisiana (“State”) and the Bank of America to participate in the LaCarte Purchasing Card program. The Louisiana Purchasing Card (“LaCarte Purchasing Card,” “LaCarte Card,” “P-Card” or “Purchasing Card”) is a Visa credit card issued by the Bank of America for the State. All P-Cards are issued with corporate liability, under which the state is liable for the cost of the purchases. The program is based on the strength of the State’s financial resources, not the personal finances of the cardholder. Due to State Liability, Corporate P-Cards are to be issued in the name of State of Louisiana employees only.

Cardholder’s are permitted to purchase low-dollar materials on non-restricted items directly from vendors without the submission of a requisition or issuance of a purchase order. P-Card purchases are generally limited to low-dollar expenditures of \$1,000.00 or less, per transaction. P-Card charges over \$1,000.00 or authorized limit (not to exceed \$5,000) will be declined at point of sale.

The purchasing card was designed to provide an efficient, cost-effective method of purchasing and paying for small-dollar as well as high-volume purchases. This program shall be used as an alternative to the traditional purchasing process and can result in a significant reduction in the volume of purchase orders, invoices, and checks processed.

The policies and procedures for the LaCarte Purchasing Card were not intended to replace current State Purchasing Policies, Rules and Regulations, nor Louisiana Statutes or Executive Orders. As a State agency, UL-Lafayette employees must adhere to certain State and Federal regulations and laws. To ensure compliance with these regulations and laws, LaCarte program participants must comply with the policies outlined in the LaCarte Agreement Form specifically written for their particular role in the program. The policies in the agreement, as well as any revisions by the UL-Lafayette Purchasing Department pertaining to this program, must be followed when using the LaCarte Purchasing Card.

TERMS / DEFINITIONS

University of Louisiana at Lafayette LaCarte Purchasing Card

TERM	DEFINITION
Cardholder:	Authorized UL-Lafayette employee, <u>whose name appears on the LaCarte Purchasing Card</u> and, who is accountable for all transactions made with the card.
Cardholder Agreement Form:	Agreement signed by the cardholder, prior to being issued the purchasing card, which verifies that the cardholder has read and understands the policies and procedures of the State and UL-Lafayette, and agrees to comply with them.
Cardholder Enrollment Form:	Form containing pertinent information on the cardholder necessary for statement mailing, contact information, daily/monthly spending limits and budgetary controls. Form MUST be submitted by the cardholder to the UL-Lafayette Program Administrator, located in the Purchasing Department, for approval and processing.
Default Account / Object Codes:	The account and object code assigned to an individual cardholder's card. All charges made by the cardholder will default to this account and object code until transferred into the appropriate line item.
LaCarte Purchasing Card Log:	A spreadsheet maintained by the cardholder to record each LaCarte card transaction for each monthly billing cycle.
Memo STATEMENT of Account:	A listing of all transactions charged to the cardholder's account through the end of the monthly billing cycle. The bank sends this statement, directly to the cardholder, on a monthly basis for reconciliation purposes. This statement is not a bill for the cardholder to pay. Cardholder must reconcile this statement upon receipt of statement and forward to supervisor/reviewer for approval signatures. After which the form must be forwarded to UL-Lafayette Administrative Services no later than the 20th of each month (earlier in December due to the holidays).
Merchant Category Code (MCC):	Codes that are assigned to vendors by the bank indicating the type of business. The purchasing card is encoded with types of MCC's that the cardholder is authorized to purchase. Some MCC's are prohibited or restricted by the State of Louisiana and/or UL-Lafayette. Attempts to use LaCarte card with vendors that possess these codes will be denied. Continued attempts will result in disciplinary action.
Merchant / Supplier:	Vendor from which a cardholder is purchasing product or services.

TERMS / DEFINITIONS

University of Louisiana at Lafayette LaCarte Purchasing Card

TERM	DEFINITION
Monthly Spending Limit:	A dollar limit set on the cardholder's card for the total of all charges made during the monthly billing cycle.
Program Administrator:	UL-Lafayette Director of Purchasing, or his/her designee, who acts as liaison between the cardholder, the State Program Administrator, and the Bank of America. This person provides support and assistance, processes new card applications, changes to cardholder information, provides training, and maintains policies and procedures.
Purchasing Card:	A Visa credit card issued by the Bank of America for the State of Louisiana for the purpose of making authorized purchases on behalf of UL-Lafayette. It is referred to as the LaCarte Purchasing Card, LaCarte Card, purchasing card or P-Card.
Return Merchandise Authorization (RMA) Number:	A number issued by the vendor to reference the returned order and ensure proper handling (exchange or credit) of the return. Depending on the vendor, it may be sometimes referred to as a Return Goods Authorization (RGA) number.
Supervisor / Reviewer:	Individual within UL-Lafayette that is responsible for verifying that all charges against the cardholder's account are authorized and supported by proper and adequate documentation. This individual may be responsible for assigning the cardholder's spending limits per transaction and per billing cycle, as well as the maximum number of transactions allowed within each billing cycle (within the overall limits established by the State Division of Administration and the Office of Management and Finance). This individual shall be either the Department Head or Dean.
Support Documentation:	Vendor produced documents that reflect the relevant details of each item purchased, including quantity, description, cost, total charge amount, vendor's name and address. These documents shall be original detailed/itemized sales receipts, invoices, packing slips, credit receipts, disputes and written approvals.
Transaction / Charge Limit:	The per transaction dollar limit set on each cardholder's card. The UL-Lafayette Program Administrator will determine the limit to be set. A single transaction/charge may include multiple items, but total dollar amount cannot exceed cardholder's limit. (Transaction/Charge Limit may be also referred to as a Single Purchasing Limit or Single Transaction Limit.)

