



Policy # 52004.5

UNIVERSITY CORPORATE TRAVEL CARD POLICY

Effective Date: December 9, 2011

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Responsible Office: Controller

Division: Finance

I. PURPOSE/OBJECTIVE

Grambling State University (GSU) Corporate Travel Card policy covers and establishes minimum standards for possession and use. The GSU Corporate Travel Card is a tool used to assist employees in paying for specific, higher cost travel expenses, incurred during travel for official GSU business. The Travel Card/ is a VISA account issued by Bank of America for the State of Louisiana. These accounts will enable employees to purchase travel related accommodations/services with the convenience of a credit card to offset allowable expenses in accordance with PPM49, located at: <http://www.doa.la.gov/pages/osp/travel/index.aspx>. Use of GSU Corporate Travel Card is provided for official state business for **individual** travel purposes only and not for GSU or personal related purchases.

II. STATEMENT OF POLICIES

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

NOTE: This policy along with the use of the Travel Card does not negate any current requirement and/or allowances in PPM49, including the travel authorization/expense forms which must be completed for all travel, conferences and out of state travel, as well as, Purchasing Policies, Rules and Regulations, Louisiana Statutes, or Executive Orders.

A. TRAVEL CARD PROGRAM BENEFITS

The use of the Travel Card will improve efficiency and effectiveness by forming one source of payment while reducing the need for cash advances. All State of Louisiana and GSU travel policies, rules, and regulations must be followed.

B. DEFINITIONS

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

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2. **Agreement Form** – A form signed by a Program Administrator, cardholder and cardholder's approver, annually, that acknowledges the cardholder has received required training from agency, completed the state's certification requirement and received a passing score of at least 90, understands the Travel Card Policies, both state and agency, and accepts responsibility for compliance with all policies and procedures.
3. **Airfares, State Contracted** – Airfares, bid by the Office of State Purchasing and Travel, which are totally refundable but higher in cost due to the last seat availability requirement of the airline. These fares are usually only used for last minute notice of travel. State contracted airfares must be purchased with the GSU Corporate Travel Card or GSU's CBA account.
4. **CBA (Controlled Billed Account)** – A credit account issued in GSU's name (no plastic cards issued). These accounts are direct liabilities of the State and are paid by GSU. CBA Accounts are controlled through an authorized approver(s) to provide means to purchase any allowed transactions/services allowed in this policy. Please realize that although other travel related charges are now allowed on the CBA account, the traveler needs to ensure that the actual "plastic" is not necessary, as there is no plastic issued for a CBA account. Each Department head determines the extent of the account's use.
5. **Conference/Convention** – A meeting (other than routine) for a specific purpose and/or objective. Non-routine meetings can be defined as a seminar, conference, convention, or training. Documentation required is a formal agenda, program, letter of invitation, of registration fee. Participation as an exhibiting vendor in an exhibit/trade show also qualifies as a conference. For a hotel to qualify for conference rate lodging it requires that the hotel is hosting or is in "conjunction with hosting" the meeting. In the event the designated conference hotel has no rooms available, a Department Head may approve to pay actual hotel cost not to exceed the conference lodging rates for other hotels located near the conference hotel.
6. **Convenience Fees** - 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, (Grambling State University) 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 consult with the Program Administrator to discuss the appropriateness of the additional fee. The Cardholder must submit their request in writing justifying the need to make the purchase with their Travel Card and the Program Administrator will then determine if the convenience fee complies with Visa regulations and is in the best interest of the State. Only then will the convenience fee be allowable.

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7. **Corporate Travel Card** – Credit cards issued in a State of Louisiana employee's name to be used for specific, higher cost official business travel expenses. Corporate Travel Cards are State liability cards paid by GSU.
8. **Cycle** - The period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight the 8th of each month. Synonymous with "billing cycle"
9. **Cycle Limit** – Maximum spending (dollar) limit a Travel Card is authorized to charge in a cycle. These limits should reflect the individual's travel patterns. They are preventative controls and, as such, should be used judiciously. The limits can be issued campus-wide or on an individual card basis. GSU allows a monthly cycle limit (MCL) max of \$10,000. The Office of State Purchasing and Travel must approve in writing any MCL overrides. Transactions shall never be artificially divided to avoid the Travel Card Policy limits.
10. **Disputed Item** - Any transaction that was double charged, charged an inaccurate amount, or charged without corresponding goods or services by the individual cardholder.
11. **Electronic Funds Transfer (EFT)** – An electronic exchange or transfer of money from one account to another, either within the same financial institution or across multiple institutions.
12. **Emergency Travel** – Each department shall establish internal procedures for authorizing travel in emergency situations. Approval may be obtained after the fact from the Vice President, with appropriate documentation, under extraordinary circumstances when PPM49 regulations cannot be followed but where the best interests of the university requires that travel be undertaken.
13. **Extended Stays** – Any assignment made for a period of 31 or more consecutive days at a place other than the official domicile.
14. **Fraud** – Any transaction intentionally made that was not authorized by the cardholder or for official State business.
15. **Incidental Expense** – Expenses incurred while traveling on official state business which are not allowed on the state liability travel card. Incidentals include, but are not limited to, meals; fees and tips to porters, baggage carriers, bellhops, hotel maids; transportation between places of lodging/airport such as taxi; phone calls and any other expense not allowed in PPM49.
16. **In-State Travel** – All travel within the borders of Louisiana or travel through adjacent states between points within Louisiana when such is the most efficient route.
17. **International Travel** – All travel to designations outside the fifty United States, District of Columbia, Puerto Rico, the Virgin Islands, American Samoa, Guam, and Saipan.

