



Bank of America WORKFLOW Training for LaCARTE PCARD Program



works[®]



OBJECTIVES

- Understand the procedures for allocating, attaching itemized invoices/receipts and approving (sign off) in the Bank of America Works Program
- Role of the cardholder and demonstration of system
- Role of the approver and demonstration of system
- Available resources



Process

- Cardholder and approver process PCARD transactions electronically in WORKS.
- Required to send in paper statement, itemized invoices/receipts and Billing Cycle Completed Purchase Log.
- Billing Cycle Completed Purchase Log will be generated online in WORKS.



PROCESS BENEFITS

- Process focuses on processing transactions as they occur daily. Do not wait for cycle to close, or your statement to arrive.
- Cardholder can track purchases, review limits knowing available credit remaining.
- Disputes can be processed online.
- Itemized invoices/receipts easily accessible for audit review.



Workflow Does Not Change Policy Rules

- Allowable and unallowable purchases (MCC Restrictions and Policy Restrictions)
- Credit limits
- Card Security
- Sales Tax Exemption



Role of Cardholder (1 of 2)

- Receive advance approval following internal office procedures prior to making a purchase.
- Allocates each transaction to Fund/Org, Account, Object and any other applicable codes.
- Uses comment section to provide additional information to Approver or Program Administrators.



Role of Cardholder (2 of 2)

- Attach itemized invoice/receipt to each transaction.
- Sign off on the transaction, in order to send to approver for sign off.
- Allocation, itemized invoice/receipt upload and sign off, including sign off by the designated approver, **must be completed by the 13th day of the month following cycle close.**
- Print Billing Cycle Completed Purchase Log in WORKS system.
- Send signed and approved paper statement with attached itemized invoices/receipts and Billing Cycle Completed Purchase Log, to Shelly Mayfield by the last day of the month, following the statement close.



Role of Approver

- Authorize purchases in advance, following internal office procedures.
- Electronically approves (Signs Off) PCARD transactions in the WORKS system.
- Signs and approves paper statement.
- If a backup approver was designated, both will receive an email when there is a transaction to approve.



Additional functionality

- If you have multiple transactions that all need to be allocated to same coding, you can do a mass allocation. Split allocations are allowed.
- Cardholder can view card declines and reasons for the decline if unable to reach Shelly.
- You can customize your screens to organize the fields that you want to see.
- Sign off of the transaction will refresh your limits.



System Access

- All cardholders and approvers will receive a Welcome Email with your login information. Your login will be your personnel number and you will have to enter a new password.
- If you do not receive the Welcome Email, contact Shelly.
- System is accessible from any computer with internet access.



Uploading Receipts

- Only upload itemized invoice/receipt.
- Do not upload internal approval forms, packing slips, notes etc.
- There is a size limit on the upload file of 1 MB (1000 KB) per attachment. Always scan in B/W and choose the lowest resolution possible. Additional pages can be added to the Upload screen, by selecting the ADD icon at the bottom of the screen.

Unprocessed Transactions

- Unprocessed transactions in WORKS will be deducted from the next month's credit availability, if your card is still active.
- Failure to complete transaction processing in WORKS will result in card suspension until tasks are completed. This includes failure by approver to sign off on transactions or failure to send in paper statement and backup.





Reminder of Deadlines

- Transactions posted to Works must have allocation, itemized invoices/receipts attached, cardholder signoff and approver signoff completed prior to COB on the 13th day of the month, following the cycle close. If the 13th falls on a weekend or holiday, all must be completed on the last working day, prior to the 13th.
- Cycle will always close on the 5th of the month.
- Paper statements, itemized invoices/receipts, Billing Cycle Completed Purchase Log must be sent to Shelly Mayfield by the last day of the month following the statement close.



Resources Available

- Training guides and videos are also available in the WORKS system and can be found at the bottom of the screen.



