



State of Oklahoma Policy & Procedures for Purchase Card and Online Booking Tool

(Effective February 1, 2018)

Issued by:

Office of Management and Enterprise Services

Central Accounting and Reporting

Contents

DEFINITIONS	5
1 STATE PURCHASE CARD PROGRAM.....	9
1.1 Program Overview	9
1.2 P-Card Program Benefits.....	9
1.3 State of Oklahoma Contract	9
1.4 P-Card Program Authorization	9
1.5 Conditions of Participation	9
1.6 Higher Education & Political Subdivisions.....	10
2 ORGANIZATION.....	10
2.1 Executive Advisory Group	10
2.2 State Purchasing Director	10
2.3 State P-Card Administrator.....	10
2.4 State Entity P-Card Administrators	10
2.5 State Entity Approving Officials.....	10
2.6 P-Card Holders	10
3 SETTING UP YOUR PROGRAM	11
3.1 Enrollment.....	11
3.2 Issuing the P-Card	11
3.2.1 Application for P-Card(s).....	11
3.2.2 P-Card Controls and Limits	11
3.3 Employee Status.....	12
3.4 Cards for Executive Directors	12
3.5 State Purchase Card Employee Agreement	12
3.6 Renewal Cards.....	13
3.7 Card Activation & Registration	13
4 TRAINING REQUIREMENTS.....	13
4.1 Initial Training	13
4.2 Refresher Training.....	13
4.3 OBT Training.....	14
5 CARD SECURITY.....	14
5.1 Termination or Separation of P-Card Holder	14
5.2 Lost or Stolen Cards	14
5.3 Compromised Cards	15
5.4 Data Breaches	15
6 OPERATIONS AND RESPONSIBILITIES.....	15
6.1 Entity P-card Administrator Responsibilities	15

6.2	Approving Official Responsibilities	16
6.3	Cardholder Responsibilities	17
7	PURCHASING	17
7.1	General Purchasing Information	17
7.2	State Purchasing Hierarchy	18
7.3	Emergency Purchases	18
7.4	Automatic Drafts	18
7.5	Prohibited P-card Purchases:	18
7.6	Auctions and Auction Websites	19
7.7	Conference and Training Fees	19
7.8	Food Purchases	19
7.9	Foreign Monetary Conversion fees	20
7.10	State Sales/Lodging Taxes	20
7.10.1	Sales Tax on Internet Purchases	20
7.11	Information Technology	20
8	TRAVEL ACQUISITIONS AND REGULATIONS	21
8.1	Online Booking Tool (OBT)	21
8.1.1	Mandatory Statewide Contract	21
8.1.2	Traveler and Travel Arranger OBT Setup.....	22
8.1.3	Conditions of Participation	22
8.2	Travel Request Flow	22
8.3	Airfare	23
8.3.1	Holding a Ticket on the OBT	23
8.3.2	Documentation.....	23
8.3.3	Documentation of Exceptions	23
8.4	Lodging	23
8.5	Transportation – Taxi, Bus, Shuttle, and Rail	24
8.6	Travel-related Expenses	24
8.7	Vehicle Liability Insurance	24
8.7.1	In-State Vehicle Coverage.....	24
8.7.2	Out-of-State Vehicle Liability Coverage for Rental Vehicles.....	24
8.7.3	Personal Vehicle Coverage	25
8.7.4	Foreign Travel Coverage	25
8.8	Frequent Traveler Benefit Programs	25
8.9	Travelers with Disabilities or Medical Conditions	25
8.10	Vehicle Violation Fines and Tickets	25
9	RETURNS, CREDITS, AND DISPUTES	26

9.1	Processing Returns, and Disputes	26
9.2	Credits.....	26
9.3	Exchanges	26
10	PROOF OF RECEIPT OF GOODS AND SERVICES	26
10.1	Receipts and Supporting Documentation for all Purchases	26
10.2	Goods or Services Received at the Time of Purchase	26
10.3	Receipts not furnished by merchant	27
10.4	Itemized receipt unobtainable	27
10.5	Lost or missing receipts	27
10.6	Products Shipped	27
10.7	Airfare.....	27
10.8	Lodging	27
10.9	Other Transactions.....	27
11	TRANSACTION EDITING	27
11.1	Account Codes.....	28
11.2	Transaction Allocation	28
11.3	Asset Identification	29
11.4	Attaching Documentation	29
12	OTHER FINANCIAL OPERATIONS	29
12.1	Encumbering Funds.....	29
12.2	Cycle Reconciliation	30
12.3	Interagency Payments	31
13	ANNUAL (FY) REBATE.....	31
14	AUDITS.....	31
14.1	Purchase Card Continuous Monitoring (PCCM)	31
14.1.1	Agencies with Approved Extended Exceptions.....	31
14.2	Purchase Card Audits	31
14.3	Penalties for Misuse of Purchase Card.....	32
	APPENDIX A - CONTACT INFORMATION	33
	APPENDIX B – AUTHORITY ORDER SETUP	34

DEFINITIONS

Acceptable Electronic Signature Technology (e-signature) - technology that is capable of creating a signature that is unique to the person using it; is capable of verification, is under the sole control of the person using it, and is linked to the data in such a manner that if the data is changed, the electronic signature is invalidated.

Acquiring Bank – the bank that signs a merchant to accept their credit card (for example: MasterCard, Visa, etc.). Synonymous with “merchant bank” or “merchant acquirer.”

Agency Approving Officer - the elected or appointed executives of any state agency or their designated administrative employees with the authority to approve individual claims of the agency for payment of money from the state treasury from any fund.

Agency-direct Payment - a payment made by p-card or purchase order directly by a state entity for state travel without the traveler personally incurring an out-of-pocket expense and seeking reimbursement.

Boarding Pass - a document allowing a traveler to board an airline. A boarding pass may be presented in a digital form on a smart phone, or other electronic device.

Chip & Pin Card – cards with a chip embedded in the card for communication with the new EMV machines.

Contractor – a non-state employee who is paid for goods or services provided to the state through an agreement or contract.

Cycle – the period of time between billings. For example, the State of Oklahoma p-card closing period ends at midnight on the last business day of each month. The p-card cycle dates are posted on the OMES website. Synonymous with “billing cycle.”

Emergency Acquisition – an acquisition made by the State Purchasing Director or a state agency without seeking competitive bids to relieve an unforeseen condition believed to endanger human life or safety, poses imminent significant danger to property or is a condition certified by the Governor as a serious environmental situation. [OAC 260:115-7-19]

EMV – Euro-pay MasterCard Visa. Synonymous with “Chip” or “Chip & Pin” card. Also the term used to refer to the chip reader machine.

Entity P-card Administrator - the state entity staff member designated to manage the p-card program for the entity.

Folio means a document issued by a lodging facility detailing lodging charges.

Invoice - a document issued by a vendor to an organization to request payment for goods and services purchased using the p-card.

Issuing Bank - the bank issuing the p-card to an organization. The current issuing bank is Bank of America. Synonymous with “servicing bank,” “card issuer” or “current statewide contract 200 contract holder”.

Itinerary - a document in which the places you will be traveling are listed.

Level 3 Vendor – refers to certain vendors who include detail of transactions in the Works system.

Lodging Facility - hotel, motel, hostel, etc. that provide resting accommodations for travelers.

Lodging Rate - the amount a lodging facility charges for nightly accommodations. Allowable lodging

rates for each state are listed on the Government Services Administration (GSA) website at <https://gsa.gov/portal/category/100000>. Lodging rate may also mean the designated rate negotiated for an event, or approved in-state lodging rate.

Low Dollar Acquisition - an open market acquisition that is fair and reasonable and does not exceed five thousand dollars (\$5,000).

Merchant - a business or other organization that may provide goods or services to a customer. Synonymous with "vendor."

Merchant Category Code (MCC) - a standard code the credit card industry uses to categorize merchants based on the type of goods or services provided by the merchant. A merchant is assigned an MCC by the acquiring bank.

Merchant Category Code Group (MCCG) - a defined group of merchant category codes. MCCGs are used to control whether or not p-card holders can make purchases from particular types of merchants.

Online Booking Tool (OBT) - an application that assists travel management companies and travel agents to cater economically and quickly to large numbers of travelers. Synonymous with "online booking engine (OBE)."

P-card Bank Database/Ledger Program - the issuing bank p-card reconciliation program.

P-card or State Purchase Card - a type of commercial card that allows organizations to take advantage of the existing credit card infrastructure to make business-to-business (B2B) electronic payments for a variety of business expenses (goods and services).

Payment Confirmation - a transaction document that can be part of a receipt, which shows a payment was issued. Can be a confirmation number or order number.

PIN - a 4-digit code provided by the issuing bank for use with a Chip & Pin card. Synonymous with "personal identification number."

Point of Sale Code (POS) - a code entered by the merchant at the time of an on-site sale.

Purchase Card or P-Card Program Participant - an individual designated by a state entity to perform a p-card program responsibility, as authorized and defined in these procedures, who have a signed State Purchase Card Employee Agreement filed with the entity p-card administrator including, but not limited to, entity p-card administrators and back-ups, approving officials and back-ups, and p-card holders. It does not include an individual who may be assigned to create the p-card voucher for payment; or, designated as accountants in Works, when this is their only role in the p-card program.

Reimbursement - compensation by the State of Oklahoma for authorized out-of-pocket expenses incurred by the traveler while conducting state business.

Single Purchase Limit - the maximum spending (dollar) limit a p-card holder is authorized to charge in a single transaction. Purchases shall not be split with the intent of and for the purpose of evading (1) the p-card statutory single purchase limit of \$5,000 (the limit does not apply on statewide contract purchases, interagency purchases, professional services per Title 18, or payment of utility transactions); and/or (2) limit(s) established for an individual p-card; and/or (3) any competitive bidding requirement. For travel purposes, lodging and transportation are considered separate transactions.

Signature - a handwritten signature or an e-signature. E-signatures are considered original electronic signatures and acceptable by OMES.

Split Purchase - dividing a known quantity or failing to consolidate a known quantity of an acquisition for the purpose of evading a competitive bidding requirement. Conviction for making an acquisition by split purchase is a felony pursuant to the Oklahoma Central Purchasing Act.