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18. **INTELLILINK** – VISA’s web-based auditing tool which is used to assist with monitoring and managing the agency’s card program usage to ensure that card use conforms to all policies and procedures.
19. **Lowest Logical Airfare** – In general, these types of airfare are non- refundable, penalty tickets. Penalties could include restrictions such as advanced purchase requirements, weekend stays, etc.
20. **MCC Code (Merchant Category Code)** – A standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant. A merchant is assigned an MCC by the acquiring bank.
21. **Merchant** – A business or other organization that may provide goods or services to a customer. Synonymous with “supplier” or “vendor”.
22. **PPM49 (Policy and Procedure Memorandum 49)** – The state’s general travel regulations. These regulations apply to all state departments, boards and commissions created by the legislature or executive order and operating from funds appropriated, dedicated, or self-sustaining; federal funds, or funds generated from any other source.
<https://www.doa.la.gov/doa/ost/ppm-49-travel-guide/>
23. **SAP (Systems Applications & Products) Concur Travel System** - Electronic expense management system utilized by the University for the preparation and approval of both travel requests and expense reports.
24. **SPL (Single Purchase Limit)** - The maximum spending (dollar) limit a Travel Card is authorized to charge in a single transaction. The SPL limit may be up to \$5,000; however, this limit should reflect the individual’s travel patterns. They are preventative controls and, as such, should be used judiciously. Purchases shall not be split with the intent of and for the purpose of evading the Travel Card single purchase limit set for cardholder.
25. **Travel Card** - A credit account issued in an employee’s name. This account is a direct liability of the State and is paid by GSU. Travel Card accounts are a tool used to assist the employee in paying for specific, higher cost travel expenses, incurred during travel for official state business only.
26. **Travel Card Log** – The log is used in the reconciliation process for purchases/services charged during the billing cycle. It is used to verify changes on the paper memo statement received from the bank. The statement is matched to the log and the documentation obtained from the vendor(s).
27. **Transaction** - a single purchase. A credit also constitutes a transaction.
28. **Transaction Documentation** – All documents pertaining to a transaction. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and

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audit purposes. Examples of transaction documentation include, but are not limited to: itemized purchase receipts/invoices, receiving documents, credits, disputes, written approvals, airline exception justifications/approvals, travel authorizations/expense forms, etc.

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

C. CONDITIONS OF PARTICIPATION

All University cardholders, as a condition of participation in the State Liability Travel Card/CBA Program, shall abide by the terms of this policy unless a Request for Exception Form is submitted through GSU’s Program Administrator and approved by the Office of State Purchasing and Travel.

All program participants, including Program Administrators, cardholders, CBA administrators and cardholder approvers, are required to complete an annual online certification class, and score a grade of at least 90 in order to receive a new Travel Card, renew a Travel Card, remain a CBA administrator, or remain as a cardholder approver. These certifications will be developed and updated, as necessary, by the Office of State Purchasing and Travel. GSU will be notified as soon as the online certification is ready to take. All program participants will be notified and given ample time to obtain this certification. Please note the certification class for the CBA administrator will be the same as a cardholder’s certification.

A cardholder’s approver must be a supervisor of the cardholder. A cardholder can never approve their own Travel Card purchases. A supervisor is defined as being at least one level higher than the cardholder. The approver must be the most logical supervisor who is the most familiar with the business case and appropriate business needs for the cardholder’s transactions. If a cardholder travels for a GSU department that is not their primary department, the cardholder’s supervisor is allowed to approve the trip’s Travel Card charges. The supervisor should review the approved Travel Authorization Form to ensure the travel charges are valid. GSU’s program participation requires a review of the program no less than once every three years conducted by GSU’s Office of Internal Audit. However, if the activities of the purchase/travel card programs are deemed to be high risk, the internal auditors should address this area of high risk like others identified within the university. All transactions and monthly billing cycle supporting documentation must be audited by GSU’s Disbursement Office prior to the billing statement payment.