PRINTING

- Agencies have \$0 purchasing authority for printing. All printing requests must be submitted to the DOA Office of State Printing and they will process or sub-out, to an outside contractor.
- NO PRINTING IS TO BE CHARGED ON THE PCARD, unless written permission is granted from the Office of State Printing. If written permission is granted from the Office of State Printing, that written permission must also be uploaded into WORKS with the itemized invoice/receipt, and attached to your statement, for that transaction.
- BUSINESS CARDS ARE THE ONLY EXCEPTION, and can be printed in-house, or by a local vendor, such as Business Cards Tomorrow (BCT). Business cards are to be printed in **black ink only**, unless previous approval is granted in writing, from the Undersecretary.



Close Out Procedures and Cardholders/Approvers on Extended Leave

- If the cardholder leaves the agency, the cardholder and approver shall notify Shelly Mayfield (Program Administrator) the pcard is to be retrieved, cut in half and returned to Shelly, perform review of all transactions, print and sign a Billing Statement and Billing Cycle Completed Purchase Log in WORKS, and obtain all itemized invoices/receipts and signatures from the cardholder, prior to their departure.
- If the cardholder will be on extended leave, Shelly must be notified to suspend the pcard during the absence.
- If the approver will be on extended leave, a backup approver must be designated, and complete the required approver course and approver agreement.



Annual Training

- Online LEO course for cardholders and approvers must be completed on a yearly basis.
- Proof of course completion (certificate) and original, initialed Cardholder or Approver Agreement form must be forwarded to Shelly.
- Failure of cardholder and/or approver to complete this initialed agreement and course, will result in card suspension.



DEMONSTRATION

- Cardholder Demo
- Approver Demo



LaCARTE Purchasing Card Program

TRAINING



Training Agenda

- ▶ Program Administrator Contact Information
- ▶ Overview of Program
- ▶ Card Benefits
- ▶ Qualifications of Cardholders
- ▶ Card Controls
- ▶ Responsibilities of Program Participants
- ▶ Applicable Purchasing Rules and Regulations
- ▶ Special Approvals
- ▶ How the PCARD can be used
- ▶ Tax Exemption information
- ▶ Contract Purchases

Agenda - continued

- ▶ Office Supply Contract
- ▶ Reconciliation, Post Audit and Payment
- ▶ Required Documentation
- ▶ Problem resolution
- ▶ Lost Cards
- ▶ Examples of Misuse
- ▶ Consequences of Misuse
- ▶ Statement Reminders
- ▶ General Reminders
- ▶ Review of Training Manual
- ▶ Review of LDH Policy

Program Administrators

- ▶ **Shelly Mayfield**
LDH Purchasing Card Administrator
Division of Planning and Budget
(225)342-7626 Shelly.Mayfield@la.gov
- ▶ **Christy Wallace**
LDH Asst. Purchasing Card Administrator
Division of Planning and Budget
(225)342-1581 Christy.Wallace@la.gov

Overview

- ▶ The LaCarte purchasing card is a VISA credit card issued by the Bank of America to be used for low dollar purchases under \$5000
- ▶ Works anywhere VISA is accepted
- ▶ Spending and transaction controls tailored to Cardholder needs
- ▶ Eliminates need for LaGOV processing
- ▶ Bills paid by the Department, no out of pocket required by employee.

Card Benefits - Agency and Cardholder

- ▶ Streamlines and expedites the purchasing and payment process
- ▶ Increases productivity by affording employees more time for other functions.
- ▶ Less expensive than Purchase Orders or reimbursements

Card Benefits

- ▶ Eases purchasing in emergency situations by negating the need for purchase order issuance prior to purchase.
- ▶ Empowers employees to manage expenditures
- ▶ No LAGOV processing is required when utilizing the credit card!!!

