Office of State Travel

Program Administrator Training

Program Overview

   The card programs are VISA cards issued by Bank of America designed to enable authorized State of Louisiana employees to purchase low dollar goods, supplies, operating services and major repair expenditures and pay high cost travel expenses.

- Streamlines procedures for procuring and paying
- Reduces the volume of accounts payable transactions and associated administrative cost
- Pays vendors directly
- Provides better control over purchases and payments using Bank of America's various management information
  - All agencies are required to use WORKS Payment Manager system provided by the Bank for card administration and monthly reconciliation unless your agency received authorization to use your own system for processing card transactions.

Types of Accounts

Purchasing Card

- Used for low dollar goods, supplies, operating services and major repair expenditures at $5,000 or below
- Issued in the name of a State employee
- Used by only the person whose name appears on the card
- White and includes the State seal and Card program tax exempt number

Travel Card

- Mandatory for all high cost travel i.e. group travel airfare, lodging, vehicle rental, registrations
- Issued in the name of a State employee
- Used by only the person whose name appears on the card
- Yellow and includes the State seal and Card program tax exempt number

CBA

- Issued in the name of the agency and/or department
- Assigned to one individual – card information cannot be shared
- No card is issued
- Used for employees who travel infrequently

Roles and Responsibilities

- Department Head
- Program Administrator
- Approver
- Cardholder
- Second Level Reviewer

Department Head

- Responsible for all card activity of the Agency and that the Agency is in compliance with all requirements.

- Designates Program Administrators
  - Required to have both a Primary and Secondary Program Administrator

- Must notify Office of State Travel immediately upon changes to the Program Administrator using the Program Administrator Information Form

  https://www.doa.la.gov/media/21vhaai4/programadministratorform.pdf

Program Administrator

- Serves as the main-point-of contract for all program participants and serves as the liaison between the Agency, Office of State Travel and Bank of America
  - Must ensure that the Office of State Travel is provided with a Program Administrator Change Form immediately upon changes to the Program Administrator.

    www.doa.la.gov/media/21vhaai4/programadministratorform.pdf

- Must be familiar with the Statewide Policy and the agency's internal policy
- Ensures program compliance

Program Administrator

- Program Management
  - Develops and maintains the Agency's Internal Policy and Procedures to address areas unique to the Agency and are not covered in the Statewide Policy.
  - Works with management to identify job titles or positions that require a P-Card, T-Card, and/or CBA.
  - Develops internal procedures for requesting new cards and/or change to existing cards (e.g. change in spending limits)
  - Works with management to determine appropriate cardholder spending limits based on budget restrictions, job requirements, historical spending patterns, and procurement practices

Program Administrator

- Program Management
  - Monitoring activity
  - If you suspect unauthorized activity, alert the cardholder immediately
  - Training cardholders and approvers
  - Establishing internal controls
  - Utilizing Bank of America WORKS online Program Management System to monitor activity
  - Keeping proper documentation
  - The Program Administrator is responsible for the day to day maintenance of the cards (i.e., spend limit increase/decrease request, request restriction removals, card declines, etc.)

Program Administrator

- Compliance with Laws and Policies
  - Establishes written procedures to ensure compliance with Procurement Rules and Regulations, Statues, Executive Orders, Mandates, Statewide "LaCarte" Purchasing Card and CBA Policy, Statewide Travel Card and CBA Policy and PPM49 as applicable.
  - Develops written procedures for requesting exceptions to the Statewide Policy using the LaCarte/Travel Card Exemption Request Form
  - LaCarte Exemption Form – https://www.doa.la.gov/media/y0tijimm/doa-lacarte-card-exception-form.pdf
  - Travel Exemption Form – https://www.doa.la.gov/media/mf5nrbsv/doa-travel-card-exception-form-1.pdf
  - Develops written procedures for requesting exemptions to the Agency's internal policy.
  - Ensure all Program Participants sign the Agreement Form associated with their role in the program acknowledging their responsibilities prior to participation in the program.
    - This must be repeated every year.