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

All cardholders must sign GSU’s State Liability Cardholder Enrollment Form. An

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employee's Dean, Director, Chair, or Vice President approves the form, enabling the employee to receive a Travel Card. All cardholders, Program Administrators, CBA administrators and cardholder approvers must sign the most current State of Louisiana Corporate Liability Travel Card Program Agreement Form. The agreement form outlines the responsibilities of the applicable program participant. No Travel Card shall be issued to any GSU Program Administrators, GSU President, CBA administrators, auditor, or any other roles associated with administering, monitoring or reviewing the activities of the Travel Card program, as well as any non-State/GSU employees. If it is justifiable for one of the above positions to be allowed to possess a Travel Card (excluding a non-employee), a written request must be submitted to the Program Administrator who will forward to the Commissioner of Administration. The request must include a detailed justification as to why the cardholder should obtain a Travel Card, and what precautions will be taken to guarantee the security and validity of expenditures. Specific approval from the Commissioner of Administration must be obtained prior to issuing a card to an individual serving in any of these roles. The only exception regarding an employee possessing a Travel Card with a role in the program is a cardholder's approver. An approver can receive a Travel Card, but cannot approve their own charges. Another employee with at least one higher level must approve an approver's transactions. An employee can never approve their own transactions, even if a cardholder is listed as an approver for another employee.

An employee may not qualify for a State Liability Travel Card if their State of Louisiana Corporate Travel Individual Liability account has been revoked due to charge-offs and/or non-payment, or if their account currently has a balance. All accounts must be paid in full prior to consideration for a Travel Card.

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

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

D. GSU CORPORATE TRAVEL CARD ACCOUNT REQUIREMENTS/ GUIDELINES

1. All Travel Cards are issued with State liability, which the State is liable for the payment of the expenses charged. The program is based on the strength of the State's financial resources, not the personal finances of the cardholder. Due to State Liability, Travel Cards are only to be issued in the name of GSU employees.
2. A GSU employee must complete the GSU Cardholder Enrollment Form, State Liability Travel Card Program Agreement Form and complete the online certification class and score a grade of at least 90 in order to receive a new Travel Card.
3. Cardholders must be approved by the Program Administrator, based on the request of a Director, Chair, Dean, or Vice President and not as an automatic process upon hiring. Cards should only be distributed to frequent travelers.
4. Travel Cards will be issued with two limits which will be determined by the Program Administrator. The overall Monthly Cycle Limit (MCL) is up to

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\$5,000 and Single Purchase Limit (SPL) is up to \$5,000. These are preventative controls and should be used judiciously. Both limits must reflect the individual's travel patterns. GSU recognizes certain business transactions require higher limits. Exception to the limits may be requested through the Program Administrator to the Office of State Travel with a Request Exemption Form. Increasing the SPL or MCL should always be done with caution, and best practice calls for the limits to be limited to the lowest necessary amount needed for the duties of the individual cardholder. A single purchase shall not be artificially divided to avoid SPL or MCL procedures. If determined a cardholder intentionally circumvents the SPL or MCL controls, the Travel Card will be revoked.

5. All program participants must attend an annual training session organized by the Controller's Office after enrolling in the program. For each training session, a sign in sheet will be required for participants, which will be kept on file in the Controller's Office as proof of training.
6. Each cardholder will complete a GSU Cardholder Enrollment Form and State Liability Travel Card Program Agreement Form annually. The Enrollment Form grant employees permission to receive a Travel Card by their Director, Chair, or Dean. The Agreement Form outlines and highlights the responsibilities the cardholder has by possessing a Travel Card. The Program Administrator shall maintain the original signed copies for all participants of the program, and copies of the signed forms will be provided to the cardholder. Both forms can be found on GSU's Travel Information Page: <https://www.gram.edu/offices/infotech/teleworking/travel.php>
7. Cardholders and approvers are required to complete an annual online certification class and score a grade of at least 90 in order to receive a new Travel Card, renew a Travel Card, remain a CBA administrator, or remain as a cardholder approver. These certifications will be developed and updated, as necessary, by The Office of State Travel. All program participants will be notified and given ample time to obtain this certification.
8. The Program Administrator monitors the issuance of cards, ensures only one card is issued per employee, and maintains a list of all agency cardholder's names.
9. All Travel Card transactions must have a receipt and be in accordance with the most current addition of PPM49. Purchasing policies, rules, regulations, Louisiana statues and/or executive orders must be followed if applicable. The Travel Office will review all Travel Card charges to ensure the transactions are within all policies and procedures, and all transactions have a receipt. Receipts must be detailed and itemized, containing the receipt date, item(s) purchased, a line description of the item(s), purchased price of each line item, and the total amount charged for all transactions. Most travel purchases list the cardholder's name, and it is best practice to ensure the name listed on the receipt matches the cardholder's name.
10. A cardholder can only use their card for the allowed card expenses detailed in Section F, Allowed Charges.
11. Participation in the Travel Card and CBA program requires the implementation of SAP Concur, an automated system. All receipts and supporting documentation must be scanned and tied to the applicable transaction and not as one image for all transactions. SAP Concur will require that cardholders and their approvers electronically sign off on all transactions after appropriate review.

