Accounts Payable & Travel Updates

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Spend Authorization Requirements

- Spend Authorizations must be fully approved prior to paying any travel expenses.

- Spend Authorizations must include the following information:
  - Start/End Date – Include any personal travel dates
  - Description – Include departure and return destinations
    - List all locations if multiple travel locations
  - Justification – Detailed purpose of travel

Expense Report Clarification - Email vs. Send Back

- Email is the preferred method of communication when additional documentation/information is required.
  - Our goal is to expedite the approval.
  - The cardholder/traveler will be the initial point of contact. The initiator (if not the cardholder/traveler) will be copied on the email.
    - Missing receipts/supporting documentation can be received via email and the auditor will attach to the expense report.
- Moving forward, responses must be provided directly by the cardholder/traveler.
  - Initiators may forward receipts, supporting documentation, etc.

Expense Report Clarification - Email vs. Send Back

- Expense reports will be sent back when corrections are needed, recurring errors occur, or a lack of response prevents the audit from being completed.
  - Missing spend authorization or spend authorization lacks required information
  - Multiple missing receipts, supporting documentation, approvals, etc.
  - Multiple expenses that do not align with the University travel policy, requiring additional information
- Unfortunately, send backs result in the approval process starting over.

Bank of America – Step-Up Authentication

- Currently, transactions may decline if a merchant requires verification through 3D Secure (3DS).
  - There is no way to authenticate the cardholder online.
  - Cardholders must call Fraud Servicing to approve the purchase.
- **March 1, 2026** - Bank of America will introduce step-up authentication using a One-Time Passcode (OTP) for transactions when the merchant uses 3D Security (3DS).
  - Cardholders can self-authenticate using the OTP via SMS text or email.
  - Eliminates the need to call Fraud servicing.
  - Simplifies the payment process.

Bank of America – Step-Up Authentication

□ To ensure a smooth roll-out, all cardholders are encouraged to complete the following steps:

  ❑ Register their card on Global Card Access (GCA) and ensure that Bank of America has a current mobile phone number and/or email address.

  ❑ If you have already registered, please review and update your contact information if necessary.

Accurate contact information is crucial, especially during times of travel.

Bank of America – Step-Up Authentication

- Accounts Payable & Travel will not be able to assist with OTP process.

- It is the responsibility of the cardholder to respond to any requests from Bank of America to authenticate the transaction.

- Reminder: Global Card Access capabilities:
  - Retrieve PIN information
  - Update contact Information
  - Receive alerts directly to cell phone or email address

Receipt Scanning

Reminder – Receipt scanning is live!

☐ A convenient option for uploading receipts directly to Workday from Apple and Android devices

☐ Receipts uploaded through the mobile app create a quick expense which must be linked to an expense report line for reconciling LaCarte credit card transactions or reimbursing out-of-pocket purchases.

☐ Easier to keep track of receipts while traveling or making in-person purchases.

Receipt Scanning

- Training
  - Job aids and demo videos available on the LSU Workday website under Training Materials > Finance Training.
  - https://www.lsu.edu/workday/finance_training.php