NORTHWESTERN STATE UNIVERSITY TRAVEL CARD POLICY:

Use of State Travel Card and CBA

Effective July 1, 2026

Contents

I. INTRODUCTION

I.1 REFERENCES

General Travel Policy – Revised Policy and Procedure Memorandum No. 49 (PPM49), Travel Rules and Regulations, Statutes, Executive Orders, Mandates, and NSU Internal Procedures.

State of Louisiana Division of Administration Travel Website
https://www.doa.la.gov/doa/ost/

State of Louisiana Division of Administration Travel Policy
https://www.doa.la.gov/doa/ost/statewide-card-policy/

I.2 POLICY STATEMENT

This policy and related procedures cover the State of Louisiana's Travel Card, and CBA (Controlled Billed Account) Programs. These programs are the State of Louisiana's Corporate Liability Cards and this policy establishes minimum standards to ensure compliance. The use of the State of Louisiana's Liability Cards for purchases must comply with purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, Statewide Card Policy, internal NORTHWESTERN STATE UNIVERSITY policies and procedures, and/or PPM49, as applicable.

The State of Louisiana credit cards are issued with corporate liability, under which, the State of Louisiana is liable for the cost of the purchases. Due to the state liability, these cards are to be issued to State of Louisiana employees only.

Northwestern State University has developed its own internal policy and procedures to ensure compliance with the State's Card Policy as well as addressing areas that the statewide policy cannot and does not address.

Any exception to this policy will be considered on a case-by-case basis. Exception requests are made in writing on an Exception Request Form and sent to the Office of State Travel for consideration, by the Northwestern State University Travel Program Administrator. The request shall:

- Cite the specific paragraph(s) of this policy for which the exception is requested.
- Include a description and justification for the exception.
- State the specific length of time for which the exception is necessary.

The form can be found on the Office of State Travel's website. The Program Administrator and the State Program Administrator must keep all approved exceptions on file.

I.3 PURPOSE

The State of Louisiana Card Program will provide eligible employees with an efficient, cost-effective method for procuring small dollar purchases of goods and services as required during the normal course of their job duties or when traveling for approved business travel. The use of these cards improves efficiency and reduces costs by:

- Providing a convenient way to pay for goods and services and travel-related expenses.
- Employees having to use personal funds and request reimbursement.
- Reducing the need to request purchase orders and check requests.

I.4 CARD TYPES

Travel Card (T-Card)

The Travel Card is a tool used to assist employees in paying for higher cost travel expenses incurred for official state business. The Travel Card will be identified with the State of Louisiana seal and marked “Commercial Travel Card/Louisiana Travel Card”. The cards are yellow and embossed with the employee’s name, department name, account number, and tax-exempt number. The Travel Card enables employees to purchase travel-related accommodations/services with the convenience of a credit card to offset allowable official state business travel expenses in accordance with PPM49 while providing management with a means of maintaining control over those expenses. State agencies must use a state-issued card for all high-cost travel expenses, such as registration fees, lodging, airfare, and vehicle rentals.

Controlled Billed Account (CBA)

The purpose of a CBA is to provide a tool for agencies to assist with the payment of high-cost travel expenses. The traveler should be aware that there is no plastic issued for a CBA to ensure that this will not impair his travel plans. CBAs cannot be transferred from one employee to another. Other types of purchases, such as utility bills and monthly recurring charges, are allowable on the CBA with approval from the Office of State Travel.

All CBA transactions must be in accordance with PPM49 guidelines, current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, and internal NORTHWESTERN STATE UNIVERSITY policies and procedures, as applicable:

- The Office of State Travel must grant approval before using the CBA for other types of charges.
- The account(s) must be issued in the name of Northwestern State University and not an individual person (the cardholder is identified in Works® by their business email address). NORTHWESTERN STATE UNIVERSITY must designate one individual identified as the cardholder to use the CBA account. Alternate contacts are not allowed and any other person's use of the account is considered misuse, even if the purchase is for legitimate State of Louisiana business.
- CBA account(s) shall have a monthly cycle limit and should have a single transaction limit (STL) determined by NORTHWESTERN STATE UNIVERSITY. NORTHWESTERN STATE UNIVERSITY is only allowed to have an STL above $5,000 for CBA accounts. These limits should reflect the NORTHWESTERN STATE UNIVERSITY’s travel patterns. The Program Administrator may establish a new or additional CBA account through Works®.
- CBA accounts are not issued a physical card. These are referred to as ghost accounts.
- The full CBA account number shall never be included in any correspondence (such as emails, fax, reports, memos, etc). If an account number is required, only the last four or eight digits of the account number can be used. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by NORTHWESTERN STATE UNIVERSITY to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Account numbers must be blacked out or removed before storing the documentation.

II. DEFINITIONS AND ACRONYMS

Accountholder/Cardholder – terminology used to reference the employee that has been issued a Travel Card or account holder/authorized user of the CBA.

Agreement Form – A form signed by a Program Administrator, cardholder and cardholder Approver, annually, that acknowledges they have received required training from NSU, completed the state’s certification requirement and received a passing score of at least 90, understands the Travel Card Policies, both state and internal and accepts responsibility for compliance with all policies and procedures.

Approver – The cardholder’s supervisor or the most logical supervisor that is at least one level higher which would be most familiar with the business case and appropriate business needs for the cardholder’s transaction and is responsible for approving transactions on-line and signs both the cardholder’s billing cycle log and monthly statement.

Billing Cycle - The period of time between billings. For example, the State of Louisiana Travel Card closing period ends at midnight on the 8th of each month.

Billing Cycle Purchase Log –Used in the reconciliation process for purchases/services charged during the billing cycle. A PDF Billing Cycle Purchase Log is available electronically in Works®.

Card Abuse – Use of the card for non-approved State business purchases such as for personal purchases.

Card Misuse – Use of the card for legitimate purchases but for goods or services that are prohibited by State or internal policy (e.g., purchases for fuel for a State Vehicle when NSU participates in the Statewide Fuel Card Program)

Cardholder – A State of Louisiana employee whose name appears on the Travel Card or the person who has been assigned by NSU as the accountholder/authorizer for the CBA and is given authority to make purchases within preset limits on behalf of NSU.

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

Controlled Billed Account (CBA) – Credit account issued in NSUs name (no plastic card issued). These accounts are direct liabilities of the State and are paid by NSU. CBA accounts are controlled through an authorized approver to provide a means to purchase airfare and lodging.

Controlled Billed Account (CBA) Accountholder/Authorizer – Person responsible for the CBA account. The accountholder/authorizer is a specific person assigned to a CBA account with the same responsibilities as that of a cardholder. Each CBA account is required to have only one accountholder/authorizer.

Cycle Limit – Maximum spending (dollar) limit a Travel Card/CBA is authorized to charge in a billing cycle. These limits should reflect the individual's purchasing patterns. These are preventative controls and, as such, should be used judiciously.