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12. In addition to using SAP Concur to reconcile and verify their Travel Card charges, cardholders must record each Travel Card charge on a Travel Card Log. The cardholder must sign the Travel Card Log and Bank of America statement, which verifies the charges listed on the Bank of America statement were made by the cardholder. The supervisor/approver must sign the Travel Card Log and the Bank of America statement approving the cardholder's charges. The log will also assist the Disbursement's Office during the reconciliation process. The original signed log, along with all supporting documentation, must be submitted to the Disbursement's Office. The Travel Log can be found on the University's Controller's Office website. The paperwork must be submitted by the 1st of each month.
13. Each cardholder will receive a statement from Bank of America when there is activity. It will be mailed to the Controller's Office. A representative from the Controller's Office or Disbursement's Office will email the statement to the cardholder's GSU work email address. The statement must be signed by the cardholder and approver and submitted to the Disbursement's Office by the 1st of each month. The statement is a good method to ensure all monthly charges are accounted for.
14. If an approver is absent during the approval process, it is the approver and cardholder's responsibility to inform the Program Administrator of the absence. The Program Administrator will appoint a temporary approver who is at least one level higher than the cardholder and who is familiar with the cardholder's business needs. The original supervisor will resume approving duties once returned from their absence.
15. The Disbursement's Office will monitor cardholder's purchases to confirm the cardholder verified the charges, and the supervisor approved. All charges must have receipts uploaded into SAP Concur and signed off by the cardholder and approver. They will also have to be recorded on a Travel Card Log, signed and approved by the cardholder and approver.
16. The Disbursement's Office will ensure prompt reconciliation of monthly billing statements, and statement payments are made prior to the due date.
17. The Program Administrator will send monthly certifications to the Office of State Travel indicating procedures within the audit section have been conducted. The certification will indicate GSU has generated the required reports, all requirements listed in policy have been completed, and necessary findings have been investigated, documented and handled appropriately.
18. The Disbursement's Office will monitor all cardholder accounts to determine possible modifications to the SPL or monthly cycle limits. Adjustments will be made accordingly.
19. The Program Administrator will review and cancel Travel Cards not utilized within a twelve-month period monthly. A card can be reordered if the mandatory certification is completed with a minimum score of 90, and a Travel Card Enrollment Form is received by the Program Administrator to have a canceled card reissued. A card may remain active if dormant for a 12-month period by justification and approval from the Office of State Travel. If approval is granted, the card must have a profile of \$1 SPL and cycle limit until future card usage is needed.
20. Annually, the Program Administrator and all cardholder approvers shall review the list of cardholders, cardholder limits, and ensure appropriate utilization. A file shall be maintained showing compliance with this request.

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21. The Program Administrator determines allowable merchant category codes based on cardholder's needs and the State's allowances. A Request for Exemption Form must be submitted by the Program Administrator to the Office of State Travel to open any MCC Codes which are classified as either "P" for prohibited or "R" for restricted. It is best practice to request the opening of a MCC Codes when absolutely necessary.
22. The Program Administrator is required to close an account if a cardholder transfers to a different department and does not have travel authority for the new department or separates employment with the University. Cardholders will be asked to return their Travel Card to the Program Administrator prior to the end of employment.
23. Bank of America sends all newly ordered and renewed Travel Cards to GSU Controller's Office not directly to the individual cardholder. The Program Administrator will contact the individual when cards are ready for pickup.
24. All contact with Bank of America for card set up, maintenance and closure (except for the reporting of lost or stolen cards in which the cardholder contacts BOA first) will be handled by the Program Administrator.
25. In accordance with PPM49, it is mandatory that all state airfare is purchased through Short's Travel Management, the State's contracted travel agency. It is the State's and GSU's policy that all employees' airfare paid by GSU must be charged to the CBA Card not the individual's University Travel Credit Card.
26. Online accounts such as Amazon, PayPal, EBay, etc., charges are not allowed on the Travel Card. The only exception is a conference registration fee that is paid through an online site. The account must have a standalone business account or registration and must not be combined with an individual's personal account.
27. The Controller's Office & Disbursement Office will enforce personnel policies to discipline employees in the event of abuse or failure to comply with established guidelines. The Program Administrator will ensure consequences outlined in the misuse section are executed, and all program participants are aware of the penalties of certain actions involving the Travel Card Program.
28. Unauthorized charges and/or overage of allowances as defined in PPM49 must be paid back to GSU. The funds will be withheld from a travel expense, paid to the Cashier's Office, or payroll deducted. The Disbursement Office will advise the cardholder which payment method will occur to recover the funds. The Disbursement Office monitors the recovery of unauthorized charges. If abuse occurs, whether accidental or intentional, twice within a 12-month period, the Travel Card will be revoked.
29. The Controller's Office & Disbursement Office will educate program participants on use of card and sales tax requirements. GSU is state sales tax exempted at all Louisiana hotels, Louisiana Enterprise locations, Park N Fly at the New Orleans Airport, and group meals purchases at Louisiana restaurants when group travel spending is authorized by the Program Administrator. It is the cardholder's responsibility to ensure tax is not charged when using the vendors listed above. The Disbursement Office will monitor card transactions to ensure the University is reimbursed for unauthorized tax-exempt purchases. If unauthorized tax is applied to a Travel Card purchase, the cardholder must request for the vendor to credit the tax on the card's next statement. If the vendor cannot do so, the unauthorized tax amount is owed by the cardholder to GSU.