POLICIES AND PROCEDURES

University of Louisiana at Lafayette LaCarte Purchasing Card

Overview:

- The LaCarte Purchasing Card is a Bank of America Visa credit card used by authorized UL-Lafayette employees to purchase materials and services up to \$1,000.00 or authorized transaction limit (not to exceed \$5,000) per transaction, including shipping and handling, and excluding taxes for bona fide University purposes. Any deliberate attempt to use the purchasing card for personal use will be considered theft.
- Using the P-Card for purchases of supplies, equipment, operating services and/or major repairs must comply with proper purchasing procedures, rules and regulations, Louisiana Statutes and Executive Orders.
- Merchant Category Code (MCC) is a code that is assigned to a vendor by the bank indicating the type of business. The purchasing card is encoded with types of MCC's that the cardholder is authorized to purchase. Some MCC's are prohibited or restricted by the State of Louisiana and/or UL-Lafayette. Attempts to use the LaCarte card with vendors that possess these codes will be denied. Continued attempts will result in disciplinary action.
- UL-Lafayette is exempt from state and local taxes. The cardholder should notify the vendor of the tax exempt status prior to any credit card transaction. The cardholder shall not fill out any tax exemption forms. The UL-Lafayette tax exemption number is on the front of the LaCarte card for easy reference.
- The LaCarte Purchasing card is the preferred method of purchasing low-dollar materials or services.

Purpose and Benefits of Using the Purchasing Card:

- To simplify and reduce costs of the purchasing and payment process for materials or services under \$1,000.00, or authorized transaction limit. At the discretion of the agency, Single Transaction Limits may be increased up to \$5,000. Transactions over \$5,000 must have prior approval from the Office of State Purchasing and Travel. The cardholder may use the card to make legal purchases from vendors without a purchase requisition, direct charge, etc.
- To reduce the number of invoices processed by the UL-Lafayette Accounts Payable Department. One (1) monthly master bill is received from the Bank of America for all cardholders versus the handling of large volumes of individual low-dollar amount invoices.
- To enable Bank of America to pay the vendor within two (2) business days of requesting payment for merchandise or services.

Obtaining a Purchasing Card:

- Each prospective cardholder must complete a Cardholder Enrollment Form, which can be found on the Purchasing web site.

- A Department Head or Dean/VP must approve the completed enrollment form for each prospective cardholder under their authority. The Department Head or Dean may set spending limits per transaction and/or per billing cycle, as well as limiting the number of transactions allowed for each cardholder. Once approved, the form shall be forwarded to the UL-Lafayette Purchasing Department for processing.
- When the UL-Lafayette Purchasing Department receives the requested card from the bank, the cardholder shall be contacted and cardholder orientation shall be scheduled to give instructions on the proper use of the card. Additionally, each new cardholder will be required to sign a Cardholder Agreement Form and complete an online certification training course and test before receiving the purchasing card.
- No P-card shall be issued to any agency program administrators, department head, CBA administrator or auditor or any other roles associated with administering, monitoring or reviewing the activities of the P-Card program, as well as any non-state employees. Note: Department Head is defined as the head of the agency (i.e. President of University).

How the LaCarte Card May Be Used:

The LaCarte Card may be used for the purchase of any materials or services provided that the transaction does not:

- Exceed \$1,000.00, or cardholder's single transaction limit, including shipping and handling charges, excluding taxes. The card will not accept charges over \$1,000.00, or cardholder's single transaction limit. At the discretion of the agency, Single Transaction Limits may be increased up to \$5,000. Transactions over \$5,000 must have prior approval from the Office of State Purchasing and Travel.
- Fall within a restricted or prohibited merchant category code;
- Fall within one of the categories listed in the Restrictions on Card Use section of this handout.

Based on individual needs, with written permission by the Office of State Purchasing some restricted merchant category codes may be allowed.

The LaCarte Purchasing card is NOT permitted to be used for payment of backordered merchandise.