State Entity - a unit of state government including but not limited to any agency, office, officer, bureau, board, council, court and associated organizations, commission, institution, unit, division, or other unit of state government, whether elected or appointed. It excludes only political subdivisions of the state.

State Entity Chief Administrative Officer - typically the Executive Director but may be a designee of the director.

State Entity Travel Approver - the designated person or persons within a state entity who has been granted the authority to approve travel requests by the state entity Director. Synonymous with "travel approver" or "approver."

State Entity Travel Arranger - the designated person or persons within a state entity who has been assigned the duty of booking travel for entity employees for official state business.

State Travel - travel required in the process of conducting state business. Synonymous with 'official travel.'

State Travel Manager - the OMES staff member designated to assist the State Purchasing Director or designee with implementation, management, and operation of the State Travel Program.

State P-card and Travel Office - the office within OMES that provides overall guidance and direction for the p-card program and the online booking tool (OBT) and responds to travel questions pertaining to the p-card.

State Travel Reimbursement Act (STRA) - the portion of Title 74 that governs the reimbursement of state travel expenses.

State Purchase Card or P-Card - a type of commercial card that allows organizations to take advantage of the existing credit card infrastructure to make business-to-business (B2B) electronic payments for a variety of business expenses (goods and services).

Statement - a document listing p-card account activity issued to a state entity by the issuing bank. The statement is available via the issuing bank's transaction system and is used for management and reconciliation purposes as well as the basis for payment.

Statewide Accounting Manual – the state's authoritative procedure manual for accounting and processing of transactions. The manual is available on the OMES website.

Statewide Contract - a contract issued by the OMES Central Purchasing Division for specific acquisitions for a specified period with a provision allowing the agencies and local governmental entities to place orders as acquisitions are needed for delivery during the period specified.

Ticket - a document created by an airline or travel agent to confirm that a traveler has purchased a seat on an airline or other public means of transportation.

Transaction - a single purchase. A credit also constitutes a transaction.

Transaction Documentation - all documents pertaining to a transaction. The documentation is also used for reconciliation at the end of the billing cycle and is to be retained with the monthly reconciliation documentation for review and audit purposes. Examples of transaction documentation include, but are not limited to: itemized purchase receipts, receiving documents, credits, disputes, written approvals, airline exception justifications, exception requests (OMES/Purchasing Form-030), all transaction correspondence, and any other item referencing the transaction.

Transaction System - the web-based tool provided by the issuing bank to record and access transaction information. Synonymous with "Works."

Travel Claim - a claim filed by a traveler on OMES Form 19 for reimbursement of out-of-pocket expenses incurred as a result of state travel.

Travel Management Company (TMC) - a contracted company that uses cost-comparing global distribution systems (GDS) to locate and book discounted flights and hotels for clients.

Travel Status - the time period between the beginning of a trip and the end of a trip (including, but not exceeding 24 hours or 48 hours, as appropriate, prior to or after the “event”).

Traveler - an employee of a state entity who travels on behalf of the State of Oklahoma and/or state entity to conduct state business.

TSYS - the card processing system utilized by the issuing bank. TSYS is the gateway to the credit card network. TSYS manages p-card program spend controls, statement generation, card issuance, authorizations, and declines.

TXN - the unique transaction number assigned to each transaction in the issuing bank’s online system. Using this number in notes to cross reference a transaction to a credit is highly recommended.

Works - the current bank database/ledger program used for p-card transaction reconciliation.

Utilities - electricity, water, gas, and sewer.

1 STATE PURCHASE CARD PROGRAM

1.1 Program Overview

This document is intended to specifically address policy and procedures pertaining to the use of the state purchase card (p-card) by designated individuals purchasing goods and services necessary for conducting official state business. This document also provides guidance for travelers and travel arrangers using the state's online booking tool (OBT).

All purchases shall be made in accordance with state statutes, rules, and these procedures, which include but are not limited to:

- Central Purchasing Act, 74 O.S. § 85.1 et seq.
- State Travel Reimbursement Act (STRA), 74 O.S. § 500 et seq.
- OMES, Central Purchasing Codified Rules, OAC 260:115
- State Agency Internal Purchasing and P-Card Procedures
- Statewide Accounting Manual

The p-card can be used with any merchant that accepts Visa as a form of payment. It is intended that p-cards be issued to select state employees when the use of the p-card will enhance effectiveness or economy of operation of the state entity.

Cards are issued in the name of the state but also bear the name of the p-card holder, name of the p-card holder's state entity, and the p-card holder's unique account number. Liability for payment to the p-card issuer rests with the state. Employees involved in the p-card program are subject to state ethics laws and directives. More information can be located at <http://www.ok.gov/ethics>

1.2 P-Card Program Benefits

Rebates as described in the Financial Operations section of this document are available to agencies who enroll in the p-card program. Some additional benefits may be reduced paperwork and transaction costs, ease of purchasing, prompt payment to merchants, a good audit trail, an expanded number of merchants willing to do business with the state, and in some cases, use of a p-card may result in discounts.

1.3 State of Oklahoma Contract

As the result of competitive bidding, the Office of Management and Enterprise Services (OMES) Central Purchasing awarded the prime contract for purchase card services to Bank of America. The contract is a **mandatory** statewide contract for state agencies that utilize a purchase card as a payment mechanism. Oklahoma institutions of higher education and political subdivisions may also use the prime contract; however, they must execute sub-agreements and establish their own method of payment with the issuing bank.

1.4 P-Card Program Authorization

The p-card program is authorized by the Oklahoma Central Purchasing Act (74 O.S. § 85.5).

1.5 Conditions of Participation

As a condition of participation in the p-card program and use of the statewide contract, state entities shall abide by the terms of these procedures. A "Request for Exception" OMES-FORM-CP-030 may be submitted and approved by the OMES authorized approver for specific circumstances. The request shall (1) cite the specific paragraph(s) of these procedures for which the exception is requested; (2) include a description and justification for the exception; and, (3) state the specific length of time for which the exception is necessary. The form can be accessed at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms/. The entity purchase card administrator and State P-card Administrator shall keep approved exceptions on file.

P-card procedures for each participating state entity shall be made a part of the entity's approved

internal purchasing procedures. State entities must submit their revised internal purchasing procedures to OMES Central Purchasing at omesprocurement.internalprocedures@omes.ok.gov within 6 months of completing the p-card program implementation process. Entities should review their internal purchasing procedures and p-card procedures annually and make any revisions necessary to be in compliance with the latest version of this document, as well as the Central Purchasing Act (Title 74 O.S. § 85.1 et. seq.), OMES Central Purchasing Administrative Rules, or any other applicable statutes or administrative rules. If any changes are made to the entity's internal p-card procedures, entities must resubmit their internal purchasing procedures including internal purchase card procedures to OMES Central Purchasing.

Entities shall have up to 120 days from the publication date of these procedures to update internal procedures and policies to comply with the changes in this document. During the time of transition, the entity is deemed to have accepted the state p-card procedures on all items not specifically addressed in more restrictive internal procedures or policies.

Failure to comply with all conditions of participation may result in a state entity's removal from the p-card program.

1.6 Higher Education & Political Subdivisions

Institutions of higher education and political subdivisions may develop and implement their own procedures in lieu of these procedures.

2 ORGANIZATION

2.1 Executive Advisory Group

The Executive Advisory Group provides overall guidance and directions for the p-card program. Membership is comprised of the State Comptroller, the State CIO (or designee), the State Purchasing Director, the OMES Audit manager, and the State Purchase Card Administrator.

2.2 State Purchasing Director

The State Purchasing Director is responsible for management of the p-card program, but has delegated authority to the State Comptroller.

2.3 State P-Card Administrator

The OMES staff member designated to assist the State Purchasing Director or designee with operations of the p-card program. The State P-card Administrator has authority with the issuing bank to make changes, additions, and/or deletions to accounts for p-card program participants.

2.4 State Entity P-Card Administrators

The state entity individual designated by the state entity chief administrative officer to manage (on a day-to-day basis and in detail) the p-card program and transaction system for the state entity. This employee and any designated back-up are the only employees authorized with the issuing bank to designate or change p-card holders and card limits for that entity.

2.5 State Entity Approving Officials

One or more state entity staff members designated by the entity to review and approve p-card holder transactions.

2.6 P-Card Holders

One or more state entity staff members designated by the entity to execute purchases using an assigned p-card.

3 SETTING UP YOUR PROGRAM

3.1 Enrollment

State entities and political subdivisions wishing to participate in the state p-card program shall submit a written request on their letterhead, signed by the entity's chief administrative officer, to the State P-card Administrator requesting to join the state p-card program. The request must contain the names and contact information of the appointed entity p-card administrator and back-up p-card administrator. The request should be emailed to the State P-card and Travel Office at pcard@omes.ok.gov.

State entities: Training and additional information will be received from the State P-card and Travel Office.

Political subdivisions: Training and additional information will be received from the assigned implementation contact at Bank of America.

The State P-card Administrator shall provide written notice to the State Comptroller (with a copy to the OMES Transaction Processing Department) in advance of any state entity beginning use of p-cards.

3.2 Issuing the P-Card

The p-card is typically issued to those employees authorized to purchase goods and services for official use by the state.

3.2.1 Application for P-Card(s)

The state entity p-card administrator shall order cards through the issuing bank's transaction system for employees approved as cardholders. The entity p-card administrator shall notate on the *Purchase Card Employee Agreement* the date the p-card was ordered. The issuing bank will ship new cards to the State P-card and Travel Office for distribution to the respective entity p-card administrator. See section 3.5 for *State Purchase Card Employee Agreement* requirements. The entity p-card administrator or designated representative shall pick up, and sign for, the p-card and deliver it to the cardholder. Representatives must be designated in writing. An email from the entity p-card administrator is acceptable.

3.2.2 P-Card Controls and Limits

State entities are required to establish the following categories of controls and limits on each p-card. These mandatory limits are required by the issuing bank and the card provider, Visa. The mandatory categories are:

- Card limit (dollar amount per cycle)
- Single purchase limit (dollar amount per transaction)
- Merchant Category Code Group (MCCG).