Program Administrator

- Internal Controls
  - Develops the Agency's internal procedures in compliance with principles of sound internal controls
  - Ensure that the Agency has sufficiently documented internal controls and other measures (e.g. audits) to prevent and/or detect misuse or abuse of the card program.
  - Develops written procedures for ordering cards and canceling cards when lost or stolen or when a cardholder leaves the agency.
    - Suspend Cards in WORKS reducing spend to $ 1.00 until all activities are completed in WORKS workflow
    - Exit Interview
  - Develops written procedures for reporting and documenting actual and/or potential cardholder abuse or misuse
    - Consequences
    - disciplinary action, up to and including termination from State employment and criminal prosecution

Program Administrator

- Internal Controls
  - Ensures that transactions are audited with a second level review monthly
    - Randomly
    - Document
    - Cannot audit own transactions or those of cardholders they approve
  - Cardholder's job title is listed in the Nickname field of WORKS
  - Must only populate work email address in WORKS
  - Maintain a list of all active cardholders along with their approvers

Program Administrator

- Training
  - Develops Agency specific training for all cardholders and approvers prior to receiving a card or becoming an approver
  - Develop appropriate refresher training to be delivered at least annually
    - NOTE: Agency must maintain written documentation of all training including the date of the training and a signed roster of all participants. Emailed acknowledgements of training are acceptable.
  - Ensure that all card program participants receive notification of changes in the State and internal policy, including official announcements from the Office of State Travel which are normally sent via e-mail
  - Ensures all program participants take the Statewide on-line course in Leo associated with their role in the program prior to receiving a card or becoming a Program Administrator or an Approver and again annually thereafter
    - Must receive a passing score of at least 90
    - Certifications must be kept on file in a central location within the agency
  - Program Administrators must provide the Office of State Travel copies of their Agreement Form and copy of Certification of the Program Administrator on-line course in LEO prior to being assigned the role of Program Administrator.
    - This must be repeated every year.

Program Administrator

Achieve Compliance

- Comply with State Travel Card policy and procedures

- Develop and enforce agency-specific card polices and procedures

- Take BOA WORKS Trainings as needed
  - Linked at the bottom of the WORKS Home Page

- Talk with other Program Administrators

Approver

- Cannot be their own approver
- Should be cardholder's immediate supervisor or a supervisor that is most familiar with the job responsibilities and types of purchases the cardholder will make.
  - Must be at least one level higher than cardholder
  - Knows business need/case; and
  - Business travel
- Limited to a maximum of 20 cardholders
- Ensure that charges are valid, authorized, are within internal procedures
- Ensure charges are in accordance with both the Agency and Statewide policy and PPM49
- Must use Bank of America WORKS workflow
  - Review transactions
  - Receipts/Supporting Documentation
  - Flag Transactions
  - Electronically sign off on transactions

Approver

- Must review and understand the state and agency policies
- Must stay informed of any program and policy changes sent by an agency representative, agency program administrator or anyone associated with the program.
- Must meet all mandatory annual requirements for participation in the Card Programs
- Must immediately report any misuse/abuse or fraud
  - Participate in disciplinary actions
- Ensure that lost or stolen cards are immediately reported to Bank of America and the Agency Program Administrator
- Notify program administrators immediately upon notice of separation of the cardholder or approver's employment
  - Conduct exit interview
  - Retrieve card, ensured canceled and destroyed

Approver

- Must verify the validity of each transaction
  - Ensure cardholder has approved the completed log
  - Must ensure complete original documentation exists to support each purchase, service and/or credit and has an appropriate business purpose.
  - Review both the original documentation and electronic documentation in WORKS verifying:
    - All purchases are for official state business
    - Not for personal use
    - Meets the cardholder's business needs
  - Must ensure all original documentation is forwarded to the Program Administrator to maintain on file in a central location within the agency. (Not in various departments or units)

Approver

- Participate in Annual Review of cardholders
  - Credit Limits and Single Transaction Limits
  - Use of the card
  - Understand consequences for failure to fulfill responsibilities as an approver
    - Written counseling which would be placed in employee file for a minimum of 12 months.
    - Consultation with agency program administrators, and possibly head of agency and internal audit section
    - Disciplinary actions, up to and including termination of employment
    - Legal actions, as allowed by the fullest extent of the law

Cardholder

- Never
    - Access or attempt to access Cash – or accept cash, store credit or gift cards in lieu of a P-Card/T-Card credit
    - Never purchase gift/cards/gift certificates
    - Avoid procurement or payment or payment procedures
    - Purchase alcohol, food, travel expenses or entertainment services without prior approval from the Office of State Travel
        - Travel must be in accordance with the Statewide Travel Card and CBA policy and PPM49
    - Fuel - if the agency participates in the Statewide Fuel Card Program
    - Pay for Travel Incidentals
    - Make a direct payment to the bank
    - Never be the final reviewer/approver of his/her own transactions
- Should
    - Notify the Program Administrator if:
        - Card is lost or stolen
        - Suspect fraudulent charges
        - Changes are need to the card limits
        - Going on extended leave