Note: In the event of a declared emergency, the UL-Lafayette Purchasing Department may increase transaction limits for essential cardholders that would be active during an emergency situation. This will not apply to all cardholders. Purchases must be made in accordance with the Statewide LaCarte and CBA Policy. Higher limits do not eliminate the need to follow emergency procurement rules, policies, procedures and/or executive orders.

Purchasing Card Cycle:

- The LaCarte Card statement date is the fifth (5th) of each month. Cardholders receiving statements online should receive an email on the sixth (6th) of the month notifying them that the statement is now available online. Cardholders receiving statements thru the mail should receive the statement by the tenth (10th) of each month. If statement is not received by that date, cardholder shall notify the UL-Lafayette Purchasing Department and request a copy of the statement.
- Cardholder shall review the statement for appropriate and accurate charges.
- The statement along with original itemized supporting documents for each charge or credit shall be attached to a completed LaCarte Purchasing Card Log sheet. The cardholder AND approver

(Department Head or Dean) shall sign the LaCarte Purchasing Card Log and then route to the UL-Lafayette Administrative Services office for approval of funding, proper coding and further processing.

- LaCarte Purchasing Card Logs, statements, original supporting documents and ALL required approvals are due in the UL-Lafayette Purchasing Department by the twentieth (20th) of each month for final review and processing.
- The UL-Lafayette Administrative Services office remits an electronic payment to the Bank of America by the twenty-fifth (25th) of each month for all LaCarte Purchasing Cards. At no time shall cardholders make payments directly to the bank.

LACARTE PROGRAM RESPONSIBILITIES

University of Louisiana at Lafayette LaCarte Purchasing Card

General Responsibilities:

- The program administrator will maintain a current list of all cardholders, approvers and accountants for the LaCarte card program. Program administrator will be responsible for adding new cardholders, approvers and accountants to the WORKS system, and also removing cardholders, approvers and accountants who are no longer in that role.
- It is the approver's responsibility to ensure that all cardholders under their authority abide by the requirements of the cardholder agreement.
- Use the purchasing card for payment of materials and services under \$1,000.00, or the cardholder's single transaction limit, including shipping and handling charges, and excluding taxes. The transaction and credit limits on the card have been set by the cardholder's department P-Card Manager. At the discretion of the agency, Single Transaction Limits may be increased up to \$5,000. Transactions over \$5,000 must have prior approval from the Office of State Purchasing and Travel. Reminder: The card will not accept charges over \$1,000.00, or cardholder's single transaction limit.
- Do not artificially divide purchases ("split purchase"). Splitting purchases to keep each of the transactions within the limits of the purchasing card is not authorized. Multiple purchases to the same vendor on the same day are allowed, as long as the total dollar amount of the purchases to that vendor does not exceed the cardholder's single transaction limit. Cardholders utilizing a state contract vendor must adhere to the same policy, and must ensure that these items are approved contract items. Cardholders must ensure that violation of this policy may result in cancellation of the purchasing card and/or disciplinary action.
- Do not allow State and local sales tax to be charged on LaCarte Card purchases. Cardholders must make every effort, at the time of purchase, to avoid state and local sales tax charges to the card. The tax exempt number is printed on the front of the LaCarte Purchasing Card for easy reference. In the event that state and local sales taxes are charged, it is the cardholder's responsibility to have the vendor issue a credit to the cardholder's LaCarte Purchasing Card. Agencies may exempt cardholders from obtaining a credit from the vendor-merchant for state sales tax charges of \$25 or less. If a cardholder continually allows taxes to be charged to the card, corrective measures will be taken by the Purchasing Department. Corrective measures may include cancellation of purchasing card privileges.
- Each month, cardholder shall complete a LaCarte Purchasing Card Log that corresponds to the monthly statement. Approval signatures, general ledger coding of the account and object code for each transaction is required. The statement and log sheet with all the appropriate original supporting documentation of each transaction must be received by the UL-Lafayette Administrative Services office no later than the twentieth (20th) of each month (earlier in December due to the holidays, and earlier in July due to the year-end close).
- The LaCarte Card will remain the property of the Bank of America. It shall NOT be transferred, assigned to, or used by anyone other than the designated cardholder. The cardholder shall be required to surrender the purchasing card upon the request of UL-Lafayette or any authorized agent of the Bank of America.
- Personal or other unauthorized charges are not allowed on the purchasing card. Violations may cause

cancellation of card and/or disciplinary action.