The entity p-card administrator should set the card limits for the p-cards based on state entity needs or past usage. The entity p-card administrator may set the single purchase limit for a p-card holder at an amount less than \$5,000, if desired; or an amount greater than \$5,000 for those making statewide contract purchases and paying for utilities; however, entities should not set single purchase limits inappropriately high. P-card limits should be reviewed no less than annually to determine if set limits are still appropriate. Attempted purchases outside of state or agency controls will decline.

Single transaction dollar limits – Purchases are limited to \$5000 in a single transaction. O.S. 74 § 85.5 L authorizes unlimited purchases of the following:

- Purchases from statewide contracts issued by the State Purchasing Director;
- Utilities*;
- Interagency payments; and

- Certain professional services as defined in Section 803 of Title 18 of the Oklahoma Statutes.

*Each invoice should be paid in its entirety with one single transaction. Suppliers who place restrictions on payments that cause multiple transactions to pay a single invoice should not be paid by p-card. If choosing to utilize the p-card for utility payments, the annual cumulative convenience fee totals may not exceed the amount of the p-card rebate for those purchases.

3.3 Employee Status

All personnel serving as state entity p-card administrators and designated back-ups, entity approving officials and designated back-ups, p-card holders, or proxy reconcilers must be a full time or permanent part time (not temporary or contract) employee of an entity. Cardholders or approving officials removed from the p-card program for cause, may not hold roles in the p-card program in the future and must be reported to the State P-card & Travel Office at the time of removal.

3.4 Cards for Executive Directors

A state entity's governing board or commission shall determine if the entity's executive director is to have a p-card. The minutes of the governing board or commission shall reflect the approval, as well as the cycle limits and single transaction limit. Training is required per section 4. A copy of the board or commission approval must be submitted with the training registration form.

The cardholder shall edit the transaction description field in Works and sign off. The option for automatic sign-off cannot be selected at the cardholder (accountholder) level. The transactions shall be set to auto-approve at the approving official level and move to the accountant who will edit the funding information. At the end of each cycle the appropriate cardholder statement, as determined by the entity p-card administrator, must be reviewed by the agency's primary CPO or designated CPO through inter-agency agreement with OMES, and presented to the agency's governing board or commission as an agenda line item at the next meeting following the incurred expenses. The agenda line item should be Submission of Executive Director's P-card Statement for Review and Approval. The board or commission chairperson shall sign the statement upon approval.

Statements not receiving approval and signature shall include an explanation of the issue preventing approval and expected resolution. The executive director's p-card shall be suspended by the entity p-card administrator until resolution is completed, the statement has been approved, and the p-card has been approved for reinstatement by the governing board or commission.

The entity p-card administrator is responsible to make sure that the state entity's executive director's statements are completed.

3.5 State Purchase Card Employee Agreement

All state entity p-card program participants must read and sign the *State Purchase Card Employee Agreement* in the appropriate signature block, prior to assuming their duties and/or being issued p-cards. By signing the agreement, the participant acknowledges that he or she understands the intent of the p-card program and agrees to follow these procedures and any policies or directives established by OMES to supplement these procedures. The *State Purchase Card Employee Agreement* (OMES Form-CP-059) is located on the OMES website at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms/.

The entity p-card administrator shall maintain the original employee-signed copy of the agreement for all participants of the p-card program. A scanned and/or electronically signed copy is acceptable. A copy of the signed agreement shall be provided to the employee. For participants who are p-card holders, page 2 (Receipt for p-card) of the p-card agreement shall also contain card limitations applied to the individual employee. A new p-card receipt shall be completed for each new card received and signed by the cardholder to document card possession.

If an employee no longer holds a position within the p-card program, the entity p-card administrator shall notate the termination date, the card cancellation date (if applicable), and the transaction system account deactivation date on page 2 of the *State Purchase Card Employee Agreement*.

3.6 Renewal Cards

Four to six weeks prior to a p-card's expiration date, the issuing bank will send a replacement card to the State P-card and Travel Office. Cardholders who have not activated or used their existing cards will not automatically receive a renewal card. Travel arrangers should explain to lodging establishments that they will notify them with the new expiration date as soon as it's received.

3.7 Card Activation & Registration

Upon receipt of a card, the card should be immediately activated by the cardholder by calling the phone number listed on the front of the card. The verification ID provided by the agency p-card administrator is required to activate the card. The PIN is to be selected at the time of activation. Once the card is activated, the card must then be registered at www.bofam.com/globalcardaccess.

4 TRAINING REQUIREMENTS

4.1 Initial Training

Entity administrators and back-ups, approving officials and back-ups, and cardholders must successfully complete the appropriate initial training authorized and provided by OMES prior to assuming their duties and/or prior to being issued any type of p-card. The Works editing class is scheduled on an as needed basis and is announced on the Works home page and listed on the p-card page of the OMES website under training at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/index.html.

Employees returning to the p-card program after an absence of 12 consecutive months or longer, will be considered new participants and will require the initial training. To register an employee for initial training, the agency p-card administrator must submit a p-card training registration form (OMES-Form-CP-058) which can be accessed at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms/. To comply with the requirement for training to be provided by OMES, the study materials or an instruction sheet with a link to the study materials, and an assessment will be sent directly from the State P-card and Travel Office to the new program participant. Assessments must be scored by the state p-card staff. A lodging training module is available for lodging only cardholders.

Employees who fully edit Works transactions (including Works accountants and proxy reconcilers) may, at the discretion of each entity, attend the Works editing class provided by the state p-card staff. All other participants should be trained internally based on the editing requirements of each entity.

4.2 Refresher Training

Refresher training is required at least once every two years (24 months) for all cardholders, approvers, and agency p-card administrators, but can occur more frequently at the discretion or need of the entity. Refresher training is determined by the entity p-card administrator and must be p-card related in content. Options include internal entity p-card procedures/policies, webinars/webcasts offered through OMES procurement training, audit classes/courses offered by OMES, State Use events/courses, P-Card Summit, training offered in Works, or other p-card related events or courses developed at a later date.

Training conducted internally shall be documented by the agency p-card administrator on the *State Employee Purchase Card Agreement* forms or on a spreadsheet. A sign-in sheet should be used for all training options. Training records shall be made available to OMES upon request and the most recent training dates must be provided to the State P-card & Travel Office to receive renewal or replacement cards. When the cardholder is within 4 weeks of a training requirement deadline, the replacement card will be held by the State P-card & Travel Office until the refresher training is completed.

CEUs for published courses or modules are allowed only once every two years, with the exception of the P-Card Summit, quarterly P-card Administrator's Council, and State Use Vendor Fair, or other

event. CEU approval will be obtained by the sponsor for each event held. Internal training conducted by the entity will not be approved for CEUs unless the agency applies for and receives prior approval from OMES.

4.3 OBT Training

It is recommended that travelers and travel arrangers attend the OBT training provided by the State P-Card and Travel Office prior to utilizing the OBT.

5 CARD SECURITY

The state entity is responsible for maintaining adequate security of purchase card account numbers and related information. **Use of the state purchase card is limited to the person whose name is embossed on the card. The p-card shall not be loaned to another person, nor shall the number be given to another person or the number memorized by another person.** The p-card holder shall ensure the card is kept in a secure manner and the p-card account number on the card or the PIN (for chip & pin cards) is not posted or left in a conspicuous place. It is recommended the p-card holder not carry the p-cards outside of normal duty hours unless required, and justified by the entity.

It is recommended that merchants should not be allowed to retain card information on file to avoid unauthorized transactions and declined transactions on closed cards. A card number should be provided by the ordering cardholder each time an order is placed.

5.1 Termination or Separation of P-Card Holder

In the event a p-card holder is terminated or separated by the issuing state entity, the p-card shall be cut or broken in half and sent to the entity p-card administrator for destruction and deactivated in the issuing bank's transaction system. In the event the entity p-card administrator is also a p-card holder and is terminated or separated, the p-card shall be deactivated in the issuing bank's transaction system and the card destroyed by the incoming p-card administrator. If no new entity p-card administrator has been appointed, these actions may be completed by the State P-card Administrator. If card is deactivated by the State P-card Administrator, the state entity director shall be notified of the deactivation and card destruction date. Entities shall establish a written internal process to ensure a p-card held by a terminated or separated employee, or an employee who no longer has a job function requiring a p-card, is promptly deactivated and their card shredded.

Once the deactivation process has been completed, the entity p-card administrator or other entity leadership shall document on page 2 of the *State Purchase Card Employee Agreement* the date the p-card is canceled with the issuing bank, the date the account in the issuing bank's transaction system is deactivated, and the date the card was destroyed.

In the event a p-card holder will be absent from work for an extended period of time, the state entity will place the card in 'suspense' status in Works. Another p-card holder may be identified to temporarily fill the void left by the absent cardholder if determined by the agency to be necessary. The temporary cardholder is required to follow all training and documentation requirements specified herein.

5.2 Lost or Stolen Cards

If a p-card holder's p-card is lost or stolen the p-card holder shall immediately notify the issuing bank at the phone number posted on the OMES website and in Appendix A of these Procedures. This number is available 24 hours a day. P-card holders should keep this phone number in a readily available place but separate from the card location. The caller will be asked by a customer service representative for the p-card holder name and/or the last six digits of the card number. Upon notification, a customer service representative will block the use of the card. The p-card holder shall record the date and time the issuing bank was notified as well as the name of the customer service representative contacted. The entity p-card administrator may also mark the card lost or stolen in the issuing bank's transaction system. The p-card holder may also complete a *Lost, Stolen or Compromised P-Card Notification* form and provide it by the fastest possible means to the entity p-card administrator with a copy to the appropriate state entity approving official. The *State Purchase Card*

Lost or Stolen Card Notification form (OMES/Purchasing – Form 031) is located on the OMES website at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms/.

5.3 Compromised Cards

Fraudulent transactions may be identified by either the Bank of America Fraud Unit or by the state entity. Once these transactions are identified, the card should be immediately closed and reissued by the bank. These cards should be returned to the entity p-card administrator for destruction and notation on the *State Purchase Card Employee Agreement*. (Note: The issuing bank does not send e-mails requiring a p-card holder to enter personal information directly into the e-mail.)

