


OFFICE OF THE LIEUTENANT GOVERNOR AND THE DEPARTMENT OF CULTURE, RECREATION & TOURISM



LaCARTE CARD & CBA TRAINING

APRIL 2023

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DEFINITIONS

- Accountholder/Cardholder – refers to an employee who has received a State of Louisiana P-card or an account holder or authorized user of the CBA.
- Agency Program Administrator – the State employee responsible for administering and managing the State of Louisiana's liability cards at the agency level and acts as the main contact between the agency, the State and the issuing bank.
- Approver – the cardholder's supervisor or the most logical employee 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 transaction in Works.

WHAT IS A CONTROLLED BILLING ACCOUNT (CBA)?



A controlled billing account (CBA) is a credit account issued in an agency's name and is a direct liability of the State and is paid for by each agency.



This type of account is referred to as a "ghost account" because there is no physical credit card. CBAs are controlled by a single authorized accountholder to provide a means to purchase any allowed transactions/services within PPM49.



The accountholder/authorizer is a specific person assigned to a CBA with the same responsibilities as a cardholder. Each CBA must have only one accountholder/authorizer.



No one other than the accountholder/authorizer should have access to the CBA account information.

WHAT IS THE LACARTE CARD?

- The LaCarte Card, also referred to as a P-Card, is a credit account issued in a State employee's name. This account is the direct liability of the State and is paid for by each agency. P-card accounts are the preferred payment method for purchasing goods and services.
- The P-Card is a VISA card issued by Bank of America (BOA) for the state of Louisiana and will be identified with the state seal, marked LOUISIANA "LACARTE", STATE OFFICIAL USE and the tax-exempt number.
- On the back of the card is the account number, expiration date, SEC code (3-digit code), employee's name and the name of the department.



WHAT IS THE PURPOSE OF THE P-CARD?

- Provides an alternative method of payment
- Streamlines purchasing and payment process
- Less expensive than purchase orders
- Increases productivity
- Eases purchasing in an emergency situation

CONDITIONS OF USING THE P-CARD

- Using the P-Card for purchases of supplies, equipment, operating services and/or major repairs must comply with current purchasing policies, rules and regulations, mandates, Louisiana Statutes, Executive Orders, State Liability Travel Card and CBA Policy, internal agency policies and procedures and/or PPM 49, as applicable.
- All program participants—Program Administrators, cardholders, CBA accountholder/authorizer and approvers are required to complete the State online certification class annually, receiving a passing grade of at least 90 to remain as a Program Administrator, receive a new P-card, remain as CBA accountholder/authorizer or remain as an approver.
- Annual certification must be completed no later than **JULY 31st** regardless of when you previously completed the training.

CONDITIONS OF USING THE P-CARD (CONT.)

- All program participants must sign the most current State of Louisiana Corporate Liability P-Card Program Agreement Form for the applicable program role on an annual basis which acknowledges and outlines the responsibilities under the program.
- Proof of annual training for all program participants, located in SuccessFactors, as well as the signed CRT Policy Acknowledgement Form stating they have read the LaCarte Purchasing Card & CBA Policies & Procedures and accept responsibilities in the administration of the program.
- Once you have completed this internal training, you are required to send an email to sgilchrist@crt.la.gov stating that you completed the internal training on (DATE).



SPENDING LIMITS

- Each cardholder has a set single transaction limit, which can range from \$1,000 to \$5,000, as well as a monthly credit limit.
- Increases to your single transaction limit can be requested to the Program Administrator on a case-by-case basis.
- The Office of State Travel must approve in writing any authority for a single transaction limit, or a one-time override, above \$5,000.
- Once approval is obtained, the Program Administrator will change the single transaction limit and let the cardholder know to proceed with the purchase.

WHAT IS AN MCC CODE?

- MCC code, or Merchant Category Code, is a standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant.
- Any attempt to make a purchase from a vendor with a restricted MCC Code will be declined.
- The Request for Exception Form would need to be completed to request a restricted MCC be open to make a purchase.
- The Program Administrator is the only person that can submit a Request for Exception to the Office of State Travel for approval.

MAKING A PURCHASE

Make sure all necessary approvals to purchase have been obtained via OnBase **PRIOR TO PURCHASE.**

Only the person whose name is on the card is authorized to use the card.

State sales tax should **NEVER** be charged on any purchases.

State sales tax exemption number is printed on the VISA card and the printed form can also be found on ChannelZ.