Department Head –President of the University.

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

Dormant Card – an account with no transactions within a twelve month period.

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.

Electronic Signature – An electronic sound, symbol, or process attached to or logically associated with a record or executed or adopted by a person with the intent to sign the record.

Fraud – Any transaction, intentionally made that was not authorized by the cardholder or not for Official State Business.

High-Cost Travel – Airfare, lodging, vehicle rentals, and conference registrations.

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 (porters, baggage carriers, bellhops, hotel maids); transportation between places of lodging/airport such as taxi; phone calls and any other expense not allowed in the State Liability Travel Card and CBA Policy.

INTELLILINK – Visa's web-based auditing tool which is used to assist with monitoring and managing NSU's card program usage to ensure that card use conforms to all policies and procedures.

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

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

Merchant Category Code Group (MCCG) – A defined group of merchant category codes. MCCGs which are used to control whether or not cardholders can make purchases from particular types of merchants.

Personal Purchases – Non-work-related goods or services purchased solely for the benefit of the cardholder, the cardholder's family, or other individual(s).

Policy and Procedure Memorandum 49 (PPM49) – 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 other source.

Program Administrator – Person responsible for administering and managing the State Travel Card Program at the University level and acts as the main contact between the University and the issuing bank.

Receipt – A merchant-produced original document that records the relevant details for each item purchased including quantities, amounts, a description of what was purchased, the total charge amount and the merchant's name and address (e.g. sales receipt, original invoice, packing slip, credit receipt, etc.) This must match the online transaction amount and be matched to any other related documentation regarding the transaction.

Single Transaction Limit (STL) – The maximum spending (dollar) limit a Travel Card is authorized to charge in a single purchase. The SPL limit may be up to $5,000; however, this limit should reflect the individual's purchasing patterns. These are preventative controls and, as such, should be used judiciously.

Spend Control Profile – a unique profile associated with a cardholder, sets the card credit limit, single transaction limit, and MCCs on the cardholder's ability to make purchases on behalf of the State.

Split Purchase – A practice whereby one or more cardholders or suppliers split a purchase into two or more transactions and/or purchase orders to circumvent either Single Transaction Limits or bid requirements. This is prohibited by the Statewide Travel Card Policy.

State Program Administrator – serves as the central point of contact in the Office of State Travel, responsible for managing and overseeing the State's Card Programs.

Transaction - A single purchase of goods or services. A credit also constitutes a transaction.

Transaction Documentation – All documents pertaining to a transaction, either paper or electronic. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include but are not limited to: original itemized purchase receipts/invoices (with complete item descriptions, not generic such as "general merchandise), receiving documents, credits, disputes, and written approvals. If travel has been approved, documentation should also contain airline exceptions, justifications, approvals, travel authorization, travel expense, etc.

Travel Card (T-Card) – A credit card issued in a State of Louisiana employee's name used for specific, higher cost official business travel expenses. State travel cards are the direct liability of the State and is paid by the university. Also referred to as the State Travel Card (T-Card).

Works – Bank of America's web-based system used for program maintenance, card/CBA issuing/suspension/cancellation and reporting.

III. GENERAL

III.1 Conditions

Northwestern State University, as condition of participation in the Travel Card Program shall abide by the terms of this Policy unless a "Request for Exemption" is submitted by NSU President and approved by the Office of

State Travel.

All public/post-secondary agencies, boards, and commissions must use Works®, which is the online banking system through Bank of America. Works® captures all transactions with the ability to maintain receipts and backup supporting documentation electronically. The workflow is set up to require the cardholder and approver to process the transactions before a cardholder's credit limit refreshes to the full monthly credit limit, which will help ensure cardholders comply with state policies and procedures.

All program participants must sign the most current State of Louisiana Program Agreement Form for the applicable program role on an annual basis. Agreements acknowledge and outline the program's key responsibilities. Forms must be given to the Program Administrator and copies must be provided to the approver.

This program does not allow cash withdrawals/transactions or any attempts for cash transactions, as cash is prohibited and blocked from this program.

Cardholders must be approved by appropriate university authority, and cards should be distributed only to frequent purchasers/travelers based on the request of a supervisor, manager, or department head, not as an automatic process upon hiring.

No cards, including a CBA account, shall be issued to Program Administrators, the university president, auditors of the program, or any person with roles associated with administering and monitoring the program, including the person responsible for monthly audits/reports and second level review of the university's program. If it is a justifiable hardship for one of the above positions to not be allowed to possess a card, a written request must be submitted to the Commissioner of Administration, including detailed justification as to why this is not feasible and what precautions will be taken to guarantee the security and validity of purchases. Specific approval from the Commissioner of Administration must be obtained prior to issuing a card to an individual listed above.

The only exception to an employee possessing a card with a role in the program is an approver. Approvers are allowed to be a cardholder, however, approvers cannot review and approve their own transactions.

III.2 Training

NORTHWESTERN STATE UNIVERSITY must provide continuous training that promotes overall program use and compliance.

All program participants are required to complete the Office of State Travel's online certification course for their role prior to participation and repeat the course annually. Participants must receive a passing grade of at least 90 in order to remain as a program participant.

NORTHWESTERN STATE UNIVERSITY is required to develop training on their internal policies and procedures. Training must be completed annually for all program participants.

Program Administrators must document the date training was conducted and maintain a roster of attendees. All program participants must be educated on:

- Louisiana Sales Tax Requirements
- Process of reporting a card lost, stolen, and/or any fraudulent activity

Training must be conducted when a new card is issued and/or a new approver is assigned, and it must be repeated annually. This is to ensure that all program participants are aware of all duties and responsibilities associated with the possession/use of the State Corporate Liability Cards.

III.4 Legal

All state guidelines identified herein, including purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and/or PPM49, apply to the use of Louisiana Card Programs. Program participants who knowingly, or through willful neglect, fail to comply may be subject to suspension or termination of account privileges or other disciplinary action, up to and including termination of employment and criminal prosecution to the fullest extent of the law.

The Office of State Travel reserves the right to withdraw any authority or delegated approval due to non-compliance with Louisiana's Corporate Liability Card Policy, purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and/or PPM49.

IV. NSU CARD POLICY

IV.1 Roles and Responsibilities

Office Of State Travel

The Office of State Travel (OST) is responsible for the statewide contract administration of the State of Louisiana Corporate Liability Card Programs. The Office of State Travel serves as the central point of contact for all issues and changes necessary to the programs, as well as coordinating such changes with the issuing bank.

The State Program Administrators, within OST, serve as liaisons between the Program Administrators and the issuing bank to address all issues and changes necessary to the overall card programs.

OST conducts periodic reviews of participating State entities to determine the level of compliance with Louisiana's Corporate Liability Card Policy, purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and/or PPM49.

OST issues written assessments of the university's program, makes recommendations for improvement when warranted, and Works® with program personnel to implement corrective actions when warranted.