Card Benefits - Merchant

- ▶ Vendors prefer the credit card as it eliminates the need for them to invoice. No invoicing - less paper - cost savings
- ▶ The vendor receives immediate payment from the bank!
- ▶ Expands the vendors customer base

Qualifications of Cardholders

- ▶ You must be full time employee of the Department. Exceptions for WAE's can be approved.
- ▶ Must be approved to receive card by Unit/Budget Head
- ▶ Must be assigned a Supervisor/Reviewer (Approver) that will be responsible for review of all of the cardholder transactions. Must be at least one level higher than cardholder.
- ▶ Must take DOA Certification Course with a 90% minimum score, initial and sign Cardholder Agreement, with Course Certificate attached. This must be repeated annually.
- ▶ Must attend department training prior to release of card and then take annual agency training course online annually.

Card Controls

- ▶ Multiple restrictions can be placed on each cardholder.
 - ▶ Single purchase dollar limit
 - ▶ Maximum \$5000
 - ▶ Daily, monthly and billing cycle dollar limits set per cardholder
 - ▶ Daily, monthly and billing cycle transaction limits set per cardholder
 - ▶ Merchant category codes
 - ▶ Transactions per day, \$\$\$ per day, single purchase dollar limit

Responsibility - Program Administrator

- ▶ Liaison between Cardholder and Bank of America
- ▶ Develops Purchasing Card policy
- ▶ Maintains required and accurate documentation
- ▶ Ensures timely payment
- ▶ Monitors the program

Responsibility - Program Administrator (cont'd)

- ▶ Issues and cancels cards
- ▶ Encourages use of card vs purchase order system
- ▶ Trains and assists Cardholders and other department assigned trainers
- ▶ Maintains and updates Cardholder profiles
- ▶ Performs the required monthly audits, reporting and certification

Responsibility - Cardholder

- ▶ Keeps card secure
- ▶ **Does not allow anyone else to use card**
- ▶ Uses card in accordance with department rules and regulations and policies
- ▶ Only makes purchases for official business
- ▶ Provides required documentation for purchases both electronically in WORKS and in hard copy attached to the monthly statement.
- ▶ Reviews and reconciles transactions in the Bank of America WORKS system in a timely manner adhering to the 13th of the month deadline per cycle.

Responsibility - Supervisor/Reviewer (APPROVER)

- ▶ Determines cardholder spending and transaction limitations for their assigned cardholders
- ▶ Monitors and reviews cardholder activity. **Reviews each receipt for every transaction to ensure that it meets program requirements. Sign off should not take place if it does not.**
- ▶ Ensures that monthly allocation is completed and that monthly statements and receipts are reviewed and approved prior to submittal.
- ▶ Keeps Program Administrator informed about any employee changes, i.e. FMLA, separation, retirement, etc.
- ▶ Retrieves card from employee upon separation, retirement, etc., cutting the card in half, and returning it to the Program Administrator as well as ensuring that all transactions have been completed in WORKS and required documentation as been retrieved and submitted to the Program Administrator.

Purchasing Rules & Regulations as applies to card use.

- ▶ Use of card does not exempt anyone from following established laws, rules and regulations
- ▶ You must follow your offices' internal procedures for obtaining advance approval prior to charging a purchase

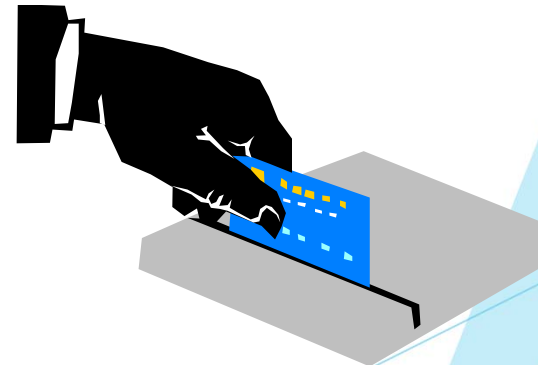
SPECIAL APPROVALS

- ▶ Some procurements require special approvals as mandated by LDH policies and directives. You must obtain such special approvals as required and attach to your transactions in WORKS and to paper statement with invoice/receipt documentation. THESE INCLUDE BUT ARE NOT LIMITED TO:
 - ▶ OFFICE OF TECHNOLOGY SERVICES PURCHASES
 - ▶ SUBSCRIPTION/MEMBERSHIP APPROVALS
 - ▶ ANY AGENCY SPECIFIC APPROVALS
 - ▶ EXEMPTIONS REQUIRED DURING A SPENDING FREEZE

