



# La Carte Program

## User's Guide

### **Purchasing Card Policies and Procedures**



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<http://www.lsuhscc.edu/no/administration/supplychain/purchasing/default.aspx>

# LSU Health Sciences Center

## La Carte Purchasing Card Program

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## 1. Introduction and purpose

Welcome to the LSU Health Sciences Center **La Carte Purchasing Card Program**. The purchasing card, known as **La Carte**, is a credit card issued to authorized employees for the purpose of making small-dollar purchases. Although the use of the credit card is not a new tool in consumer buying, it is relatively new in institutional purchasing. The purpose of the purchasing card program is to establish a more efficient, cost-effective method of purchasing and paying for small dollar transactions as well as high volume repetitive purchases. **La Carte** is intended to simplify the buying process and improve cycle time from ordering to payment.

Typical examples of items that may qualify for this program include books, subscriptions, computer accessories, materials, and supplies. Many items that are purchased today may be candidates for this program.

**La Carte** is “programmed” with a range of information:

- Cardholder’s identity
- Billing cycle (6<sup>th</sup> to the 5<sup>th</sup>)
- Default chart string to which purchases are to be charged
- Dollar limits for cardholder’s purchases - **\$1,000 per transaction maximum**-set by State
- Maximum dollar amounts per monthly cycle period -set by department
- Maximum number of transactions allowed per day and per cycle- set by department
- The types of merchants (merchant category code (MCC)) that may or may not be utilized

The credit card the State of Louisiana has selected is VISA provided by Bank of America. This La Carte card will be accepted by any vendor who accepts VISA. Using **La Carte**, an authorized University employee is entrusted and empowered with the ability to make small-dollar purchases on behalf of their department. Along with this empowerment comes responsibility. Cardholders are expected to make sound business decisions in the best interest of LSUHSC, to comply with the policies and procedures as set forth in the LSUHSC **La Carte** Cardholder’s Guide (see page 6), and to comply with all University procurement guidelines. Adherence to policy allows continued processing savings, ensures accountability, and provides an audit trail for **La Carte** purchases. A monthly electronic funds transfer is made to the issuing bank to pay for all **La Carte** purchases submitted to the bank by the merchants.

## 2. Benefits

### **Cardholder Benefits:**

The La Carte p-card is convenient. It provides a better method for users to make authorized purchases directly from vendors. When using the card, you will be able to obtain goods much faster and easier than before.

### **University Benefits:**

The University benefits from reduced paperwork and processing time at all levels. This savings in time and money can be substantial. In addition, the number of checks processed to multiple suppliers is reduced by issuing one payment each month to Bank of America, the card provider.

### **Vendor Benefits:**

Use of **La Carte** ensures the vendor more timely payment, as they will receive payment directly from Bank of America within 48 to 72 hours.

### 3. Departmental decisions

To assist in determining departmental need for a **La Carte**, a “yes” answer to any of these questions indicates further consideration would be merited.

- *Does the department place many small dollar purchase orders or direct charges?*
- *Does the department make frequent pick-ups at local suppliers/vendors?*
- *Does the department experience problems (1) reconciling purchase orders or (2) missing direct charge invoices for expenditures charged to department account?*
- *Does the department receive calls from vendors for payment of small dollar purchases?*

Once it has been determined that the **La Carte** would be beneficial for the department, consider further the following questions:

#### a. Who will be cardholders?

**La Carte** can be issued, with Department Head/Business Manager approval, to any **full-time** employee of LSUHSC who will be making small dollar purchases. The **Department Head/Business Manager** either (1) submits an enrollment form (page 23) or (2) e-mails to [dburli@lsuhsc.edu](mailto:dburli@lsuhsc.edu) the following information for each employee authorized to use the card:

1. Name (to appear on card)
2. Employee ID & SSN
3. E-mail address
4. Office address and phone number
5. Default PeopleSoft speed type
6. Department contact name, phone number, e-mail address
7. Department and division/school name
8. Spending limits per month
9. Number of transaction limits per day/month

**Training is mandatory prior to issuing the La Carte to cardholders.** In an hour, cardholders learn how the program works, how to use the card, where it can be used, and what the cardholder responsibilities are under the program. Training sessions will be held regularly around campus. Applicants must show their LSUHSC ID in order to receive La Carte.

#### b. What is the department’s role?

The Business Manager or another appropriate party designated by the Department Head will be responsible for reviewing transactions of individual cardholders to ensure the transactions are legitimate business expenses and are charged to the appropriate PS account/speed type. Business Managers or responsible parties must receive training before any employees in the department obtain a card as well as attending the appropriate training if they themselves are cardholders.

Responsibilities include:

1. Reviewing the **La Carte** transactions and attaching all supporting documentation to the transaction log.
2. Reallocating the PS speed type in EAGLS if a purchase is to be charged to a speed type other than the default.

3. Reallocating the default PS account chart field to the appropriate expense account in EAGLS.
4. Submitting a maintenance request for changes to a user's profile or account information.
5. Completing and sending the Disputed Item form for disputes with vendor and/or Bank of America.
6. Notifying the **La Carte** Administrator, using the Disputed Item form, within three to five days of any unresolved disputes, noting the reason for dispute.
7. Notifying the **La Carte** Administrator of lost or stolen cards.
8. Requesting the **La Carte** Administrator cancel a Cardholder's card (e.g., terminated employees, transferring departments, or loss of **La Carte** privileges).
9. Collecting canceled cards from Cardholders and forwarding to the **La Carte** Administrator.
10. Retaining copies of **La Carte** receipts, transaction logs, and supporting documentation-at departmental discretion.
11. Ensure department cardholders have gone through proper La Carte training.
12. Assisting Cardholders with erroneous declines and emergency transactions.
13. Provide appropriate cross-training within the department to ensure coverage.