In cases where internal controls, policies, or card programs are not adequately managed, OST has the authority to require improvements and/or impose other restrictions on an university's card program until adequate controls and policies are implemented.

Department Head

The President for higher education is responsible for all card activity of Northwestern State University, ensuring that the program is in compliance with all requirements, and designating the Program Administrators for the State of Louisiana Corporate Liability Cards. Changes to the Program Administrators, department head, or President for higher education shall be submitted to the State Program Administrator in writing immediately. The Program Administrator Change Form for the applicable card program must be used to update Program Administrators. The form can be found on the Office of State Travel website and must be signed by the university's department head or President for higher education. The completed form should be emailed to the State Program Administrator. The State Program Administrator will forward the changes to the issuing bank.

NORTHWESTERN STATE UNIVERSITY Requirements

Failure to comply with these requirements may result in the card program being suspended.

NORTHWESTERN STATE UNIVERSITY is responsible for developing and implementing a Travel Card and CBA Policy documenting all internal procedures, and ensuring that they are in compliance with the guidelines of the Statewide Card Policy. Policies should be updated as necessary with changes that may occur in the university's internal procedures and/or the State's card policy provided by the Office of State Travel. NORTHWESTERN STATE UNIVERSITY's policies and procedures may contain terms, conditions, and limits that are more restrictive but not more permissive than those in the Statewide Card Policy. Whenever a university's policy is more restrictive than the State's policy, then the university's policy takes precedence.

NORTHWESTERN STATE UNIVERSITY is responsible for administering their card programs and ensuring compliance with all state guidelines, purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and PPM49, as applicable.

NORTHWESTERN STATE UNIVERSITY is responsible for ensuring that the cardholders are using the card program properly. Participants in the program are expected to know the general policies and procedures governing the university's card program, specifically the Program Administrators. Approvers and supervisors are encouraged to add card compliance requirements as part of their employee's evaluations. NORTHWESTERN STATE UNIVERSITY is responsible for creating Spend Control Profiles to establish controls on each card. The Spend Control Profile contains the card limits and allowable/restricted merchant category code groups (MCCGs). NORTHWESTERN STATE UNIVERSITY is responsible for determining the appropriate cardholders and setting individual single transaction limits and monthly cycle limits. NORTHWESTERN STATE UNIVERSITY may allow a single transaction limit (STL) up to $5,000 without prior approval from the Office of State Travel. Limits set by Northwestern State University should reflect the individual's purchasing pattern. Exceptions to the single transaction limit may be requested from the Office of State Travel by submitting a Request for Exception Form. NORTHWESTERN STATE UNIVERSITY must request approval from the Office of State Travel to use any restricted merchant category codes (MCCs) using the Request for Exemption Form. The request must contain justification and will be considered for approval only if Northwestern State University is in good standing with compliance of the card program guidelines.

- There must be a separation of duties between the person responsible for conducting the monthly audit reports and/or the second-level review; they should not be an approver or cardholder for transactions they will audit.
- To allow for proper and complete program audits, all participating agencies must use Works®. Works® captures all transactions made on the card and has the ability to maintain receipts and backup supporting documentation electronically. The system provides a second level of approval, in addition to the cardholder and approver. Agencies are encouraged to utilize this function as an additional internal control for the detection and deterrence of fraud, cardholder misuse, or cardholder abuse.
- Internal auditors should include the activities of the State of Louisiana Corporate Liability Cards in the annual risk assessments that are conducted on the agencies. If the activities of the card programs are considered high risk, the internal auditors should address this area when developing their annual audit plans and work schedules. Conducting an audit of the university's card program no less than once every 3 years is encouraged.
  Upon initiating an audit of the card activities and program, internal auditors should notify the Office of State Travel via email. In addition, copies of all completed audits should be provided to the Office of State Travel.

Internal Controls

It is required to establish controls for pre and post-approval of purchases made on the State's card programs. Internal controls are essential for the detection and deterrence of fraud, cardholder misuse, or cardholder abuse of the card program. Internal controls include policies, procedures, training, and monitoring.

1. Identify job titles or positions that require a card and then determine the appropriate spending limits based on budget restrictions, job requirements, historical spending patterns, and procurement practices.
2. Maintain budgetary controls.
3. Issue only one card per cardholder.
4. NORTHWESTERN STATE UNIVERSITY establishes internal controls sufficient to regulate card activities. The university's internal controls should include practices that, at a minimum, address the following areas:
   a. Allowable merchant category codes
   b. University policy requirements, procedures, and allowances
5. Develop and include approval procedures in internal policy, as well as procedures for handling

transaction approvals during extended absences of the cardholder and/or approver.

6. Establish procedures for reducing cardholders to $1 limits or suspending the card during an extended absence and/or until the cardholder returns. This will protect the cardholder and Northwestern State University during their absence.
7. Develop written procedures for ordering and canceling cards when lost or stolen or when a cardholder separates from the university.
8. A Card Program exit interview must be conducted and should include a review by the cardholder and approving official and/or Program Administrator of all current charges on the account, verifying that all necessary supporting documents, receipts, and required signatures have been obtained. Each transaction in Works® must have a receipt attached, and both the cardholder and the approver must sign off on all transactions. Program Administrators must ensure cards are cancelled and destroyed.
9. NORTHWESTERN STATE UNIVERSITY must monitor dormant cards. Dormant cards may only remain active for more than twelve months with justification and approval from the Office of State Travel. If approved, the card must be suspended, and the spend control profile must be changed to a $1 limit until there is a future need for activation. Cards inactive for 24 consecutive months must be cancelled.
10. Establish and enforce personnel policies to discipline employees in the event of abuse, misuse, or failure to comply with established guidelines. Develop written procedures for reporting and documenting actual and/or potential cardholder abuse or misuse. Ensure that the consequences outlined in the university's policy and procedures are executed and that all program participants are aware that failure to properly fulfill their responsibilities as a program participant could result, at a minimum, in the following:
    a. Written counseling which would be placed in employee file for a minimum of 12 months.
    b. Consultation with the Program Administrator, and possibly the President of Northwestern State University and internal audit section.
    c. Disciplinary actions, up to and including termination of employment.
    d. Legal actions, as allowed by the fullest extent of the law.
11. Develop procedures for recovering unauthorized or overage allowances on the T-Card. If abuse occurs with the card more than twice (for example, travel incidentals), cancellation is strongly encouraged.
12. Develop procedures for state, city, and parish sales tax reimbursement for unauthorized tax-exempt purchases, including travel transactions.
13. Maintain a list of all program cardholders' names and their approvers including job titles.
14. Ensure that every cardholder's business email address matches the cardholder's name in Works®. Another cardholder's email address or a personal email must not be used without prior approval from the Office of State Travel.
15. Establish Controlled Billed Accounts (CBA's) and determine the proper cardholder.
16. Ensure that transactions are audited monthly in accordance with the requirements outlined in this policy.
17. Program Administrators and approvers must annually review spending limits and MCCs against actual usage and terminate cards that show consistently low usage for one year and adjust the limits to reflect their spending patterns.