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30. If incidentals or extra charges not associated with University's business travel are paid with personal funds, such as room services, movies, double occupancy for additional non-state employees, extra hotel days, etc. It is the cardholder's responsibility to inform the vendor these charges are not State sales tax exempt. If incidentals are charged, the cardholder will be responsible for repaying GSU.
31. Cardholders must report a card lost, stolen and/or any fraudulent activity to the Bank of America and GSU's Program Administrator.

E. CONTROLLED BILLING ACCOUNT (CBA)

Grambling State University has two CBA accounts. The CBA accounts are managed by the Travel Office, and is used for GSU travel expenditures. The authorized CBA administrators/users are the Disbursement Accountants in Travel Office. The Assistant Controller and Controller approves all spending for GSU's CBA accounts. All CBA charges must be recorded on a travel log which is signed/approved by the Assistant Controller.

Authorizers for the CBA accounts will maintain records and approvals sufficient for reconciling the CBA statement. Below list rules and regulations which are mandatory for all CBA accounts:

1. All CBA transactions must be in accordance with GSU and the State's Travel Card Policies, PPM49, and purchasing policies, rules, regulations, Louisiana statutes and/or executive orders if applicable.
2. The purpose of the CBA accounts is to provide a tool for GSU to purchase airfare, rental vehicle (in-state) and assist with payment of travel expenses listed in Allowed Charges.
3. Accounts are issued in the name of Grambling State University, and the Program Administrator is the primary point of contact for those accounts. GSU has designated multiple authorizers per account as indicated above.
4. CBA accounts shall have an overall card cycle limit determined by GSU, which is up to \$100,000 for both CBA accounts. These limits reflect the University's travel patterns and are preventative controls which should be used judiciously.
5. Should the need arise, GSU's Program Administrator may establish a new or additional CBA account through Bank of America's on-line system, WORKS.
6. The CBA accounts are the direct liability of the State. GSU will be responsible for ensuring all payment are made timely to the bank, and the accounts are paid in full monthly. All CBA statements are included within the monthly total amount GSU owes to BOA, and each CBA charge is listed on GSU's master bill.
7. No plastic card is issued for CBA accounts. These are referred to as ghost accounts. The traveler and CBA user must ensure the actual "plastic" is not necessary when processing a transaction.
8. If it is determined that personal or other unauthorized charges are occurring on the CBA account, appropriate steps, up to and including dismissal, shall be taken to resolve the misuse/abuse.

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9. The full CBA account number shall never be put in emails, fax, reports, memo, etc. If designation of an account is necessary, only use of the last four or eight digits of the account is allowed.

F. APPROVAL FOR USE/MODIFICATIONS OR CHANGES TO CBA (UNAUTHORIZED USE OF CBA)

- a. Employees are strictly prohibited from using university-issued CBA cards without prior written approval from the designated cardholders.
- b. Any modifications or changes to an approved purchase or reservation associated with the CBA card must also receive prior approval from the cardholders.
- c. Unauthorized use of the CBA card, whether before, during, or after authorization, will be considered a violation of university policy and state and may result in disciplinary action, up to and including termination.
- d. Furthermore, the employee will be personally liable for any charges incurred as a result of unauthorized use.

G. ALLOWABLE GSU CORPORATE TRAVEL CARD TRANSACTIONS

The State Travel Card can only be used for the transactions listed below, and each purchase must fall within PPM-49's guidelines. Mismanagement of the Travel Card will lead to card cancelation and discipline actions. See Section 8 below for details of misuse.

1. **AIRFARE** - Must be paid for with GSU's CBA Account
2. **STATE CONTRACTED TRAVEL AGENCY FEES-GSU CBA ACCOUNT**
3. **REGISTRATION FOR CONFERENCE/WORKSHOPS** – CBA for Non-travel Card holders or Travel Card
4. **HOTEL/LODGING** –CBA FOR NON-TRAVEL CARD HOLDERS OR Travel Card
5. **RENTAL CAR** – In-State - CBA, Out-of-State - Travel Card
6. **PARKING** - Only with hotel stay and combined on invoice and Park-N-Fly Parking - Travel Card
7. **INTERNET SERVICES** - Only with hotel stay and combined on invoice - Travel Card
8. **GASOLINE FOR RENTAL CAR/STATE OWNED CAR ONLY** - Not to be used in place of the Voyager (Fueltrac) Fuel Card Program/Contract. However, in the event the program is not covered in a certain area, then the Travel Card may be used and the file must be completely documented.
9. **VISA CONVENIENCE FEES** – 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 Grambling State University 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 consult with the Program Administrator to discuss the appropriateness of the additional fee. The Cardholder must submit their request in writing justifying the need to make the purchase with their Travel Card and the Program Administrator will then determine if the convenience fee

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complies with Visa regulations and is in the best interest of the State. Only then will the convenience fee be allowable.