**c. To which budget PeopleSoft chart string will cards be assigned?**

Each card is assigned a default PeopleSoft speed type approved by the Department Head/Business Manager. All purchases will be charged against this default speed type. The cardholder or department Business Manager may change this speed type for a specific purchase or split the charge to multiple chart strings. Likewise, each card is assigned the following default PeopleSoft expense account- **547250**. All charges must be reallocated in EAGLS from this account to an appropriate PeopleSoft account within 30 days of the posting date in EAGLS. Only one card will be issued to each cardholder.

**Please note:** A card application identifying a grant account as the default account number must also provide the expiration date of the grant, if applicable. When an expired grant is renewed or the chart string is changed, it is the responsibility of the department to notify the **La Carte** Administrator in writing, providing the new chart string and its expiration date. Notifications should be approved by the cardholder's Department Head/Business Manager or responsible party and sent to the **La Carte** Administrator in Purchasing.

**d. Who will reconcile the La Carte transactions?**

The cardholders should retain all original receipts and maintain a detailed transaction log. The cardholder will be responsible for tracking, logging, and reconciling all purchases to their monthly memo statement. The cardholder should then provide all receipts and documentation to their Business Manager or responsible party who will review all information for accuracy and completeness and submit the signed transaction log to the La Carte Administrator in the Purchasing Department.

**e. Who will perform expense reallocations?**

The Business Manager or appropriate party who is responsible for reconciling monthly activity may be the one who performs reallocations. However, the cardholder may also have this responsibility.

## La Carte Cardholder Users' Guide

**The Cardholder Users' Guide provides general guidelines for using the La Carte Purchasing Card. Please read it carefully. Your signature on the Cardholder Agreement shows that you understand the intent of the program and agree to follow the established guidelines. The success of the La Carte Purchasing Card Program and its continued use depends on your participation and cooperation. Please be sure to read and follow the program guidelines as specified within this Guide.**

The **La Carte** may be issued to any full-time employee authorized by the Department Head/Business Manager.

The **La Carte** should be safeguarded with the same level of care that is given to personal credit cards. Sign the card immediately upon receipt.

Keep the **La Carte** in an accessible but secure location.

Guard the card number carefully! Do not post it at a desk, write it any other place that is accessible to others, or allow a credit card merchant to keep the card number on file.

**La Carte** is a University corporate charge card and will not affect your personal credit. However, it is the cardholder's responsibility to ensure that **La Carte** is used within guidelines stated herein. Failure to comply with program guidelines may result in:

- Account deactivation
- Permanent revocation of card
- Notification to management, internal audit and/or campus security for further investigation
- Assignment of wages
- Disciplinary measures that may include (depending upon the seriousness of the offense)
- Reprimand, probation, suspension, demotion, or dismissal.

The **La Carte** Administrator reserves the right to revoke or request the retrieval of the **La Carte** at any time and the card must be returned upon request.

### 1. Ethics

The Cardholder, as an authorized purchaser for LSU Health Sciences Center, must comply with the regulations relative to ethical conduct under the Code of Governmental Ethics Chapter 15 of Title 42 of the Louisiana Revised Statutes. All purchases made with the La Carte Purchasing Card must follow the Executive Order for Small Purchases currently in affect at the time of purchase.

In any involvement (direct or indirect) with outside purchases, the cardholder's only legitimate interest must be that of LSUHSC. A cardholder must not give, or even appear to give, a preference to anyone at the expense of LSUHSC. Showing personal favoritism to any supplier always has the potential effect of damaging the University's reputation.

Suppliers/vendors are LSUHSC's business partners. Their imagination and creativity supplement the skills of the University's staff and faculty. The University expects quality products and top performance from suppliers.

Should any questions, concerns, or problems arise, do not hesitate to contact the **La Carte** Administrator in Purchasing.

## 2. EAGLS (Electronic Account Government Ledger System)

- EAGLS URL address: [www.eagls.bankofamerica.com](http://www.eagls.bankofamerica.com)
- Technical Help Desk: **1-888-317-2638**

EAGLS is a secure, web-based management and reporting tool that offers detailed transaction and expense data on demand. It allows cardholders to view their account activity, reconcile transactions, initiate disputes, and reallocate charges. This system will interface with PeopleSoft.

All cardholders will be issued a user ID with security rights and a password.

## 3. Card maintenance

Contact with Bank of America for card set up will be handled by the **La Carte** Administrator located in the Office of Procurement.

On occasion, it may be necessary to **change information on a card**. This should be done by sending an e-mail to [dburli@lsuhsc.edu](mailto:dburli@lsuhsc.edu) or maintenance form to the **La Carte** Administrator. The e-mail must be from or forwarded by the cardholder's Department Head/Business Manager. Please include the cardholder's name, social security number, and the changes desired. Maintenance may also be initiated in EAGLS.

The **name on a card cannot be changed**. The card must be canceled and a new application completed.

New cards are issued for a period of three years, except those cards issued during the last year of the Bank of America contract with the state. Upon expiration, the cards are **automatically renewed**.

**The CARDHOLDER must report a stolen, lost, or misplaced La Carte Card IMMEDIATELY** by calling Bank of America at **1-888-449-2273** (24 hours a day, 7 days a week, 365 days a year). The affected card will be automatically suspended by Bank of America. **Also, immediately after reporting the incident to the bank, the cardholder must notify the La Carte Administrator** and complete the Card Replacement section of the maintenance form and send to the **La Carte** Administrator who will issue the new card. If a card is located after reported lost or stolen, it must be destroyed by cutting it in half and returned to the La Carte Administrator.