The state entity is responsible for purchases on lost, stolen or compromised p-cards until the issuing bank has been notified.

5.4 Data Breaches

New cards received from the bank due to data breaches should be immediately activated and registered. Activation of the new card will automatically deactivate the old card. The entity's internal card destruction process should be followed.

6 OPERATIONS AND RESPONSIBILITIES

6.1 Entity P-card Administrator Responsibilities

The state entity p-card administrator is the primary interface between the entity's cardholders and the State P-card and Travel Office, and the issuing bank. Entity p-card administrators must have a signed State Purchase Card Employee Agreement form on file in their office for themselves and any back-up administrators, and both primary and back-up p-card administrators must be current with p-card training. Entity administrators are responsible for:

- Establishing written entity p-card policies and procedures;
- Conducting agency-specific p-card training;
- Tracking refresher training attendance on page 2 of the employee agreement or on a spreadsheet;
- Communicating frequently with agency program participants regarding information received from the State P-card & Travel Office;
- Processing authorized requests for p-cards and maintaining controls over active cards, including setting and changing card spend profiles, ordering cards, deactivating cards, adding and deleting users, and setting permissions;
- Providing the verification ID to cardholders for the card activation process;
- Periodically reviewing list of p-card holders and summary reports to identify unauthorized use and determine if each cardholder has a continuing need for a card;
- Processing and retaining p-card program reports and *State Purchase Card Employee Agreements*, including bank statements available in payment center, p-card holder statements, Works invoices, and RPT 170 transaction summary reports in paper or electronic form (suggested reports on a quarterly basis include Group Membership Report, and RPT 508 – card profile data);
- Exercising control over the p-card program by auditing a random selection of p-card holder's monthly statements and transaction documentation for accuracy, required signatures of both cardholder and approving official, and determining corrective action for missing documentation or signatures;
- Communicating information disseminated by the State P-card and Travel Office to entity cardholders;
- Submitting exception requests;

- Making sure that all change orders have been processed, authority orders are dispatched by the deadline posted on the website, and employees listed as accountants and CPOs are available during the download days for any needed corrections;
- Communicating with the bank on identified fraudulent transactions (at agency discretion, the cardholder may contact the bank directly regarding fraudulent transactions);
- Scheduling program participants for initial p-card training and tracking current entity participant training to ensure training requirements are met;
- Tracking card information on page 2 of the State Purchase Card Employee Agreement;
- Notifying the State P-card and Travel Office when replacing cards due to name change – provide both previous and new last name;
- Documenting the receipt and destruction of cards no longer needed or returned by terminating employees;
- Notifying the State P-card & Travel Office on OMES Form-CP-034 of any change in state entity administrator or back-up administrator (entity p-card administrators who are also p-card holders should forward their card to the State P-card Administrator for final disposal);
- Periodically reviewing entity membership reports and verifying terminated employees have been removed from Works;
- Enforcing internal disciplinary actions determined to be necessary, or enforcing disciplinary actions necessary due to audit findings;
- Retaining statements and supporting documentation in paper or electronic format to comply with section 2-101 of the General Records Disposition Schedule (GRDS) located at <http://libraries.ok.gov/wp-content/uploads/2015/12/grds-schedule.pdf>
- End-of-cycle process oversight, including ensuring the cycle deadline schedule is met and the voucher is submitted on time to OMES.

6.2 Approving Official Responsibilities

Entity approving officials and back-up approving officials must be at least one level above the p-card holder's position (based on the organizational chart or other determined method), be current with p-card training, and have a signed *State Purchase Card Employee Agreement* on file with the entity p-card administrator. The entity must designate any back-up entity approving official in writing. All persons and officials reviewing and approving transactions utilizing the state purchase card shall assume the same responsibility and accountability as the purchase card holder. Approver responsibilities include:

- Reviewing the p-card holder's reconciled statement and transaction documentation for accuracy, completeness, appropriateness of the purchase and whether the transactions were conducted according to State statutes, rules, these procedures, agency internal purchasing procedures and p-card policy, and sound business practice;
- Ensure that cardholders make purchases according to the state purchasing hierarchy listed in Section 7.2;
- Assist cardholder with resolving issues with merchants. Any issue that cannot be resolved between the entity approving official and the p-card holder shall be brought to the attention of the entity p-card administrator for resolution;
- Approving transactions in Works. If not utilizing this option, the entity approving official shall sign and date the cardholder statement (signature stamps are not acceptable, e-signature is acceptable) to indicate concurrence with the reconciled transactions. Completed statements shall be forwarded to the entity p-card administrator for retention;
- Notifying agency p-card administrator of expected long-term absences of both themselves

and cardholders.

6.3 Cardholder Responsibilities

The p-card is issued in the designated cardholder's name. All references to cardholder means the individual whose name is on the card. Cardholders are required to be familiar with and follow all purchasing statutes and regulations as well as the purchasing guidelines set forth in this document. Cardholder responsibilities include:

- Ensuring card is activated and registered prior to use;
- Notifying agency p-card administrator of planned long-term absences;
- Ensuring that all purchases are made only by the cardholder;
- The cardholder is responsible for the security of the p-card and the transactions made with it. Failure to follow statutes, rules and procedures when using the p-card, may result in adverse action up to and including discharge, civil and/or criminal legal action;
- Completion of the appropriate p-card training prior to being issued a p-card;
- Using the p-card to purchase only allowed supplies and services within the single transaction limit and credit limit assigned to the p-card in a given month. See Section 7 for additional purchasing information;
- Purchasing only in accordance with the state purchasing hierarchy listed in Section 7.2;
- Confirming that posted transactions are accurate and signing off as instructed by the entity's internal procedures/policy. Any required editing should be performed at least weekly or upon receipt of notice from the bank's transaction system;
- Compiling and maintaining statements and transaction documentation as directed by entity's internal p-card procedures and/or policies;
- Ensuring that scanned documents are complete and legible if using that feature. See Section 11.4 *Attaching Documentation*;
- Running cardholder statement at the end of each cycle. See Section 12.2 for additional instructions.

Executive Directors who are cardholders must follow section 3.4 for their statements.

7 PURCHASING

This section is not intended to override any statewide purchasing rule or procedure or to be an all-inclusive list of purchases approved for p-card. This section provides additional guidance for certain types of purchases where:

- Use of p-card is prohibited;
- Additional requirements apply when using a p-card;
- Guidance is frequently misunderstood; or
- The purchase pertains to travel.

7.1 General Purchasing Information

- P-cards may be used at any merchant or service provider that accepts VISA. Merchants may require a minimum purchase amount of \$10.00 (does not apply to purchases from statewide contracts; however, the statewide contracts may contain a minimum order amount).
- The p-card cannot be used to avoid or bypass appropriate purchasing or payment procedures. P-card transactions will be audited by OMES to ensure the purchase is in accordance with statutes and statewide procurement and accounting policies and procedures.

- The p-card cannot be used for purchasing goods and services considered for personal use.
- The p-card cannot be used for items listed in Section 7.5 Prohibited Purchases.
- Prices paid must be fair and reasonable.
- Internet purchases must be made from a merchant with a secured internet site (for example, lockbox is present or URL contains https). Faxes disclosing full account information are not allowed.

7.2 State Purchasing Hierarchy

P-card purchases must follow the state purchasing hierarchy, which means that each of the following vendor types shall be used in this order unless the vendor does not have the item that the entity wishes to purchase or cannot meet certain other requirements.

- **State Use Committee** - State entities shall first use merchants on the State Use Committee procurement schedule. State Use Committee statewide contracts are mandatory for use. Entities shall reference the State Use Committee procurement schedule to ensure p-card purchases are pursuant to 74 O.S. § 3007.
- **Oklahoma Corrections Industries (OCI)** – If the item is not available from a merchant on the State Use Committee schedule, entities shall make purchases from OCI pursuant to 57 O.S. § 549.1. The p-card holder shall retain any quotes obtained in support of this transaction with the monthly transaction documentation.
- **Mandatory statewide contracts** – When neither of the above meets the needs of the entity, purchases should be made from a mandatory statewide contract if the item is available, **regardless of the purchase price** unless the State Purchasing Director or designee has issued a waiver to the state entity.
- **Non-mandatory statewide contracts** – If none of the above apply, entities are encouraged to use non-mandatory statewide contracts when possible.
- **Additional information** - Additional information on the above preferences may be obtained from an entity CPO and are found in the OMES Purchasing Division codified rules (260:115-7-3) https://www.ok.gov/dcs/searchdocs/app/manage_documents.php?id=946.

7.3 Emergency Purchases

While O.S. 74 §85.7 A.4 authorizes modified purchasing procedures for emergencies in certain situations, the authorization pertains to the requisition and bidding process. There is currently no statutory authority for agencies to make emergency purchases over \$5,000 by p-card.

7.4 Automatic Drafts

Setting up automatic drafts to an entity p-card is prohibited.

7.5 Prohibited P-card Purchases:

- 7.5.1 Entertainment;
- 7.5.2 Split purchases;
- 7.5.3 Per diem food and beverages as authorized by the STRA and any other statute pertaining thereto;
- 7.5.4 Cash, cash advances, automatic teller machine (ATM) transactions;
- 7.5.5 Goods or services for personal use;
- 7.5.6 Items not for official state business;
- 7.5.7 Any transaction or series of transactions, which exceed the limits established on an individual p-card (this is not inclusive of the maximum limits imposed by statute);

- 7.5.8 Motor fuel for personal vehicles or state owned equipment and vehicles;
- 7.5.9 Automotive general maintenance, ancillary items, and emergency repairs pursuant to statewide contract # 101 (SW101) for Automated Fleet Fuel Management System. (maintenance, repairs, or parts for equipment is not prohibited);
- 7.5.10 Gift cards or gift certificates; this does not apply to gift card/certificate purchases made for employee performance recognition pursuant to 74 O.S. § 4121. Gift cards/certificates are a taxable, reportable item for the recipient;
- 7.5.11 Frequent traveler membership fees;
- 7.5.12 Parking tickets or other traffic tickets;
- 7.5.13 Late check-out lodging charges;
- 7.5.14 Airline seat preference or upgrade charges;
- 7.5.15 Bell hop fees and tips;
- 7.5.16 Coat check fees

7.6 Auctions and Auction Websites

The p-card may be used for payment of items purchased at auction or through an online auction site. The transaction total, including all auction fees, and taxes if applicable, cannot exceed the statutory maximum of \$5,000. The state entity is responsible to comply with auction site loadout requirements and deadlines. Thoroughly read all auction sites details prior to placing any bids.