T-Card Program Administrator

The Program Administrator serves as the main point of contact for all card program personnel and serves as a liaison between the university, the Office of State Travel, and the issuing bank. The Program Administrators are responsible for coordinating, monitoring, and overseeing the NORTHWESTERN STATE UNIVERSITY's card program. They must ensure that key controls are in place and are operating as designed. It is mandated that Northwestern State University have at least a primary and secondary Administrator.

Expiring cards will automatically be replaced or renewed prior to the expiration date by the issuing bank and sent to the Program Administrator for distribution to cardholders who have completed the annual requirements of re-certification from the Office of State Travel's online training, the university's internal training, and signed the most current Cardholder Agreement Form.

The Program Administrators must fulfill responsibilities in the following areas:

PROGRAM MANAGEMENT

1. Keep informed of program updates/changes distributed by the Office of State Travel. Program Administrators are responsible for communicating notifications and announcements and disseminating all information to the department head, cardholders, approvers, and any other university personnel, as deemed appropriate.
2. Maintain the annual, signed agreement form for the State of Louisiana Corporate Liability Cards for all participants in the card programs. A copy of the signed agreement along with the State and internal policies, or a link to all policies, current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal univeristy policies and procedures, and/or PPM49 as applicable, shall be provided to the program participant.
3. Maintain files of the annual OST online certification course for all program participants.
4. Provide the State Program Administrator written notice immediately of any changes in status to the Program Administrator.
5. Collaborate with the university's president to develop and maintain the university's card policy and procedures to address areas specific to the university or areas that are not covered by the statewide policy.
6. Annually, the Program Administrator, along with all cardholder approvers, shall review cardholders, set cardholder limits, and ensure appropriate utilization. Documentation shall be maintained showing compliance with this requirement to include a list of all cardholders, including a statement all were reviewed, signed, and dated. Note: The approver's agreement form cannot be substituted for this review unless the agreement form is modified to add cardholder limits.
7. Annually review the university's card procedures to ensure compliance with all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal policies and procedures, and/or PPM49, as applicable.
8. Program Administrators and approvers must annually review spending limits and MCCs against actual usage and terminate cards that show consistently low usage or have been dormant for one year.
9. Issue secure user ID's for all program participants in Works®.
10. Ensure that all cardholders' job titles are listed in the Nickname field in Works®.
11. Terminate a cardholder and cancel cards through Works®.
12. Immediately inform the State Program Administrator of any potential misuse, abuse, or fraud.
13. The Program Administrator must respond to monthly reviews and inquiries from the Office of State Travel within the timeframe provided in the request.
14. Run and review all mandatory monthly reports through Works® and INTELLILINK.
15. Review all Works® transactions for accuracy and complete supporting documentation.

T-Card Approver

The Approver is the NSU employee who approves travel charges made by the cardholder to which he or she is assigned. The Approver is the person most familiar with the cardholder's business needs that is at least one level higher than the cardholder. By approving each Travel Card transaction, the Approver exercises critical control by ensuring authorized and appropriate Travel Card use and correct allocation of expenses in accordance with all applicable current travel policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal NSU policies and procedures and/or PPM49 on use of the Travel Card. Keep informed of program updates as sent from NSU Program Administrators or anyone else associated with the Travel Card program. Approvers duties include but are not limited to:

- Obtain, review, and understand the State and university internal policies.
- Annually complete both the State and NORTHWESTERN STATE UNIVERSITY required trainings on

policies and procedures and sign the Approver Agreement Form, with documentation given to the Program Administrator and a copy kept on file with the approver.

- Immediately report any fraud or misuse, whether actual, suspected, or personal charges to the Program Administrator, Vice Presidents, University President. An Approver will participate in any disciplinary actions which may be deemed appropriate.
- Ensure that the cardholder notifies the Program Administrator if card is lost or stolen. Ensure the cardholder immediately notifies Bank of America aswell.
- The Approver notifies the Program Administrator (Business Affairs/Travel) immediately upon separation, change in department/section or during extended leave for themselves and the cardholders they oversee.
- For an approver on extended leave, the next level approver will be granted access to review and approve all transactions in Works during the original approver's absence. They will also be the authority to sign all physical travel documents.
- Complete an exit review, with the cardholder, of the cardholder's outstanding transactions, supporting documentation and receipts, as well as, obtaining necessary signatures prior to departure.
- Ensure each transaction, to the best of Approver's knowledge:
    - Has an appropriate business purpose, is not for personal use, and fits the cardholder's business needs.
    - Is in compliance with all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal policies and procedures, and/or PPM49, as applicable.
    - Includes an itemized receipt, as well as any supporting documentation required to support the transaction. Receipts must not include a general description, such as "general merchandise".
    - Verify that the receipt date, supporting documentation, and documentation dates correspond with known business needs or trip allowances and dates.
    - Ensure that any travel-related expenses have received approval for travel authority and that they are not duplicates of expenses included on travel reimbursements.
    - All receipts and supporting documentation are scanned into Works® tied to the appropriate transaction and reviewed against the receipt and supporting documentation.
    - Does not include Louisiana State sales tax.
    - All documentation corresponds with the program billing cycle dates. The Travel Card begins on the 9th of the month and ends on the 8th of the following month.
- The approver must review the information and documentation entered and uploaded into Works® by the cardholder prior to signing off on the transaction. If the information is not correct, the approver should flag the transaction and electronically return it to the cardholder for additional information and/or correction.
- All transactions must be approved in Works® by the approver rather than auto-signed off. An approver in Works® must be at least one level higher, have thorough knowledge of the cardholder's job responsibilities, and be familiar with the business case and appropriate business needs. The approver's electronic approval certifies that the goods and/or services purchased are essential and necessary, appropriately budgeted, and in compliance.

Understand that failure to properly fulfill responsibilities as a T-Card Approver could result, at a minimum, in the following:

- Written counseling which would be placed in Approver's file in Business Affairs/Travel.
- Consultation with the Program Administrators, Vice Presidents, President or internal audit section.
- Disciplinary action deemed necessary by the President.

T-Card Cardholder

All cardholders are required to keep informed of program updates as sent from NSU Program Administrators or anyone associated with the program.

Cardholders are required to have an understanding of current state travel policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal NSU policies and procedures and/or PPM49 as applicable on use of the Travel Card.

Transactions should never be artificially divided to avoid the Travel Card policy limits. Cardholders are prohibited from splitting charges between two or more transactions in order to circumvent the Single Transaction Limit (STL) imposed on the card regardless of the amount of the STL.