If a card is reported lost or stolen, immediately (which means as soon as the cardholder is aware that it has been lost or stolen) there is no liability. Gross negligence in promptly reporting a lost, misplaced, or stolen La Carte may result in the University seeking reimbursement from the cardholder for unauthorized charges. See page 14 for contact phone numbers.

The **La Carte** Administrator is required to **close an account** if a Cardholder: (a) transfers to a different department and does not have purchasing authority for the new department or (b) terminates employment. In addition to the above reasons for closing an account, a cardholder may be subject to disciplinary action, up to and including termination, for any of the following reasons:

- The **La Carte** is used for personal or unauthorized purposes.
- The **La Carte** is used to purchase alcoholic beverages or any substance, material, or service violating policy, law or regulation pertaining to the State of Louisiana or LSU Health Sciences Center.
- **The Cardholder splits a purchase to circumvent procurement regulations and the limitations of the La Carte.**
- The Cardholder continually fails to adhere to all of the **La Carte** policies and procedures.

#### 4. Card use and limits

LSUHSC requires that **certain types of suppliers/vendors be blocked from La Carte use**—tuition reimbursement, personal purchases, alcohol, cash advances, gifts, travel and entertainment related expenses, such as airline tickets, hotels, gasoline, etc. Transactions will be blocked at the point-of-sale level via Merchant Category Codes encoded in the card. **Please refer to the listing on page 15 for a list of restricted items.**

#### 5. Card Misuse- Fraud versus Unauthorized charge

**Fraud Purchase** – Any use of the procurement card which is determined to be an intentional attempt to defraud the University.

An employee suspected of having misused the procurement card with the intent to defraud LSUHSC will be subjected to an investigation. Should the investigation result in findings which show that the actions of the employee have caused impairment to the state service, and should those findings be sufficient to support such actions, the employee will be subject to disciplinary action. The nature of the disciplinary action will be the prerogative to the appointing authority 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 and the Director of the Office of State Purchasing.

**Non-Approved Purchase** – A purchase made by a p-cardholder for which payment by the LSUHSC is unapproved. A non-approved purchase differs from a fraud purchase in that it is a **non-intentional** misuse of the procurement card with no intent to deceive the University.

An example of a non-approved purchase could occur when the cardholder mistakenly uses the procurement card rather than a personal card.

#### **SUSPENSION / REVOCATION OF P-CARD PRIVILEGES**

The responsibility of the individual cardholder is a critical component of the LaCarte P-Card Program. This includes using the card for allowable purchases, staying within the \$1,000 per transaction limit, and submitting the monthly cardholder report package (all receipts and transaction log) on time.

#### **Late Monthly Submissions:**

A cardholder who fails to submit her/his monthly cardholder report package five business days after the close of the billing cycle (5<sup>th</sup> of every month) is considered late in the submission.

**Three weekly e-mail reminders** will be sent to the cardholder (and Business Manager) notifying him/her they are late in submission. **On the fourth week**, if the documentation is not received, the P-Card Manager advises the cardholder (and Business Manager) that their P-Card privileges will be suspended until the completed monthly report package has been received. Once it has been received and audited, the P-Card Manager may reinstate the card privileges. If receipts are never received, the cardholder may be held personally responsible for the reimbursement of the charges incurred within the billing cycle. Also, if the P-Card Manager determines that the cardholder has established a pattern of late submission, the card privileges may be permanently revoked. This decision is made at the discretion of the Manager, based on the number of late or incomplete submissions and may take into account possible mitigating circumstances for any given cardholder.

**Incomplete Monthly Submissions:**

There are times when a cardholder may submit the monthly cardholder report package on time, but during the course of auditing, it is determined that the submission is incomplete. This could be due to a missing itemized receipt, a missing documentation, etc.

At the point the submission is determined to be incomplete, the P-Card Manager advises the cardholder by e-mail that the submission is incomplete and explains what is needed to correct the submission. **Three weekly e-mail reminders** will be sent to the cardholder (and Business Manager) notifying the cardholder of the missing documentation. If the problem is not rectified, **the fourth e-mail attempt** will notify the cardholder that they will be held **personally responsible** for the charges incurred on the missing documentation (i.e. a payroll deduction will be taken). As with all late submissions, the P-Card Manager has the authority to suspend or permanently revoke card privileges if it is determined that a pattern exists of missing/incomplete submissions.

**Misuse:**

If during the monthly audit process, the P-Card Manager determines that there has been misuse of the card, the P-card Manager may revoke the cardholder's P-Card privileges.

Misuse can take a number of different forms. For example, the following could be considered misuse: using the card for a restricted or prohibited transaction; splitting purchases in order to circumvent the per transaction limit; making personal purchases.

If, in the opinion of the P-Card Manager, the misuse is deemed minor, or is the **first offense**, the Manager will send an e-mail notification to the cardholder (and Business Manager) of the misuse, informing them that restitution for the violation in the form of a credit to their account, a check, or a payroll deduction must be obtained within **7 working days** of the notification. Upon the **second offense**, the Manager will send an e-mail notification to the cardholder (and Business Manager) of the misuse, informing them that restitution for the violation in the form of a credit to their account, a check, or a payroll deduction must be obtained within **7 working days** of the notification. Also, permanent revocation of their p-card privileges will be taken into consideration by the Office of Procurement depending on the seriousness of the offense and identification of patterns of abuse/misuse. Upon the **third offense**, the Manager will send an e-mail notification to the cardholder (and Business Manager) of the misuse, informing them that restitution for the violation in the form of a credit to their account, a check, or a payroll deduction must be obtained within **7 working days** of the notification. In addition, their p-card privileges will be permanently revoked and possible disciplinary action will be pursued at that time.

If the misuse is determined to be major, the P-Card Manager discusses the violation(s) with the Director of Purchasing, prior to sending the revocation notice and initiating a payroll deduction and

possible disciplinary action. Upon approval, the Manager will send the revocation and payroll deduction notice to the cardholder, with a copy to their Business Manager.

