

SOUTHERN UNIVERSITY SYSTEM



INTERNAL PROCEDURES FOR TRAVEL /CBA CARD



BOARD AND SYSTEM

BATON ROUGE

**AGRICULTURAL
RESEARCH & EXTENSION
CENTER**

LAW CENTER

NEW ORLEANS

SHREVEPORT

Southern University System

Internal Procedures for Travel/CBA Card

1. Ordering New Cards and/or Change to Existing Cards (change in spending limits)

The Travel Program Administrator (“Program Administrator”) will authorize the issuance of a Travel/CBA Card to an employee and authorize changes to existing cards.

For the issuance of new cards, the Program Administrator has the prospective Cardholder to complete the **Travel Cardholder Enrollment & Annual Review Form** for review and approval.

Cardholders must be approved by the Program Administrator, based on the request of a Director, Chair, or Dean, and not as an automatic process upon hiring. Cards should only be distributed to frequent travelers.

Travel Cards will be issued with two limits which will be determined by the Program Administrator. The overall Monthly Cycle Limit (MCL) is up to \$10,000 and Single Purchase Limit (SPL) is up to \$5,000. These are preventative controls and should be used judiciously. Both limits must reflect the individual's travel patterns. The SU SYSTEM recognizes certain business transactions require higher limits. Exception to the limits may be requested through the Program Administrator to the Office of State Travel with a **Request Exemption Form**. Increasing the SPL or MCL should always be done with caution, and best practice calls for the limits to be limited to the lowest necessary amount needed for the duties of the individual cardholder. A single purchase shall not be artificially divided to avoid SPL or MCL procedures. If determined a cardholder intentionally circumvents the SPL or MCL controls, the Travel Card will be revoked.

The Cardholder must submit a written request for an increase in spending to the Travel Card Approver (“Approver”) and the Program Administrator. The Program Administrator and Approver will authorize the change for increase in spending limits. The Program Administrator will review the request for the increase and if approved, will call the Bank of America at 1-888-449-2273 to enact the changes.

Prior to card issuance, each Cardholder must take part in training conducted by the Program Administrator to ensure the Cardholder is aware of all duties and responsibilities associated with the possession and use of a State Liability Travel Card. The training provides information regarding the process of how a Cardholder can report a card lost, stolen and/or any fraudulent activity. The State and SU SYSTEM policies will also be distributed during the training session.

All program participants must attend an annual training session, organized by the Program Administrator or the person designated by your agency, after enrolling in the program.

Upon approval of the prospective Cardholder, the Program Administrator must ensure that the Cardholder completes all required state and agency training on policies and procedures and sign the Cardholder Agreement Form, with the original documentation given to agency Program Administrator and a copy kept on file with the Approver.

Each Cardholder will complete a **SU SYSTEM Cardholder Enrollment & Annual Review Form** and **State Liability Travel Card Program Agreement Form** annually. The Enrollment Form grants employees permission to receive a Travel Card from their Director, Chair, or Dean. The Agreement Form outlines and highlights the responsibilities the Cardholder has by possessing a Travel Card. The Program Administrator shall maintain the original signed copies for all participants of the program, and copies of the signed forms will be provided to the Cardholder. Both forms can be found on the SU SYSTEM Finance and Business Affairs website.

Cardholders and Approvers are required to complete an annual online certification class and score a grade of at least 90 in order to receive a new Travel Card, renew a Travel Card, remain a CBA Administrator, or remain as an Approver. These certifications will be developed and updated, as necessary, by The Office of State Travel. All program participants will be notified and given ample time to obtain this certification.

The Program Administrator monitors the issuance of cards, ensures only one card is issued per employee, and maintains a list of all agency Cardholder's names.

All annual certifications and annual agreement forms for Cardholders and Approvers will be due each year on July 1 and must be submitted to the Program Administrators by this deadline.

All annual review forms for Cardholders will be due each year on July 1 and must be completed by the Approvers and Program Administrators by this deadline.

All annual certifications and annual agreement forms for Program Administrators will be due each year on July 1 and must be submitted to the Office of State Travel by this deadline.

No exceptions will be granted.

2. Requesting Exceptions to the Statewide Policy

Any exception to the statewide policy requires approval from the Office of State Travel and will be considered on a case-by-case basis.

The **request for exceptions** should be submitted to the Program Administrator in writing and shall include the following:

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

The Program Administrator will complete the State's **Request for Exception to State Travel Card and CBA Policy/Procedures Form** and forward it to the Office of State Travel for consideration and approval.

The Office of State Travel's approval or denial of the **request for exceptions** will be provided to the requestor of the exception in writing.

The Program Administrator shall keep approved exceptions on file.

3. **Requesting Exemptions to System Internal Policy.**

Any exemption to the SYSTEM Travel/CBA Card policy requires approval from the system or campus Finance Office and President or Chancellor and will be considered on a case-by-case basis.