- In the event a vendor participates in a program where reward points are earned, gift cards are issued as incentives, etc., cardholder may use these earnings toward the purchase of state goods. The rewards must NOT be used for personal use.
- Cardholder shall never put the full LaCarte Card number in emails, faxes, reports, memos, etc. If designation of an account is necessary, only last four digits of the account number shall be used.
- The P-Card is the property of the State of Louisiana and the cardholder is responsible for the physical security and control of the P-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 value (CVV), the 3-digit security code located on the back of the card.
- Cardholder shall secure all assigned WORKS application User IDs and passwords, and shall never share User ID and passwords and/or leave the work area while logged into the system or leave log-in information lying in an unsecure area.
- Cardholder shall never send a copy of the P-Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the State Liability P-Card.
- UL-Lafayette retains the right to cancel a cardholder's privileges. Cards may be revoked for misuse or non-compliance with policies and procedures and/or Cardholder's Agreement. Should the policies and procedures and/or Cardholder's Agreement be violated more than three (3) times in any twelve (12) month period, the Program Administrator may cancel the cardholder's LaCarte card.
- To reduce the risk of fraud, should a LaCarte cardholder be on extended leave the card profile shall be reduced to a \$.01 limit or shall be suspended. Once the cardholder returns to work, the profile shall be returned to the original limit.
- Should a cardholder be absent during the time when logs are to be processed, approved and submitted to the Purchasing Department, cardholder's supervisor will delegate this task to ensure that this process is completed even in the cardholder's absence. Cardholder will be required to sign the log, sign-off on transactions in WORKS Workflow, and on all related documentation upon return to work.
- Online accounts, such as Amazon, EBay, etc., must have a standalone business account or registration and must not be combined with an individual's personal account. Upon request, cardholder is to provide proof that account is set up as a separate business account by providing a list of processed transactions printed from the vendor's website. The University of Louisiana at Lafayette does not allow LaCarte cardholders to use PayPal as a method of payment.
- Approvers will be required to review cardholder's limits on an annual basis to ensure appropriate utilization of the card and program intent.
- Cards that remain dormant for a twelve (12) month period shall be canceled unless justification is provided and approval is granted by the Office of State Purchasing to have card remain opened. If approval is granted, the card must be suspended and profile changed to \$.01 limit until future need for activation.
- Annually, all program participants (i.e. program administrators, CBA administrators, cardholders and approvers) are required to complete the most current Agreement Form acknowledging responsibilities associated with the State Liability P-Card Program (LaCarte).
- Annually, all program participants (i.e. program administrators, CBA administrators, cardholders and approvers) are required to complete the State's online certification training program with a passing

grade of at least 90.

- A cardholder's approver must be a supervisor of the cardholder which would be at least one level higher than the cardholder and be most familiar with the business needs of the cardholder.
- All program participants are mandated to use the WORKS Workflow, once implemented.
- Once WORKS Workflow has been implemented, all receipts and supporting documentation must be scanned and tied to the applicable transaction. Supporting documentation must not be scanned as one image for all transactions.
- Should a cardholder be absent during the time the LaCarte logs are due, the cardholder's approver, or designee, shall be responsible for scanning receipts and reconciling transactions in the WORKS Workflow system. Cardholder will be required to sign the log, sign-off on transactions in WORKS Workflow, and on all related documentation upon return to work.
- Cardholder's business email address must match the cardholder's name. Another cardholder's email address may not be used without the approval of the Commissioner of Administration.
- Cardholders changing departments within the UL-Lafayette campus shall notify the Purchasing Department of the change so that the account code can be changed in the WORKS system.
- The LaCarte Card is the property of the Bank of America. Upon termination or retirement, the card must be surrendered to the P-Card Manager. The P-Card Manager should cut card in half, destroy half and return other half to University's P-Card Administrator.
- According to the Human Resources Policy, employees separating from the University must complete a separation and clearance form and return it to Human Resources when all signatures have been obtained. The Separation/Clearance form certifies that the employee has no unpaid University bills, returned all University property, and removed campus parking permit from vehicle(s). Final paycheck may be held until the separation/clearance form is completed and returned to the home department. The department head will forward the completed form to University Administrative Services, and Human Resources. Included in the Separation/Clearance form is a place for the Purchasing Director or LaCarte program administrator to sign verifying that the employee's LaCarte card and final log and supporting documentation have been received.

Telephone, Internet, and Mail Orders:

- Cardholder shall provide vendor with cardholder's name, UL-Lafayette department name, credit card number, tax exemption status, complete shipping address (i.e. street address with internal location such as building name and room number) and billing address.
- Cardholder shall instruct vendor to include the following in the delivery package: a sales receipt, and an invoice or purchasing card charge slip itemizing the order. The sales receipt, invoice and/or charge slip shall identify the purchase as a Visa Card purchase.
- Cardholder shall retain all original supporting documents to attach to corresponding LaCarte Card Log and statement.

Declined Transactions:

- In the event that a LaCarte Card transaction is declined, cardholder should notify the UL-Lafayette Purchasing Department. Vendor does not have information related to the reason for decline, nor does the cardholder have the authority to obtain this information. The Purchasing Department shall obtain the information on the declined transaction, coordinate resolution and advise the cardholder.