**Revoking the P-Card:**

Once the decision has been made to revoke the cardholder's P-Card privileges, both the Cardholder and the Business Manager are sent a Revocation Notice. A copy is retained in the P-Card Program administrative file.

The P-Card Manager immediately accesses the P-Card on-line system and revokes the card privileges with the issuing bank. The P-Card Manager will follow up with the Business Manager for the return and destruction of the card.

**6. Placing orders using La Carte**

Cardholders may use **La Carte** only for job-related purchases less than \$1,000 per transaction. Ensure the materials to be purchased are not on the list of items that must be procured through normal purchasing procedures.

Call, visit or fax the supplier/vendor selected to place the order or place the order on line via the world-wide-web. The vendor will require the following information:

- Name on the card
- **La Carte** number and expiration date
- **State of LA sales tax exempt status.**
- Billing address- **the billing address is:**

**Your campus delivery address**

**Attn: La Carte P-Card**

Before the transaction begins, inform the vendor that the purchase is **exempt from sales tax**. LSU Health Sciences Center is generally exempt from paying Louisiana sales tax on purchases; the Louisiana Department of Revenue has assigned **128-4900-001** as the exemption number for all **La Carte** purchases. The **La Carte** exemption number is embossed on the front of every card. Most merchants accept the **La Carte** as sufficient evidence of exemption, but some merchants require a copy of the sales tax exemption certificate. Vendors may request a tax exemption certificate by faxing a request to 504-568-7695 or e-mail a request to pcard@lsuhsc.edu.

Merchants are not required to honor the exemption from State sales tax but cardholders should make every effort at the time of purchase to avoid being charged the tax. In the event state sales tax is charged and a credit is warranted, it will be the cardholder's responsibility to request the vendor/merchant (not Bank of America) issue a credit to the cardholder's account. Tax is not a disputable item to Bank of America.

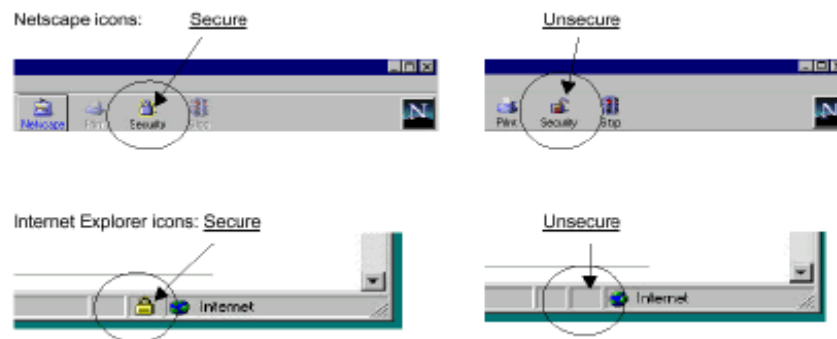
LSUHSC is exempt from paying Louisiana state sales tax; however, in some circumstances cardholder's will be exempt from obtaining a credit from the vendor-merchant for state sales tax charges of \$25 or less. If a cardholder continually allows taxes for \$25 or less to be charged to the card, corrective measures will be taken.

**Note:**

The State has worked with the Wal-Mart Corporate Office to establish a Customer Identification Number to designate tax-exempt status for all purchases made with the La Carte Purchasing Card. **The Customer Identification Number to use when purchasing with your La Carte Card at Louisiana Wal-Mart stores is: 192118.** The tax exemption certificate is on file at Wal-Mart Store #1016. The tax exemption number for **Office Max is 000202895662.** The tax exemption number for **Lowe's is 046100014.** The tax exemption number for **Home Depot is 5511616.**

If placing an order over the Internet, there should be a screen showing how much the card will be charged, including shipping. Print this page from the browser. When making an on-line purchase, please consider the following:

1. Always use a secure web browser- Netscape Navigator 2.0 or later version and any version of Microsoft Internet Explorer use Secure Socket Layer (SSL) technology.
2. Know your merchant- read company's privacy statement, disclaimer, terms and conditions, warranties, and check to see if they use safe on-line shopping technologies like SSL or Secure Electronic Translation (SET).
3. Ask how information is passed to a merchant and secured on their computer system.
4. Protect yourself with current information- the National Consumers League provides information about telemarketing and Internet fraud- [www.fraud.org](http://www.fraud.org).



**Shipments to the cardholder's home are NOT allowed.** Shipments to other LSUHSC locations and/or approved affiliated entities are permissible, provided there are arrangements with the employee receiving the items to send the itemized receipt, packing list, and any other documentation included with the shipment. This documentation will be needed to attach to the **La Carte** transaction log.

- Do not allow the supplier to make a partial shipment and back order the balance and charge for the total quantity. **Orders should be placed only when the total shipment can be made.**
- If the **La Carte** is declined by the supplier/vendor, it may be because a) spending limit has been exceeded, b) the vendor's industry has been blocked from the card, or c) the card was reported lost or stolen. If uncertain about the reason for the decline, contact Bank of America at 1-888-449-2273 for an explanation. If the decline was in error, the Cardholder should immediately contact the **La Carte** Administrator ([dburli@lsuhsc.edu](mailto:dburli@lsuhsc.edu) or 568-4554) in the Office of Procurement for assistance. If the purchase is being made outside normal business hours, the employee must find an alternate payment method or terminate the purchase and contact the **La Carte** Administrator during normal business hours.

## 7. Required Documentation:

### **Receipts:**

In every situation, cardholders are required to obtain a receipt when using their La Carte Purchasing Card. It is the cardholder's responsibility to ensure there is a receipt for each purchase. Retain **La Carte** sales slips, itemized receipts, priced packing lists and supporting documentation (such as brochure, advertisement, copy of a catalog page, subscription order form, list of parts, etc).