Cardholder

- Must
  - Reconcile transactions is a timely manner (recommended no longer than 7 days after the end of the billing cycle)
    - Obtain original receipts/supporting documentation
    - Complete Monthly Log
      - Paper or Electronic
        - Electronic must be in a non-editable format with every transaction electrically signed off on.
    - Monthly Billing Statement
      - Signed by cardholder and sent to Approver for review, approval, and signature
    - Ensure that all original documentation has been forwarded to the Program Administrator to maintain of file in a central location within the agency. (Not various departments or units)
  - Utilize WORKS Workflow
    - Enter comments and/or line item description
    - Upload receipts/supporting documentation to applicable transaction
    - If applicable add accounting codes in GL segments
      - Mandatory for LaGov agencies
    - Correct and respond to flagged transactions
    - Sign off on all transactions in WORKS
  - Complete an Exit Interview

Controlled Billed Account (CBA)

- No physical card is issued
- Must address CBA in the agency's internal policy and procedures
- Issued only in the name of the agency or department
- Used for high cost travel expenses (Airfare, Car Rental, Lodging, Registrations)
  - Must be in accordance with PPM49 and the State Travel Card and CBA Policy
- Assigned to a designated individual
  - Cannot be shared
    - Cardholder is identified in WORKS by the email address
  - Same responsibilities as a traditional cardholder
- Accounts are allowed a higher single transaction limit over $5,000 without approval from the Office of State Travel, however the agency must use discretion when assigning a limit over $5,000

Policies and Procedures

Temporary Absences

- In the event of a temporary absence for extended leave, the Cardholder and the Cardholder's Approver must notify the card Program Administrator so the card single transaction limits can be lowered to one dollar and increased when the employee returns. The cardholder and approver must make every effort to sign off on pending transactions in Works prior to their absence.

Name Changes

- A cardholder might request that the name on their card be changed due to marriage, divorce, etc.
  - You must first obtain legal documentation from the cardholder BEFORE the name on the card may be changed
    - Bank of America will contact the PA for this information
    - The user's name must be updated in WORKS first
    - Cancel the current card and create a new card request

Policies and Procedures

Termination

- The card Program Administrators must be notified immediately by the supervisor when cardholders or employees who have a role in the Works system are terminated.

- An exit interview must be done with the cardholder to ensure reconciliation of transactions has been completed in works and all original paperwork is placed on file in a central location.

- The card should be destroyed and cancelled on or before the cardholder's termination date.

Second Level Reviewer

- Random Review Completed Monthly
  - Compare original documentation with electronic documentation in WORKS
  - Ensure the purchase was for business use and not personal
  - Ensure transactions are in compliance with all policies and procedures
- Cannot be the Program Administrator or the Person that runs/audits/addresses monthly reports

Training

- Mandatory prior to participation into the program and required to be completed again every year.
  - Statewide course in Leo associated with role in program
    - Pass with a score of at least 90
    - If a participant is both a cardholder and an approver they will only need to take the approver course
    - Provide Program Administrator with certificate from LEO
      - Program Administrators must provide the Office of State Travel with a copy of their Program Administrator certification
  - Agency Training
    - Internal Policy and Procedures
  - Refresher Training
    - As needed
  - Recommend Accountants and Second Level Reviewers take the on-line course for Program Administrators in Leo
    - Knowledge of the program

Documentation

All purchases and credits must have a receipt.

- Must be adequate/sufficient to adhere to:
  - All purchasing rules, regulations, statutes, mandates and executive orders
  - State Liability P-Card, T-Card/CBA Policy and PPM49, if applicable
- Invoices/Receipts must be original and include
  - Merchant name
  - Date of purchase
  - Description (a receipt description, which only states "Miscellaneous", or "Merchandise", or only includes a vendor's stock or item number, is not acceptable).
  - Unit Price and Quantity
  - Transaction total
- Supporting Documentation
  - Any additional information that will support the transaction i.e. travel itinerary, requisitions, approvals, exemptions, etc.

Spend Control Profiles

- The Spend Control Profile assigned to an individual card determines the spending limits and types of merchants allowed

- Used to indicate what types of allowances or restrictions will be placed on the card.