- If a purchase attempt using a LaCarte card is declined, the merchant should not continue to swipe the card if it does not work the first time. The cardholder should call the Purchasing Department to determine the cause of the declination.
- Possible reasons for purchasing card declinations include:
 - attempted purchase exceeds authorized transaction limit;
 - credit card account is over the monthly limit of transactions and/or spending limit;
 - incorrect entering of credit card number or other credit card information;
 - Vendor's registered Merchant Category Code is prohibited;
 - Credit card has not been activated.

Statement Reconciliation and Approval Process:

- The primary responsibility for the reconciliation and approval process rests with the cardholder.
- Each cardholder will receive a statement from the Bank of America each month. The LaCarte Card statement date is the fifth (5th) of each month. Cardholders receiving statements online should receive an email on the sixth (6th) of the month notifying them that the statement is now available online. Cardholders receiving statements thru the mail should receive the statement by the tenth (10th) of each month. If statement is not received by that date, cardholder shall notify the UL-Lafayette Purchasing Department and request a copy of the statement to avoid any delay in processing the statement.
- Cardholder shall compare the transactions on the statement with the original sales receipts, invoices, credit card slips, credit receipts, etc. (supporting documentation) to ensure that the dates, vendors and amounts charged match. Documentation is required for all purchases and credits.
- Each transaction listed on statement must have original supporting documentation. This includes transactions that cancel each other out (i.e. a purchase and return for the same item).
- For items purchased over the counter, the cardholder should obtain the customer copy of the receipt. When ordering by telephone, fax, or computer, the cardholder must obtain a packing list or similar document. For items such as registrations, where the vendor does not normally generate a receipt or packing slip, a copy of the ordering document may be used. Acceptable documentation must include a line description, with full description not a generic "general merchandise" description, and line item pricing for the purchase. Electronic receipts are allowed if they are un-editable and are maintained in compliance with the agency retention policy.
- For internet purchases, the print out of the order confirmation showing the details, or the printout of the order details, or the shipping document if it shows what was purchased, the quantity and the price paid will suffice for the itemized receipts.
- Cardholder shall complete a LaCarte Purchasing Card log sheet for each billing cycle. A LaCarte Card Log sheet shall not be required for billing cycles that reflect no transactions.
- Cardholder shall attach the monthly LaCarte Card statement and all original supporting documentation for each transaction to the completed log sheet. Should any items on the statement be in dispute, a Statement of Disputed Items shall be attached to the credit card log.
- Cardholder AND Approver (Department Head or Dean/VP) must sign the LaCarte Purchasing Card Log certifying the legitimacy and accuracy of the listed transactions. A copy of the log sheet, statement and original supporting documents shall be retained by the cardholder. **Cardholder can NEVER be the final approver of his/her own transactions.**
- LaCarte Purchasing Card Logs, statements, original supporting documents and required approvals are

due in the UL-Lafayette Purchasing Department by the twentieth (20th) of each month for final review and processing. Logs not received by the twentieth (20th) may result in cancellation of card.

- Agencies are responsible for performing post audits of cardholder transactions to monitor appropriate use while verifying that purchases are made in accordance with Corporate Liability “LaCarte” Purchasing and CBA Card Policy, all current purchasing policies, purchasing rules and regulations, Louisiana Statutes, Executive Orders, State Liability Travel Card and CBA Policy and PPM49, if applicable. All logs and receipts shall be reviewed for completeness, correct coding, and matching figures on log, statement and receipts by the appropriate comptroller, and the Purchasing and Accounts Payable Departments. Monthly certifications that the procedures of audit section of this policy have been conducted must be submitted to the Office of State Purchasing. The certification will indicate that agency personnel administering the P-card Program has generated the required reports, all requirements listed in policy have been completed, and necessary findings have been investigated, documented and handled appropriately.
- Annual routine audits shall also be performed by UL-Lafayette’s Internal Auditor for compliance with State Purchasing Rules and Regulations.
- All transactions and supporting documentation must be, at a minimum, randomly audited, by a second party; either the agency’s fiscal section or the agency program administrator.
- Once the Master LaCarte bill is received, the UL-Lafayette Administrative Services office shall send a report to the Purchasing Department of all cardholders who made purchases during the statement period. The Purchasing Department will track cardholder logs as they are received, and shall issue reminders to cardholders that have not turned in their LaCarte Purchasing Card Logs by the twentieth (20th) of the month.
- The Accounts Payable Department shall record the approved account and expense codes for each transaction.
- Final approved LaCarte logs, statements and supporting documentation will be centrally located in the Purchasing Department.

