



Notify the program administrator if fraudulent charges are noticed, as the card may need to be cancelled and another card issued.

Immediately report a lost or stolen card by calling Bank of America at 1-

Those signatures will be certification by the signers that all charges represent accurate and valid University expenditures. A copy of the statement is to be retained by the cardholder.

Cardholder is to submit statement with supporting documentation to General Accounting Department in the Controller's Office no later than ten days after receipt of the monthly statement. Statements not received within fifteen (15) days may result in cancellation of card.

- i. Upon receipt of the statement, please attach all ORIGINAL receipts or invoices to the statement. Emailed receipts from Hotel websites and SHORTS are acceptable. We require that you provide the original cash register receipt. In the event the receipt is illegible, a copy must be faxed DIRECTLY TO THE CONTROLLER'S OFFICE -342-5103 from the merchant. In the event that a business uses credit card machines that only list the total charged to the card, please be sure that they give you a detailed or itemized receipt. For registrations, a copy of the ordering document should be submitted.

department. Bank of America will be notified in writing of any unresolved disputed item within sixty (60) days of the date of the statement on which the questioned item appears.

Cardholder indicates an item has an item in dispute and attach the STATEMENT OF DISPUTED ITEM

The Program Administrator will forward STATEMENT OF DISPUTED ITEM(s) to Bank of America and assist cardholder in resolving disputes to ensure proper credit is given on subsequent statements.

Cardholder MUST report any lost or stolen cards immediately to the Bank of America by phone and then notify the Program Administrator. The bank will immediately cancel the card and forward a replacement card within three (3) to five (5) business days.

To report lost or stolen cards, cardholder MUST call:
Bank of America 888-449-2273
Program Administrator 318-342-5122 (Susan Clow) or 318-342-5104 (Amy Estes)

Purchase amount which exceeds the cardholder single transaction limit cannot be approved through the Office of State Travel. Approval must be in writing.

Procurement requirements shall not be artificially divided as a means of appearing to stay within the limits stated.

Annual training certification for all Travel Card Program participants are available in LEO > My Training, which is the same system where you find other mandated-type courses, such as Efficacy Safety Management ORM Defensive Driving. The courses will remain available at all times for you to reference.

Proof of completion will appear in the Training Transcript available in LEO as well as in other training-related reports such as the Qualification Report. ULM requires that the certificate, available at the end of each course, be sent to the program administrator(s) to show proof that the applicable certification class was taken and passed with at least a 90% score in order for a cardholder to continue to possess a card or to continue to be designated as an approver or program administrator for either program.

Cards/CBA accounts can be suspended for annual certification violations.

OSP Travel Card Cert for Cardholders
OSP Travel Card Cert for Approvers