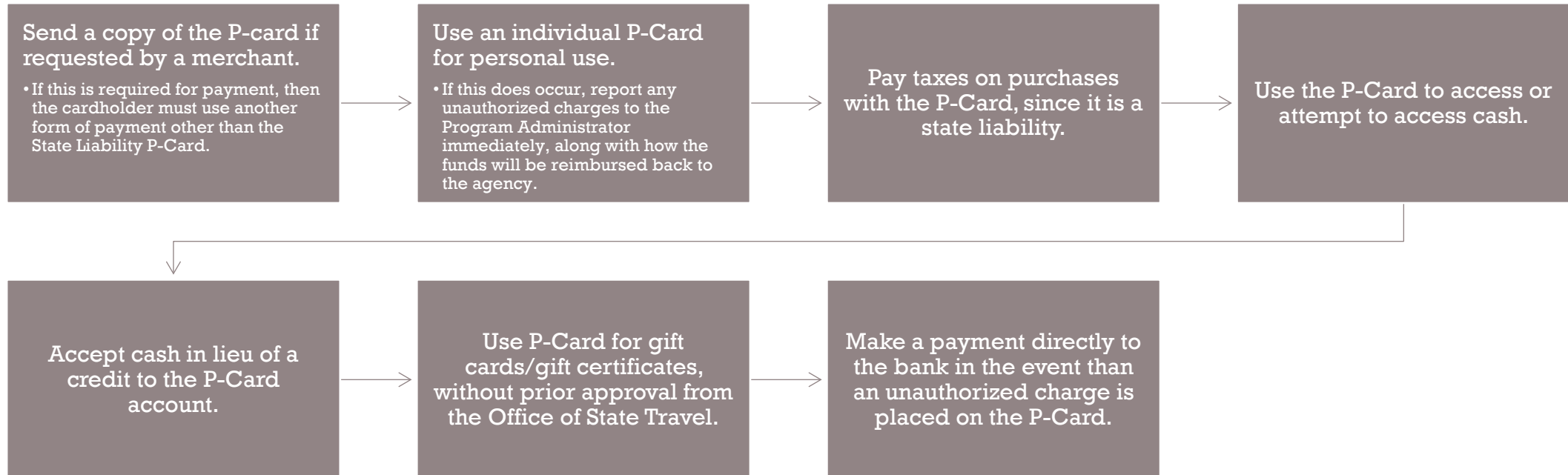
If making a purchase in-store, advise the clerk of the tax-exempt status **prior** to initiating any transaction.

Sign the receipt and retain customer copy for documentation of the purchase.

If ordered online, the receiving personnel must **sign and date the packing slip** and forward to the cardholder.

For items such as subscriptions, a copy of the ordering document may be used.

CARDHOLDER SHALL NEVER:



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USE P-CARDS TO AVOID
PROCUREMENT OR
PAYMENT PROCEDURES.



USE THE P-CARD FOR THE
PURCHASE OF ALCOHOL,
FOOD, TRAVEL EXPENSES
OR ENTERTAINMENT
SERVICES WITHOUT
OBTAINING PRIOR
WRITTEN APPROVAL
FROM THE OFFICE OF
STATE TRAVEL.



USE P-CARD FOR FUEL OR
VEHICLE MAINTENANCE
IF AGENCY IS PART OF
THE FUEL CARD AND
MAINTENANCE
PROGRAM.



ALLOW A MERCHANT TO
CONTINUE TO SWIPE THE
CARD IF IT IS NOT
APPROVED THE FIRST
TIME!



ACCEPT FREE ITEMS(S)
OFFERED, UNLESS THE
ITEMS OFFERED ARE DUE
TO THE QUANTITY OR
DOLLAR VALUE OF THE
OTHER ITEMS
PURCHASED.

CAN I USE MY P-CARD FOR TRAVEL?

Never attempt to use for travel, unless proper approvals have been obtained – but **NEVER FOR INCIDENTALS**. If proper approvals have been obtained, then P-Cards used for travel must be in accordance with PPM 49.

- All airline ticket purchases must be placed on a CBA account. Lodging and rental car expenses may be placed on a P-Card or CBA.
- Car Rental: P-Card can be used for in-state and out-of-state rentals at Enterprise Rent A Car, National Car Rental and Hertz Rental. Car rental insurance is excluded from the purchase.
- Hotel Lodging: PPM 49 must be followed when using the CBA for hotel lodging charges. Personal credit cards must be presented when checking into a hotel to cover any incidental expenses.



DOCUMENTATION



LACARTE CARD/P-CARD

Cardholders must maintain documentation for all transactions, including an invoice or receipt. Invoices and/or receipts must meet the following minimum requirements:

- Complete Supplier Information (name, location)
- Date of Purchase
- Detailed Description
- Unit Price and Quantity
- Transaction Total

If the cardholder does not obtain a receipt and a duplicate cannot be obtained, the cardholder should complete the Missing Receipt Form and upload it to the corresponding transaction. Multiple uses of the form in a fiscal year should result in the suspension of card privileges for a period of time determined by the agency.



- All transactions must have a detailed, itemized receipt and not contain a generic description such as “general merchandise”.
- Documentation must include a full description and line-item pricing for the purchase.
- If a receipt is not furnished by the merchant, the order confirmation or packing slip showing the order details, such as what was purchased, quantity, and price, will be sufficient.
- Inventory-type purchases should have “**RECEIVED BY**” and a signature on the packing slip or other shipping documents to ensure that the purchase arrived and is accounted for by the agency.
- Documentation is required for **all** purchases and credits.
- Prior approval must be obtained for food purchases and uploaded to the corresponding transaction in Works, along with an itemized receipt and sign-in sheet, if applicable.

