



UNIVERSITY  
OF  
LOUISIANA  
*L a f a y e t t e*™

*State of Louisiana*  
**LACARTE PURCHASING CARD**

April 22, 2013

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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. 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 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 is 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 are not intended to replace current State Purchasing Policies, Rules and Regulations, nor Louisiana Statutes or Executive Orders. As a State agency, UL-Lafayette must adhere to certain State and Federal regulations and laws. To ensure compliance with these regulations and laws, cardholders must also comply with the policies outlined in the Cardholder Agreement Form. 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
<b>Cardholder:</b>	Authorized UL-Lafayette employee, <b><u>whose name appears on the LaCarte Purchasing Card</u></b> and, who is accountable for all transactions made with the card.
<b>Cardholder Agreement Form:</b>	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.
<b>Cardholder Enrollment Form:</b>	Form containing pertinent information on the cardholder necessary for statement mailing, contact information, daily/monthly spending limits and budgetary controls. Form <b>MUST</b> be submitted by the cardholder to the UL-Lafayette Program Administrator, located in the Purchasing Department, for approval and processing.
<b>Default Account / Object Codes:</b>	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.
<b>LaCarte Purchasing Card Log:</b>	A spreadsheet maintained by the cardholder to record each LaCarte card transaction for each monthly billing cycle.
<b>Memo STATEMENT of Account:</b>	A listing of all transactions charged to the cardholder's account through the end of the monthly billing cycle. This statement is sent by the bank, <b><u>directly to the cardholder</u></b> , on a monthly basis for reconciliation purposes. <b><u>THIS is NOT a BILL</u></b> for the cardholder to pay. Cardholder <b>MUST</b> reconcile this statement upon receipt of statement and forward to supervisor/reviewer for approval signatures. After which the form <b>MUST</b> be forwarded to UL-Lafayette Administrative Services <b><u>no later than the 20th of each month</u></b> (earlier in December due to the holidays).
<b>Merchant Category Code (MCC):</b>	Codes assigned to a vendor indicating type of business. The purchasing card is encoded with types of MCC's that the cardholder is authorized to purchase. Some MCC codes are <u>prohibited</u> and some are <u>restricted</u> . Attempts to use at prohibited and/or restricted vendors will be denied. Continued attempts will result in disciplinary action.
<b>Merchant / Supplier:</b>	Vendor from which a cardholder is purchasing.
<b>Monthly Spending Limit:</b>	A dollar limit set on the cardholder's card for the total of all charges made during the monthly billing cycle.

# TERMS / DEFINITIONS

## University of Louisiana at Lafayette LaCarte Purchasing Card

TERM	DEFINITION
<b>Program Administrator:</b>	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.
<b>Purchasing Card:</b>	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.
<b>Return Merchandise Authorization (RMA) Number:</b>	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.
<b>Supervisor / Reviewer:</b>	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.
<b>Support Documentation:</b>	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 <b>original detailed/itemized</b> sales receipts, invoices, packing slips, credit receipts, disputes and written approvals.
<b>Transaction / Charge Limit:</b>	The dollar limit set on each cardholder's card for each total charge made to the purchasing card per each transaction. The UL-Lafayette Program Administrator will determine the limit to be set. A single transaction/charge may include multiple items, <u>but total dollar amount cannot exceed</u> cardholder's 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/or services up to \$1,000.00 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 is considered theft.
- UL-Lafayette is exempt from state and local taxes. The cardholder should notify the vendor of the tax exempt status prior to any 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.
- The LaCarte Purchasing card is NOT permitted to be used for payment of backordered merchandise.

### 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. The cardholder may use the card to make legal purchases from vendors without a purchase requisition, letter authorization, 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.
- The Department Head or Dean must approve the completed Cardholder 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 given instructions on the proper use of the card. Additionally, each new cardholder will be required to sign a Cardholder Agreement Form before receiving the purchasing card.

### **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;
- 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.

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. 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 (5<sup>th</sup>) of each month, and the cardholder should receive the statement by the tenth (10<sup>th</sup>) 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 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 (20<sup>th</sup>) 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 (25<sup>th</sup>) of each month for all LaCarte Purchasing Cards.