- Card limits are assigned to cards by each state agency in the following categories:
  - Cycle (Monthly) Limit
    - Determined by the agency – must be set in accordance with the cardholder purchasing needs
  - Single Transaction Limit
    - Not to exceed $5,000 without prior written approval from the Office of State Travel
  - Custom Merchant Category Groups
    - Merchant Category Codes
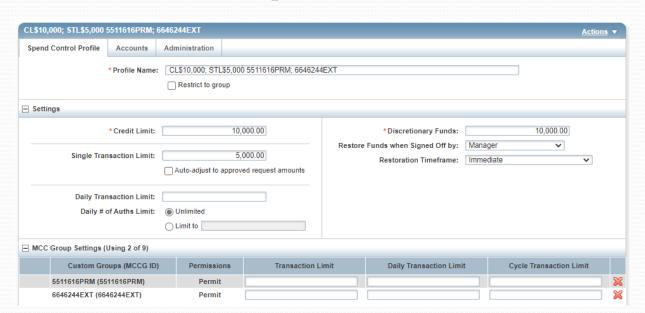
Spend Control Profiles

- Custom Merchant Category Groups
  - Merchant Category Codes (MCC)
    - Codes assigned by a suppliers bank based on the types of goods and/or services provided.
  - Merchant Category Groups (MCCG)
    - A defined group of Merchant Category Codes
      - Office of State Travel authorizes MCC groups that contain codes associated with suppliers that provide goods and/or services specifically authorized by the Statewide Policy.
  - P-Card Permitted/Allowable MCC Groups
    - 5511616PRM (All non-restricted MCCs
    - Custom MCC Group (Agency 7 digit company # followed by EXT)
      - Permanent restricted MCCs that the agency has an exception request on file with the Office of State Travel. Any one-time MCC exception request will be placed in this group and removed once the transaction has been completed)
  - Travel and CBA Accounts – Allowed/Permitted MCC Groups
    - TravelAll
    - LA Reg (Registrations)
    - Custom – Allows for MCC exceptions approved by the Office of State Travel

Spend Control Profiles

- Naming of Spend Control Profile
  - Must include:
    - Credit Limit
    - Single Transaction Limit
    - MCC Custom Groups

Declines

- Cardholders must reach out to the Program Administrator when the card declines to try and resolve any issues
- The Vendor has blocked Merchant Category Code (MCC)
  - A MCC is a code established by the vendor when they setup to accept credit card payments with the bank.
  - We cannot change a vendor's MCC
  - Examples of blocked MCCs - bars, tobacco stores, and food on the card unless approval has been given from Office of State Travel
- Purchase is over the single transaction limit
- Cardholder has exceeded their monthly cycle limit
- Cardholder or approver have pending transactions waiting approval in WORKS
- Vendor has entered wrong account number, expiration date or security code
- Incorrect Pin Number
- Suspected fraudulent transactions

Transaction Processing

- Cardholder initiates a transaction on their card
- Email notification sent from WORKS to cardholder informing a transaction(s) has posted to the account (Transactions usually post 24 – 72 hours after purchase)
- Cardholder logs into WORKS system
  - Reviews transaction
  - Enters a description of purchase
  - Adds accounting code, if applicable
  - Uploads receipt and all supporting documentation
  - Cardholder signs-off on transaction

Transaction Processing

- Transaction is routed to the Approver who:
    - Reviews transaction
    - Confirms accounting code, if applicable
    - Reviews receipts and supporting documentation uploaded to the applicable receipt
        - Flag Transaction if it does not meet all requirements
    - Approver signs-off to approve transaction
- *Credit line is restored only after transactions are signed off in the WORKS system by both the Cardholder and Approver.*
    - *Monthly Cycle limit will not refresh to the full value if there are any pending transactions that have not been signed off by either the cardholder or the approver.*

Monthly Reconciliation

- WORKS
  - Use of WORKS Workflow is mandatory
    - Cardholders must upload all receipts and supporting documentation to the applicable transaction in WORKS
      - PDF document
      - Legible (e.g. not too dark, not too light, blurry)
      - Contain copies of all pages of invoices and other documents
    - If applicable, cardholders may be required to enter codes in the GL segments
      - Required for LaGov Agencies
    - Reconciliation must be done in a timely manner. (Recommended 7 days after the billing period)