CONTROLLED BILLING ACCOUNT (CBA)

For non-routine travel, at a minimum, the following must be uploaded:

- Approved Travel Authorization (TA)
- Lodging transactions must include itemized receipt/folio.
 - Conference lodging transactions must show proof of the conference room rate.
- Airfare transactions must include the itinerary with total cost.
- Conference registration invoice/receipt with total cost and conference agenda
- Rental vehicle invoice
- Approvals for waivers to Policy and Procedure Memorandum 49

For routine travel, at a minimum, the following will need to be uploaded:

- Approved Blanket/Annual Travel Authorizations (TA)
- Routine travel must be noted in Works
- Lodging transactions must include itemized receipt/folio
- Rental vehicle invoice
- Approvals for waivers to Policy and Procedure Memorandum 49



If a cardholder finds a transaction that was not made by them, incorrect charged amounts, or has an issue with service or quality of an item, the cardholder's first step is to contact the merchant to try to resolve the problem



If the merchant agrees, a credit will be issued to the cardholder's account and should appear on the next monthly billing statement.



If the problem with the merchant is not resolved, the cardholder should contact the Agency Program Administrator for assistance in resolving the dispute.



The cardholder will complete the statement of disputed item form, retain a copy, scan and email the document with required enclosures within 60 days from the billing close date to the Agency Program Administrator.



Bank of America will issue a credit for the charge in question while the issue is being researched. The bank will notify the Agency Program Administrator of their findings and correct whatever is necessary.

DISPUTED TRANSACTION

REASONS YOUR P-CARD COULD BE DECLINED

- The transaction is more than your allowed single transaction limit;
- You have reached your monthly spending limit;
- The MCC Code is not allowed;
- You did not activate your card prior to use;
- You are using a card that has expired;
- There is possible fraud; someone possibly attempted to use the card;
possible unusual purchases based on the history of your purchases

All declined transactions require that documentation be requested from the cardholder explaining what the cardholder was attempting to purchase and the reason for the decline.

DO NOT keep trying to make a purchase once your card gets declined the first time. Call the Agency Program Administrator to inquire why your card was declined and try to resolve the issue.



SUSPENDING A P-CARD

- When an employee is out on leave for an extended period of time, their card will be suspended.
- The supervisor should notify the Agency Program Administrator that the card needs to be suspended.
- A review of their account will need to be completed to ensure that all current charges on the account are up-to-date, receipts uploaded in WORKS, and all transactions are signed off.
- The card will then be reduced to a \$1.00 spending limit until the employee returns to work.



WHAT DO YOU DO IF YOU LOST YOUR P-CARD?

- If the P-card is lost, stolen or damaged, the cardholder must **IMMEDIATELY** notify Bank of America at (888) 449-2273.
- After notifying the bank, the cardholder must notify the Agency Program Administrator, Shannon Gilchrist, at (225) 342-7227 or sgilchrist@crt.la.gov.
- If the card is located after reported lost or stolen, it must be destroyed by cutting the card in half and sending it to the Agency Program Administrator.

CARD CANCELLATION & EXIT INTERVIEW

- Exit interviews must be completed when a cardholder transfers to a position that does not require a P-Card, resigns, or is terminated.
- An exit interview should include a review by the cardholder and supervisor/approving official and/or program administrator of all current charges on the P-card account, verifying that all necessary original supporting documents, original receipts and required signatures have been obtained.
- Receipts are attached to each transaction in WORKS and both the cardholder and approver have signed off on all transactions.
- Upon notification of cancellation, the Agency Program Administrator will suspend the account until all pending WORKS transactions have been completed and the card is received.
- Upon receipt of the completed LaCarte Card Program Exit Questionnaire, which should contain the destroyed card, the account will be officially closed.
- The LaCarte Card Program Exit Questionnaire can be found here: [https://www.crt.state.la.us/channelz/e-forms/purchasing/LaCarte Card Program Exit Questionnaire.pdf](https://www.crt.state.la.us/channelz/e-forms/purchasing/LaCarte%20Card%20Program%20Exit%20Questionnaire.pdf).



THANK YOU FOR COMPLETING THE OFFICE OF THE LIEUTENANT GOVERNOR AND THE DEPARTMENT OF CULTURE, RECREATION & TOURISM'S INTERNAL P-CARD/CBA TRAINING.

Once you have completed this training, send an email to sgilchrist@crt.la.gov with the following statement: **I, (your name), have completed the internal P-card/CBA training on (date).**

Just a reminder that I will also need the following emailed to me:

- **CERTIFICATE OF TRAINING IN SUCCESSFACTORS;**
- **THE CARDHOLDER or APPROVER AGREEMENT FORM – LACARTE PURCHASING CARD;**
- **CRT P-CARD POLICY ACKNOWLEDGEMENT FORM.**