The **request for exemptions** should be submitted to the Program Administrator in writing and shall include the following:

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

The Program Administrator will review the **request for exemption** and forward to the campus Vice Chancellor for Finance and Administration or system Vice President for Finance and Business Affairs and Chancellor or President for consideration and approval.

The approval or denial of the **request for exemption(s)** will be provided to the requestor of the exemption in writing.

The Program Administrator shall keep approved exemptions on file.

Exemptions Related to Lodging

A request for exemption to exceed the U.S. General Services Administration (GSA) rate for lodging up to 50% over the GSA allowable rate must be approved by the Department Head/Supervisor, Vice Chancellor for Finance and Administration or Vice President for Finance and Business Affairs and Chancellor or President. The request for exemption must be submitted to the Program Administrator on the **SYSTEM Lodging Approval Request Form**.

Any request for exemption that exceeds 50% over the GSA allowable rate must be approved by the Commissioner of the Division of Administration. The request for exemption must be submitted to the Program Administrator on the **SYSTEM Lodging Approval Request Form**. The Program Administrator will forward the lodging exemption request form to the Commissioner for consideration and approval.

The approval or denial of the **request for exemption(s)** will be provided to the requestor of the exemption in writing.

The Program Administrator shall keep approved exemptions on file.

4. **Reporting and Documenting Actual and/or Potential Cardholder Abuse or Misuse of the Travel Card/CBA Program**

Fraud

A fraud purchase is defined as any use of the Travel Card/CBA which is determined to be an intentional attempt to defraud the State and the System for personal gain or for the personal gain of others.

An employee suspected of having misused the Travel Card/CBA with the intent to defraud the State and the System will be subjected to an investigation. Should the investigation result in findings which show the actions of the employee have caused impairment to State service, and should those findings be sufficient to support such action, the employee's card will be revoked and will be subject to disciplinary action.

The nature of the disciplinary action will be at the discretion of the Program Administrator, University Chancellor, System President-Chancellor, and/or the Office of Internal Audit, 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, Office of the Inspector General, Attorney General, and the Director of the Office of State Travel.

Any recognized or suspected misuse of the Travel Card Program shall be immediately reported to the agency 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 <http://oig.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=3&pnid=0&pid=4&catid=0>.

Failure to properly fulfill the responsibilities in which the employee has with the Travel Card will cause the following actions below:

- a) Disciplinary actions, up to and including termination of employment.
- b) Legal actions, as allowed by the fullest extent of the law.

Misuse

Misuse is the unintentional use of the Travel Card/CBA with no intent to deceive the State and the System for personal gain or for the personal gain of others.

Unintentional use is generally the result of miscommunication between a Supervisor and the Cardholder. An example of an unintentional use could occur when the Cardholder mistakenly uses the Travel Card rather than a personal card.

When an unintentional use occurs, the Cardholder should be counseled to use more care in handling of the Travel Card/CBA. The counseling should be in writing from the Travel Cardholder's Approver and maintained in the employee's file for no longer than one year

unless another incident occurs. The Cardholder's Approver/Supervisor and Program Administrator, and Accounts Payable Manager are also notified. Should another incident of unintentional use occur within a 12-month period, whether intentional or unintentional, the Cardholder's Travel Card will be revoked. The employee must pay for all unapproved items purchased. The funds will be collected by a payment being made to the Bursar's Office or a deduction in the Cardholder's travel voucher. The Program Administrator or designated area on your campus will notify the Cardholder via email as to which method of payment will occur. If payment is not resolved within two weeks from the email notification, the amount will be payroll deducted from the Cardholder.

5. **Canceling Cards When Lost or Stolen, or a Cardholder Leaves the System or University**

Lost or Stolen Cards

Immediately report a lost or stolen card to the Program Administrator first, and then to Bank of America at 1-888-449-2273 (24 hours a day & 365 days a year).

The affected card will be automatically suspended by Bank of America, and a new card with a new account number will be sent to the Program Administrator. The Cardholder will be notified by the Program Administrator when the new card is ready for pickup.

Immediately reporting a lost, misplaced, or stolen card limits SU SYSTEM liability for potential charges that may occur from unauthorized use. Failure to promptly report a lost, misplaced, or stolen card may result in the System or University seeking reimbursement from the Cardholder for any unauthorized charges.

Separation of Employment, or Transfer to New Department

Prior to separation of employment from the System or University, the Cardholder must deliver the card to the Program Administrator. The Program Administrator is required to close an account if a Cardholder separates employment with the System or University.

SU SYSTEM Check-Out Forms must be initiated by the Cardholder's Supervisor in a timely manner if the Cardholder is no longer employed by the SU SYSTEM. Cardholders will be asked to return their Travel Card to the Program Administrator prior to the end of employment.

Cardholders will not be allowed to check out from the System or University until their Travel Card has been submitted to the Program Administrator.

The Program Administrator must close an account if a Cardholder transfers to a different department and does not have travel authority for the new department.