Audit Requirements

- **Mandatory Monthly Reports**– all findings listed must be reviewed and addressed according. Documentation must be maintained on file.
  - Visa IntelliLink Rules
    - Activity in Closed/Suspended Account
    - Airline Incidentals
    - Hotel Incidentals
    - Non-Contracted Car Rental
    - Single Transaction Limit Exceeding $5,000
  - Visa IntelliLink Reports
    - Sales by Line Item
  - WORKS
    - Decline Report
    - Card Status Report
    - Single TXN Limit Audit (Split Purchase Report)

- Program Administrator must certify in LEO by the 14th of the month that all mandatory reports were ran, findings addressed and documented with responses for the billing cycle ending 30 days prior (i.e. for the billing ending May 5th/8th would certify by June 14th/16th.

Additional Audit Reports Available

- **Recommend Running on a Rotating Basis**– all findings listed must be reviewed and addressed

- Holiday Purchase Activity
- Restricted MCCs
- Gift Card (Potential)
- Apple Transactions (Potential)
- Online Merchants
- Class Airfare
- Food and Alcohol
- Direct Marketing
- Clothing
- Fuel Purchases, High Grade
- Transactions form a Single Cardholder with A Single Merchant
- Contracted Card Rental Company Rule
- Fuel Type Summary
- Premium Class Airfare Report
- Spend by Top 50 Merchants
- Spend Summary By Merchant Code Report

- Transactions within $5.00 of a Single Transaction Limit of $500.00
- Transactions within $5.00 of a Single Transaction Limit of $1000.00
- Transactions within $5.00 of a Single Transaction Limit of $1500.00
- Transactions within $5.00 of a Single Transaction Limit of $2000.00
- Transactions within $5.00 of a Single Transaction Limit of $2500.00
- Transactions within $5.00 of a Single Transaction Limit of $3000.00
- Transactions within $5.00 of a Single Transaction Limit of $5000.00

Internal Audits

- Internal Auditors should include the activities of the card programs in the annual risk assessments that are conducted on the agency.
- If deemed high risk – the program should be addressed like other high risk areas within the agency in developing their annual audit plans and work schedules
- Encouraged to be conducted no less than every three years
- Notify Office of State Travel prior to beginning the Audit
- Provide Office of State Travel with completed Audits
- Agencies without internal audits and cannot comply with this requirement must submit in writing to Office of State Travel they are unable to comply along with the date of the last legislative audit or external audit of the agency's card program

Compliance Reviews

- Office of State Travel Compliance Team conducts a periodic review of the Agency's program. Reviews take a risk-based approach and focus on the level of compliance with the State Policy, adequacy of and compliance with internal policies and procedures, and evaluation of internal controls.
- The Compliance Team issues a report providing an assessment of the Program, makes recommendations for improvement when warranted, and works with the Program personnel to implement action plans to make corrections or other improvements to the Program.
  - Some things they may look for:
    - Review of agency internal policy
      - Purchases are in compliance
      - Consequences were defined and utilized
    - Documentation
      - List of cardholders with their approver
      - Original signed Agreement Forms
      - Mandatory LEO on-line course
      - Agency internal training
      - Approvals granted from Office of State Travel
      - Transaction documentation is accurate and complete
    - Exit Interviews were performed
    - Only State of Louisiana business emails are used
    - Job Title is included in the nickname field of WORKS

Non-Approved Purchase

- 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 P-Card/T-Card/CBA rather than a personal card.

- A purchase made by a State cardholder for which payment by the state is unapproved.
  - Cardholder should be counseled to use more care in handling of the card.
  - Counseling to be in writing and maintained in the employee's file
  - Maintained on file for no longer than one year unless another incident occurs
  - Cardholder must reimburse the Agency for the item purchased inappropriately.
  - Should another incident of a non-approved purchase occur within a 12-month period, the Agency's Appointing Authority or department head should strongly consider revoking the card.

Misuse and Abuse

- Any recognized or suspected misuse of the Card Program must be immediately reported to the Agency Program Administrator and the Office of State Travel
  - May be anonymously,
  - May be reported to the State of Louisiana Inspector General's Fraud and Abuse Hotline at 1-866-801-2549 or
  - To the Attorney General's Office
- Cardholders are prohibited from using the card programs for the purchase of any goods or services not directly or indirectly related to official State of Louisiana business.
- Anyone who knowingly, or through willful neglect, approve personal or fraudulent purchases are subject to the same disciplinary actions as those making the purchase.