Cardholder duties include but are not limited to:

- 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.
- Annually complete all required State and NSU internal training on policy and procedures.
- Immediately report a lost or stolen card by calling Bank of America at 1-888-449-2273 and emailing travel@Northwestern State University.edu.
- Complete Works reconciliation process within 5 days of charge being made.
- Submit Travel Expense Account form and supporting documentation for all transactions within 10 days of the charge being made.
- Notify the Approver and Program Administrator immediately when anticipating and/or prior to an extended leave of absence. Ensure that all transactions have been reconciled and signed by both the cardholder and cardholder's supervisor/Approver. The account will be suspended until the cardholder returns to work. Types of extended absences would include maternity leave, family medical leave, medical leave, military obligations, sabbaticals, etc.
- Complete an exit interview with supervisor/Approver and return the Travel Card immediately upon request or upon separation from NSU. Cardholder should discontinue use of the travel card immediately upon notification of separation. This will allow sufficient time for receipts to be submitted and for outstanding charges to be processed before leaving employment. Failure to do so may result in charges not being reconciled.

IV.2 Enrollment/Annual Certification

Requesting a T-Card

NSU Travel Office requires a minimum of two high-cost trips per fiscal year to enroll and remain in the T-Card Program.

The signature of the T-Card Approver and Vice President on the Enrollment Form confirms that these requirements will be met during the fiscal year. The Cardholder Enrollment Form is only completed once. Monthly reports will be reviewed for dormant cards (cards not used within a 12 month period) by the Business Affairs Travel Office. The cardholder's usage will also be reviewed prior to the annual certification process.

T-Card Enrollment Process

1. Cardholder Enrollment Form:
    - Complete the *Travel Cardholder Enrollment Form* which includes signatures by Employee/Cardholder; Approving Agent; and Vice President
2. Certificate of Completed Office of State Travel Training Course (LEO):
    - Annually every Cardholder and their Approver are required to participate in the Louisiana Employees Online (LEO) online course titled "OST Statewide Card Policy Training", receiving a passing grade of at least 90 to possess a State of Louisiana T-Card.
3. Travel Cardholder Agreement Form
    - After completion of online LEO training course, the employee prints and completes the Travel Cardholder Agreement which requires the signature of cardholder and approver.
4. NSU's Certificate of Completed T-Card Training Course (Moodle):

- Annually every T-Cardholder and their Approver are required to participate in NSU's Internal T-Card Training; This training covers NSU's policies and procedures concerning travel cards you must receive a passing grade of at least 90 to possess a State of Louisiana T-Card.

5. Forward to Business Affairs/Travel (These documents must be submitted together):
    - Cardholder Enrollment Form (for employees requesting a NSU T-Card) (NSU's document)
    - OST Statewide Card Policy Training Certificate or LEO Transcript acknowledging successful completion of OST Statewide Card Policy Training
    - Cardholder Agreement Form (State's document)
    - NSU Internal Certificate of Completion of Course (NSU T-Card Travel Training- Moodle)

Travel Program Administrator will submit a request to Bank of America for a T-Card in the name of the employee/cardholder once all necessary documents have been received.

When the Program Administrator receives the new credit card (T-Card) from Bank of America, the employee/cardholder will be contacted to pick up the card in Business Affairs/ Travel. Cards must be picked up by the cardholder within ten (10) days of the notification that the card has arrived. Non-compliance may result in the forfeiture of the T-Card.

Annual T-Card Certification

Each year during July and August, all T-Card Cardholders and Approvers are required to complete the Office of State Travel and NORTHWESTERN STATE UNIVERSITY's internal T-Card Travel Training. This training is conducted to ensure all T-Card cardholders and approvers are aware of all current university internal policies and procedures associated with possession and use of a State Corporate Liability Travel Card (T-Card)

NSU Business Affairs / Travel will notify all current cardholders and approvers once the trainings are available each year.

Cardholder Certification Requirements

1. Certificate of Completed Office of State Travel Training Course (LEO):
    - Annually every Cardholder and their Approver are required to participate in the Louisiana Employees Online (LEO) online course titled "OST Statewide Card Policy Training", receiving a passing grade of at least 90 to possess a State of Louisiana T-Card.
2. Travel Cardholder Agreement Form
    - After completion of online LEO training course, the employee prints and completes the Travel Cardholder Agreement which requires the signature of cardholder and approver are required.
3. NSU's Certificate of Completed T-Card Training Course (Moodle):
    - Annually every T-Cardholder and their Approver are required to participate in NSU's Internal T-Card Training; This training covers NSU's policies and procedures concerning travel cards you must receive a passing grade of at least 90 to possess a State of Louisiana T-Card.
4. Forward to Business Affairs/Travel (These documents must be submitted together):
    - OST Statewide Card Policy Training Certificate or LEO Transcript acknowledging successful completion of OST Statewide Card Policy Training
    - Cardholder Agreement Form (State's document)
    - NSU Internal Certificate of Completion of Course (NSU T-Card Travel Training- Moodle)

Approver Certification Requirements

1. Certificate of Completed Office of State Travel Training Course (LEO):
    - Annually every Cardholder and their Approver are required to participate in the Louisiana Employees Online (LEO) online course titled "OST Statewide Card Policy Training", receiving a passing grade of at least 90 to possess a State of Louisiana T-Card.
2. Travel Approver Agreement Form
    - After completion of online LEO training course, the employee prints and completes the *Travel*

Cardholder Agreement which requires the signature of cardholder and approver are required.

3. NSU's Certificate of Completed T-Card Training Course (Moodle):
   - Annually every T-Cardholder and their Approver are required to participate in NSU's Internal T-Card Training; This training covers NSU's policies and procedures concerning travel cards you must receive a passing grade of at least 90 to possess a State of Louisiana T-Card.
4. Forward to Business Affairs/Travel (These documents must be submitted together):
   - OST Statewide Card Policy Training Certificate or LEO Transcript acknowledging successful completion of OST Statewide Card Policy Training
   - Approver Agreement Form (State's document)
   - NSU Internal Certificate of Completion of Course (NSU T-Card Travel Training- Moodle)

Note: If you are a Cardholder and Approver you will need to complete both Agreement Forms. The Moodle and LEO training will only need to be completed once.

IV.3 Monthly and Single Transaction Limits

Standard Spending Limits

Cardholders are initially provided with a standard $5,000 monthly spending limit with a $3,000 single transaction limit. These are reviewed annually and may be subject to reduction/increase depending on the cardholder's usage. Any changes from the initial limits will be discussed with the cardholder and their approver.

Increased Spending Limit Requests

Any increase in the monthly spending limit and/or single transaction limit should be requested in writing to the Business Affairs Travel Office and should include the following:

- Explanation of the need for increased spending limits to include dates of expected increased spending
- Justification as to why the CBA is not a viable tool to be used for these expenses
- Approval from the Cardholder's Approver and Vice President or other next level approval.
- Once these requirements are met and received by the Business Affairs Travel Office,
  - For limits up to $10,000 monthly / $5,000 STL the change will be made by the Program Administrator.
  - For limits over $10,000 monthly / $5,000 STL a formal request will be made to the Office of State Travel for spending limits. The cardholder and approver will be notified of the decision of the Office of State Travel once received by the Program Administrator.