# CARDHOLDER'S RESPONSIBILITIES

## University of Louisiana at Lafayette LaCarte Purchasing Card

### General Responsibilities:

- Use the purchasing card for payment of materials and services under \$1,000.00 (including shipping and handling charges), excluding taxes. The transaction and credit limits on the card have been set by the cardholder's department P-Card Manager. (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 the transactions within the limits of the purchasing card is not authorized. 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. 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 (20<sup>th</sup>) of each month (earlier in December due to the holidays).
- 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.
- 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.
- Personal or other unauthorized charges ARE NOT ALLOWED on the purchasing card. Violation may cause cancellation of card and/or disciplinary action.
- 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.
- 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.

### 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.
- Possible reasons for purchasing card declinations include:
  - attempted purchase exceeds \$1,000.00, or the single 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.

**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, usually by the tenth (10<sup>th</sup>) of the month. If the statement is not received, the cardholder shall contact the UL-Lafayette Purchasing Department immediately 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.
- 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).
- 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 ITEM(s) shall also be attached.
- Cardholder and Department Head or Dean 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.
- LaCarte Purchasing Card Logs, statements, original supporting documents and required approvals are due in the UL-Lafayette Purchasing Department by the twentieth (20<sup>th</sup>) of each month for final review and processing. Statements not received by the twentieth (20<sup>th</sup>) may result in cancellation of card.
- 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. Routine audits shall also be performed by UL-Lafayette's Internal Auditor for compliance with State Purchasing Rules and Regulations.

- 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 (20<sup>th</sup>) of the month.
- The Accounts Payable Department shall record the approved account and expense codes for each transaction.

**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.
- 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 ITEM, 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 ITEM shall also 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.

**Lost or Stolen Cards:**

Cardholder MUST report any lost or stolen cards immediately:

- **FIRST, 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.
- **THEN, call the UL-Lafayette Purchasing Department at (337) 482-6243**

## **Restrictions on Card Use:**

### **The LaCarte Purchasing Card MAY NOT BE USED for the following purchases:**

- Alcoholic Beverages
- Cash Advances (cash instruments, cash refunds)
- Consultants and Speakers fees / honorariums / travel (hotels, gas, meals)
- Controlled Substances (prescription drugs, narcotics, etc)
- Entertainment costs (ski tickets, tours, etc.)
- Food and Meals
- Personal Purchases
- 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, smart phones and notebook/laptop computers)
- Travel (gas, lodging, restaurants, airline tickets, conference registrations, etc)

### **AGAIN ... IMPORTANT Things to Remember:**

- Any "pattern" of misuse may cause cancellation of the purchasing card and/or disciplinary action.
- Purchases shall not be artificially divided ("split purchase"). Splitting purchases to keep each the transactions within the limits of the purchasing card is ILLEGAL. Violation of this policy may cause cancellation of the purchasing card and/or disciplinary action.
- Purchases cannot exceed \$1,000.00, or the single transaction limit, including shipping and handling, and excluding taxes.
- 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 is considered theft.
- The LaCarte Purchasing Card is NOT permitted for payment of backordered merchandise.
- The LaCarte Purchasing Card can NOT 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 will instruct vendors to send supporting documents or packages directly to the cardholder. The cardholder will then mail these items to the UL-Lafayette Administrative Services office or Purchasing Department.
- 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.
- 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.

### **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 Goods Authorization number (RGA) 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**

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**SECTION I – to be completed by Department Head/Dean**

**NAME** \_\_\_\_\_

**EMPLOYEE CLID #** \_\_\_\_\_

**DEPARTMENT NAME** \_\_\_\_\_

**DEPARTMENT CODE** \_\_\_\_\_

**OFFICE MAILING ADDRESS** \_\_\_\_\_

**CITY/STATE/ZIP** \_\_\_\_\_

**BUSINESS PHONE NO.** \_\_\_\_\_

**BUSINESS EMAIL** \_\_\_\_\_

**I approve the above named individual for a purchasing card.**

**SIGNED BY** \_\_\_\_\_ **DATE** \_\_\_\_\_  
(Department Head, Dean, etc)

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

**APPROVED BY** \_\_\_\_\_ **DATE** \_\_\_\_\_  
Asst. Director of Purchasing

**State of Louisiana  
Corporate Liability Purchase Card  
CARDHOLDER AGREEMENT FORM  
University of Louisiana at Lafayette - LaCarte Purchasing Card**

The State of Louisiana ("State") and the University of Louisiana at Lafayette ("UL LAFAYETTE") are providing you with a Corporate Liability Purchase Card ("Purchase Card"). The Purchase Card must be used for only State official business. All acceptable charges must be in accordance with the current State of Louisiana Corporate Liability Purchase Card and CBA Statewide Policy, UL LAFAYETTE's Purchasing Policy, and all current purchasing rules and regulations, if applicable. Applicable rules and policies include, without limitation, the following:

I, \_\_\_\_\_, ("Cardholder") agree that upon receipt of the Purchase Card, I shall comply with the applicable rules and policies listed above, this Agreement, and any subsequent revisions to any of the foregoing.