**H. GSU CONTROLLER'S OFFICE & DISBURMENT OFFICE
ADMINISTRATION RESPONSIBILITIES**

The Office of Finance and Administration/Controller's Office responsibilities include administration of the GSU Corporate Travel Card and compliance with state guidelines identified in PPM49 as well as:

1. Designating GSU Travel Card/CBA Program Administrators and for notifying the State Program Administrator at the Office of State Purchasing and Travel of any changes in program administrator(s).
2. Developing policies documenting all internal procedures and ensuring that they are in accordance with the guidelines of the State of Louisiana Corporate Liability Travel Card and CBA Program policy and updated when necessary with changes/additions which may occur in GSU's internal procedures and/or State's policy.
3. Keeping abreast of program updates as they are sent as email updates and are posted on the Office of State Purchasing and Travel Website (<https://www.doa.la.gov/doa/ost/ppm-49-travel-guide/>) along with dissemination of this information to the Department Head, Cardholders, and any other GSU personnel as deemed appropriate.
4. Performing post audits of cardholder transactions to monitor appropriate use while verifying that purchases are made in accordance with PPM49 and/or all purchasing rules and regulations. The bank will provide reporting capabilities at no cost to GSU.
5. Conducting necessary training (at least annually) to ensure that the cardholder is aware of all duties and responsibilities associated with possession/use of a GSU Corporate Travel Card. Administrator shall maintain the original employee signed copy of the *State of Louisiana Corporate Liability Travel Card Program Cardholder Agreement Form*, for all participants of the Travel Card Program. A copy of the signed agreement along with the state and GSU policy shall be provided to the participating employee.
6. Determining appropriate cardholders and setting individual cardholder limits for single transactions, daily and/or cycle transaction limits.
7. Determining allowable merchant category codes based on individual needs and the State's allowances.
8. Educating cardholders on use of cards and sales tax requirements.

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9. Maintaining budgetary controls.
10. Monitoring for inactive cardholder accounts and adjusting SPL's and/or monthly cycle limits accordingly based on possible change in needs and/or cancellation of card, especially when not utilized in a twelve month period.
11. Establishing procedures, as part of exit paperwork, to collect and cancel cards upon termination of the employee.
12. Educating cardholders on process of reporting a card lost, stolen and/or any fraudulent activity.
13. Requesting cards, and performing any maintenance necessary for GSU cardholders. Monitoring the issuance of cards, ensuring prompt reconciliation of periodic statements.
14. Establishing and enforcing personnel policies to discipline employees in the event of abuse or failure to comply with established guidelines as well as procedures for recoupment of unauthorized charges and/or overage of allowances as defined in PPM449 (see Appendix A).
15. Maintaining list of all GSU cardholder's names.
16. Performing and reviewing audit reports. All reports are to be used as a tool to assist the program administrator with determining which cardholders may need a refresher training course, counseling, cancellation of card, as well as, to determine possible changes to card holder limits, profiles, and MCC groups. The following reports, at a minimum, should be run on at least a monthly basis:
 - i. **Card Decline Report** – shows all transactions which declined during a specified time period, including the reason for the decline. Example of card declines include card may not have been activated, MCC group excluded, not enough money available, type of vendor not allowed, etc.
 - ii. **Card Status Report** – shows the status of each card by listing the cardholders name, profile, single transaction limit. You should be able to verify that each cardholder has been assigned the correct profile and all limits are correct.
 - iii. **Same Day/Same Vendor Purchase** – transactions which have occurred on the same day with the same vendor, by cardholder, which amount totals more than the cardholders single transaction limit. All transactions listed in the report should be justified for auditing purposes, and addressed accordingly up to and including cancellation of card.

I. DEPARTMENT/DEAN/REVIEWER RESPONSIBILITIES

1. The department head/dean must ensure employees submit approvals for the travel card with all necessary documentations in a timely manner
2. Ensure each travel request:
 - a. Has an appropriate business purpose
 - b. Is in compliance with PPM49 and/or any applicable purchasing rules and regulations
 - c. Is in compliance with the GSU and the State's Corporate Liability Travel Card policy
 - d. Has all required documentation supporting the travel
 - e. Is not a duplication of personal request and/or reimbursements

J. INDIVIDUAL TRAVEL CARDHOLDERS RESPONSIBILITIES

1. Use for official state travel use only. **No personal use.**
2. Attend training class and sign a State Corporate Liability Cardholder Agreement Form and GSU Corporate Travel Card Enrollment Form acknowledging cardholder's responsibilities prior to receiving the card.
3. Never put the full Travel Card account number in emails, fax, reports, memo, etc. If designation of an account is necessary, only use of the last four or eight digits of the account is to be allowed
4. Recognize that the Travel Card is the property of the State of Louisiana and the cardholder is responsible for the physical security and control of the Travel Card and its appropriate use. The Cardholder is also responsible for maintaining the security of card data such as the account number, the expiration date, and the card verification code (CVC), the 3-digit security code located on the back of the card.
5. The cardholder shall never send a copy of the Travel Card if requested by a merchant. If this is required for payment, then the cardholder must use another form of payment other than the GSU Corporate Travel Card.
6. Present a personal credit card when checking into a hotel to cover any incidental expenses if using the Travel Card to pay for hotel room charges.
7. Never use the GSU Corporate Travel Card for personal, non-business expenses for any reason. The Travel Card is limited to the person whose name is embossed on the card. The Travel Card shall not be used to pay for another or loaned to another person to pay for official or non-official travel expenses.