Fraudulent Purchases

- Any purchases which may not have been made by the cardholder occur (i.e. internet fraud):
  - Contact Bank of America immediately
  - Employee must complete a dispute form and submit to your agency's Program Administrator https://www.doa.la.gov/media/5myhukaw/dispute.pdf
  - Any use of a card which is determined to be an intentional attempt to defraud the State for personal gain should be reported to the Agency Program administrator and Office of State Travel immediately
  - Investigation will be initiated
  - Depending on findings:
    - Disciplinary action, up to and including termination
    - Report to the Legislative Auditors and/or Inspector General's Office
    - Legal action may be filed against the cardholder.
  - May be reported anonymously to the Inspector General's Fraud and Abuse Hotline at 1-866-801-2549
    - Additional information can be found at http://oig.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&nid=3&pnid=0&pid=4&catid=0

Consequences of Misuse or Abuse

- DEFINED CONSEQUENCES OF MISUSE IN AGENCY POLICY, AT A MINIMUM:
  - Written counseling which would be placed in employee file for a minimum of 12 months
  - Consultation with agency program administrator, Department Head and internal auditor section
  - Reimbursement of Funds for overage/unauthorized charges
  - Disciplinary Actions, up to and including termination of employment
  - Legal Actions, as allowed by the fullest extent of the law
  - Cancellation of card/Use of program

Surcharge or Convenience Fees

- Many suppliers charge a "credit card processing fee" or "convenience fee" for accepting credit cards including the P-Card/T-Card/CBA. These types of fees are strictly regulated by Visa.
- The decision to use a card on a purchase that will incur a surcharge or convenience fee should be evaluated by your agency for cost effectiveness.
  - Examples of circumstances:
    - Timeliness of payments to avoid late fees
    - Urgency of the needed items or services
    - Lack of Vendors
    - No other form of payment is accepted
- Carefully evaluate the necessity of card transactions which are subject to surcharge or convenience fees.
- The Supplier must inform the Cardholder or User:
  - Of the exact percent of the surcharge;
  - That the Supplier is the entity assessing the surcharge;
  - That surcharges are applicable on credit transactions only; and
  - That the surcharge is not greater than what the supplier pays to Visa.
- Vendors must follow Visa Rules as listed on their website
  https://usa.visa.com/support/consumer/visa-rules.html

Disputes

- Should a problem arise, the cardholder should always attempt to resolve any disputes or billing errors directly with the vendor.
- If unable to obtain an acceptable resolution, the cardholder should contact the Agency Program Administrator for further assistance in disputing the transaction with Bank of America.
  - Must be done within 60 days.
- Unrecognized transactions
  - Contact the vendor to attempt to resolve
  - Complete dispute form and submit to Bank of America within 60 days
    - https://www.doa.la.gov/media/5myhukaw/dispute.pdf
- Examples of reason for dispute charges
  - Unknown Vendor
  - Incorrect amount
    - Note: Taxes are not disputable
- Disputed transactions must be paid, regardless of the outcome in the reconciliation process. Once resolved the bank will credit the account. The bank may issue a credit for unauthorized charges, but you should contact the bank regarding any fraudulent charges.
- Program Administrator should be involved in reporting the dispute

Louisiana Sales Tax

- The State is exempt from State of Louisiana Sales Tax
- The tax exemption number is printed on front of the card
- Cardholders must communicate to all vendors that their agency is tax exempt.
- Cardholders should carry a tax exemption certificate with them when making in-store purchases.
- Cardholder is responsible to obtain a credit for the amount of the taxes charged. If no credit is obtained, the cardholder must submit payment to the agency for the total tax amount charged on the transaction.
  - Documentation of attempts to obtain credit for any State sales tax charged in error must be maintained with the original documentation in which the taxes were charged.

Declared Emergency

- The P-Card may be used for emergency purchases in the event of a State of Emergency declared by the Governor.
- Should only apply to cardholders who are responsible for responding to the declared emergency.
- Opens up certain MCCs
- Limits Cannot exceed:
  - $100,000 cycle limit
  - $25,000 Single Transaction Limit
  - Limits exceeding these amount require approval from the Office of State Travel.
- Higher limits do NOT eliminate the need to follow emergency procurement rules, policies, procedures, mandates and/or executive orders.
- Cards must be returned to original profile once the need for responding to the declared emergency has ended or the declaration expires.