To ease documentation gathering and minimize the occurrence of lost receipts, we recommend keeping receipts and other documents in an envelope and label the envelope "La Carte Receipts" and indicate the billing cycle on the front of the envelope. If a receipt is misplaced, contact the vendor directly and attempt to get a copy. Copies are acceptable only when originals are not available.

**Please note:** If a cardholder fails to provide receipts for transactions rendered, a payroll deduction will be taken for the total amount of the missing receipts. Continual failure to provide receipts will result in card revocation. Handwritten receipts are **not** acceptable.

### **Transaction Log:**

The transaction log works as a summary of your purchases for a given billing cycle and can be used to easily reconcile against the Cardholder Memo Statement. Record on the log each time a purchase is made. **If item descriptions are not provided on the receipt, indicate what was purchased and provide brief explanation for non-traditional supplies.** The log allows the responsible party to identify the expense account code to be charged for the purchase. The transaction log also helps the responsible party document the alternate speed type if the purchase is to be charged to a different speed type other than the default.

Cardholders and department Business Managers will have access to EAGLS, and therefore the ability to verify and/or reallocate purchase transactions within 24 to 48 hours of the purchase. The departmental Business Manager will be able to see all cardholder transactions within their respective department. Regular cardholders can view their transactions only. We recommend reviewing, reconciling, and reallocating transactions once a week. **Remember- all purchases must be reallocated from the default account code 547250.**

**All receipts and documentation should be submitted no more than five business days following the close of the billing cycle (5<sup>th</sup> of every month). Please ensure timely document submission to avoid card suspension.**

Ensure that support documentation is adequate and sufficient to adhere to State and LSUHSC Purchasing guidelines for recording of expenditures by containing the following:

- Vendor name
- Detailed listing of what was purchased, including item description and quantity
- Total dollar amount of purchase
- Transaction date
- Shipping address, if applicable

Supporting documents may include, but are not limited to:

- Original sales receipt
- Original packing slip

- Original cash register receipt
- Original copy of order form or application
- E-mail notification confirming order placed, item ordered, amount purchased

Ask the vendor to provide an extended price packing list with each shipment, or a copy of the **La Carte** sales slip and original receipts for each in-person purchase.

**Upon receipt of order:**

- Make sure the supplier/vendor correctly filled the order. Verify that all of the items in the quantities received are specified on the **La Carte** receipt or packing list.
- **Verify that sales tax was not charged to the invoice; if tax was charged, call the vendor immediately for a credit.**
- Save the **La Carte** sales slip, itemized receipt or packing list, and shipping documentation.
- Provide expediting/order follow-up as necessary, including tracing lost shipments and filing claims for damaged shipments. Request guidance in these areas from the **La Carte** Administrator. However, the responsibility for ensuring receipt of merchandise purchased on **La Carte** remains with the Cardholder.

**8. Paying for La Carte purchases**

The billing cycle with Bank of America is **monthly**. Payments via an electronic funds transfer (EFT) will be made to Bank of America on a monthly basis. The cardholder will reconcile and return the transaction log, original receipts, and documentation to the **La Carte** Administrator in the Office of Procurement.

Reconcile purchases reflected on the monthly memo statement. This memo statement is available through EAGLS. Review each charge to verify it is correct and agrees with the actual receipt. Submit receipts for each purchase reflected on the transaction log.

A vendor's billing date may be different than the order date. If an order is received in more than one shipment, the dollar total of the receipts or packing slips from the partial shipments may have been billed as one charge on the **La Carte** statement.

- If only a partial shipment is received, only a partial charge should appear on the **La Carte** statement.
- A vendor's billing name may be different than the name known to the cardholder.

Any reallocation of expenses to a grant or contract must comply with applicable account restrictions and the policies of the sponsored project. Reallocation to/from a grant to another account must occur within the same billing cycle in which the original expense occurred. If transfers are not made in a timely fashion, and a grant is closed, the expense will be charged to the cardholder's departmental PeopleSoft speed type.

Send the signed transaction log and all supporting documentation to the **La Carte** Administrator in the Office of Procurement. The transaction log must be signed by the cardholder and department business manager or responsible party. The **La Carte** Administrator will review the transactions and retain the information for seven years.

Be certain to track returns, credits, or disputed items for future monthly billing cycle reconciliations. In case of returns, credits, or disputed items, the cardholder is responsible for coordinating directly with the supplier and Bank of America.

After reconciliation, resolve any discrepancies.

## 9. Handling returns, credits, and disputed items

**Returns:** If items are returned for any reason, the cardholder is responsible for contacting the merchant and arranging for the return for credit. Request a “Return Goods Authorization Number” from the supplier, record that number on the supplier’s merchandise return form and send it directly to the supplier. Keep a copy of the return form with the purchase receipts in case further follow-up is required. The Bank of America La Carte Statement must be paid in full so any vendor credits will appear on future statements.

**Credits:** The supplier should issue a credit for any item that has been approved for return. **Under no circumstances should the cardholder accept cash in lieu of a credit to the La Carte account.** Request a copy of the credit slip from the supplier. Keep it with the other **La Carte** receipts and note the return information on the transaction log. This credit may appear on a subsequent **La Carte** monthly statement.

**Exchanges:** If the merchandise is exchanged, the cardholder is responsible for returning the merchandise to the merchant and obtaining a replacement as soon as possible. Documentation of the resolution of exchanges and returns is to be retained with the support documentation of that purchase.

### **Disputed items and billing errors:**

In the event the Cardholder finds items on the monthly memo 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 resolve the problem.

If the merchant agrees the error has been made, they will credit the Cardholder’s account. The credit will appear on the next monthly memo statement. The cardholder should check the next statement and EAGLS for credit.