HOW CAN YOU MAKE PURCHASES USING PCARD

The PCARD can be used anywhere VISA is accepted.

- ▶ Over the counter
- ▶ Mail Order
- ▶ Telephone Order
- ▶ Internet Order



TAX EXEMPTION

- ▶ All purchases are to be tax exempt unless approval is received from the Program Administrator for a specialized purchase such as client purchase with client funds.
- ▶ The state tax exemption number is on the card itself
- ▶ Tax exemption certificate that can be provided to the vendor is in manual and also as a policy attachment.

TAX EXEMPT NUMBERS FOR FREQUENTLY USED VENDORS

- ▶ The State has established a tax exempt number to be used by all cardholders at some popular and frequently used retailers. When you go to check out, let the clerk know that your purchase is tax exempt and give them the tax exempt number for the applicable store.
 - ▶ Wal Mart - 192118
 - ▶ Home Depot - 5511616
 - ▶ Lowe's - 046100014
 - ▶ Office Depot - 36087878

CONTRACT PURCHASES

- ▶ Multiple purchases may be made with the PCARD for contract purchases, each day, up to but not exceeding \$5000 per contract. Check ECAT to be sure the items are on active state contract.

The screenshot shows the 'Louisiana's Electronic Catalog (LA eCat)' search interface. The page title is 'Office of State Procurement' and the subtitle is 'Louisiana's Electronic Catalog (LA eCat)'. Below the title, it says 'Search tool for items on state contracts.' and there is a 'Help' button. The interface is divided into several sections: 'LaGov', 'Contract', 'Vendor', 'Contract Line Items', and 'Catalog Items'. Each section contains various input fields and dropdown menus for searching. The 'Contract' section includes fields for Contract #, Contract Desc., T-Number Desc., T number, and Coop?. The 'Vendor' section includes Name, SEBD, SE/HT, VSE, and DVSE. The 'Contract Line Items' section includes Line #, Product Category, Material #, and Product Category/Line Item Description. The 'Catalog Items' section includes MDM Catalog Reference #, Supplier Part #, Region, Catalog Item, Long Description, and Emergency. At the bottom, there is a 'Search for:' section with radio buttons for 'Contracts', 'Contract Line Items', and 'Catalog Items', along with 'Find It' and 'Clear' buttons. A 'LaPAC Public Menu' button is located at the very bottom.

Office of State Procurement
Louisiana's Electronic Catalog (LA eCat)
Search tool for items on state contracts. Help

LaGov

Contract #
Contract Desc.
T-Number Desc.
T number Lookup
Coop?

Vendor Name
SEBD VSE
SE/HT DVSE

Contract Line Items
Line #
Product Category
Material #
Product Category/Line Item Description

Catalog Items
MDM Catalog Reference #
Supplier Part #
Region
Catalog Item
Long Description
Emergency

- Search using singular word forms only.
- Words separated by a space searches for items containing all words in any order.
- Enclose a phrase in quotes to search for the exact phrase.
- Words separated with OR searches for any of the words.
- % can be used as a wildcard when searching