State Travel Website

Travel.LA.Gov

Office of State Travel Contacts

Email
StateTravel@LA.GOV

Brenda Myers
State Travel Manager
brenda.myers@la.gov
225-342-8039

Shelita Woods
State Travel Manager
shelita.woods@la.gov
225-342-6322

Garret DeBate, CPA
State Travel Director
garret.debate@la.gov
225-342-8053

Bank of America Contacts

State of Louisiana

Bank of America
Merrill Lynch

Your Card Account Specialist is assigned specifically to your relationship for servicing your accounts after implementation.

North America Card Account Specialist (CAS): Sarhonda Finklea Frett
Phone: 888-715-1000 ext 22117
Email: dedicated_card_east@bankofamerica.com
Hours: 8:00 AM – 4:30 PM EST
*Team Servicing is available after hours – 1.800.822.5985, Option 2

North America Back-Up CAS: Linette Farmer
Phone: 888-715-1000 ext 21480
Email: dedicated_card_east@bankofamerica.com
Hours: 7:30 AM – 4:00 PM EST

Bank of America Support

Company level support
BofAML card issued locations

Bank of America Merrill Lynch

PROGRAM ADMINISTRATOR QUICK TIPS – Who to call for assistance			
Use your self-service application to…	Call/Email Company Level Support to….	Call/Email Technical Help Desk to…	Call Fraud to….
- Request new cards - Request replacement cards - Cancel or deactivate cards - Reset user passwords - Change card controls (credit limit, other limits, MCC groups, cash, etc.) - Research real time declines - Update cardholder information - Change account code defaults - Create and configure reports - Export data to a financial system - Request overnight delivery of a card - Access online statements (if applicable) Examples of self service tools are Works, GRAM, or Payment Center	- Change the statement address on a corporate billing account - Change the Merchant Category - Codes in a custom MCC group - Create a new custom MCC group (also need to notify Tech Help Desk) - Research missing or misapplied payments - Research about decline reasons - Change standard delivery method – regular mail, bulk ship, etc - Report a lost/stolen - Request overnight delivery to an alternate address - Obtain 3 digit security/CVV code - Update fleet information, if applicable Cardholders should utilize Cardholder Support at the phone number listed on the back of their card	- Obtain technical support for issues with bank provided applications such as GRAM or Works - Request periodic large uploads of user, card, or general ledger information - Add a new custom MCC group to Account Manager (after creation by Company Level Support) Cardholders should not contact the Technical Help Desk directly - They should contact the Program Administrator and/or Cardholder Support For how-to questions regarding application functionality, Program Administrators should refer to the how-to guides available online or the Client Education team	- Review watches on individual accounts - Report potential fraud or unauthorized transactions - Initiate claim or dispute process - Obtain status of claim or dispute Cardholders and Program Administrators can utilize the Fraud team for 24/7 support

6

Bank of America Quick Tips

Quick tips for seamless service
Helpful hints to prepare for servicing

Bank of America
Merrill Lynch

COMPANY LEVEL SUPPORT

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Full account number or last 4 digits
- ✓ Embossed Line 1
- ✓ If a shipping request, shipping address, method and attention to field
- ✓ All requests must have PA signature in email body
- ✓ Specific requests require company letterhead with a physical signature to be submitted by a current program administrator – can be scanned, then emailed or faxed
  - Adding/removing program administrators
  - Changing the corporate address
  - Requests for manual card creation
  - Corporate account closure
  - Manual card activation

TECHNICAL HELP DESK

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Application in question (Works/GRAM/Other)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number

Bank of America Training

Quick tips for seamless service
Helpful hints to prepare for servicing

Bank of America Merrill Lynch

COMPANY LEVEL SUPPORT

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Full account number or last 4 digits
- ✓ Embossed Line 1
- ✓ If a shipping request, shipping address, method and attention to field
- ✓ All requests must have PA signature in email body
- ✓ Specific requests require company letterhead with a physical signature to be submitted by a current program administrator – can be scanned, then emailed or faxed
  - Adding/removing program administrators
  - Changing the corporate address
  - Requests for manual card creation
  - Corporate account closure
  - Manual card activation

TECHNICAL HELP DESK

Include the following information

- ✓ Company Name
- ✓ Company Number
- ✓ Application in question (Works/GRAM/Other)
- ✓ User ID
- ✓ Details of the card / user / group / profile / report / transaction in question
- ✓ Content or screen shot of any error message
- ✓ Contact Phone Number