If the problem with the vendor is not resolved, the item in question can be disputed via EAGLS or the Statement of Disputed Item should be completed and mailed or faxed with required enclosure within 60 days from the billing close date (5<sup>th</sup> of each month) to:

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

A copy of the dispute form should be faxed to the La Carte Program Administrator, Danielle Burlison, at 504-717-2943.

The transaction will be paid; therefore, it is important for cardholder to mark purchasing documentation “DISPUTED”. Cardholder should retain a copy of the disputed documentation and follow-up on future statements for credits.

All disputes must be identified 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 sales tax exempt and provide the tax exemption number.

### **The charge-back process:**

Cardholder notifies Bank of America to initiate dispute by notifying via telephone (1-888-449-2273) or fax (1-800-253-5846) or through EAGLS; cardholder also notifies the **La Carte** Administrator (dburli@lsuhsc.edu) who will follow the status of the claim.

Bank of America receives data and places the charge in dispute status. Bank of America collects information necessary to support the charge-back, according to association rules, with the cooperation of the cardholder.

Bank of America initiates the charge-back and the cardholder account is credited. The item is removed from dispute status. The merchant's bank receives the charge-back and a resolution period begins. If accepted, the merchant's bank will debit its merchant and the matter is closed. If not, the merchant's bank will return the charge-back with accompanying support documentation.

After reviewing the charge-back support documentation, Bank of America will:

- Contact the **La Carte** Administrator and re-bill the account.
- Contact the **La Carte** Administrator and execute a second charge-back if the charge-back is disputed again (this must occur within a specified timeframe, as regulated by the bank card industry).

Nearly all issues can be resolved using this process. If the cardholder is unable to obtain an acceptable resolution, contact the department's business manager or responsible party for assistance. The total amount billed by Bank of America will be charged to the individual departmental accounts and credits for disputed transactions will be posted to departmental accounts when credits appear on the Bank of America billing.

## **10. Audits and controls**

Auditing the disbursement of University funds for settlement of valid claims for goods and services is the responsibility of the Office of Procurement. Departments using **La Carte** must do so in accordance with the internal controls and audit standards set forth by LSUHSC. Approval of an application for the use of the **La Carte** by the appropriate Director, Dean, Department Head, or Business Manager signifies agreement that all individuals using the approved cards will comply with the following guidelines and internal controls:

- All departments will ensure a separation of duties for processing **La Carte** transactions. Audit and review of **La Carte** transactions for propriety of purpose, proper documentation,

use of appropriate account numbers, and approval for payment will be performed and approved by someone other than the cardholder.

- All **La Carte** transactions will be audited/reviewed on a monthly basis for propriety of purpose. Charges not in compliance with University and State policies will be immediately reported to the cardholder's supervisor and the **La Carte** Administrator.
- All **La Carte** transactions will be audited for proper documentation (receipts, invoices, packing slips, etc.) valid chart strings, and that all corrections and adjustments are made in a timely manner.
- After auditing all cardholder purchases, the Office of Procurement will maintain records of each **La Carte** transaction and the supporting documentation in an auditable state for a period of seven full fiscal years. (Support documentation for restricted and grant accounts must comply with University and granting agency requirements.) Disposal of the records will be in accordance with University policy on record retention.

#### **11. Key Contacts- Who can I call?**

**TO REPORT A LOST OR STOLEN CARD, contact Bank of America at:**

**Phone: 1-888-449-2273**

EAGLS technical helpdesk:

1-888-317-2638

\*\*\*Also notify the **La Carte** Administrator\*\*\*

The **La Carte** Administrator for LSU Health Sciences Center is:

#### **Danielle Burlison**

Procurement Card Manager

433 Bolivar Street

Phone: (504) 568-4554

Fax: (504) 717-2943

Email: [dburli@lsuhsc.edu](mailto:dburli@lsuhsc.edu)

#### **Christopher Freeman**

Assistant Manager of Purchasing – LaCarte Card

433 Bolivar Street

Phone: (504) 568-4872

Fax: (504) 613-4933

Email: [cfree2@lsuhsc](mailto:cfree2@lsuhsc)

## 12. La Carte Restricted Purchases

If you present your Purchasing Card for payment to vendors on the restricted list, the authorization request will be declined. If you feel a particular purchase has been erroneously declined, contact the La Carte Administrator.

**NOTE: Just because a vendor may not be restricted does not mean that it is an acceptable purchase.**

- Alcoholic Beverages
- Alimony
- Auto Rentals/Lease
- Bail Bond Payments
- Bars, Lounges
- Cash Advances, Wire Transfers, Money Orders
- Capital Equipment
- Cell Phones, Cellular Phone Service Contract, Blackberries
- Child Support
- Clothing (Uniforms are allowed)
- Compressed Gases
- Court Costs
- Decorations (posters, plants, etc.)
- Discretionary Expenses
- Donations
- Entertainment Costs- tours, theatre, golf etc.
- Explosives, Ammunition, and Weapons
- Fines, late fees, penalties (including parking tickets)
- Frames
- Gifts
- General Contractors
- Hotels/Motels
- Holiday Items (decorations for office, cards)
- Insurance Premiums
- Internet Service
- Legal Services
- On-line auction sites (ex. E-Bay) and payment services (ex. Pay Pal see page 16)
- On-line Subscription Services (AOL etc.)
- Pawn Shops
- Personal, professional, and consulting service contracts
- Personal purchases of any kind
- Picture Frames, Posters
- Tax Payment
- Temporary Help Services
- Tuition for employees
- Travel and Related Expenses (including gas)
- 1099 Reportables (see page 16)
- Unusual items (any items appearing inconsistent with a department's mission)

**\*\*\*ALL RECEIPTS MUST BE ITEMIZED**

### 13. Items Requiring Special Documentation

#### **La Carte Purchases Requiring Prior Approval:**

- **Catering –open to Business Managers only:**

Providing that the prior approval process has been followed and all signed forms are submitted, University sponsored catered events, such as conferences and/or meetings, can be purchased with La Carte. Such events must conform to PPM49 Section S1505 Part D and all LSUHSC policies and procedures.