IV.4 Suspending/Cancelling a T-Card

T-Card Suspension

Extended Leave: If you will be on extended leave (14 days or more), please notify the Business Affairs Travel Office. Your card's spending limits will be reduced to $1.00 during the duration of your absence and the previous limits will be restored upon confirmation of your return to work.

Non-Use: If you are not approved to make travel purchases within a 6-month period, please notify the Business Affairs Travel Office. Your card's spending limits will be reduced to $1.00 during the duration of your absence and the previous limits will be restored once you have approval to make travel arrangements.

T-Card Cancellation

Separation from University: When a cardholder separates from the University the following should be completed:

- All outstanding Works transactions should be completed and signed off by the cardholder and approver.
- All outstanding charges should be submitted with the appropriate supporting documentation to the Business Affairs Travel Office.
- The physical card should be surrendered to the Business Affairs Travel Office to be destroyed.
- Notification from the cardholder or their approver of the employee's separation should be sent to travel@Northwestern State University.edu.
- NSU Travel Program Administrator will review all outstanding transactions (Works and physical submission of documents) and close the account and user profile in Bank of America once all transactions have been verified as complete and sufficient.

Dormant Card: Card usage is monitored monthly. Any cardholder who has not made a purchase within 11 months will receive a notification email from the Business Affairs Travel Office that their card will be cancelled if not used within 30 days. If no charges have been made on the next month's report the cardholder and their approver will receive a notice that the card has been cancelled due to dormant status. This cancellation will not prevent the cardholder from enrolling in the T-Card program if their travel needs change in the future.

Card Misuse/Fraud/Abuse: Any cardholder found to have misused/abused the T-card will be subject to a formal counseling session to include the program administrator, cardholder and their approver along with written confirmation of the counseling session which would be placed in employee file for a minimum of 12 months. Suspension/cancellation of card may follow at the University's discretion. Consultation with Program Administrators, possibly NSU President, and internal audit section, disciplinary actions, up to and including termination of employment and legal actions, as allowed by the fullest extent of the law may be utilized in addition to the formal counseling session and revocation of the card.

IV.5 Card Usage

All High-Cost Expenditures (airfare, lodging, vehicle rentals, and registration) are required be placed on the Travel Card unless prior approval is granted from the Commissioner of Administration.

Travel Card is limited to the person whose name is embossed on the card or the person assigned as the CBA accountholder/authorizer. The Travel Card shall not be used to pay for another or loaned to another person to pay for official or non-official business expenses.

Exception: The Employee/Faculty is allowed to pay for student's airfare, lodging, and registration on their T-Card.

The Cardholder, CBA Accountholder/Authorizer shall:

- Never loan the card to another person.
- Never give account number or pin number to any individual other than the merchant to whom a purchase is being made.
- Never include the full card account number in emails, faxes, reports, memos, etc. If necessary, the use of the last four or eight digits is allowed. In the event that using the full account number is necessary to make a procurement purchase or travel-related purchase, caution should be exercised by Northwestern State University to ensure that the full account number is used in a secure environment with a valid vendor or website and never stored with the entire account number. Account numbers must be blacked out or removed before storing the documentation.
- Never pay State of Louisiana sales taxes for in-state travel purchases (lodging/vehicle rentals).
- Never use the card to access or attempt to access cash.
- Never accept cash, gift cards, or store credit in lieu of crediting the card account.
- Never purchase gift cards/gift certificates without prior approval from the Office of State Travel, as they are considered cash and taxable.
- Never purchase food or entertainment services without obtaining prior written permission from the Office

of State Travel.

- Never purchase alcohol.
- Never use the travel card for travel incidentals. A traveler must present a personal credit card when checking into a hotel to cover any incidental expenses.
- Never make a payment directly to the bank in the event that an unauthorized charge is placed on one of the individual's state corporate liability cards. Report any unauthorized charges to the Program Administrator immediately, along with decision on how the funds will be reimbursed back to NSU.

Allowable T-Card transactions:

- Airfare – Christopherson Business Travel Use is Mandatory;
- Christopherson Business Travel Agent Fees;
- Registration for Conference/Workshop and Membership Dues only when included in registration costs;
- Hotel/Lodging;
- Rental Car – State Contracted Vehicle Rentals (Mandatory);
- Tolls in conjunction with the contracted vehicle rental;
- Parking - Only with hotel stay and combined on the invoice and Park-N-Fly Parking;
- Internet Services, for business purposes only – Only with hotel stay and combined on the invoice/hotel folio;
- Gasoline for Rental Car – Pre-Paid Fuel Is Not Allowed;
- Shuttle Service - Only when pre-paid prior to trip. Not for individual ground transportation during a business trip such as taxi, bus, etc.

Failure to comply with the above requirements may result in card privileges being revoked and/or disciplinary action.

IV.6 Documentation

All transactions must have a detailed, itemized receipt. It should not contain a generic description such as "general merchandise" or should be fully documented in Works®. Documentation must be adequate and sufficient to comply with purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and/or PPM49 and for recording of expenditures in the state/university accounting system.

It is the cardholder's responsibility to obtain itemized receipts and any other documentation. Documentation is required for all purchases and credits, regardless of the order method. For items purchased in-store, the cardholder should obtain the customer receipt. When ordering by phone, 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.

Documentation must include a full description and line item pricing for the purchase. Electronic receipts must not be edited and must be maintained in compliance with Northwestern State University retention policy. If a receipt is not furnished by the merchant (such as for online purchases), the order confirmation showing the order details or the shipping document that shows what was purchased, the quantity, and the price paid will suffice for itemized receipts. Cardholders must maintain documentation for all transactions, including an invoice or receipt. Invoices/receipts must meet the following minimum requirements:

1. Complete Supplier Information (name, location)
2. Date of Purchase
3. Description (a receipt description which only states "Miscellaneous", "Merchandise", or only includes a vendor's stock or item number, is not acceptable).
4. Unit price and quantity
5. Transaction total If a cardholder does not obtain a receipt and a duplicate cannot be obtained, the

cardholder should follow their university's internal procedures related to the use of the Missing Receipt Form.

Minimum Documentation Requirements

All transactions must have a completed and signed Request for Authorized Travel along with:

- Airfare transactions require paid invoice from Christopherson Business Travel.
- Hotel transactions require zero balance hotel folio showing detailed breakdown of room rates taxes and fees, proof of negotiated conference rate or overage approval if routine travel, and room roster if student travel/multiple occupancy.
- Registration transactions require detailed registration receipt showing payment. A list of all registrations purchased with CWIDs must be included.
- Rental Vehicle transactions require zero balance receipt from Enterprise (Rental Agreement Summary is not a receipt). If a vehicle over standard/intermediate size is requested a list of passengers of justification with overage approval must be provided.
- Rental Fuel transactions require original detailed receipts and proof of rental.

