

# FLORIDA DEPARTMENT OF LAW ENFORCEMENT

## Office of Inspector General



PROJECT NUMBER: IG-0016

## American Express Credit Cards Audit

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SIX-MONTH FOLLOW-UP REPORT  
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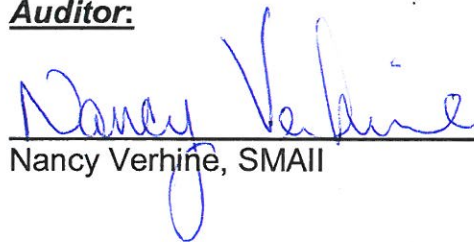
March 29, 2013


**Florida Department of Law Enforcement  
Office of Inspector General**

**American Express Credit Cards Audit**


**SIX-MONTH FOLLOW-UP REPORT**


**Auditor:**

  
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Nancy Verhine, SMAII

  
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Date

**Audit Managers:**

  
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Lourdes Howell-Thomas, Director of Auditing

  
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Date

  
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Al Dennis, Inspector General

  
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Date



Florida Department of Law Enforcement  
Office of Inspector General

EXECUTIVE SUMMARY PAGE		Audit #IG-0016
Six-Month Follow-up: American Express Credit Cards Audit		Date Issued: March 29, 2013
Responsible Managers: Victoria Kliner, Director Business Support Program		Auditor: Nancy Verhine Sr. Management Analyst II
BACKGROUND:	The Office of Inspector General initiated this audit as part of the annual audit plan to evaluate FDLE's American Express credit card policies and procedures and usage. FDLE's final report, <i>American Express Credit Cards Audit</i> , dated August 30, 2012 was approved for distribution on September 4, 2012.	
SIX-MONTH FOLLOW-UP OBJECTIVES & METHODOLOGY:	The objective of this follow-up was to assess evidence that management has implemented audit recommendations.  The follow-up reviewed and analyzed management's evidence of implementation of the recommendations by: <ul style="list-style-type: none"><li>➤ Interviewing staff responsible for applying recommendations; and</li><li>➤ Reviewing various supporting documentation.</li></ul>	
SIX-MONTH FOLLOW-UP CONCLUSION:	The audit concludes that, of eight recommendations made, five are fully implemented, one is partially implemented, and two are still open. The three open recommendations will be reviewed again in six months.	
FINDING 1.1:	Members in the travel section of the OFM share one user id and password to view information (i.e., card number, member's address, charges) on the American Express @ Work site.	
RECOMMENDATION:	Each member that accesses the American Express @ Work site should have an individual user id and password that should not be shared.	
MANAGEMENT RESPONSE:	<b>Agree.</b> OFM members that access the database have obtained separate user ids and passwords.	
IMPLEMENTATION STATUS:	Recommendation has been fully implemented. This finding is closed.	
FINDING 2.1:	One American Express Card had been issued to a non-member of FDLE (contractor, task force member, etc.). This individual was a member of the Regional Domestic Security Task Force in Ft. Myers. This card was cancelled during the audit. Another card was issued to an OPS PROC member and it was not cancelled until fourteen months after the member had terminated employment. In addition, the policy and procedures are at odds as to who the approving authority is. Policy states it is Executive Policy Board (EPB) and procedures states it is Executive Council.	
RECOMMENDATION:	Management should determine who the approving authority should be and update the policy or procedures to reflect it.  American Express Cards should not be issued to OPS and non-FDLE members on a routine basis. If it is determined that this class of member is in need of an American Express Card, the request should contain the reasons why the card is needed and the approval of an EPB member. This requirement should be added to the procedures.	











<b>MANAGEMENT RESPONSE:</b>	<b>Agree.</b> On July 27, 2012, OGS disseminated a list of current American Express card holders to programs/regions for review and requested management identify any cancellations or changes. OGS will provide updates periodically.
<b>IMPLEMENTATION STATUS:</b>	Recommendation has been fully implemented. This finding is closed.
<b>FINDING 3.1:</b>	Members are charging personal expenses to the FDLE Corporate American Express Card. Below is a sample list of merchants and the sixth month total spent:  <div style="display: flex; justify-content: space-between;"> <div> Walmart - \$3,166.94  Home Depot – \$1,685.97  Waters Edge Dermatology - \$941.98  The Hour Glass - \$684.50  Carnival Cruise - \$553.96  Buena Vista Palace - \$468  Bikesdirect – Paypal - \$449.95  Norwegian Cruise - \$427.93 </div> <div> Publix - \$2,642.34  AT&amp;T - \$1,168.29  Amazon.com - \$893.28  Easy Pay Tire Store - \$560.24  Tampa Electric - \$504.95  Target - \$452.30  Comcast - \$447.09  PSL - \$416.96 </div> </div>
<b>RECOMMENDATION:</b>	BSP is currently the only program that has access to the American Express @ Work Site reports and they are responsible for administering this contract. Therefore, OFM should develop a system by which supervisors are notified of members whose charges are or appear to be personal in nature. The appropriate EPB member should be included in this notification. Supervisors should take a proactive role in identifying and addressing personal and/or misuse of the American Express Card. Members should be disciplined according to policy for personal/misuse of the card.
<b>MANAGEMENT RESPONSE:</b>	<b>Agree.</b> Policy 3.5 states, Executive Investigations (EI) is responsible for handling issues related to alleged violation of policy. After consultation with EI, it was determined that OFM will provide EI with a copy of the monthly reports of all credit card charges. This will commence after all card holders are notified in advance of this new process. EI will determine whether monthly charges appear to comply with policy and investigate further, as needed.
<b>MANAGEMENT'S SIX-MONTH STATUS:</b>	The Commissioner's Office has directed implementation of an alternative process; OFM provides a quarterly Card Member Activity Report which is submitted to the Commissioner's Office for dissemination to the respective Program Directors or Special-Agents-in-Charge (SAC). If a Program Director/SAC suspects personal use or misuse of a member's American Express Card, then the matter will be referred to Executive Investigations – Professional Standards Unit, for review and investigation, if warranted.
<b>IMPLEMENTATION STATUS:</b>	The process described in Management's Six-Month Status has not been fully implemented. This finding is still open.





<b>IMPLEMENTATION STATUS:</b>	Recommendation has been fully implemented. This finding is closed.
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