- **Conference Registration:**

Submit conference registration form and a copy of the approved authorization. If paid with LaCarte, the conference registration should be listed on the prior approval form as “P-Card” and should not be referenced on the travel voucher.

- **Flowers:**

Chancellor’s Memorandum 18 must be followed:

“All professional schools, departments and other administrative units of the university will be allowed to incur expenses and receive reimbursement for the purchase of commemorative flowers and plants according to the following criteria:

Only restricted, non-operating budget funds may be used for the purchase of such flowers and plants; Flowers and plants should be sent only in cases of retirement, illness or death; and flowers and plants should only be sent to LSU Health Sciences Center employees, students, patients or clients or members of their immediate families.

LSU Health Sciences Center recognizes the importance and value of establishing good employee morale and positive community relations through the appropriate use of commemorative flowers and plants. Exceptions may only be granted in writing by the Chancellor, or his designee.”

- **Pay-Pal-** If Pay Pal is the only viable payment option for an on-line purchase, pre-authorization from either [Danielle Burlison](#), [Rob Parker](#), or [Chris Freeman](#) will have to be obtained. This can be done via e-mail explaining in detail the nature of your intended purchase. **Please keep in mind that utilizing Pay-Pal services is highly discouraged and pre-authorization is required on all Pay-Pal transactions.**

- **1099 Reportables-** You should always ask a vendor if they are a 1099 reportable **before** the transaction is placed. If they are, the item can not be purchased on your p-card. A 1099 reportable vendor can be identified by the following:

- If the company’s name is a person’s name
- If the word “service” is in the vendor’s name
- If the company’s name does not include “Corp”, “Inc.”, “PC”

- **Employment Recruitment Ads** – Any recruitment ad may be paid for with a LaCarte card. However, a prior approval from Human Resources showing the ad is EEO approved must be submitted along with a copy of the ad.

## 14. Definitions

- **Agency** - Arranges with the card issuer, Bank of America, for the issuance of La Carte cards to authorized employees and agrees to accept liability for their employees' use of the cards.
- **Billing Cycle** – Is considered the 30-day period in which LSUHSC is billed by Bank of America. This 30-day period runs from the 6<sup>th</sup> to the 5<sup>th</sup> of each month.
- **Cardholder** - LSUHSC employee whose name appears on the card and who is approved by his/her Department Head or Business Manager to use La Carte to execute purchasing transactions on behalf of the agency. This person is accountable for all charges made with the card.
- **Cardholder Agreement Form** - This form states that the cardholder has read and understands the policies and procedures of the State and his/her Agency relative to the procurement card use and agrees to comply with all of these established procedures. This form must be signed by the Cardholder prior to issuance of the card.
- **Cardholder Enrollment Form** - This form contains pertinent cardholder information necessary for statement and mailing purposes, contact information, daily/monthly spending limits and budgetary controls. This form must be completed for all prospective cardholders.
- **Card Issuer** - Bank of America's services were contracted for by the State of Louisiana, to issue La Carte Visa® Purchasing Cards to State Employees, to provide electronic transactions and billing to the Agencies for all purchases made on the cards, and to collect payment from the Agencies.
- **Default PS Speed Type** - The code assigned to an individual cardholder's card. It consists of a string of numbers comprised of an employees' Department, Fund, Program, Class and Project/Grant number. All charges made by the cardholder will default to this PeopleSoft speed type until reallocated by appropriate personnel.
- **EAGLS**- a web-based card management and reporting system provided by Bank of America
- **Memo Statement of Account** - A listing of all transactions charged to the cardholder's account through the end of the monthly billing cycle. This is not a bill. The Cardholder Memo Statement may be printed using EAGLS. The cardholder must reconcile and forward to supervisor/reviewer for approval.
- **Merchant Category Code (MCC)** - Codes assigned by the Bank to suppliers that indicate their type of business. Each La Carte card is encoded with the types of MCC's that a cardholder is authorized to purchase from. Attempts to purchase at either prohibited or restricted suppliers will be denied.
- **Monthly Spending Limit** - A maximum dollar limit assigned to the cardholder for the total of all charges made during the monthly billing cycle.
- **Purchasing Card** - Louisiana La Carte purchasing card is a Visa® credit card issued by Bank of America for use by authorized state employees for the purpose of making purchases on behalf of their department. Issuance of this card in no way affects established purchasing rules and regulations.
- **Single Purchase Limit** - Amount set by the State Program Administrator as the maximum dollar amount (total amount of sale) allowed for any single transaction made with the La Carte card.
- **Supervisor/Reviewer** - Individual(s) within an agency who is responsible for requesting purchasing cards for Departmental employees who make official purchases. The Supervisor is responsible for verifying that all charges against the cardholder's account are authorized and made in accordance with the program guidelines and that the transaction is supported by adequate documentation.

