

Office of State Uniform Payroll
State of Louisiana
Division of Administration

JOHN BEL EDWARDS
GOVERNOR



JAY DARDENNE
COMMISSIONER OF ADMINISTRATION

November 28, 2023

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2024-24

TO: LaGov HCM Paid Agency Human Resources
and Employee Administration Staff

FROM: Andrea P. Hubbard
Director

SUBJECT: OSUP Policy on Statewide Vendor Refunds

This is a reminder to agencies that it is OSUP Policy that **all refunds** due to employees for statewide vendor products, both participating and non-participating in the Flexible Benefits Plan, must be processed through the LaGov HCM payroll system **by agencies**. This policy is necessary to alleviate issues reported with duplicate refunds (from vendor and agency) due to LaGov HCM Benefits module processing.

The entire policy regarding refunds can be reviewed in the [Voluntary Benefits Vendor Refund Requests](#) procedure document on the [OSUP Procedures](#) page of our website.

Direct questions to a member of the OSUP Benefits and Financial Administration Unit at _DOA-OSUP-BFA@LA.GOV or (225):

Jodi Bullock	342.5377	Shaneen Watson	342.5345
Angela Collins	342.5354		

APH/JAB:kme

c: Statewide Vendor Administrative Coordinators
April White, OGB