7.7 Conference and Training Fees

The p-card may be used for expenses required to host a conference, as well as for conference registration and training course fees.

Conference Attendance - The p-card may be used to register for conference attendance and for payment of training course fees. Attendees may be registered and paid for separately. Consult the Statewide Accounting Manual for additional restrictions. Registered attendees for whom payment has been made by p-card who then decide not to attend without justifiable cause, must reimburse the agency by personal check or money order.

- **Conference Host** - The p-card may be used to contract for conference equipment (such as audio or video equipment), conference/training rooms, conference/training set-up services, or conference/training materials. Total cost cannot exceed \$5,000 if paid with the p-card

7.8 Food Purchases

Because food purchases can easily be subject to abuse, special procedures apply when purchasing food by p-card. Some agencies have explicit statutory authority to purchase food and others have a degree of implied authority at the executive director level. Provided an agency has explicit statutory authority to purchase food, the p-card may be used for payment up to \$5,000. It is recommended that the statutory reference be included in the description or comments section of the Works transaction. For any other food purchases, the agency must have an internal policy signed by the executive director of that agency and make that policy available to OMES auditors upon request. Any food purchase where there is not explicit statutory authority must be in compliance with the agency's food policy. Departments within the agency may not make food purchases that do not comply with agency policy unless the purchase includes documentation of prior approval from the agency executive director.

Meal costs shall be limited to no more than one quarter of the daily per diem allowance. Meals while in travel status must be paid by the traveler and reimbursed through the travel claim process. For any meals that exceed the per diem limitation, the entity must provide documentation of authority for the purchase. This documentation should be attached to the p-card holder's monthly statement.

7.9 Foreign Monetary Conversion fees

Conversion fees may be paid with the p-card. A screenshot or printout from a conversion website such as www.oanda.com or www.exrates.org showing the conversion rate at the time of the transaction must be included as transaction supporting documentation. The bank must be notified prior to making any foreign purchase.

7.10 State Sales/Lodging Taxes

In-state entity-direct purchases are exempt from the State of Oklahoma sales tax. P-card holders shall use care to ensure they are not being charged state sales tax. The sales tax identification number is provided on the face of each p-card. A copy of the Oklahoma Tax Commission letter citing state sales tax exemption is located on the OMES website at http://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Tax_Exemptions/. P-card holders should check with each merchant to ascertain their tax-exempt policy and obtain that merchant's tax exempt card or number to be used in conjunction with p-card purchases from that merchant. P-card holder shall obtain a credit from the merchant for any sales tax charged.

Entities also have immunity from taxes imposed by municipalities. Therefore, entities shall not pay taxes to Oklahoma municipalities, including sales tax, hotel occupancy tax, entertainment tax, etc. Cardholders encountering issues with in-state lodging facilities should contact their agency p-card administrator. If additional assistance is required, the agency administrator should contact the State P-card & Travel Office by email within 10 business days of posted charge.

State entity purchases (including lodging) made out-of-state are not usually exempt from that state's sales tax; however, it is possible some states may not charge state sales tax on a transaction, depending on reciprocal statutes, tax laws, etc. In addition, the State of Oklahoma is not exempt from tribal taxes.

7.10.1 Sales Tax on Internet Purchases

To avoid paying sales tax, prior to purchasing items through a vendor's website, the entity must create an account with the online vendor in the name of the entity. Once the account is set up, the entity may register for the vendor's tax exempt program. Information on the vendor's tax exempt program can be found through a link on the home page. Some vendors accept a *Streamlined Sales and Use Tax Agreement* that can be obtained by contacting the State P-card & Travel Office at pcard@omes.ok.gov.

7.11 Information Technology

IT purchases shall be made in accordance with the IS Procurement Policies and the IT and Telecom ePro Requisition Procedures located at <http://www.ok.gov/cio/Procurement/index.html>. All hardware/software acquisitions must be on the *Approved Hardware/Software* list located on the above website. **All IT purchases exceeding \$5000 must be listed on a statewide contract.**

IT acquisitions shall comply with the applicable Oklahoma Information Technology Accessibility Standards issued by OMES, also available on the above website.

Also, please refer to the OMES Administrative Rules, OAC 260:115-7-54 for rules and procedures regarding information technology acquisitions and exceptions https://www.ok.gov/dcs/searchdocs/app/manage_documents.php?id=946, and to the Procurement Information Memorandum (PIM) 06302015 for Delegation of Authority for Certain Purchases at https://www.ok.gov/dcs/searchdocs/app/manage_documents.php?id=1195.

IT services and repairs are not listed on the *Approved Hardware/Software* list, although they may be included in the contract covering the items on the list. Generally, the annual cost of services and repairs are estimated and included on the IT authority order. Single transactions for IT repairs and services are capped at \$5000 unless listed on a statewide contract.

Additional information regarding IT procurement may be obtained from the agency's IT Strategist and

Account Executive. This information can be accessed by clicking on the *Partnering with OMES IS Contact List* located at https://www.ok.gov/cio/Custom Portal/Partnering_with_OMES_Information_Services.html.

8 TRAVEL ACQUISITIONS AND REGULATIONS

The p-card may be used for the purchase of airfare and/or lodging. Travel acquisitions are intended for travel or lodging expenses for active state employees or officials of the state; however, the STRA allows for reimbursement of travel expenses by persons other than state employees when they are performing substantial and necessary services to the state and have been directed or approved by the appropriate department official (i.e. volunteers). Use of the p-card may be appropriate when in compliance with the STRA. The p-card cannot be used for payment of travel expenses for contractors or the agents of such contractor firms doing work or providing services under terms of a contract or agreement with the state; for example, a temporary employee paid by Galt, or a person paid by another company through a contract, even if that person offices in the agency.

8.1 Online Booking Tool (OBT)

The State of Oklahoma Travel Program establishes the use of an online booking tool through a travel management company for acquisition of travel services in support of official state business. The travel program was developed to provide a means to procure travel through negotiated rates, reduced agent fees, and provide cumulative travel reporting for better visibility and accountability. The OBT provides:

- Increased visibility of employees on state business;
- Reduction of the state's overall travel costs through savings in travel agent fees;
- Streamlined booking and administrative processes; and
- Tracking of unused tickets.

The OBT is credit card driven to assist state entities with tracking and managing travel purchases. It is recommended that travelers and travel arrangers attend the OBT training provided by the State P-card and Travel Office prior to utilizing the OBT.

8.1.1 Mandatory Statewide Contract

The Office of Management and Enterprise Services (OMES), Central Purchasing is authorized to award a statewide contract for state travel services. The statewide contract number for travel services is SW210 and is a mandatory contract for state agencies. Airfare must be booked using the statewide contract, which offers two options: online through the OBT or by calling the agent (See Appendix A), unless:

- The air travel services can be secured at a cost less than that which is secured by the statewide contract; or
- The air travel originates from a location outside the state and it would be impractical to arrange for the air travel through the statewide contract; or
- The air travel is necessitated by an emergency and time does not permit utilization of the statewide contract; or
- The air travel is part of a package arrangement made by the organization scheduling the meeting or conference.

Documentation must be provided to evidence the circumstances allowing an exception from using the statewide contract. Use of the statewide contract is optional for lodging acquisitions.

Oklahoma institutions of higher education and political subdivisions may choose to use the statewide travel contract.

8.1.2 Traveler and Travel Arranger OBT Setup

Travel arrangers, as well as travelers who are state employees must have a profile set up in the OBT. A traveler information sheet should be requested from the State Travel Manager which details the information required to complete this profile. The travel agent will access traveler information within the OBT if booking airfare on behalf of the traveler. All new travelers must be added to the OBT by the State P-card and Travel Office. Authorized non-employees may be booked in the OBT as a guest and will not have a profile. Guest traveler information will be entered directly by the travel arrangers. Name used in the OBT profile must exactly match the traveler's name on the photo ID they will be using at the airport. Full name as it appears on their photo ID must be provided when making airline reservations through the travel agent.

Travelers who will also be submitting reimbursement claims must also be set up in the state vendor file.

Bookings should be handled by either the traveler or a designated travel arranger.

- State entity travel arranger - The travel arranger shall be issued a p-card in the arranger's name to book lodging and airfare on behalf of the state entity.
- Traveler: If the traveler is issued a p-card, the card shall be placed in a travel spend profile by the entity p-card administrator.
- OMES p-card training is required prior to issuance of the p-card. See Section 4 for training requirements.

8.1.3 Conditions of Participation

As a condition of participation in the travel program and use of the statewide travel contract, state entities shall abide by the terms of this policy. A "Request for Exception" form may be submitted to and approved by the State Purchasing Director or designee. A request must be directed to the State Travel Manager and shall: (1) cite the specific paragraph(s) of this policy and procedures document for which the exception is requested; (2) include a description and justification for the exception; and (3) state the specific length of time for which the exception is necessary. The state entity traveler or travel arranger and the State P-card and Travel Office shall keep approved exceptions on file. The OMES-FORM-CP-030 *Request for Exception to Purchase Card or State Travel Procedures* is located on the OMES website at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms/.

Travel shall be purchased through either a designated travel arranger or by the traveler. It is recommended that travel p-cards be restricted to designated travel arrangers. However, entities may request p-cards be issued to frequent travelers when appropriate. All cardholders must comply with the p-card training requirements.