Disputed and Questioned Items:

- Cardholder shall be responsible for ensuring receipt of materials and services, and resolving any receiving discrepancies or issues of damaged goods.
- Cardholder shall be responsible for settling any disputes with the vendor (except fraudulent charges), clearing duplicated charges, requesting credit for tax, and requesting credit for returned merchandise.
- Cardholder shall notify the Purchasing Department immediately if they are suspicious of possible fraudulent charges. If it is determined that fraudulent transactions have been charged, or attempted to be charged, on a cardholder’s card, the Purchasing Department shall deactivated the card, contact the Bank of America and request that a new card be issued.
- Cardholder shall contact vendor to resolve any outstanding issues.
- If cardholder is unable to reach an agreement with vendor, the Cardholder must complete a Statement of Disputed Items, and submit it to the Bank of America within sixty (60) days of the statement date on which the item appears.
- A copy of the Statement of Disputed Items shall be attached to the LaCarte Purchasing Card Log for the month in which the charge appears. Cardholder shall indicate on the statement which item is in dispute by placing a “D” to the left of the disputed item.

- The UL-Lafayette Purchasing Department will be available to assist cardholders in resolving disputes to ensure proper credit is given on subsequent statements.

Penalties for Misuse of Purchase Card:

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

If a cardholder unintentionally charges a personal item on their LaCarte card, it is that cardholder's responsibility to report it to their approver and also to the program administrator. The cardholder shall reimburse the university by making the payment to the Cashier's Office in Martin Hall. The last four (4) digits of the cardholder's credit card number, the account number and expense code shall be provided to the Cashier's Office as well. The transaction must be listed on the cardholder's log to ensure that the log and statement balance. A copy of the reimbursement shall also be attached to the log. At no time should the cardholder make a payment directly to the bank. In the event this type of purchase happens more than once in a twelve (12) month period, disciplinary actions may be taken.

In the case of willful or negligent default of obligations under the Cardholder Agreement, the State/UL-Lafayette has the following rights, to the extent authorized by law:

- To deduct from cardholder's paycheck, any unauthorized charges in accordance with UL-Lafayette Purchase Card policy, until all unauthorized charges are paid in full.
- The State/UL-Lafayette may pursue any remedy for the recovery of unpaid amounts, including referring unpaid amounts to an attorney for collection.
- The State/UL-Lafayette may impose any appropriate corrective or disciplinary action permitted, including cancellation of Purchase Card privileges and/or up to termination and possible criminal charges, under applicable law.

According to the Approver Agreement, failure to properly fulfill responsibilities as a P-card approver could result, at a minimum, in the following:

- Written counseling which would be placed in employee file for a minimum of 12 months.
- Consultation with agency program administrators, and possibly head of agency and internal audit section.
- Disciplinary actions, up to and including termination of employment.
- Legal actions, as allowed by the fullest extent of the law.

Lost or Stolen Cards:

Cardholder MUST report any lost or stolen cards immediately:

- **Call Bank of America at (888) 449-2273**
 - This number is available twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year. The bank shall immediately cancel the card, and forward a replacement card within 3-5 business days.
- **Call the UL-Lafayette Purchasing Department at (337) 482-6243**

WORKS Workflow:

Once the WORKS Workflow system has been implemented, transaction receipts will be scanned individually and attached online to the corresponding transaction. Each transaction will be coded with the appropriate account code and expense code by the cardholder. Supervisor approvals and comptroller approvals for funding will be granted through an online process. After transactions go through this process, cardholder will print out approved log, attach statement and original receipts and forward to the Purchasing Department.

Approved logs and documentation will be kept on file by the Purchasing Department,

Restrictions on Card Use:

The LaCarte Purchasing Card may not be used for the following purchases:

- Alcoholic Beverages
- Cash Advances (cash instruments, cash refunds, gift cards)
- Consultants and Speakers fees / honorariums / travel (hotels, gas, meals)
- Controlled Substances (prescription drugs, narcotics, etc)
- Entertainment costs (ski tickets, tours, etc.)
- Food and Special Meals (or food related items such as coffee pots, cups, plates, cutlery)
- Personal Purchases – State business only
- Software over \$100.00, unless prior written approval is given by the Director of IT (Written approval must be attached to statement and log)
- Any electronic devices on which data can be stored (including but not limited to tablet computers, external hard drives, smart phones and notebook/laptop computers). Thumb drives are allowed.
- Travel (gas, lodging, restaurants, airline tickets, conference registrations, etc)
- Fuel - LaCarte Cards may be used for fuel purchases for off-road vehicles ONLY (i.e. boats, tractors, etc.). Purchases of gasoline for rental or state owned vehicles are NEVER allowed on the LaCarte cards.
- Any type of clothing or attire, including shirts, hats, belts, ties, gloves, shoes, lab coats, safety vests, etc., whether for students or staff.
- Any type of promotional items or gifts intended to be given away to students, staff, or the general public. Awards and trophies are permitted, as long as items are engraved with recipient's name and do not exceed \$50. Any award or trophy over \$50 must receive approval prior to purchase.
- Purchases from vendors that issue receipts without itemizing the charges (Hobby Lobby, Party City, etc.)
- Postage stamps (Postage applied by the post office is allowed, but not the purchase of individual stamps.)
- Memberships to professional organizations are allowed; however, memberships such as Amazon Prime and Sam's Club are not allowed.
- Online accounts, such as Amazon, EBay, etc., must have a standalone business account or registration and must not be combined with an individual's personal account. Upon request, cardholder is to provide proof that account is set up as a separate business account by providing a list of processed transactions printed from the vendor's website. The University of Louisiana at Lafayette does not allow LaCarte cardholders to use PayPal as a method of payment.