**Conditions for Use of Purchase Card:**

As the Cardholder, I agree to accept responsibility for all charges applied to the Purchase Card, the protection of the card and the proper use of the Purchase Card as outlined in this Agreement, all relevant rules and policies. I have read and completely understand the current State of Louisiana Corporate Liability Purchase Card and CBA Statewide Policy, UL LAFAYETTE's Purchasing Policy, and all current purchasing rules and regulations.

I further agree to:

- 1) Never use the Purchase Card for the purpose of paying vendors for purchases of goods that are not official State business;
- 2) Never use the Purchase Card for personal purchases;
- 3) Never allow others to use my Purchase Card;
- 4) Always obtain and submit all original (and itemized) receipts, invoices and other necessary documents for each transactions, as well as verify the charges on the Purchase Card and submit such charges for approval, dispute, credits and/or fraud processing; and
- 5) Always reconcile purchases within the State/UL LAFAYETTE's prescribed timelines, but in no instance later than 15 days past the statement date. I understand and agree that UL LAFAYETTE will monitor the use of the Purchase Card and I will be personally liable for any unauthorized use thereof.

**Penalties for Misuse of Purchase Card:**

I acknowledge, and agree, that I understand that in the case of my willful or negligent default of my obligations under this Agreement, the State/UL LAFAYETTE has the following rights, to the extent authorized by law:

- 1) To deduct from my paycheck, any unauthorized charges in accordance with UL LAFAYETTE Purchase Card policy, until all unauthorized charges are paid in full.
- 2) The State/UL LAFAYETTE may pursue any remedy for the recovery of unpaid amounts, including referring unpaid amounts to an attorney for collection.
- 3) 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.

**Lost Purchase Card:**

If the Purchase Card is lost, stolen, or compromised in any manner, I shall immediately notify UL LAFAYETTE Purchasing Program Administrator and the bank issuing the Purchase Card.

**Return of Purchase Card:**

Upon notification of my transfer from \_\_\_\_\_, change in duties, termination of employment, suspension, retirement and/or cancellation of my Purchase Card privileges, I agree to notify the UL LAFAYETTE Purchasing Office Program Administrator and promptly return the Purchase Card to UL LAFAYETTE Purchasing.

**Cardholder:**

Employee ID #: _____	Department/Section: _____
SIGNATURE: _____	OFFICE Telephone: _____
PRINT Name: _____	OTHER Telephone: _____
DATE Signed: _____	EMAIL Address: _____

## 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 No (last 4 digits ONLY): 9609  
 Cardholder's DEPT: John Deaux DATE of STATEMENT: 02/05/2012

Page 1 of 1

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
<b>One (1) transaction can be charged to more than one account and/or expense code →</b>				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
↑ <b>REQUIRED</b> Date of each transaction	↑ <b>REQUIRED</b> Name of merchant, supplier	↑ <b>REQUIRED</b> List item or general category of items, such as office supplies, educational supplies, etc	↑ <b>OPTIONAL</b> Indicate job code, specific purpose of function, additional information regarding purchase approval, etc	↑ <b>REQUIRED</b> UL LAFAYETTE dept. acct or grant acct	↑ <b>REQUIRED</b> Expense codes (object codes) used by UL LAFAYETTE ... See below ↓	↑ <b>REQUIRED</b> Amt of each transaction, which should also match the statement amt
		<b>Expense Code Description</b>				
		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				
<b>The TOTAL (and each transaction amount) should equal the billing statement →</b>					<b>Log TOTAL =</b>	<b>247.54</b>

**APPROVAL SIGNATURES:** ← ↓ **REQUIRED** Signatures

Cardholder:  Date: \_\_\_\_\_ Purchasing: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: Cardholder's Supervisor Date: \_\_\_\_\_ Comptroller:  Date: \_\_\_\_\_