8.2 Travel Request Flow

A typical travel request consists of the following steps:

- a) Agency travel is planned and approved internally according to agency procedures and policies.
- b) The traveler or travel arranger accesses the OBT, confirms profile is accurate and complete, and makes airline and optional car rental reservations.
- c) Travel is confirmed and booked by the traveler or travel arranger. Payment is made by state-authorized purchase card (p-card), or employee's personal credit/debit card.
- d) If utilizing a personal credit card, charges are submitted on the travel claim (OMES Form 19) for reimbursement. Form 19 is available at https://www.ok.gov/OSF/Forms/Division_of_Central_Accounting_and_Reporting_Forms/.

8.3 Airfare

Airfare must be purchased at the lowest logical airfare for coach airline tickets. Flight times may be taken into consideration when making reservations but the price should be fair and reasonable and the lowest reasonable selection for the trip. Airfare booked with a p-card is limited to \$5,000 per employee per transaction. Multiple tickets purchased and paid in a single transaction may not exceed the \$5,000 single transaction limit. For travel itineraries that are changed and flights not canceled according to airline policy prior to scheduled departure date and time, or changes are not communicated to the travel arranger in time to meet the airlines cancelation deadline, the traveler will be required to reimburse the agency if the flight was originally paid by p-card.

8.3.1 Holding a Ticket on the OBT

If utilizing the online booking tool for airfare purchases, the travel arranger may enter their p-card number into the traveler's profile to enable the traveler to put a ticket on HOLD for completion by the travel arranger; OR for the traveler to purchase the ticket without holding it. The travel arranger's email address and card number must be in the traveler's profile prior to the beginning of the booking process so that the required trip documentation is received by the travel arranger and the p-card is charged for the ticket. If the traveler is not a frequent traveler, the card number should be removed after the completion of the purchase (once the airfare purchase appears on the authorization log in Works). **NOTE:** The card number that is in the profile at the beginning of the booking process is the card that will be charged for the ticket. The card number cannot be switched during the booking process.

8.3.2 Documentation

The p-card holder shall retain all transaction documentation for reconciliation at the end of the cycle. A separate invoice for the agent fee is not necessary as long as both the ticket fees and the agent fee is listed on the invoice.

8.3.3 Documentation of Exceptions

Documentation meeting the requirements of Title 74-85.45k for agency-determined exceptions of airfare shall be retained by the agency and available upon request by OMES. Statutory exemptions should be noted in the bank's reconciliation system.

8.4 Lodging

Lodging purchases for state employees or authorized non-state personnel traveling on official business shall be made in compliance with the STRA, the Statewide Accounting Manual, and these procedures. The p-card holder shall retain all transaction documentation for reconciliation at the end of the cycle.

Reservations may be made for each attendee separately without being considered a split purchase. Reservations made for multiple attendees and paid in the same transaction are still subject to the \$5000 single transaction limit.

The state entity travel arranger may be issued a p-card in his or her name to make lodging reservations on behalf of the agency. Booking lodging through the OBT is optional. Travelers may be issued cards to book their own lodging or they may use their personal credit card or debit card and file a claim for reimbursement. All incidentals should be on the traveler's personal card.

The p-card holder shall verify that the lodging establishment and price is in compliance with the STRA and the Statewide Accounting Manual. In general, lodging rates may not exceed the GSA published lodging rates unless using a designated hotel. See Section 50.30.04 of the Statewide Accounting Manual for more information on lodging restrictions and exceptions.

The entity travel arranger or traveler shall verify that in-state lodging charges do not include Oklahoma lodging tax, municipality tax, city tax, occupancy tax, or tourism tax. See Section 7.10.

When required by the lodging establishment, the traveler's lodging stay may be posted to the p-card in advance, *provided* the lodging is refundable upon cancelation. Documentation of the lodging establishment's cancelation policy shall be retained by the travel arranger or traveler for the end-of-cycle p-card reconciliation. Traveler will be held responsible for neglecting to properly cancel the lodging in time to receive the refund. Resultant p-card charges must be reimbursed to the agency

by personal check, money order, or reduction of travel claim.

The lodging establishment must provide a final detailed receipt (folio) once lodging services have been provided. The folio must be obtained by either the traveler or the travel arranger and retained for the end-of-cycle documentation.

It is the entity's responsibility to determine if resort fees charged by lodging establishments are necessary or a personal expense. Documentation of such determination must be included with the appropriate p-card statement.

OMES-Form-CP-032 *Letter to Lodging Establishment Template* may be used by agencies to correspond with hotels for various reasons. The form is available for use on entity letterhead at https://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/P-Card_Forms . This letter may be used at entity discretion. No modifications should be made to this letter.

Failure to follow the airfare and lodging guidelines could result in suspension of travel purchases with the p-card.

8.5 Transportation – Taxi, Bus, Shuttle, and Rail

Local transportation services may be arranged and paid for by either the traveler or travel arranger. Tips up to 15% of the taxi fare may be paid with the p-card.

8.6 Travel-related Expenses

Room service, meals, phone charges (not business related), and internet charges (not business related) are NOT allowed on the p-card. State employees and authorized non-state personnel traveling on official business are responsible for paying out-of-pocket for all other travel-related expenses. In the case of inadvertent personal charges, the traveler shall reimburse the state for any and all personal expenses charged to the p-card (i.e., phone calls, room service, movies, etc.). Such repayment can be made by actual check or money order submitted to the state entity. Non-repayment of personal expenses to the state by the traveler shall result in the traveler's loss of p-card lodging acquisition privileges and other disciplinary or criminal actions. See Section 12.2 for voucher adjustment comments related to personal charges.

- Expenses such as parking fees, toll fees, and baggage fees are authorized to be paid by p-card as long as the charges conform to the requirements of the statewide accounting manual.
- See section 7.9 for foreign currency exchange rate information.

8.7 Vehicle Liability Insurance

8.7.1 In-State Vehicle Coverage

The State of Oklahoma is self-insured for liability issues through the Risk Management Division Department of OMES. This coverage protects employees while traveling within the scope of official duties for the state. This coverage applies to any vehicle (state-owned, rented, or personal) the employee may use. A copy of your entity's Proof of Coverage may be obtained from your state entity Risk Management Coordinator.

(Please be advised that while traveling inside the state, if selecting to use a personal vehicle, the State of Oklahoma does not provide coverage for any damage to the personal vehicle.)

8.7.2 Out-of-State Vehicle Liability Coverage for Rental Vehicles

The commercial insurance policy provided through the Risk Management Department of OMES provides liability coverage for out-of-state travel. However, an additional physical or collision damage waiver or loss damage waiver (CDW or LDW) is advisable if not renting the vehicle from the statewide contract vendor(s). Failing to purchase this coverage may subject the employee to personal liability. Personal accident insurance (PAI), personal effects insurance (PEI), and other supplemental liability insurances are considered personal expenses and are not reimbursable.

8.7.3 Personal Vehicle Coverage

If selecting to use a personal vehicle when traveling outside of the State of Oklahoma on official state business, the employee will be responsible for any liability and property issues that may occur. The state's out-of-state commercial insurance policy will only apply as excess coverage above the limits of the employee's personal vehicle insurance. It is *strongly recommended* that when traveling outside of the state you use a rental car from the statewide short-term rental contract (SW771).

8.7.4 Foreign Travel Coverage

- It is strongly recommended that when traveling outside of the U.S. on state business that the employee purchase all insurance, both liability and auto physical damage coverage offered by the rental company when renting a vehicle in a foreign country.
- All foreign travel shall be reported to the Risk Management Department through the annual foreign travel survey, or at least 30 days prior to overseas travel for area specific insurance coverage information.
- Contact the State Risk Management Department of OMES for additional information related to foreign travel or any other insurance issue at (405) 521-4999 or https://ok.gov/DCS/Risk_Management/index.html.

8.8 Frequent Traveler Benefit Programs

- Per the STRA (74 O.S. § 500-15) "*no travel claim shall be awarded if the filer of the claim has benefited from the personal receipt of frequent travel miles unless those miles are used to offset future claims against the state.*"
- State entities must determine how the frequent traveler benefits will be tracked and must make the tracking information available upon request to the State P-card & Travel Office and/or the State Auditor's office. Documentation suggestion is for the traveler to maintain a spreadsheet or other records differentiating business miles or points from personal miles or points.
- The pre-check (Pre ✓) program offered by the Transportation Security Administration (TSA) for expedited security screening may be used by travelers. Any fees that may be associated with this program are the responsibility of the traveler and are not reimbursable expenses. The "Known Traveler Number (KTN)", if applicable, *must* be entered in the appropriate section in the OBT prior to making a reservation in order to print on the airline ticket. If the KTN is not printed on the airline ticket, the program cannot be used for that trip.

8.9 Travelers with Disabilities or Medical Conditions

Employees with documented disabilities or medical conditions may be authorized to incur baggage assistance or other disability-related expenses. For passengers of size requiring additional space during travel, consult the airline's policy. Travel requiring the booking of an additional seat will need to be made by phone through the TMC's toll-free number. It is recommended that written exception approval be obtained prior to traveling to ensure smooth processing of the travel voucher. Submit request explaining the special situation to steve.wilson@omes.ok.gov.

For additional information related to an authorized disability-related expense, contact the Transaction Processing Dept. /Central Accounting & Reporting/OMES.

8.10 Vehicle Violation Fines and Tickets

Parking tickets or moving vehicle violation fines are the personal liability of the traveler and are not reimbursable expenses (except tickets for broken lights, etc. on state vehicles when employee is not at fault). All fines shall be paid to the ticketing entity by the traveler. Fines charged to the state p-card by rental car agencies will incur additional administrative charges from the rental company. The traveler is responsible to reimburse the state entity for the total amount charged to the p-card related to the

violation. Habitual violations may restrict a traveler's ability to use the p-card for vehicle rentals.

