



# 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**  
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# 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

- ▶ 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.
- ▶ 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.



# Card Controls

- ▶ Multiple restrictions can be placed on each cardholder.
  - ▶ Single purchase dollar limit
    - ▶ Maximum \$5000
    - ▶ Exceptions to the SPL must be submitted by the LDH Program Administrator for approval/disapproval from the OST.
  - ▶ Daily, monthly and billing cycle dollar limits set per cardholder
    - ▶ Maximum \$5000
    - ▶ Additional limit can be increased on a case-by-case basis upon review of past spending records.
  - ▶ 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
- ▶ 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 state 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 13<sup>th</sup> of the month deadline per cycle.

# Responsibility - Supervisor/Reviewer (APPROVER)

- ▶ 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
  - ▶ 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 LDH Program Administrator.
- ▶ 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 LAeCAT prior to making the card purchase to see if the item is available on state contract and utilize a purchase order if available.

The screenshot shows the 'Office of State Procurement' website for 'Louisiana's Electronic Catalog (LA eCat)'. The page is titled 'LaGov' and includes a 'Help' button. The search interface is organized into four columns: Contract, Vendor, Contract Line Item, and Catalog Items. Each column contains several input fields and dropdown menus. At the bottom, there are search instructions, radio buttons for selecting the search scope (Contracts, Contract Line Items, or Catalog Items), and 'Find It' and 'Clear' buttons. A 'LaPAC Public Menu' button is located at the very bottom of the page.

**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/HT <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

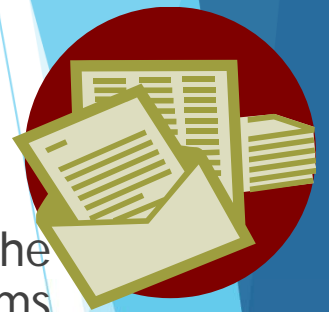
Search for:  Contracts  Contract Line Items  Catalog Items

# STAPLES ADVANTAGE Office Supply Contract #4400023146

- ▶ **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 6<sup>th</sup> to the 5<sup>th</sup> of the month
- ▶ Cardholders should receive their paper statement by the 10<sup>th</sup> 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 13<sup>th</sup> 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.	SHIP DATE	ORDER NO.
0070110671	3/7/16	7152407913-00001
PURCHASE ORDER NO.	RELEASE NO.	
COST CENTER	REQUISITIONER	

SHIPPING LOCATION: Houston 00972

CARRIER ROUTE: HSD/COU /80

TOTAL PACKAGES: 1

PAGE: 1 R002

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	SHL 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

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 # XXXXXXXXXXXXX6368  
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**

**Immediately Notify  
LDH Program Administrator**

# Examples of Misuse

- ▶ Used for personal or unauthorized purposes (personal fans, heaters, coffee makers, etc.)
- ▶ 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 documentation (i.e. justification for membership) 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). Reminder exemption requests are only to be submitted by the LDH Program Administrator.
- ▶ Personal items such as fans, heaters, coffee makers, tea pots, 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 LDH 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 agencies CBA.
- ▶ Please ensure your statement and required documentation is received in to the Division of Safety/Security & Administrative Services, by the last working day of each month.

# Training Manual and LDH Policy

- ▶ The LDH LaCARTE policy 58.1 can be found at the link below. You are to review this in its entirety and refer back as needed while utilizing your PCARD.

- ▶ LDH POLICY

<https://ldh.la.gov/assets/docs/hr/Policies/ContractsProcurementAndLeases/CorporateLiabilityLaCartePurchasingCardP.pdf>