

Office of State Uniform Payroll
State of Louisiana
Division of Administration

JEFF LANDRY
GOVERNOR



TAYLOR F. BARRAS
COMMISSIONER OF ADMINISTRATION

October 30, 2025

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2026-22

TO: LaGov HCM Paid Agency Human Resources
and Employee Administration Staff

FROM: Andrea P. Hubbard
Director

SUBJECT: OSUP Policy on Statewide Vendor Refunds

This is a reminder to agencies that it is OSUP Policy that **all refunds** due to employees for statewide vendor products, both participating and non-participating in the Flexible Benefits Plan, must be processed through the LaGov HCM payroll system **by agencies**. This policy is necessary to alleviate issues reported with duplicate refunds (from vendor and agency) due to LaGov HCM Benefits module processing.

Agencies should review the [Voluntary Benefits Vendor Refund Requests](#) procedure document on the [OSUP Procedures](#) page of our website.

Direct questions to a member of the OSUP Benefits and Financial Administration Unit at _DOA-OSUP-BFA@LA.GOV or (225):

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APH/KME:par

c: Statewide Vendor Administrative Coordinators
April White, OGB