

## Disbursements Office

### **CORRECTIVE ACTION PROGRESSION FOR CARDHOLDERS AND/OR APPROVING OFFICIALS**

#### **Definitions**

##### **Minor Offense may include, but not be limited to:**

1. An unintentional error resulting from lack of knowledge, or carelessness.
2. A misconception or misunderstanding.
3. Lack of attention, minor neglect.

##### **Serious Offense may include, but not be limited to:**

1. A failure to show regard for Purchasing Card Program Guide.
2. An error or fault resulting from poor judgment.
3. Significant neglect.

##### **Fraud:**

1. A deliberate deception.

##### **An Occurrence may be:**

1. Single or multiple events identified for a specific period of time. Each event does not constitute a separate occurrence, all non-compliant events identified for the stated period are included within a single identified occurrence.
2. Second & Third occurrences must be of a type that is similar to or would have been included in a previous documented occurrence.

#### **Minor Offense**

##### **First Occurrence**

1. Informal Coaching from Approving Officials or Program Administrator for Cardholders. Informal coaching from Purchasing Card Program Administrator for Approving Official infraction.
2. Documentation to Purchasing Card Program Administrator's file.

##### **Second Occurrence within a Twelve (12) Month Period**

1. Re-read the Purchasing Card Program Guide, and retake Purchasing Card Training. Cardholders will sign new Cardholder Agreement. Approving Official infraction will receive a written warning from their manager.
2. Documentation to Purchasing Card Program Administrator's file.
3. Formal Coaching with documentation.

##### **Third Occurrence within a Twelve (12) Month Period**

1. Thirty days revocation of the Purchasing Card for Cardholder infraction. Suspension of duties for Approving Official infraction for not less than 30 days.

2. Oral Warning with documentation presented by Purchasing Card Administrator and placed in the employee file for 18 months.
3. Documentation to Purchasing Card Program Administrator's file.
4. Conditional reinstatement will be considered upon receipt of written request from Department Director.
5. If reinstatement is approved, retraining is required. New delegation and acceptance of responsibility and authority documents will be signed.
6. The offense may be escalated to "Serious" if willful disregard for guidelines is perceived.

## **Serious Offense**

### **First Occurrence**

1. For Cardholder infraction, minimum of 30 days and up to one-year suspension of the Purchasing Card. For Approving Official infraction, suspension of authority for a minimum of 30 days and up to a maximum of 90 days.
2. Documentation to the Purchasing Card Program Administrator's file.
3. Written reprimand presented by Department Director placed in Personnel file and in the employee file.
4. Conditional reinstatement will be considered upon receipt of written request from Department Director.
5. If reinstatement is approved, retraining is required. New delegation and acceptance of responsibility and authority documents will be signed.

### **Second Occurrence**

1. For Cardholder infraction, permanent revocation of the Purchasing Card. For Approving Official infraction, suspension of authority for a minimum of 60 days with a maximum of permanent revocation.
2. Written reprimand presented by Department Director placed in Personnel file and in the employee file.
3. Documentation to the Purchasing Card Program Administrator's file.

## **Fraud**

### **May result in but not limited to:**

1. For Cardholder action, permanent revocation of the Purchasing Card. For Approving Official action, permanent revocation of Purchasing Card Program Authority.
2. Referral and review by General Counsel's office who will confer with Human Resources regarding appropriate action.
3. Application of Company Policies and Procedures, as appropriate, including but not limited to termination of employment, financial recovery, and/or criminal prosecution.

## **Delinquency Types**

### **60 Day Notices**

This delinquency occurs when there are Purchasing Card charges in Concur that have not been reconciled after 60 days. Our policy states that charges must be reconciled within 30 days and/or per month.

### **Personal Expenses/Negative Balance Due**

This delinquency occurs when charges are made on a Purchasing Card that are not within Ferris and/or the Disbursements Office Guidelines. These purchases must be marked personal in Concur and paid back to University.

Examples:

- Meals purchased not on travel, and not business meal or meeting/event.
- Alcohol purchased without prior authorization
- Purchases without a valid Business Purpose
- Purchases without prior authorization

### **Sales Tax**

This delinquency occurs when a Cardholder pays sales tax using a Purchasing Card for an item they should not have. This includes paying sales tax on multiple occasions and/or not making a reasonable effort to receive a refund for the tax.

### **Lost/Stolen Cards**

This delinquency occurs when a cardholder has lost their cards multiple times. Another facet of this delinquency is losing control over the full account number even if you still have the physical card. When this happens we treat that as a lost card and must reorder a new card.