**Appendix A**

**LSU Health Sciences Center  
La Carte Enrollment Form**

**Required for each cardholder. Please complete entire form. Please type.**

**Section One: Cardholder Information:**

Name on card		Social Security #	
LSUHSC School/ Vice Chancellor Level		Employee ID#	
LSUHSC Department		E-mail address	
Room#/Building		Phone #	
City, State Zip		Pay Type	<input type="checkbox"/> Salary/Academic <input type="checkbox"/> Wage/Civil Service
Dept Contact Name		Contact e-mail	
Contact phone#			

**Section Two: to be completed and signed by department head/business manager**

Single transaction limit	\$ (max \$1000)	<b>NO CASH ACCESS</b>
Spending limit per month	\$	
Number of transaction limit per month		
Number of transaction limit per day		
Dept Default PeopleSoft Speed type		

**I approve the above-named individual's use of a La Carte purchasing card.**

Date	Dept. Head/Business Manager Signature	Title
------	---------------------------------------	-------

**For Office of Procurement use only. HIERARCHY**

Level 3	LSUHSC- New Orleans	
Level 4		
Level 5		
Level 6		
Processor		Date:

**Appendix B**

**LSU Health Sciences Center  
La Carte AGREEMENT**

1. I understand that I am being entrusted with a powerful and valuable tool and will be making financial commitments on behalf of the State of Louisiana and will strive to obtain the best value for the State.
2. I understand that under no circumstances will I use the Purchasing Card to make personal purchases for myself or others. Using the Purchasing Card for personal gain or unauthorized use may result in disciplinary actions up to and including termination of employment and prosecution to the extent permitted by law.
3. I understand that the card shall be solely used by me, the named cardholder, and that under no circumstances shall any other person be allowed to use this card.
4. I will follow Louisiana Law, state purchasing policies, policies of LSU Health Sciences Center, and established guidelines for using the La Carte Purchasing Card. Failure to do so may result in either revocation of my card privileges or other disciplinary action.
5. I have been provided a copy of the Purchasing Card guidelines and attended training on \_\_\_\_\_ and understand the La Carte Program. I have been given the opportunity to ask questions to clarify my understanding of the Purchasing Card Program.
6. I agree to review and reconcile transactions in a timely manner and will maintain all applicable information and receipts.
7. I agree that I will surrender the purchasing card upon termination from LSU Health Sciences Center or if I am transferred to another State agency.
8. I agree to surrender the purchasing card in the event that I transfer to another department within LSUHSC in which I no longer have small purchasing authority.
9. If a card is lost or stolen, you must telephone Bank of America IMMEDIATELY at 1-888-449-2273. This number is available 24 hours a day, 7 days a week, 365 days a year. Lost cards reported by telephone are blocked immediately. If a card is reported lost or stolen immediately (which means as soon as the cardholder is aware that it has been lost or stolen) there is no liability. Replacement cards should be issued within 24 hours.
10. I agree that, should I violate the terms of this agreement, I will be subject to disciplinary action up to and including termination of employment.

I acknowledge receipt of La Carte \_\_\_\_\_  
Account # \_\_\_\_\_ La Carte Administrator/Date

I understand that **La Carte** provides me with an alternate means of payment for goods purchased on behalf of the LSUHSC. I agree to follow the terms and conditions regarding the use of La Carte purchasing card assigned to me for official state business. I understand that any purchases made outside of these guidelines will be considered personal items. **I authorize a payroll deduction for any items purchased that are not in compliance with State and LSUHSC procurement guidelines.**

\_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/200\_\_

Cardholder signature \_\_\_\_\_ Empl ID \_\_\_\_\_

Cardholder printed name \_\_\_\_\_ E-mail \_\_\_\_\_

Department \_\_\_\_\_ Phone \_\_\_\_\_

Appendix C

**LSU Health Sciences Center  
La Carte MAINTENANCE**

Cardholder's name \_\_\_\_\_ Employee ID \_\_\_\_\_  
*(Please print name as it appears on card)*

Dept. \_\_\_\_\_ Cardholder  
Acct # \_\_\_\_\_

NAME CHANGE	
Name as it appears (please print)	Correct name (please print)
	Correct SSN:

CARD REPLACEMENT
<input type="checkbox"/> Lost <input type="checkbox"/> Stolen <input type="checkbox"/> Embossing error <input type="checkbox"/> Mutilated
Comments

CANCELLATION/REINSTATEMENT
<input type="checkbox"/> Cancellation <input type="checkbox"/> Other <input type="checkbox"/> Reinstatement
Comments

ACCOUNT NUMBER TRANSFER
From account # _____ to account # _____
Sponsored Program Accounting

Departmental approval: Printed name \_\_\_\_\_

E-mail add. \_\_\_\_\_

Date \_\_\_ / \_\_\_ /200\_\_ Signature \_\_\_\_\_

Processor \_\_\_\_\_ Date \_\_\_ / \_\_\_ /200\_\_

Appendix D

**COMMERCIAL CARD CLAIMS STATEMENT OF DISPUTED ITEM**

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

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

Company Name: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Cardholder Name: \_\_\_\_\_

This Charge appeared on my statement, billing close date: \_\_\_\_\_  
 Transaction Date: \_\_\_\_\_  
 Reference Number: \_\_\_\_\_  
 Merchant Name/Location: \_\_\_\_\_  
 Posted Amount: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_  
 Original Sales Slip Requested:  Yes  No

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

**Please Check Only One**

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

**Appendix E**

LSU Health Sciences Center  
LaCarte Transaction Log

CARDHOLDER NAME: \_\_\_\_\_

Begin Date                      End Date

DEPARTMENT NAME: \_\_\_\_\_

Monthly Billing Cycle
--------------------------

DEFAULT SPEEDTYPE: \_\_\_\_\_

No.	Transaction Date	Vendor Name	Purchase Item, Description, & Quantity	\$ Amount	\$ Shipping	\$ Total	Receipt Received Y/N	Reallocated in EAGLS Y/N	Reallocated to Expense Account	PS Speedtype (other than default)	Other Information
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
			Page Total	\$0.00	\$0.00						

Cardholder Signature \_\_\_\_\_ Date: \_\_\_\_\_

Purchasing Signature \_\_\_\_\_

BM/Authorizer Signature \_\_\_\_\_ Date: \_\_\_\_\_