Document Retention

All original travel documents and supporting documentation are filed by Cardholder's name in Business Affairs/Travel. All travel documents and supporting documentation are required to be retained for five (5) years.

IV.7 Reconciliation and Payment

Physical Reconciliation (Cardholder)

NOTE: The University must comply with the T-Card reconciliation requirements. The Travel Expense Account and original supporting documents are to be submitted once the transactions are charged on the T-Card.

Bank of America mails monthly credit card statements to each Cardholder's official NSU address and should be received by the Cardholder no later than the 15th of every month. The credit card statement billing cycle for each month is the 9th through the 8th of the following month. The statement should be reviewed and retained in your files.

Any discrepancies should be reported to the Business Affairs Travel Office immediately upon discovery.

Electronic Reconciliation (Cardholder & Approver)

Bank of America Works is the online system NSU is using to manage the Travel Card/CBA online reconciliation of transactions charged to the Bank of America Statement. Works requires both Cardholders and Approver's electronic approval of T-Card receipts to matching transactions and supporting documentation as part of your participation in the Travel/CBA program.

New Cardholders will receive a Welcome e-mail from Works once your T-Card has been ordered. This message will contain instructions for creating your Bank of America Works account. The link will only be active for 24 hours. If the link expires you will need to notify Business Affairs/Travel. Your username will be your full NSU e-mail address (ex. smithj@Northwestern State University.edu)

If you forget your password, please notify Business Affairs/Travel in order to receive a temporary password. This temporary password will only be active for three (3) days.

NOTE: In order to comply with Payment Card Industry (PCI) data security standards, your Bank of America Works password will now expire every 90 days.

Cardholders in Works

When expenses are charged to a Cardholder's T-Card, Bank of America Works Workflow emails the Cardholder a list of those transactions appearing on their credit card statement. This email should be your only reminder to:

- Cardholders must enter a line-item description for each transaction. Comments should include the purpose of the purchase, for whom it was made, and other relevant information to allow outside parties to determine whether the expense was business-related.
- Cardholders must upload and attach a copy of the invoice or receipt, along with any supporting documentation, to the applicable single transaction in Works®. Attachments must meet the following requirements:
    - Be a PDF document
    - Be legible (e.g. not too dark, not too light)
    - Contain copies of all pages of invoices or other documents.
- Cardholder's must sign off on all transactions timely. Only after both the cardholder and the approver sign off on the transactions will the monthly credit limits refresh at the beginning of the new cycle.

Regardless of the date of your trip once the charge has been made you must complete the Bank of America Works process and submit your Travel Expense Account with supporting documents to Business Affairs/Travel timely.

IMPORTANT: Review your receipts and documents prior to uploading and submitting to WORKS. Make sure all receipts are valid itemized receipts and all supporting documents have detailed information. Failure to provide acceptable uploaded documents may cause your transaction to be held in pending status in the Approver's queue.

When cardholder approves a transaction online, the signoff moves the transaction to the queue of their Approver for their review and sign off. Sign off in Works should be completed by Cardholder and Approver no later than 5-7 days after any transaction. Failure to comply may result in card cancellation.

Approvers in Works

If there is an issue with a receipt not being legible, not being attached, or a dispute with the amount charged, please select "Raise Flag" from the drop-down menu that appears when you select the TXN#. This will return it to the cardholders' queue and allow them to make any necessary changes.

NOTE: The Cardholder's monthly credit limit will not refresh until both signoffs are completed.

Payment

All transactions made on a T-Card shall be submitted on a Travel Expense Account Form with all supporting documentation. All Travel Expense Account Forms (TEAs) must include all travel details and be signed by the cardholder, the budget unit head, and T-Card Approver at a within 10 days of the charge being made. This grace period will be shortened near fiscal year end as necessary.

Prior to submitting your Travel Expense Account form, ensure funds are available in your travel account code category 702000. Go to FGIBAVL in Banner to check your budget. If funds are not available, a Budget Revision should be processed and forwarded to Business Affairs/Accounting and Reporting.

Once received by Business Affairs/Travel, the submission will be thoroughly reviewed for accuracy, legitimacy, and completeness.

Any payments to the T-Card account that are required of the cardholder should be made no later than 10 days after the billing cycle ends. Copies of deposit receipts are required to be attached to the corresponding transaction in Works.

IV8. Card Fraud and Misuse

Card Misuse

Cardholders, program users, supervisors/approving officials, auditors or anyone associated with the program who knowingly, or through willful neglect, fail to comply with the requirements may be subject to:

- Written counseling which would be placed in employee file for a minimum of 12 months
- Recoupment of funds from cardholder
- Suspension/cancellation of card
- Consultation with Program Administrators, possibly NSU President, and internal audit section
- Disciplinary actions, up to and including termination of employment.
- Legal actions, as allowed by the fullest extent of the law.

Fraud Purchases

Any use of the Travel Card/CBA which is determined to be an intentional attempt to defraud the State for personal gain or for the personal gain of others is prohibited. An employee suspected of having misused the Travel Card/CBA with the intent to defraud the State will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have caused impairment to state service, and should those findings be sufficient to support such action, the employee will be subject to disciplinary action. The nature of the disciplinary action will be at the discretion of the NSU President and will be based on the investigation findings and the record of the employee. Any such investigation and ensuing action shall be reported to the Legislative Auditor, the Office of Inspector General and the Director of the Office of State Travel. Disciplinary consequences will be determined after the investigation is completed.

Any recognized or suspected misuse of the Travel Card Program should be immediately reported to the NSU 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 https://oig.louisiana.gov/submit-a-complaint/

Cardholders and other program personnel are prohibited from using the Travel Card and other accounts (e.g. CBA's) for the purchase of any goods or services not directly or indirectly related to official State of Louisiana business. Intentional use of the card for personal purchases will result in disciplinary action, up to and including termination from State employment and criminal prosecution.

Supervisors or other approving officials who knowingly, or through willful neglect, approve personal or fraudulent purchases are subject to the same disciplinary actions as those making the purchase.

Non-Approved Purchases

A purchase made by a State cardholder for which payment by the State is unapproved. A non-approved purchase differs from a fraud purchase in that it is an unintentional misuse of the Travel Card/CBA with no intent to deceive NSU for personal gain or for the personal gain of others.

A non-approved purchase is generally the result of a miscommunication between a supervisor and the cardholder. A non-approved purchase could occur when the cardholder mistakenly uses the Travel Card/CBA rather than a personal card.

When a non-approved purchase occurs, the cardholder will be counseled to use more care in handling of the Travel Card/CBA. The counseling will be in writing and maintained in the employee's file for no longer than one year unless another incident occurs. The employee may be required to pay for the item purchased inappropriately. Should another incident of a non-approved purchase occur within a 12-month period, appropriate NSU Vice President will discuss revocation of the Travel Card/CBA.