9 RETURNS, CREDITS, AND DISPUTES

9.1 Processing Returns, and Disputes

In most cases, payment issues can be resolved directly between the p-card holder and the merchant. If an item needs to be returned for any reason, return the goods to the merchant in the manner agreed upon. The merchant must issue a credit receipt for items that are returned, and the return should be credited to the p-card. This credit may appear on a subsequent statement if the credit process is not completed in the same payment cycle as the original purchase. Keep on file all documentation related to returns, credits, and disputes for reconciliation to the statement. If the p-card holder and merchant cannot resolve the issue, contact the state entity p-card administrator for assistance. Disputed transactions that cannot be quickly resolved by the p-card holder or entity administrator shall be reported to the issuing bank immediately by the entity p-card administrator, or at the entity's discretion the cardholder and, at the latest, no more than 30 days after the original transaction date. The issuing bank will investigate the dispute on the p-card holder's behalf and assist in resolution. If needing to file a dispute, the bank must be contacted at 866-500-8262 or the customer service number on the back of the card so the card can be closed and reissued. Transactions cannot be disputed after payment has been made to the bank.

9.2 Credits

If the agency is credited for any items or services that were originally paid with the p-card, then the credit should be processed through the merchant system. The merchant cannot be allowed to maintain a store credit or use the credit toward future or other invoices. It is highly recommended that a credit be annotated in the issuing bank's system by cross-referencing the TXN of the original transaction on the credit transaction and vice versa. Credits cannot be received in the form of cash. In the event that a credit can only be processed by refund check, a copy of the check must accompany the corresponding statement documentation and the refund check number annotated on the transaction in the bank's transaction system. An explanation of why the refund could not be processed through the merchant's system must be obtained and retained with the statement.

9.3 Exchanges

Items needing to be returned may be exchanged for other items during the same transaction. If the credit amount is greater than the purchase amount of the new items, the difference shall be credited to the p-card. If the purchase amount of the new items is greater than the credit amount, the receipt must show both the credit amount and the purchase amount.

10 PROOF OF RECEIPT OF GOODS AND SERVICES

10.1 Receipts and Supporting Documentation for all Purchases

Receipts shall be obtained for **all** purchases regardless of the order method. The receipt shall give an itemized and detailed description of the purchase and must include at a minimum: (1) merchant name; (2) date of purchase; (3) description; (4) unit price and quantity; and (5) transaction total. A detailed and itemized carbon copy is acceptable. A copy of the rental car contract must accompany any fuel receipt for which payment was made by p-card.

NOTE: Receipts cannot be manually modified in any way by either the merchant or entity.

10.2 Goods or Services Received at the Time of Purchase

The itemized receipt for purchase shall serve as the receiving document.

10.3 Receipts not furnished by merchant

If a receipt is not furnished by the merchant (as may be the case with a phone or internet order), documentation such as an order confirmation, packing slip, or invoice, etc. shall be obtained and shall contain an itemized and detailed description of the purchase;

10.4 Itemized receipt unobtainable

If the receipt is not detailed and itemized, the p-card holder shall request the merchant attach a written itemization of the charges to the receipt showing at a minimum: (1) merchant name; (2) transaction or purchase date; (3) description of each item purchased, including unit price and quantity; and (4) transaction total. The written itemization shall be signed by the merchant or its authorized designee.

In the event all attempts to obtain an itemized receipt from the vendor have failed, attach a written itemization of the charges to the receipt showing at a minimum: (1) merchant name; (2) transaction or purchase date; (3) description of each item purchased, including unit price and quantity; (4) transaction total and (5) statement explaining why all other methods of obtaining an itemized receipt were not available. The written itemization shall be signed by the p-card holder's approving official or designated back-up approving official.

10.5 Lost or missing receipts

A p-card holder may contact the issuing bank's customer service at the phone number listed in Appendix A, to obtain a missing or lost receipt. There is a charge for this service. The state entity will pass this charge to the p-card holder. The charge will appear on the cardholder statement as a bank fee (there will not be a receipt for this fee). Cardholder reimbursement to the agency will be in the form of personal check or money order. Documentation in the transaction system is required for a bank fee and should include the check or money order number. A copy of the check or money order must be included in the cycle statement documentation.

10.6 Products Shipped

In addition to the receipt, a packing slip or proof of delivery must be obtained (proof of delivery may be obtained from carrier's website).

10.7 Airfare

The invoice/itinerary shall serve as the receiving document for airfare (traveler's signature is not required). As long as the agent fee is listed on the itinerary, a separate receipt for the agent fee is not necessary.

10.8 Lodging

The folio received from a lodging establishment by either the traveler or the travel arranger is considered the p-card receipt. All folios must be itemized. A copy of the approved in-state lodging exception form (OMES Form 035), if applicable or other documentation substantiating the specified rate shall be included in the statement documentation.

10.9 Other Transactions

In addition to the purchase receipt, the cardholder and approving official signatures on the cardholder's statement indicates that these products and services were received and approved to be paid with the purchase card. Example: a software purchase where a link to download the software is provided in an email.

11 TRANSACTION EDITING

The following information shall be listed in the Bank's transaction system. Some of the information is automatically populated for suppliers registering as a Level 3 merchant; however, the airlines and lodging establishments have 30 days to provide the Level 3 information. Therefore, the p-card holder

is responsible for ensuring the following information is included and may have to enter all of it in the Description field on the Allocation Detail screen. This task should be performed on a weekly or daily basis to ensure adequate time for the reconciliation and payment process at the end of the cycle. Supporting documentation is required for all travel transactions paid by p-card regardless of dollar amount.

- **Standard purchases:**
Internal agency procedures will determine if a description is required. Statewide contract number, if applicable, shall be selected utilizing the provided drop down menu. Transactions of \$5000 or greater must have a description in either the description field or the comment section or an itemized invoice/receipt uploaded to and attached to the transaction in Works. Transactions exceeding \$5000 must have the SW Contract # or exempt category selected from the 'category' column drop down list. No other transaction types may exceed \$5000 per transaction.
- **Airline purchases:**
Traveler's name and/or employee ID number. If the travel is not for an employee and must remain confidential (for example: custodial travel for a minor), the name may be left out of the description.
- **Lodging purchases:**
Traveler's name and/or employee ID number. Specify (1) designated or host hotel, (2) GSA lodging rate, (3) tribal hotel, or (4) approved exception to in-state lodging rate (see section 10.8). There are no other authorized rates.
- **Taxi, parking, bus, train, & shuttle, and transportation-related purchases:**
Traveler's name and/or employee ID number.

11.1 Account Codes

As with any purchase, state entities shall establish internal procedures to ensure each payment voucher uses valid account (object of expenditure) codes. A generic account code shall not be used with any accounts payable voucher. For a complete list of account codes, see the *Statewide Accounting Manual*.

Account codes are defaulted based on the MCC codes for each merchant. However, these codes may not be appropriate in many circumstances and the correct account codes should be assigned on-line by the purchaser or other state entity personnel, utilizing the drop down list in the transaction system and/or the *Statewide Accounting Manual*. Online review and correction of account codes should be done using the bank's website at least weekly or possibly daily to permit quick processing during the short payment window at the end of the billing cycle.

11.2 Transaction Allocation

Funding allocation information for each p-card or group may be defaulted by the agency p-card administrator. Online review and correction of funding allocation information should be done using the bank's website at least weekly, or possibly daily, to permit quick processing during the short payment window at the end of the billing cycle. The only agency special accounts from which p-card payments are allowed are 700 funds.

- The issuing bank provides state entities access to on-line transaction information for continuous reconciliation and funding verification prior to data transmission to the state accounts payable system.
- Transactions posted in Works should be updated and approved by the cardholder and approver on at least a weekly basis (daily is preferred) to ensure adequate time for the reconciliation and payment process at the end of the cycle. Required information includes:
 - Account code;
 - Fund type-class;
 - Department ID-program code;

- Business unit;
- AO information; and
- SW contract # if applicable.
- Additional information may be required based on the type of transaction or agency preference.
- Any transaction appearing in Works that is determined to be fraudulent must also be reviewed and funding information allocated as if it were a valid transaction. The credit transaction that follows from either the bank or the vendor must then be allocated with the same funding information as the original charge. If the credit is not processed in the same cycle as the charge, the charge must be paid and then will be offset the following month with the credit transaction.
- In the event that a p-card is mistakenly used for a personal purchase and a credit cannot be applied to the p-card and proper payment made, the entity must obtain a personal check or money order from the employee for the amount charged to the p-card in error. The original transaction must be annotated with the employee's check or money order number in the issuing bank's transaction system, and a copy of the check or money order must accompany the corresponding statement documentation. Non-repayment of personal expenses to the state by the p-card holder shall result in the employee's loss of p-card acquisition privileges and other disciplinary or criminal actions.

Note: For those agencies that have an agreement with ABS the agency and ABS must determine which p-card tasks are to be completed by each party.

11.3 Asset Identification

State entities shall establish procedures to ensure items acquired using the p-card are added to the entity's inventory schedule, based on asset threshold. IT assets of \$500 or more and non-IT assets of \$2,500 or more are required to be reported to the agency asset manager. If the agency uses the PeopleSoft Asset Module, the assets must also be identified in Works in the GL09: Asset Profile field.

11.4 Attaching Documentation

The bank provides an option that allows documents to be scanned and attached to the transaction electronically in the transaction system. Attached documents are only informational for the Approver and Works accountant at this time. Documents scanned and attached to the Works transactions do not qualify as the official copy, since Works is not owned by the State of Oklahoma and each agency is required to retain p-card records in office. For retention information see section 6.1 and <http://www.odl.state.ok.us/oar/docs/grds-schedule.pdf>.

12 OTHER FINANCIAL OPERATIONS

12.1 Encumbering Funds

State entities shall establish encumbrances as "authority order" (AO) purchase orders in the state purchasing system. Entities are required to create an authority order prior to making any p-card transactions. A separate AO must be set up if making IT purchases with the p-card. Change orders to amend the encumbrance(s) may be processed as necessary.

Remember to follow the prior encumbrance requirement (sufficient balance implied) to be in compliance with the encumbrance law (62 O.S. § 34.62. - Encumbrance requirements for payment of state funds). The administrative head of a state entity shall be personally liable for obligations incurred in excess of the authorization [funds encumbered]. Accordingly, the Director of OMES shall never authorize payment of claims [vouchers under CORE] for purchases not supported by an encumbrance and any invoice or claim dated prior to the date of the encumbrance shall be rejected (for more information regarding this statute, please contact OMES at 405-521-4679.) Appendix B provides AO set up information.