Search for: Contracts Contract Line Items Catalog Items Find It Clear

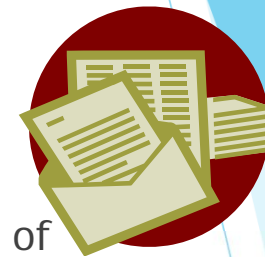
LaPAC Public Menu

STAPLES ADVANTAGE Office Supply Contract Effective May 16, 2015

- ▶ **MANDATORY STATE CONTRACT**
- ▶ EMAIL SENT TO REGISTER
- ▶ DISCOUNT PRICING ON ENTIRE FULL-LINE CATALOG (APPROX 14% IN SAVINGS)
- ▶ FREE NEXT-DAY SHIPPING ON ORDERS
- ▶ EASY, HASSLE-FREE RETURNS
- ▶ QUESTIONS? STAPLES ADVANTAGE CUSTOMER SERVICE TOLL FREE # 866/852-2591
- ▶ EMAIL OSP PROCUREMENT DIRECTOR FOR WRITTEN APPROVAL, IF NOT UTILIZING MANDATORY STATE CONTRACT.

Reconciliation, Post Audit, Payment

- ▶ Billing cycle runs from the 6th to the 5th of the month
- ▶ Cardholder should receive their paper statement by the 10th of the month
- ▶ Allocate transactions, upload itemized invoice, add the date of the receipt, along with the items purchased in the Description field, and Sign Off in PCARD WORKFLOW system daily. Transactions are available within 24-48 hours of purchase. Allow time for approver to review and sign off on each transaction. All transactions must be completed by cardholder **and** approver sign off prior to COB on the 13th of each month
- ▶ Send statement signed by cardholder & approver and backup to Procurement Card Administrator by last working day of the month after cycle close.



RECEIPT DOCUMENTATION

Ensure when uploading the itemized receipt/invoice in WORKS, that the date on the receipt/invoice is entered (not the actual date that you received the merchandise), along with a description of the items purchased (limited to 50 characters). A generic description is not acceptable. All fields must be completed prior to clicking the **OK** icon.

Add Receipt [X]

Works supports files in the .pdf, .png, .jpg, .gif and .jpeg format. Uploaded files will be compressed* and compressed file must be less than 1MB.

*Note: PDF files are not compressed and must be less than 1MB natively.

* File to Add:

Receipt Date: mm/dd/yyyy

Description:

VALID RECEIPT/INVOICE

The itemized documentation to the left is correct, as it provides all required information: Item Description, Quantity, Individual Pricing, and a Total. The generic payment receipt to the right is UNACCEPTABLE, as it only provides a total price. The cardholder and approver must be sure a valid receipt is attached prior to sign off in WORKS.

STAPLES
MAKE MORE HAPPENSM
Staples Advantage

To reach Customer Service, please dial 1-877-824-7785.

REFER TO THIS ORDER NO. FOR ALL INQUIRIES

CUSTOMER NO.	SHIP DATE	ORDER NO.
007011061	3/27/16	715240713-00001
PURCHASE ORDER NO.		RELEASE NO.
COST CENTER		REQUISITION#

SHIPPING LOCATION: Houston 00972 CARTER ROUTE: NHD/COU /80

JANE DOE
628 N 4TH ST
5TH FLOOR - OFFICE 599
BATON ROUGE, LA 70802-1111
Contact: (225) 342-9000 - JANE DOE

SHIP TO: DOH
CC ONLY/628 N 4TH ST
9TH FL OFF
#4400005549
BATON ROUGE, LA 708025142

PAGE: 1 8002

SPECIAL INSTRUCTIONS

LINE	ITEM NUMBER	ITEM DESCRIPTION / MODEL NUMBER	UNIT OF MEAS	QTY ORDERED	QTY SHIPPED	R/O QTY	UNIT PRICE	Extended Amount
1	588764	HIGH CAPACITY STAPLES 3000 Pcs/12025	BX	1	1	0	2.39	2.39
2	734031	HARDEST COIL COARD 12PT BLACK /48102	EA	2	2	0	6.59	13.18
3	854548	SHG HIGH CAPACITY 2000 STAPLES/877701	EA	1	1	0	21.00	21.00
Merchandise Total.....								37.57
DeliVerv.....								0.00
TAX.....								0.00

TOTAL VALUE OF ORDER: 37.57

5006 5 800 Thank You For Your Order! Staples, Inc. THIS IS NOT AN INVOICE

BCT New Orleans
5440 Mounes St.
Harahan, LA 70123
(504) 889-7903

09/01/2016 09:52:00
Merchant ID: XXXXXXXXXX06711
Device ID: 0822
Terminal ID: P0071.