IV.9 Card Security

Each cardholder, CBA administrator, NSU Program Administrators, auditor, Cardholder Approver, or any other employee participating in the program, is responsible for the security of their card, WORKS user ID(s) and password(s), and therefore should:

- Never allow someone else to possess their card.
- 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.
- Travel Cards are issued in the employee’s name and are not to be used by anyone other than the person identified on the card. When not in use, cards should be kept in a secure location accessible only by the cardholder. The Cardholder is also responsible for maintaining the security of card data such as the account number, pin number, the expiration date, and the card verification value (CVV), the 3-digit security code located on the back of the card.
- Never display the Card Account Number, WORKS and WORKS Workflow user ID and passwords around their work area.
- Never give the Card Account Number, user IDs or passwords to someone else.
- Never email the full account numbers or user ID numbers or passwords or store full account numbers in supporting documentation. In the event that using the full account number is necessary to make hotel reservations, caution should be exercised by Northwestern State University to ensure that the full account number is used in a secure environment with a valid hotel or hotel booking website and never filed with the entire account number. Caution should be made to blackout the account number when documentation prior to maintaining on file.
- Secure assigned WORKS application User IDs. Never share User ID, password or pin number and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.
- Never share user IDs and passwords and/or leave work area while logged into the system or leave log-in information lying in an unsecure area.

IV.10 Disputes

In the event cardholder finds items on the monthly billing statement that do not correlate with retained receipts and supporting documentation, transactions not made by the cardholder, incorrect transaction amounts, or if there is an issue with service or quality, the cardholder’s first recourse is to contact the merchant to try to the resolve problem.

If the merchant agrees an error has been made, they will credit the cardholder’s account. The credit should appear on the next monthly billing statement. Cardholder should monitor Works for the credit.

If the problem with the vendor is not resolved, you must contact the Business Affairs Travel Office and discuss the issue with a Program Administrator who will instruct you on filing a dispute with Bank of America. Do not file a dispute with Bank of America without first notifying the Business Affairs Travel Office.

The transaction will be paid; therefore, it is important for cardholder to mark travel documentation as “DISPUTED”. Cardholder should retain a copy of the disputed documentation and verify receipt of the credit on future statements.

All disputes must be identified in writing within 60 days of the billing statement. Bank of America will then resolve disputes within 180 days.

Sales tax is not a disputable item. It is the responsibility of the cardholder to ensure that merchants are advised that the purchase is Louisiana Sales Tax exempt and provide the tax exemption number.

IV.11 Louisiana State Sales Tax

Travel Card/CBA charges are a direct liability of the State; therefore, as a rule Louisiana State sales tax should never be charged on card purchases for hotels, vehicle rentals and Park-N-Fly parking charges. The State of Louisiana tax exemption number is printed on the front of the Travel Card.

It is the cardholder's responsibility to ensure that state sales tax is not charged. Cardholders must make every effort at the time of purchase to avoid being charged Louisiana State sales tax. If in-state sales taxes are charged, it is the cardholder's responsibility to get a credit issued to their card, or the cardholder will be required to reimburse the T-Card account the total amount of the state sales taxes. Documentation of attempts to obtain credit for any State Sales Tax charged in error must be maintained with the documentation for the transaction where the tax was charged.

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 T-Card.

Note: Contractors are not exempt from paying state taxes; therefore, if a contractor is working on behalf of the university, Northwestern State University may reimburse them for the state sales taxes.

IV.12 Convenience Fees/Surcharge/Processing Fees

Convenience Fees should only be considered if it is deemed a necessary expense and Business Affairs/Travel 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 cardholders' responsibility 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 Business Affairs/Travel 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 Business Affairs/Travel 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.

IV.13 Audit Requirements

A random selection of transactions and supporting documentation must be audited monthly by a second party; either the university's fiscal section or the Program Administrator. To maintain segregation of duties, the Program Administrator or second reviewer(s) cannot be an approver and cannot have the responsibility of auditing the mandatory monthly reports.

NORTHWESTERN STATE UNIVERSITY is responsible for performing post-audits of transactions to monitor appropriate use while verifying that purchases are made in accordance with the Statewide Card Policy, all current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, internal university policies and procedures, and/or PPM49. All transactions must have a receipt. The receipt and any supporting documentation must be uploaded electronically to Works® and attached to the applicable transaction. Receipts must not be edited, and they must be readily available to auditors when requested. Northwestern State University is responsible for securing and archiving transaction data as required by the business operations of Northwestern State University. In Works®, data is available in real-time for up to 3 years or by request for up to 7 years. VISA IntelliLink data is only available for a 27-month rotating period.

It is the university's responsibility to make certain that transactions are for a business purpose and have a legitimate business need for the cardholder. In the event that a transaction is being investigated, the cardholder must explain and justify the transaction being questioned. Based on the cardholder's explanation, Northwestern State University should address the situation accordingly.

Program Administrators are required to run and review mandatory monthly reports through Works® and Visa

IntelliLink. In addition to the mandatory reports, others have been created and designed as additional tools to assist in policy compliance. A list of the monthly mandatory reports can be found on the Office of State Travel's website. Northwestern State University must maintain all documentation, findings, and replies, including screen prints of reports generating no data, from the mandatory monthly reports making them readily available for any potential internal or external audits.

Monthly certification that the above procedures have been conducted must be certified in LEO by the 16th (Travel Card) of the current month for the billing cycle ending 30 days prior. The certification will indicate that university personnel administering the card program have generated the required reports, all requirements listed in the policy have been completed, and necessary findings have been investigated, documented, and handled appropriately.

Northwestern State University will use reports as a tool to identify cardholders who might require a refresher training course, re-certification of the State's online training, counseling, card cancellation, and potential changes to their limits, profiles, and MCC groups.

A PDF Billing Cycle Purchase Log is available electronically. The Works® data is generated at the time of the report request with the most current signoff information, including the date and time stamp of the approval captured in the audit tracking. Always ensure that the correct cycle period/dates are entered when printing the log report. Cycle dates for the Travel Card begin on the 9th of the month and end on the 8th of the following month.

IV.14 EXCEPTIONS

The Program Administrator is responsible for submitting exception requests on behalf of the University President to the Office of State Travel for review and approval. Annual exception requests may be submitted for recurring operational needs determined to be in the best interest of the University. In addition, the Program Administrator may submit individual one-time exception requests on an as-needed basis. All approved exceptions shall be maintained on file and administered in accordance with the conditions established by the Office of State Travel.

POLICY ACKNOWLEDGEMENT

Northwestern State University's President and Program Administrators, by signing this policy, acknowledge and accept the responsibilities in the administration of this program as outlined herein.

James T. Genovese	James T. Genovese
NSU President, Department Head Printed	Signature
Jennifer Breedlove	J Breedlove
Primary Program Administrator Printed	Signature
Stephanie Cormane	Stephanie Cormane
Secondary Program Administrator Printed	Signature