



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

- ▶ **SanTina Spears**
LDH Purchasing Card Administrator
Division of Planning and Budget
(225)342-2001 SanTina.Spears2@la.gov

- ▶ **Darcel Kelley**
LDH Assistant Purchasing Card Administrator
Division of Planning and Budget
(225)342- 9576 Darcel.Kelley2@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 OSP LaCarte Pcard Certification Course with a 90% minimum score, LDH OMF LaCarte Pcard Program course and complete the LDH Pcard Cardholder Agreement form. Certificates for courses should be sent to the Program Administrator along with the ORIGINAL Cardholder agreement form. These must be repeated annually each year in July regardless of the date last taken.
- ▶ 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.

Office of State Procurement

Louisiana's Electronic Catalog (LA eCat)

Search tool for items on state contracts. [Help](#)

LaGov

Contract	Vendor	Contract Line Item	Catalog Items
Contract # <input type="text"/>	Name <input type="text"/>	Line # <input type="text"/>	MDM Catalog Reference # <input type="text"/>
Contract Desc. <input type="text"/>	SEBD <input type="text"/> Any <input type="text"/> VSE <input type="text"/> Any <input type="text"/>	Product Category <input type="text"/>	Supplier Part # <input type="text"/>
T-Number Desc. <input type="text"/>	SE/HI <input type="text"/> Any <input type="text"/> DVSE <input type="text"/> Any <input type="text"/>	Material # <input type="text"/>	Region <input type="text"/>
T-number <input type="text"/> <input type="button" value="Lookup"/>		Product Category/Line Item Description <input type="text"/>	Catalog Item Long Description <input type="text"/>
Coop? <input type="text"/> Any <input type="text"/>			Emergency <input type="text"/> Any <input type="text"/>

- 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

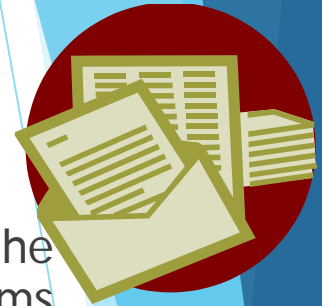
STAPLES ADVANTAGE

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
- ▶ Cardholders should receive their paper statement by the 10th of the month
- ▶ Allocate transactions, upload itemized invoice along with the purchase request, add the date of the receipt, along with the items purchased in the Description field on the receipt upload and Sign Off in PCARD WORKFLOW system daily. A description of the items purchased must also be entered under the allocation & Detail Tab. 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 along with original backup documentation to the Procurement Card Administrator by the 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 HAPPEN
Staples Advantage

To reach Customer Service, please dial 1-877-826-7755.

REFER TO THIS ORDER NO. FOR ALL INQUIRIES

CUSTOMER NO. 0070110671	SHIP DATE 3/7/16	ORDER NO. 7152407913-00001
PURCHASE ORDER NO.		RELEASE NO.
COST CENTER		REQUISITIONER

SHIPPING LOCATION: Houston 00972

CARRIER ROUTE: HBID/COU /80

TOTAL PACKAGES: 1

PAGE: 1 R002

S JANE DOE
H 028 N 4th ST
I 9th FLOOR - OFFICE 999
P BATON ROUGE, LA 70802-1111
T Contact: (225) 342-0000 - JANE DOE
O

B DHH
L CC ONLY/628 N 4TH ST
I 9TH FL OFF
D 4400001559
T BATON ROUGE, LA 708025342

SPECIAL INSTRUCTIONS

LINE	ITEM NUMBER	ITEM DESCRIPTION / MODEL NUMBER	UNIT OF MEAS	QTY ORDERED	QTY SHIPPED	B/O QTY	YOUR PRICE	EXTENDED AMOUNT
1	588764	HIGH CAPACITY STAPLES 3000 PCS/12025	BX	1	1	0	2.39	2.39
2	736031	HANDSET COIL CORD 12FT BLACK /48102	EA	2	2	0	6.99	13.98
3	854548	SML HIGH CAPACITY DESK STAPLER/S7077701	EA	1	1	0	21.00	21.00
Merchandise Total.....								37.37
Delivery.....								0.00
Tax.....								0.00
TOTAL VALUE OF ORDER:								37.37

STAPLES Check your order status online by selecting My Order Status from the My Orders drop down. **5006 5**

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: XXXXXXXXXX08711
Device ID: 0822
Terminal ID: PD071.

~~CREDIT CARD
VISA SALE~~

~~CARD # XXXXXXXXXXXXXXX6368
TRANS # 002
Batch #: 2
Approval Code: 067100
ACT Code: V
TRANS ID: 086245530681165
Entry Method: Manual
Mode: Online
Tax Amount: \$0.00
Card Code: M~~

~~SALE AMOUNT \$35.00~~

THANK YOU
120 951198
CUSTOMER COPY

Record Keeping



- ▶ Maintain all original itemized receipts, invoices and copies of purchase request for submittal to Program Administrator
- ▶ Back-up documentation must identify “WHAT” was purchased, “HOW MUCH” it cost and “WHO/WHAT” it is for. 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. If more than one approver signs off on transactions in Works, both must sign the paper statement before it is sent to the Program Administrator

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 with a copy of the original receipt.
- ▶ ATTACH a copy of the approved Purchase Requisition form with every transaction.
- ▶ ATTACH the approved Subscription-Membership Dues Form and/or other approval documentation with 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 unless you have an approved exception from the Office of State Travel (OTS).
- ▶ 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 each month.

Training Manual and LDH Policy

- ▶ The LDH LaCARTE training manual and LDH LaCARTE policy 58.1 can be found at the links below. You are to review these in their entirety and refer back as needed while utilizing your PCARD.
 - ▶ TRAINING MANUAL
 - ▶ <http://dhhnet/departments/omf/PlanningandBudget/Procurement/Forms/AllItems.aspx?InitialTabId=Ribbon%2EDocument&VisibilityContext=WSSTabPersistence>
 - ▶ LDH POLICY
 - ▶ <http://dhhnet/secretary/hrtsd/DHH%20Policy%20Manual/LaCarte%20Procurement%20Card%20Policy.pdf>