AGAIN ... IMPORTANT Things to Remember:

- Any "pattern" of misuse may cause cancellation of the purchasing card and/or disciplinary action.

- To reduce the risk of fraud, should a LaCarte cardholder be on extended leave the card profile shall be reduced to a \$.01 limit or shall be suspended. Once the cardholder returns to work, the profile shall be returned to the original limit.
- Cards that remain dormant for a twelve (12) month period shall be canceled unless justification is provided and approval is granted by the Office of State Purchasing to have card remain opened. If approval is granted, the card must be suspended and profile changed to \$.01 limit until future need for activation.
- Purchases cannot exceed \$1,000.00, or the single transaction limit (not to exceed \$5,000), including shipping and handling, and excluding taxes.
- Purchases shall not be artificially divided (“split purchase”). Splitting purchases to keep each of the transactions within the limits of the purchasing card is not authorized. Multiple purchases to the same vendor on the same day are allowed, as long as the total dollar amount of the purchases to that vendor does not exceed the cardholder’s single transaction limit. Purchases made utilizing a state contract must adhere to the same policy. Violation of this policy may cause cancellation of the purchasing card and/or disciplinary action.
- UL-Lafayette is exempt from state and local taxes. Cardholder shall notify vendor prior to any transaction. The UL-Lafayette tax exemption number is printed on the front of the LaCarte Purchasing Card for easy reference. Cardholder shall not fill out any tax exemption forms.
- Purchases must be for bona fide University purposes. Any deliberate attempt to use the purchasing card for personal use shall be considered theft.
- In the event a vendor participates in a program where reward points are earned, gift cards are issued as incentives, etc., cardholder may ONLY use these earnings toward the purchase of state goods. The rewards must NOT be used for personal use.
- The LaCarte Purchasing Card is not permitted for payment of backordered merchandise.
- The LaCarte Purchasing Card cannot be transferred, assigned to or used by anyone other than the designated cardholder.
- The cardholder must provide vendor with complete shipping address along with cardholder’s name, department, building, room number, post office box and telephone number. Cardholder must ensure shipments of merchandise are sent directly to the requesting department. Cardholder must not have items shipped to Central Receiving unless Central Receiving is notified in advance, along with the reason the item cannot be shipped to the requesting department. **Cardholder must not have packages delivered to their home.**
- Registration fees for webinars and on-line courses are permitted charges on the LaCarte card. Charging a course registration is permitted only if the course does not require any type of travel. If the cardholder must leave their building to attend a course on the UL-Lafayette campus, the charge is considered travel and cannot be charged on the LaCarte card.
- To avoid tax being charged, on-line orders should be called in if order form does not provide a place to enter UL Lafayette’s tax identification number. If tax is inadvertently charged, it is the cardholder’s responsibility to have the tax credited back to their account within 30 days of the transaction being made.
- Cardholder will instruct vendors to send supporting documents or packages directly to the cardholder.

- Cardholder shall assure that prices paid are fair and reasonable by comparing prices from more than one vendor.
- Use of the UL Bookstore for the purchase of office supplies is strongly encouraged.
- Cardholder shall obtain original, itemized supporting documentation for each transaction, and shall verify all information on document.
- The purchase of any electronic device on which data can be stored (including but not limited to tablet computers, smart phones and notebook/laptop computers) may not be purchased on the LaCarte Card. Thumb drives are allowed.
- Any pre-approved exceptions to LaCarte Card purchases must be in writing from the Purchasing Department. Written documentation of approval must be attached to LaCarte Purchasing Card Log.
- Any items purchased with the UL Lafayette logo, must come from a licensed logo vendor (banners, signs, etc.). For the list of licensed logo vendors, please see the UL Communications and Marketing website.
- Any purchases not allowed on the LaCarte card shall be submitted on a Purchase Requisition.
- Cardholder AND Approver (Department Head or Dean/VP) must sign the LaCarte Purchasing Card Log certifying the legitimacy and accuracy of the listed transactions. A copy of the log sheet, statement and original supporting documents shall be retained by the cardholder. **Cardholder can NEVER be the final approver of his/her own transactions.**