12.2 Cycle Reconciliation

State entities shall assume full responsibility for reconciling and balancing all p-card transactions prior to the payment. Payments will not be processed for an entity with a cumulative credit balance. Nevertheless, the entity must build the voucher and attach the invoice. The entity shall retain the vouchers, invoices, and batch slips until there are sufficient charges to offset the credit. Once the credit has been recouped, the batch slip listing the unpaid vouchers from the prior billing cycles should accompany the current cycle voucher(s) with the required invoice documentation. Entities shall pay for unresolved disputed transactions filed with the issuing bank. Once the dispute has been resolved in favor of the entity, a credit will be processed by the bank.

- The p-card holder reconciles receipts and any other transaction documentation monthly and forwards to state entity approving official.
- The entity approving official reviews and approves reconciliation and forwards to entity p-card administrator.
- In lieu of running individual cardholder statements at the end of the cycle, the entity may elect to use the online cardholder and approver sign off function in Works for all agency cardholders (proxy reconciler sign off doesn't qualify as cardholder sign off for this option). All supporting documentation must be retained by the agency for the specified records retention period. If this option is selected, the entity p-card administrator must run and retain the RPT 170 Transaction Detail Report with Sign Offs. State entities should determine additional end-of-cycle processes internally.

Each state entity p-card administrator will be provided access to a separate statement portal provided by the issuing bank to download bank statements reflecting the amount due from said entity that should balance to the voucher(s). The end of the p-card cycle is the last business day of the month. The p-card billing and closing cycles are posted on the p-card page of the OMES website at http://www.ok.gov/DCS/Central_Purchasing/P-Card_Information/Purchase_Card_Billing_Cycles/ OMES must receive p-card vouchers from each entity by the specified voucher due date and time to allow OMES sufficient time for processing and timely payment.

- Each entity will create the accounts payable voucher each month using the PeopleSoft batch voucher request process for "Procurement Card" including any disputed transactions. Entities will review the process error reports online, correct any errors (missing or incorrect data), and rerun the process if necessary. A separate CORE training manual is available for this process as well as a voucher build class provided by OMES. The voucher for p-card transactions shall have the transaction system invoice attached when submitted to OMES. However, if the agency is operating in accordance with the OMES voucher imaging program, then only the Voucher Register Batch Slip Notice for the p-card payment will be submitted. The voucher will be considered similar to those processed under the alternate claim procedure (62 O.S. §34.64) and are subject to post-audit for all entities participating in the p-card program. Therefore, detailed transaction documentation supporting p-card transactions shall be retained by the state entity and made available upon request. No documentation other than the transaction system invoice and the batch slip should accompany the voucher submitted.
- The OMES Transaction Processing Department of Central Accounting & Reporting (CAR) makes one combined payment to Bank of America each month on behalf of the p-card program. In order to avoid late fees, interest charges, and a reduction of the rebate earned, all entities shall have their vouchers turned in to OMES CAR by the deadline schedule listed on the p-card page of the OMES website. The schedule is set up a year in advance and the dates do not change from what is listed. Entities not complying with the voucher build deadline will first be notified of the missed deadline in writing. If the deadline is missed again, the agency will need to attend additional training with the State P-Card Administrator and the OMES Transaction Processing Department at a cost of \$150.00, and on the third occasion that agency's program will be suspended for three months.
- Voucher build best practice – If needing to note adjustments made to p-card vouchers due to personal expense charges owed to the state, the state entities should use the comments field on the invoice information page to give a brief description of the negative adjustment (e.g.,

erroneous room service charge on a p-card payment) and put the voucher number of the p-card voucher having the overpayment. Also, the entity should use the comments field on the original p-card voucher to give a description of the error and to put the voucher number of the travel voucher containing the adjustment.

12.3 Interagency Payments

Preference for interagency payments is to pay by voucher, selecting the payment method "WIR". (DCAR Newsletter, Vol. 21, No. 7, dated February 18, 2011.)

Interagency payments *may* be made with the p-card at the discretion of the agency receiving the payment. Although interagency payments are unlimited according to Title 74, it may not be financially advantageous for an agency to accept a large-dollar payment due to the merchant fees assessed. Consult the other agency prior to making a purchase to ascertain their p-card payment acceptance limits.

13 ANNUAL (FY) REBATE

The contract with the issuing bank provides a rebate to agencies based on their level of use. Rebate percentages may differ based on dollar thresholds. The issuing bank remits the entire rebate to OMES on an annual basis (around August) with a breakdown of the amount due each entity. OMES will distribute the rebate among entities through inter-agency transfer if the entity has a clearing account, and through paper warrant if no clearing account exists.

- Higher education and political subdivisions- The issuing bank will send a check or EFT directly to these entities.

14 AUDITS

14.1 Purchase Card Continuous Monitoring (PCCM)

OMES Audit and Internal Investigations electronically monitors all state agency purchase card transactions. Auditors will create a case on a suspicious transaction and request a receipt or other documentation from the entity for review. The request will be sent from the Visa IntelliLink system by email. The email will be from system@intellilink.visa.com. The entity will have five business days to respond. If no response is received, the auditor will send out a second request for the information with a five business day response period. After multiple requests for the receipt have failed, the chief auditor will recommend to the State Purchase Card Administrator the cardholder's account be suspended. Entities may obtain access to the Visa IntelliLink system to monitor their transactions or review transactions flagged by OMES by emailing a request to the OMES Audit Division.

14.1.1 Agencies with Approved Extended Exceptions

One hundred percent (100%) of transactions of cardholders who have been granted exceptions for an extended period of time as required by their position will be audited by the entity p-card administrator and the OMES Audit Unit. Internal audit documents shall be kept by the entity p-card administrator and made available upon request.

14.2 Purchase Card Audits

OMES Audit and Internal Investigations will conduct entity detailed purchase card audits. The audits are selected based on risk assessments performed by OMES Audit and Internal Investigations. The audit process includes:

- The entity purchase card administrator is notified they are selected for audit.
- Auditors meet with the administrator to discuss the audit engagement.
- The audit plan and the request for program documentation are completed.
- The auditor conducts internal control interviews, walkthroughs, and testing.
- Inherent risks and fraud risks are evaluated.
- Transaction testing is completed.

- All exceptions noted during the audit are placed on an exception document.
- A meeting with the entity purchase card administrator and their supervisor is scheduled to go over the exception document. The entity is given the opportunity to provide any missing documents for an agreed upon period after the exception meeting. The time period is typically 3 to 5 days.
- After the time period has expired, the auditor will determine the exceptions to be included in the formal findings for the agency.
- Formal findings are written and delivered to the agency. The agency has 10 days to provide a management response and corrective action plan for each finding.
- The formal findings, including management responses, are placed in an audit report.
- The report is provided to the agency and published on the OMES website.

14.3 Penalties for Misuse of Purchase Card

Entities that fail to comply with audit requests or fail to take corrective action on reported misuse may be subject to suspension from the p-card program.

APPENDIX A - CONTACT INFORMATION

OMES STATE P-CARD AND TRAVEL OFFICE

State P-Card Administrator

Linda Powell, CPO
OMES Central Accounting & Reporting
5005 N. Lincoln Blvd., Suite 100
Oklahoma City, OK 73105
Phone: (405) 522-1654
Email: linda.powell@omes.ok.gov

State Travel Manager

Cindi Reisman, CPO
OMES Central Accounting & Reporting
5005 N. Lincoln Blvd., Suite 100
Oklahoma City, OK 73105
Phone: (405) 522-4812
Email: cindi.reisman@omes.ok.gov

State P-Card mailbox: pcard@omes.ok.gov

ISSUING BANK

Cardholder Customer Service:

Bank of America (888) 449-2273
If outside the U.S. (509) 353-6656

Fraud Department:

(866) 500-8262
(877) 451-4602

Contact for State Entity P-Card Administrators ONLY:

Jimmy Newman, Treasury Services Sr. Advisor
Email: dedicated_card_west@bankofamerica.com
Phone: (888) 715-1000, ext. 20610

Card Registration (required)

www.bofam.com/globalcardaccess
Verification ID is required for card registration

Payment Center Password reset:

Contact State P-Card and Travel Office at (405) 522-1654
Tech Support (888) 715-1000 Option 2, then Option 4

Technical Help Desk (800) 822-5985, option 4

Lost, Stolen or Compromised P-Cards

Bank of America (888) 449-2273

Works Website:

<https://payment2.works.com/works/>

ONLINE BOOKING TOOL

FCM Agent Team

FMC Travel Solution is the current mandatory travel agency. The State of Oklahoma has been assigned a dedicated agent team during standard business hours of Monday – Friday 8:00 AM to 5:50 PM central time. Any calls to the agent team after hours, on weekends, or on holidays will incur additional charges. If booking airfare after normal business hours, on weekend, or on holidays, these charges will also be in addition to the standard booking fees.

Team Members Assigned to the State of Oklahoma:

Daniel Simmons – Team Leader
Chantalle Oyardo – Assistant Team Leader
Brittany O’Neal – Travel Consultant
Urania Mejia – Travel Consultant

Contact one of these team members at:
Toll free (855) 920-7607
Direct – not toll free – (713) 300-1640

APPENDIX B – AUTHORITY ORDER SETUP

P-CARD AUTHORITY ORDERS

Standard AO

<u>Type</u>	<u>PeopleSoft Supplier ID</u>	<u>PeopleSoft Supplier Location</u>
PCAO	0000001101	0002
<u>Account Number</u>	<u>Category Code</u>	<u>Origin</u>
601100	84141602	EXC

IT AO

<u>Type</u>	<u>PeopleSoft Supplier ID</u>	<u>PeopleSoft Supplier Location</u>
PCAO	0000001101	0002
<u>Account Number</u>	<u>Category Code</u>	<u>Origin</u>
601100	43211600	EXC*

No. 11 on AO header must be set to "NO MATCH"
"NO MATCH" must also be selected on the schedule tab.
AMOUNT ONLY must be selected.
Set Receiving to OPTIONAL

*IT and Telecom ePro Requisition Procedures dated March 2013; IT and Telecom P-Card Procedures section, pages 17 & 18.