~~CREDIT CARD
VISA SALE~~

CARD # XXXXXXXXXXXXXXX36368
TRANS # 002
Batch #: 2
Approval Code: 067100
ACI Code: V
TRANS ID: 086245800681165
Entry Method: Manual
Mode: Online
Tax Amount: \$0.00
Card Code: M

SALE AMOUNT \$35.00

THANK YOU
170951198
CUSTOMER COPY

Record Keeping



- ▶ Maintain all original itemized receipts, invoices for submittal to Program Administrator
- ▶ Back-up documentation must identify “WHAT” was purchased and “HOW MUCH” it cost. Generic charge ticket/payment receipt is not acceptable
- ▶ Allocate transactions in WORKS and upload the required valid receipt/invoice. Sign off required by cardholder and approver.
- ▶ Reconcile to monthly cardholder statement
- ▶ Forward to Approver/Reviewer as required with cardholder statement after cycle closes

Problem Resolution

- ▶ Contact the vendor and attempt to solve the problem
- ▶ If unable to resolve, click on the Dispute tab, under Transaction Detail and complete
- ▶ Alert the Program Administrator about the disputed charge
- ▶ Bank of America will notify cardholder of resolution



Lost Cards

- ▶ Immediately contact Bank of America,
24 hours a day, 7 days a week:

1-888-449-2273

Notify Program Administrator

Examples of Misuse

- ▶ Used for personal or unauthorized purposes
- ▶ Used to purchase alcoholic beverages or any substance, material or service which violates policy, law or regulations
- ▶ Allow card to be used by another individual
- ▶ Split purchasing to circumvent limits
- ▶ Uses another cardholder's card to circumvent purchase limit of either
- ▶ Fails to provide required receipts
- ▶ Fails to provide information, when requested, about any purchase
- ▶ Does not adhere to all policies and procedures

Consequences of Misuse

- ▶ Termination of card privileges
- ▶ Disciplinary action
- ▶ Termination of employment



STATEMENT CHECKLIST REMINDERS

- ▶ ATTACH ALL TAX FREE ITEMIZED RECEIPTS in order of transactions on statement. CREDIT receipts also must be itemized and attached.
- ▶ ATTACH the approved Subscription-Membership Dues Form and/or other approval documentation to the appropriate receipt.
- ▶ Ensure that “free” gifts are not accepted and are not reflected on your receipt. (ULINE, QUILL, etc.) Gifts as such are considered an ethics violation.
- ▶ Attach all required special approvals and freeze exemptions to applicable purchases.

GENERAL REMINDERS

- ▶ FOOD & REFRESHMENTS for meetings or offices, are NOT to be purchased with the PCARD. Food & refreshment purchases must go through your Travel Section.
- ▶ Personal items such as fans, heaters, facial tissue, holiday greeting cards, decorations etc., are NOT to be purchased with the PCARD.
- ▶ Enterprise car rentals are not to be charged on the PCARD. Enterprise car rentals are to be setup with an Enterprise Direct Bill account, through travel. GAS is NOT to be charged to the PCARD or Enterprise rental. Gas is to be purchased by the employee and reimbursed through travel.
- ▶ Exemption must be received from Program Administrator to charge fuel under special circumstances.
- ▶ REGISTRATIONS for meetings are NOT to be charged on the PCARD. Meeting registrations must go through your Travel Section.
- ▶ Please ensure your statement and required documentation is received in Planning & Budget, by the last working day of the month, for that statement.