Returns and Exchanges of Merchandise

- If merchandise purchased with the LaCarte Card is not acceptable (incorrect, damaged, defective, etc.), the cardholder shall be responsible for contacting the vendor to arrange for the proper return for credit or exchange. Note: If the return is due to defective merchandise or vendor error, postage should be paid by vendor. If the return is due to cardholder error, or the Cardholder no longer wants the shipment, the Cardholder, not the University or the vendor is responsible for the cost of the return.
- The cardholder should always retain boxes, containers, special packaging, packing slips and other related or relevant information until certain the merchandise is acceptable.
- For merchandise to be exchanged, the cardholder shall be responsible for returning the merchandise to the vendor and obtaining a replacement as soon as possible.
- For merchandise returned in person, the cardholder shall be responsible for obtaining an original credit receipt from the vendor.
- For merchandise shipped back to the vendor, cardholder shall prepare package according to vendor instructions and retain shipping documents until vendor issues credit or exchanges merchandise. Cardholder should request a shipping label and a Return Merchandise Authorization number (RMA) from the vendor.
- In the event that a shipping charge or restocking fee applies, the charge shall be applied to LaCarte Card.
- Documentation of the exchange or return shall be retained along with the original supporting documentation of the original purchase.
- Vendor must issue credit to the LaCarte Purchasing Card. Receiving cash or checks to resolve a credit is strictly prohibited.

**UNIVERSITY OF LOUISIANA AT LAFAYETTE
LACARTE PURCHASING CARD
CARDHOLDER ENROLLMENT FORM**

SECTION I – to be completed by Department Head/Dean

NAME _____

EMPLOYEE CLID # _____

JOB TITLE _____

DEPARTMENT NAME _____

DEPARTMENT CODE _____

OFFICE MAILING ADDRESS _____

CITY/STATE/ZIP _____

BUSINESS PHONE NO. _____

BUSINESS EMAIL _____

SUPERVISOR’S NAME _____

SUPERVISOR’S EMAIL ADDRESS _____

I approve the above named individual for a purchasing card.

SIGNED BY _____ **DATE** _____
(Department Head, Dean, etc)

SECTION II – To be completed by Program Administrator (Purchasing Dept)

CARDHOLDER’S L.E.O. USER ID _____

APPROVED BY _____ **DATE** _____
Asst. Director of Purchasing



COMMERCIAL CARD CLAIMS
STATEMENT OF DISPUTED ITEM

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

Bank of America - Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
Phone (888) 449-2273, FAX (888) 678-6046

Company Name:
Account Number:
Cardholder Name:

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

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

Please Check Only One

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

EXAMPLE

UL-Lafayette LaCarte Purchasing Card Log

Cardholder's **NAME:** Physical Plant **Credit Card №** (last 4 digits ONLY): 9609
 Cardholder's **DEPT:** John Deaux **DATE of STATEMENT:** 02/05/2012

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DATE	VENDOR Name	Transaction DESCRIPTION	PURPOSE of Transaction	ACCOUNT	EXPENSE Code	AMOUNT
7/17/02	Home Depot	Pine Straw	PP2001000152	6002	2444A	107.78
7/18/02	Home Depot	Pine Straw	CREDIT PP2001000152	6002	2444A	-107.78
7/18/02	Home Depot	Maintenance Supplies	PP2001000152 →	6002	2444A	53.60
One (1) transaction can be charged to more than one account and/or expense code →				6016	2426B	46.20
7/18/02	Home Depot	Pine Straw	PP2001000152	6002	2444A	79.84
7/18/02	Chastant Brothers	Supplies	Appr by Supervisor	6002	2444A	67.90
↑ REQUIRED Date of each transaction	↑ REQUIRED Name of merchant, supplier	↑ REQUIRED List item or general category of items, such as office supplies, educational supplies, etc	↑ OPTIONAL Indicate job code, specific purpose of function, additional information regarding purchase approval, etc	↑ REQUIRED UL LAFAYETTE dept. acct or grant acct	↑ REQUIRED Expense codes (object codes) used by UL LAFAYETTE ... See below ↓	↑ REQUIRED Amt of each transaction, which should also match the statement amt
		Expense Code Description				
		2410A Office Supplies				
		2422A Medical Supplies				
		2425A Automotive Supplies				
		2426A Other Operating Supplies				
		2426B ED & Recreational Supplies				
		2442A Automotive Repair Supplies				
		2444A Other Maint & Repair Supplies				
The TOTAL (and each transaction amount) should equal the billing statement →					Log TOTAL =	247.54

APPROVAL SIGNATURES: ← ↓ **REQUIRED** Signatures

Cardholder: _____ Date: _____ Purchasing: _____ Date: _____

Supervisor: Cardholder's Supervisor Date: _____ Comptroller: _____ Date: _____