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8. Taxes should never be paid on purchases with this card, since it is a state liability.
9. Never, under any circumstances, use the Travel Card to access cash.
10. Never accept cash in lieu of a credit to the Travel Card account.
11. Never use Travel Card for incidentals
12. Never use Travel Card for gift cards/gift certificates.
13. Never use Travel Card for purchase of alcohol, food or entertainment services.
14. Only use Travel Card for fuel and maintenance in the event the program is not covered in a certain area. GSU is part of the Voyager Fuel Card (Fueltrac) Program. A fuel card can be picked up prior to travel in the Property and Receiving Department for all fuel related expenses incurred during travel. However, in the event the program is not covered in a certain area, then the Travel Card may be used and the file must be completely documented.
15. Never use Travel Cards to avoid procurement or payment procedures.
16. Submit a "Travel Expense Report" within fifteen (15) business days from the return travel date in the SAP Concur travel system. The required documentation must be attached to the electronic submission for processing:
 - (a) A copy of receipts for lodging (zero balance receipt), transportation, meals, and other approved expenses should be attached.
 - (b) A copy of the conference agenda (if applicable), and
 - (c) The traveler must attach a copy of receipts for all items paid by the CBA and Gas Card (i.e. conference registration, vehicle rental, lodging, and gas).
 - (d) Travelers have 3 business days to resolve any issue regarding their submitted Travel Expense Report after receipt of notification from the travel office.
 - (e) If the traveler cannot provide receipts or other supporting documentation for items paid by the CBA and Gas Card, the amount is considered a personal expense incurred by the traveler. The traveler will be required to sign a missing receipt form and must reimburse the University for the Total Amount of those charges. The traveler will have one pay periods to resolve the matter or the amount can be deducted from the traveler's paycheck.
 - (f) It must be signed by the person claiming reimbursement and approved by his/her immediate supervisor. In all cases the date and hour of departure from and return to domicile must be shown, along with each final destination throughout the trip clearly defined on the form.

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- (g) If an expense report cannot be submitted within fifteen (15) business days from the return travel date due to pending supporting information from 3rd parties, please document your attempt(s) to obtain the information and the date the information was actually received and this situation will be evaluated on a case by case basis.
- 17. Submit signed *Travel Card Log* and all required transaction documentation, special approvals, etc. at the first of each month.
 - (a) Failure to do so will result in review of cardholder's eligibility and possible cancellation of Travel Card.
 - (b) Cardholders must ensure that all **Original** receipts and documentation relating to ALL transactions used on the Travel Card during travel is attached to the travel log.
- 18. **NEVER MAKE A PAYMENT DIRECTLY TO THE BANK** in the event that an unauthorized charge is placed on the individual's GSU Corporate Travel Card. If the payment is made directly to the bank, it will cause the monthly statement billing file to be out of balance and GSU will have to determine the cause. Ultimately, it will be determined that a personal payment was made, therefore, report any unauthorized charges to the Controller's Office immediately.
- 19. Notify the GSU's Controller's Office if fraudulent charges are noticed, as the card may need to be cancelled and another card issued
- 20. Notify Controller's Office if use of a card has changed and lower or higher limits are necessary
- 21. Immediately report a lost or stolen card to Bank of America, 1-888-449-2273 and to the GSU Controller's Office at (318) 274-6426.

K. EXITING THE UNIVERSITY/EXTENDED LEAVES

- 1. The Disbursement's Office will confirm that the exiting cardholder has no balance on the card and sign the *Grambling State University Authorization for Issuance of Final Pay Check form* (see Appendix A). The Controller's Office will be responsible for canceling the card with Bank of America. The Controller's Office will then destroy the card through shredding.
- 2. Upon voluntary or involuntary termination of employment with the University, the employee must return the card to the Controller's Office for cancellation and shredding.

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3. Human Resources and the Travel Card cardholders should notify the Controller's Office of any extended leaves. These leaves include but are not limited to:
 - ↗ 9-month faculty
 - ↗ Family Medical Leave
 - ↗ Sick Leave (more than 1 month)
 - ↗ Maternity Leave
4. The Controller's Office will reduce the cardholder's limit to \$1 during an extended absence and/or until cardholder returns. This will be done to protect the cardholder and GSU during their absence.
5. When an approver is on extended absence the cardholder and approver must notified the Controller's Office and the Program Administrator will appoint a temporary approver. The original approver will resume approving duties upon return from extended absence.

L. CARD MISUSE**1. Fraud Purchase**

- a. A fraud purchase is any use of the Travel Card which is determined to be an intentional attempt to defraud the state for personal gain or for the personal gain of others.
- b. An employee suspected of having misused the Travel Card with the intent to defraud the state will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have instituted fraud, the employee will be subject to disciplinary action including but not limited to termination of employment from the university. The employee will also immediately be revoked from the travel card program and will not be allowed to continue traveling on behalf of GSU at the university's expense.

2. Non-Approved Purchase

- a. A non-approved purchase is defined as a purchase made by a State cardholder for which payment by the state is unapproved. An unapproved purchase differs from a fraud purchase in that it is a **non-intentional** misuse of the Travel Card with no intent to deceive GSU for personal gain or for the personal gain of others.

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- b. A non-approved purchase could occur when the cardholder mistakenly uses the Travel Card rather than a personal card.
- c. When a non-approved purchase occurs, the cardholder will be counseled to use more care in handling of the Travel Card. The counseling will be in writing and maintained in the employee's file for no longer than one year unless another incident occurs.
- d. The employee will be made to pay for the item purchased inappropriately. The employee should notify the Controller's Office of any non-approved purchase. The Controller's Office will instruct the cardholder on payment procedures.
- e. Should a 2nd incident of a non-approved purchase occur within a 12 month period, GSU will evaluate the employee for revocation of the Travel Card.

3. Merchant Forced Transactions

- a. Commercial cards are accepted by a variety of merchants that process transactions only if approved by the issuing bank thereby abiding by the card controls in place. Merchants processing transactions is done typically in a two-step process:
 - i. Merchant authorizes transactions against card controls (MCC, limits, exp. date, etc.) and if approved receives an authorization number.
 - ii. Merchant submits the transactions for payment from the bank.
- b. In rare instances, merchants will circumvent the authorization process and only perform step 2. This means that the merchant didn't authorize the transaction against the card controls and therefore receive an authorization number.
- c. If this does happen, the merchant has forfeited all dispute rights and the transaction can be disputed and unless the merchant can provide a valid authorization number, the dispute will be resolved in the cardholders favor.
- d. Cardholders should report any suspicion of merchant forced transactions to the Controller's Office.





4. Card Security

- a. Each cardholder is responsible for the security of their card, and therefore should:
 - i. Never display their Card Account Number around their work area
 - ii. Never give his or her Card Account Number to someone else without the approval of the Controller's Office.
 - iii. Never **email** full account numbers under any circumstances. Provide the last four digits of the account number if necessary.

M. SALES TAX

1. Charges are a direct liability of the State, therefore, Louisiana State sales tax should not be charged on card purchases.
2. Cardholders should make every effort at the time of purchase to avoid being charged Louisiana State sales tax. This may be accomplished by bringing the Revenue Letter (See Appendix A) regarding tax exemptions. These forms can be picked up in the Disbursement's Office.
3. In the event state sales tax is charged and a credit is warranted, it will be the cardholder's responsibility to have the vendor-merchant (not Bank of America) issue a credit to the cardholder's account.
4. If sales tax is charged, the cardholder could be charged by GSU for tax exempt charges paid to the State of the Louisiana.
5. If a cardholder continually allows taxes to be charged to the card, corrective measures will be taken.

N. TRAVEL CARD DOCUMENTATION

1. The following forms and documents, relating to use of GSU Corporate Travel Card, must be filled out and returned to the Disbursement's Office by the first of each month.
 -  Travel Card Log (see Appendix A)
 -  Travel Request
 -  Bank of America Statement
 -  ALL receipts and proof of purchases
2. The documentation will be reviewed and certified by the cardholder as received or reported as a disputed item. The cardholder will then forward this to the

Disbursement's Office. The cardholder should keep a copy of documentation for themselves to compare against monthly bank statements.

3. Documentation is required for all purchases and credits. For items purchased over the counter, the cardholder should obtain the customer copy of the receipt.
4. When ordering by telephone, fax, or computer, the cardholder must obtain document. For items such as registrations, where the vendor does not normally generate a receipt, a copy of the ordering document may be used.
5. Acceptable documentation must include a line description and line item pricing for the purchase.

O. PAYMENT PROCEDURES

1. Bank of America will send paper statements and/or an electronic file containing all cardholder transactions to the GSU Disbursement Office. These files may be used for reporting and reconciliation.
2. The paper statements and the electronic Statement Billing File, if applicable, will be sent after the close of the billing cycle.
3. The Disbursement Office will review the statements and notify the card user of any discrepancies.
 - a. The cardholder has 3 business days from the date of being contacted to resolve any discrepancies.
 - b. If the discrepancy is not cleared within the 3 business days dispute period, the amount in question will be forwarded to the Payroll Office to be deducted on the cardholder's check on the next pay period.
4. Payment must be made electronically from GSU to Bank of America within 25 days of statement billing date.

The Controller, by signing this Policy, acknowledge and accept his/her responsibilities in the administration of this program as outlined herein.

Controller

Grambling State University
Agency

Date

APPENDIX A

FORMS

List of forms included:

1. State of Louisiana State Liability Travel Card & CBA Program Cardholder Agreement Form
2. GSU Corporate Travel Cardholder Enrollment Form
3. PPM49
4. Grambling State University Authorization for Issuance of Final Pay Check form
5. Governmental Employees Hotel Lodging Sales/Use Exemption Certificate
6. Travel Expense Account form (pg.1) & Travel Log (pg. 2)

REVISION/REVISED HISTORY

January 9, 2019

March 15, 2022